

HUMBOLDT COUNTY SHERIFF'S OFFICE ANIMAL CARE & CONTROL

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PROCEDURAL MANUAL



Revised 11/2018

Humboldt County Sheriff's Animal Care and Control

PREFACE

This manual is designed to guide shelter personnel in making informed decisions regarding their actions during the course of their work. These procedures cannot cover every situation because unanticipated or new circumstances may arise. The employee will often be required to use initiative, discretion and common sense, supported by law and departmental policy. This manual is not all inclusive.

This manual contains specific policies, procedures and rule pertaining to functions or tasks performed within the Division as well as associate responsibilities and authority. All Division members are responsible for remaining aware of this manuals content and will adhere to directives contained within it.

The shelter lieutenant and program manager will be responsible for periodically updating this manual and assuring all personnel are familiar with its contents.

Every employee will be responsible for updating their manual by inserting or deleting the appropriate section as changes or additions are made. No amendment or revocation of this manual will occur without obtaining the approval if the shelter lieutenant or program manager. Suggestions regarding content should be brought the shelter lieutenant or program manager. Suggestions regarding content should be brought to the shelter lieutenant or program manager's attention.

All employees are still required to adhere to the Humboldt County Sheriff's Office General Duty Manual. This manual is only designed for guidance and direction in shelter operations.

HUMBOLDT COUNTY SHERIFF'S OFFICE

DIVISION OF ANIMAL CARE AND CONTROL

MISSION STATEMENT

The Humboldt County Sheriff's Office Division of Animal Care and Control promotes and protects public safety and animal care through animal law enforcement, sheltering, pet placement and public education.

VISION STATEMENT

Our **purpose** is to provide responsive, effective and high-quality animal care and control services that preserve and protect public and animal safety.

Our **philosophy** is to promote responsible pet ownership, compassion towards animals and safe human-animal interactions.

Our **position** is, as the agency responsible for animal-related public safety, to achieve our mission through the shared Humboldt County Sheriff's Office values of professionalism, responsibility, compassion, commitment, integrity, accountability and community partnership.

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Note: The Humboldt County Sheriff's Office Animal Care and Control will also be known here and through out this manual as; the Humboldt County Sheriff's Animal Shelter, the County Animal Shelter, the Animal Shelter and/or simply the shelter.

HUMBOLDT COUNTY SHERIFF'S OFFICE ANIMAL CARE AND CONTROL

SUBJECT: CONDUCT AND ETHICS

The complex nature of the animal care and control profession makes success dependent upon the individual character and excellence of each Sheriff's Animal Care and Control member. In addition, each employee's character determines the character of the sheriff's office, which is reflected in the services provided to the community.

Employees of the Sheriff's Animal Care and Control are highly visible representatives of the sheriff's office and the county, and are entrusted with the responsibility of ensuring the safety and well being of the public and animals in the community. Since the functions of the sheriff's office include law enforcement actions, standards of conduct for staff are higher than standards applied to the general public. In this regard, animal shelter employees will conduct themselves in a manner that does not bring discredit upon individuals, the sheriff's office, the county, or the community.

The following rules are established to implement policy and assist employees in conducting themselves in a professional manner. All employees of the Sheriff's Office Animal Care and Control will become thoroughly familiar with these expectations and will abide by them. They will observe and obey all:

- * Federal, state and local laws
- * Humboldt County Sheriff's Office General Orders
- * Special and Personnel Orders of the Humboldt County Sheriff's Office Animal Care and Control and the county
- * Provisions of the Humboldt County Sheriff's Office Policy and Procedure Manual
- * Other lawful orders of their superiors
- * Motor vehicle laws

Each sheriff's office employee is obligated to report violations of the rules, procedures, or policies as set forth in this manual to their supervisor upon observing or otherwise becoming aware of the violation.

RESPONSIVENESS TO THE COMMUNITY

Sheriff's office employees will strive to be responsive to the needs and problems of the community consistent with the Sheriff's Office Animal Care and Control mission. While the sheriff's office duties are governed by the law, the policies formulated to guide the enforcement of the law must include consideration of the public will. This responsiveness will be manifested at all levels of the sheriff's office by the willingness to listen and a genuine concern for the problems of individuals and/or groups. The total needs of the community will be an integral consideration of the services designed to carry out the mission of the Humboldt County Sheriff's Office.

HUMBOLDT COUNTY SHERIFF'S OFFICE ANIMAL CARE AND CONTROL

SUBJECT: CONDUCT AND ETHICS

TREATMENT OF ANIMALS

Employees of the Humboldt County Sheriff's Office Animal Care and Control will demonstrate kindness and compassion to animals at all times. While some animals may be aggressive or fractious, employees will not use more than the necessary force to safely control the animal. Employees will represent themselves and the sheriff's office in a positive and humane manner whenever communicating about animal issues and will always be mindful of how their words or actions may be interpreted.

COURTESY

HCSO Animal Shelter employees will be courteous to the public and tactful in the performance of their duties. Employees will not use coarse, violent, profane, or insolent language and will not express any prejudice concerning race, religion, politics, national origin, sexual orientation, or similar personal characteristics.

SUPPLYING IDENTIFICATION

HCSO Animal Shelter employees, while acting in an official capacity, will supply their last name, position, and similar identifying information in a professional manner to any person who may inquire. Photo identification cards or badge must be worn at all times while on duty.

BEHAVIOR TOWARDS CO-WORKERS AND VOLUNTEERS

Employees of the Humboldt County Sheriff's Office will be respectful, courteous, and considerate in their demeanor towards co-workers and volunteers. Employees of the Humboldt County Sheriff's Office will not use speech that a reasonable person would find to be disparaging of any protected group, based on race, sex, religion, national origin, age, sexual orientation or disability, or which disrupts the operations of the HCSO Animal Shelter.

INCAPACITY TO PERFORM DUTIES

HCSO Animal Care and Control employees, while on duty, who are unable to perform their duties due to illness, exhaustion or any other impairment, will report this fact to a superior officer who will then determine the proper course of action.

DISCRETIONARY JUDGMENT

Reasonable and appropriate action varies with each situation. Different facts or circumstances will determine whether education, intervention, or law enforcement will be the best course of action. Thus, HCSO Animal Care and Control employees must continually exercise discretionary judgment in order to ensure that the safety and care of animals and the public is properly protected. HCSO Animal Care and Control employees will exercise discretionary judgment in a reasonable manner and remain within the limits of their authority as defined by law, judicial interpretation, and HCSO Animal Care and Control and county directives.

HUMBOLDT COUNTY SHERIFF'S OFFICE ANIMAL CARE AND CONTROL

SUBJECT: ASSISTING THE PUBLIC AT COUNTER

- * Greet the public cheerfully with a; "Good morning/afternoon, how may I help you?"
- * If you are on the phone or assisting another customer, acknowledge other customers as they come in with a smile and eye contact or other acknowledgement so they do not feel like they are being ignored.
- * Be polite at all times. Show that you are sincere in wanting to help.
- * Assist, and if possible, guide the customer to their area of interest (i.e., kennels, cat room). If the customer wishes to look at animals, call for a kennel attendant or volunteer to come show animals and then let the customer know that someone will be right up to show them the animals.
- * Keep in mind that the general public may not know anything about animal shelter procedures. They may be emotionally upset by the loss of their pet. Treat them as you would want to be treated. If you are engaged in a telephone conversation and someone comes to the counter, acknowledge him or her by nodding to them, to let them know that you will be with them as soon as you are off the phone.
- * If you are engaged in a conversation with another employee and someone comes to the counter, assist the person and finish your conversation later.
- * Promote HCSO Animal Care and Control programs. Ensure that the public understands the benefits behind our programs.
- * Assist the public in choosing the right pet by offering suggestions.
- * Keep HCSO Animal Care and Control literature visible and available. Offer the literature to the public.
- * If a question is asked and you do not know the answer, do not guess. Ask someone more knowledgeable on the subject.
- * No drinking, use of cell phones, or personal reading material should not be at the counter while assisting the public.
- * Refrain from eating and chewing gum in public areas.
- * **WHEN USING THE PORTABLE RADIO, BE PROFESSIONAL AND REMEMBER THE PUBLIC CAN MONITOR THEM AND/OR AN EMPLOYEE COULD BE TALKING TO SOMEONE WHO HEARS YOUR CONVERSATION.**

HUMBOLDT COUNTY SHERIFF'S OFFICE ANIMAL CARE AND CONTROL

SUBJECT: ASSISTING THE PUBLIC AT COUNTER

Communicate with the public in a professional, polite and tactful manner.

- In Person
- Maintain eye contact.
 - Listen with interest.
 - Maintain open posture
 - Be positive as opposed to defensive.
 - Acknowledge feelings.

* In addition, over the phone, and unless you are involved with another customer, or a customer is waiting for you:

- Answer the phone before the 3rd ring (outside calls).
- Answer with a greeting like: "Good Morning/Afternoon, Humboldt County Animal Care and Control. This is (your first name)".
- Put the customer on hold no longer than 1 minute.
- Inform them if the need for a longer hold becomes necessary, and ask if they would prefer a return call instead of holding.

HUMBOLDT COUNTY SHERIFF'S OFFICE ANIMAL CARE AND CONTROL

SUBJECT: CASH HANDLING/RECORDS ROOM

THE FOLLOWING ARE PROCEDURES FOR HANDLING CASH IN THE OFFICE:

- * The end of day accounting (Cash Box Closing) will be done at the end of each day or before conducting business the following morning. The daily cash drawer shall be counted and an adding machine tape attached to the change funds with the date and initials of two front office employees verifying the proper amount. The change fund is to be kept in the locked safe or cash drawer only.
- * At no time shall starting cash be removed from the drawer/cash box for any purpose other than to make change for a transaction. At no time shall monies be left on top of the counter or in plain view of the public.
- * Only authorized employees shall make monetary transactions. At no time shall any volunteer or inmate worker take, receive or handle money. The only authorized persons to handle money, make change or open the cash drawer are office assistances, licensing clerk, program manager, lieutenant or lieutenant's designee.
- * The records room, where the safe is located, must be locked at all times unless a paid employee is present and within view of the room.
- * At no time may any employee(s) cash a personal check at work.
- * All employees shall turn in any county cash, checks, money orders, traveler's checks, etc., before the end of their daily work shift.
- * At the end of each shift or closing, the cashier shall run a cash box report and have it checked and initialed by the program manager, lieutenant or designee. The cashier will then record the deposit amount on the envelope and deposit the cash at the business office or lock in the safe.
- * Money should not be left in the safe for more than two days.

CASH SHORTAGES/OVERAGES

Prior to reporting a cash shortage or overage, the employee will make a thorough check to be certain there are no errors in the Chameleon reports and records. Only actual shortages or overages are to be reported.

SHORTAGES

Any shortages should be reported immediately to the program manager, lieutenant, and the business office manager.

OVERAGES

Any cash overages should be noted. The employee will prepare a deposit slip showing the amount of the overage and mark it "cash overage". The employee will then show the cash overage on the daily deposit record. This will then be totaled with the other items on the daily deposit record.

Chameleon receipts and any other receipts will be forwarded to the business office .

HUMBOLDT COUNTY SHERIFF'S OFFICE ANIMAL CARE AND CONTROL

ACCEPTANCE OF PERSONAL/TRAVELER'S CHECKS AND MONEY ORDERS

- * Personal checks can only be accepted for the amount owed.
- * Checks must be made payable to the Humboldt County Sheriff's Office or County of Humboldt.
- * Only pre-printed checks will be accepted.
- * At no time will out-of-state checks be accepted.
- * One form of positive identification is required. Acceptable forms of identification are: the check writer's valid (current) California Driver's License, California Identification (ID). Other forms of ID are acceptable if approved by the lieutenant, shelter manager or designee. Employees will not accept any expired form of identification. The ID type and number and the Chameleon receipt number will be written on the face of the check.
- * No check shall be accepted in excess of \$600.00 unless approved by the shelter manager or his/her designee.
- * Employees will not accept foreign currency or foreign traveler's checks. If in doubt, employee will contact the Sheriff's Business Office.

Donation receipts are used to acknowledge donations of cash, goods or services to the HCSO Animal Care and Control. Donations of goods or services must include the description of the donation and approximate value.

All information entered on receipts shall be printed except the signature, which will be signed by the person filling out the receipt including his/her P.I.N.

WAIVING OF FEES

The waiving of any fee, either in full or in part, must be approved by the shelter manager, lieutenant or their designee on a case-by-case basis.

HUMBOLDT COUNTY SHERIFF'S OFFICE ANIMAL CARE AND CONTROL

SUBJECT: DONATIONS

Employees will not individually or collectively solicit or accept any reward, gratuity or gift of any kind in conjunction with services rendered in the performance of their job.

Employees may accept donations for the HCSO Animal Care and Control. When accepting donations, a receipt for the donor should be prepared on a Donation Receipt, except those placed directly into the donation jar on the counter. All donations will be turned in to the cashier on the date received.

Donations from members of the general public may be made to the Spay and Neuter Trust Fund or to the HCSO Animal Care and Control donation fund. If the donation is designated for the Spay and Neuter Trust Fund, the check should specifically state that it is for the SNTF. If the donation is cash and is intended for SNTF, a receipt for the cash will be made in Chameleon and designated with the SNTF account number.

All cash donations placed in the donation jar on the counter will be placed in the safe daily. At no time shall any money be left in the jar on the counter overnight. No less than two paid employees shall count the money, preferably the senior office assistant and the program manager, if they are available, will count the money in the donation jar on the counter at the close of every business day and put it away in the safe located in the records room behind the front counter.

The amount collected shall be entered onto a petty cash balance sheet, which will be kept in the safe. The petty cash balance sheet will include the date the donations were received; total amount received for that day and the initials and P.I.N.'s of the two employees who verified the amount.

Money from the donation jar is to be utilized for shelter use only, i.e. buying treats for the animals, stocking the adoption center supplies. At no time should it be used for personal use. The shelter manager, division commander or the Sheriff's designee, must approve all purchases.

Any purchases made from those funds will have a receipt, documenting what was purchased and when. The shelter manager, lieutenant, or senior officer assistant will initial those receipts, which are to be kept with those funds for auditing purposes. Money removed from the petty cash fund for authorized purchases will also be entered on the petty cash balance sheet in order for an accurate count of the fund to be maintained.

All other checks or cash donations should be turned over to the cashier immediately.

Any non-monetary donations should be directed to the animal shelter manager, shelter director or their designee for appropriate use in the shelter.

HUMBOLDT COUNTY SHERIFF'S OFFICE ANIMAL CARE AND CONTROL

SUBJECT: DRESS CODE

PERSONAL APPEARANCE OF EMPLOYEES

It is appropriate and necessary for any place of business to require its employees to conform to a reasonable standard of cleanliness, neatness, and mode of dress. One of the goals of the Humboldt County Sheriff Animal Shelter is to achieve and maintain a positive public image. For this reason, the sheriff's office requires adherence to its policy regarding personal appearance.

UNIFORMED PERSONNEL:

Uniform personnel will conform to HCSO General Order U-1

PERSONAL GROOMING STANDARDS

All employees shall practice good personal hygiene habits.

HAIR GROOMING STANDARDS

Hair shall be neat, clean, properly trimmed and well-groomed at all times while personnel are on duty. Employees assigned to kennels or the field, whose hair is shoulder length or longer, must wear their hair pinned up on top of their heads or in a ponytail in order to maintain a safe working condition.

Beards shall be trimmed and well groomed.

Mustaches and sideburns shall be neatly trimmed and groomed.

NON- UNIFORMED AND OFFICE PERSONNEL

All employees shall practice good personal hygiene habits and be neat and clean.

All employees shall dress in appropriate attire, which presents a professional image to the public and those entering the work location.

Employees may wear polo shirts with the approved sheriff's office emblem on the chest.

KENNEL ATTENDENTS

Kennel attendants shall wear scrubs supplied by the sheriff's office when working/ cleaning in the kennel areas. These scrubs will also be worn by out of custody inmates or community service workers. The scrubs shall be kept in the shelter and not brought home by personnel. They are property of the sheriff's office.

JEWELRY

Small "stud-type" earrings may be worn where the ear lobe is pierced. No more than one earring per ear will be allowed. Nose rings, tongue studs, or jewelry for other visible body parts are not permitted. Rings worn on fingers will be conservative and in keeping with the professional image of the sheriff's office.

HUMBOLDT COUNTY SHERIFF'S OFFICE ANIMAL CARE AND CONTROL

SUBJECT: DRESS CODE

EXCEPTION

Medical alert necklace or bracelet.

COSMETICS

The use of facial cosmetics shall be conservative and in keeping with the professional image of the sheriff's office.

FINGERNAILS

To ensure safe and humane handling of animals, fingernails will be trimmed so they do not extend past the edge of the finger. This requirement only applies to positions that handle animals as a regular part of their work duties.

MAINTAINENCE OF UNIFORMS

Prescribed uniforms and identification items (patches and badge) shall be maintained at all times in a clean and serviceable condition, ready for immediate use. They shall be replaced when they are so worn or damaged as to present an unacceptable appearance or do not meet current specifications.

CAPS (OPTIONAL)

A baseball style cap may be worn. This cap is OD green with the sheriff's cloth badge sewn in the center of the panels. Refer to HCSO Policy and Procedures manual, Policy 945, Uniform Regulations Specifications Addendum (Revised July 2018).

IDENTIFICATION CARD

Employees shall always carry the official identification card issued to them while on the job.

HUMBOLDT COUNTY SHERIFF'S OFFICE ANIMAL CARE AND CONTROL

SUBJECT: DIGITAL CAMERAS

POLICY

It is the policy of the department to closely control and monitor the use and storage of the digital cameras to prevent theft, loss and unnecessary damage.

USAGE

The digital cameras are the property of the County of Humboldt - Humboldt County Sheriff's Office and are to be used in accordance with all state, federal and local laws. The digital cameras are to be used for the shelter/sheriff's office purposes only and are not to be used for personal, illegal or unethical purposes.

Digital cameras may only be used by or under the direction and supervision of paid staff. Volunteers may assist paid staff with the photographing of animals if a paid staff member is present. SWAP and community service workers are not allowed to use the cameras at any time.

Digital cameras are not to be left unsecured or unattended at any time unless properly stored in the "clinic".

Digital cameras are to be handled and used carefully to avoid unnecessary damage. Avoid usage in wet or potentially damaging conditions.

STORAGE

Digital cameras are to be kept in the **clinic** at all times except when being used by paid staff. The clinic door is to be shut and locked at all times unless paid staff is physically in the room.

Digital cameras are to be put on the charger each evening to ensure a full charge for usage the following day.

Camera Instructions

Olympus Stylus 600

1. Connect the PC cable to the camera
2. Click the "OK" button on the back of the camera for connecting to PC
3. Click "cancel" on the "Olympus Master" pop up on the computer screen
4. Do a "control" "F-9"
5. Click "Ok" on the pop up "unable to connect"
6. click the browse Files" button on the top right of box on screen
7. Top center box says "C" drive. Click arrow to right of "C" for a drop down window. Click "E" drive.
8. Double click DCIM
9. Choose the pictures you want from the file on the right side.

When done erase pictures from the camera

Be sure to charge camera battery every evening!

Keep the camera locked in the clinic except when is use

HUMBOLDT COUNTY SHERIFF'S OFFICE ANIMAL CARE AND CONTROL

SUBJECT: CELL PHONES

Personal Cell Phone Use While Working

Carrying and using a personal cell phone is a privilege not a right. Employee cell phones ringing while with public is very unprofessional looking and is unfair to the public who should have your undivided attention when you are helping them. Abuse of the use of personal cell phones also causes work productivity and thoroughness in cleaning to suffer.

It is the policy of this department that all personal cell phones are to be turned off when working or left in the employee's locker and used only during breaks or for emergency purposes.

Work issued or related cell phones are authorized to be carried while on duty, but remember to mute the ringer when with the public.

Personal cell phones may be carried while doing transports or vet runs for the purpose of emergencies or high priority contact with the shelter.

HUMBOLDT COUNTY SHERIFF'S OFFICE ANIMAL CARE AND CONTROL

SUBJECT: COMPUTER USAGE

Due to the diminished speeds of the County Internet access, the County Information Technology Division has had to begin monitoring County Internet usage. It has been found that there are numerous county computers streaming music and radio stations from the internet. Streaming is a technique for transferring data such that it can be processed as a steady and continuous stream. There are legitimate uses for streaming such as web based training, seminars, etc., but not for background music. This practice uses up the county's limited bandwidth. Some of the music streams use 320 kbps, (not to mention video streams). Multiply this by 20 users streaming and you can see that there is no bandwidth left for legitimate county business on our 5Mb internet connection.

Please review Section 1 from the County's Appropriate Use Policy, which is shown below, especially paragraph 7, regarding the use of a county computer.

I. COMPUTER USAGE

1. Humboldt County data, computers, computer systems and/or computer networks are only for Humboldt County business and are not to be used for personal data and transactions, or private financial concerns or personal gain.
2. Users may enter, revise or delete information in files, computer systems, or over data networks only as authorized and required in the performance of official Humboldt County business responsibilities.
3. Users must not violate the intended use of any Humboldt County computer systems or networks or any non-county system or network (e.g. the Internet, CLETS, MEDS, RIMS, etc.) to which users gain access via the Humboldt County data network.
4. Users are not to copy copyrighted software or related material unless they are specifically authorized.
5. Users cannot use Humboldt County computers or network systems to harass or defame anyone in any way. Sexual and obscene messages are forbidden. Harassment of any kind is unacceptable at Humboldt County.
6. Email messages are to be professional and courteous. Email is to be used solely for business related purposes and only to transmit business information.
7. User access to the Internet is to be determined by the department head. **Internet access services are to be used solely for business related purposes and not for personal uses.**
8. Users are forbidden to violate computer crime laws. (See Appendix for excerpts from California Penal Code Section 502.)

In most cases, there is no legitimate use of streaming music and radio stations for use at your computer workstation. If it is determined that there is an on-going violation of this policy, then the employee's department will be provided the necessary information to take appropriate disciplinary action.

HUMBOLDT COUNTY SHERIFF'S OFFICE ANIMAL CARE AND CONTROL

SUBJECT: COMPUTER USAGE

If you would like to review the complete Humboldt County Information Systems Appropriate Use Policy, then you can locate in on the County Internet page. If you do not have access, then please let us know and we will provide you with a copy.

HUMBOLDT COUNTY SHERIFF'S OFFICE ANIMAL CARE AND CONTROL

SUBJECT: LOST ANIMAL REPORTS

Ask the following questions:

1. What species? Dog/cat etc.
2. What breed is the animal? If not sure get best guess.
3. What color is the animal?
4. Long hair? Short hair?
5. What sex is the animal? Is it spayed or neutered?
6. What size is the animal? Approx weight.
7. How long has it been gone?
8. Where is it missing from?
9. Does it have a collar or harness on?
10. Is it wearing any tags or other identification?
11. Does the animal have a microchip?
12. Have you already reported this animal missing to us?

After you have obtained this information:

1. Put the person on hold.
2. Check the "Found" book.
3. Look on the web page "PetHarbor" of animals here **or** ask kennel staff if an animal of the above description is here. PLEASE have all of the description before asking kennel staff if the animal is here.

If you do not believe the animal is here:

1. Inform the person that you do not believe the animal is here and you will list it in the "lost" book and we do a lost and found report to assist in returning animals to their owners, **but it is their responsibility to check our web page and come in and look at we have.**
2. Fill out the lost report completely!
3. Ask them if they have internet access or ability to it. Give them our web page address: www.petharbor.com
4. Again advise them to come into the shelter and look to be certain. Some times the computer system is down, during such times the animal would not be listed on the web page. We have not seen their animal and are going off of the description that they provided, but they are ultimately responsible for identifying their animal.

HUMBOLDT COUNTY SHERIFF'S OFFICE ANIMAL CARE AND CONTROL

SUBJECT: EMPLOYEE REST PERIODS/LUNCH BREAKS

POLICY

It is the policy of the department that every employee takes their required rest periods of fifteen (15) minutes per three and one-half (3 1/2) hours worked. In addition, it is the policy of the department that every employee takes a one-half (1/2) hour lunch break unless authorized differently by the Lieutenant, Program manager or their designee. Every employee is expected to abide by the rest period schedule and take his/her break at the assigned time and for the complete duration of the rest period unless authorized differently by the Lieutenant, Program manager or their designee.

Rest periods and lunch breaks may not exceed the allotted time without prior authorization from the Lieutenant, Program manager or their designee.

Unusual circumstances **may** require that rest periods and lunch breaks be adjusted to insure sufficient shelter coverage.

Employees are not to leave the premises during their rest periods unless authorized by the Lieutenant, Program manager or their designee.

Employees must carry a department issued radio during their rest periods to enable communication should management need to contact the employee.

Employees must announce on the radio that they are taking their break or lunch and announce their return to work at the end of their break/lunch. Employees on their break/lunch periods are not to be disturbed except for emergency situations. Being very busy is **NOT** an emergency.

Rest periods may not be accumulated in order to leave work early or used to lengthen lunch breaks.

Employees are expected to arrive to work at their designated time and begin working. Abuse of the rest periods or lunch break time allotted will not be tolerated.

In the next page is the schedule for rest periods and lunch breaks.

HUMBOLDT COUNTY SHERIFF'S OFFICE ANIMAL CARE AND CONTROL

SUBJECT: EMPLOYEE REST PERIODS/LUNCH BREAKS

REST PERIOD SCHEDULE

Front Office Staff (Monday through Friday)

Position	Name	1st Break	Lunch	2nd Break
Sr. Office Assistant		11:00 A.M.	1:00 P.M.	3:00 P.M.
Office Assistant		9:45 A.M.	12:00 P.M.	2:30 P.M.
Office Assistant		10:30 A.M.	12:30 P.M.	2:45 P.M.
Licensing Clerk		10:45 A.M.	12:00 P.M.	2:30 P.M.

Kennel Staff

Monday, Tuesday, Thursday, and Friday

Position	Starting	1st Break	Lunch	2nd Break
Kennel Attendant	7:00 A.M.	9:15 A.M.	11:30 A.M.	2:00 P.M.
Kennel Attendant (1)	8:00 A.M.	9:45 A.M.	12:00 P.M.	2:45 P.M.
Kennel Attendant (2)	8:00 A.M.	10:30 A.M.	12:30 P.M.	3:00 P.M.
Kennel Attendant (3)	8:00 A.M.	10:45 A.M.	1:00 P.M.	3:15 P.M.

Kennel attendants (other than the 7 A.M. person) MUST choose their break schedule upon shift in the morning and advise the Lieutenant, Program manager or their designee of the break period chosen.

Wednesday (staff meeting 9:00 A.M. to 10:00 A.M.)

Position	Starting	1st Break	Lunch	2nd Break
Kennel Attendant	7:00 A.M.	8:45 A.M.	11:30 A.M.	2:00 P.M.
Kennel Attendant	8:00 A.M.	10:15 A.M.	12:00 P.M.	2:45 P.M.
Kennel Attendant (1)	10:30 A.M.	12:30 P.M.	2:00 P.M.	4:00 P.M.
Kennel Attendant (2)	10:30 A.M.	12:45 P.M.	2:30 P.M.	4:15 P.M.

Saturday and Sunday Rest Periods for all Employees

Position	Name	1st Break	Lunch	2nd Break
Front Office Position		10:00 A.M.	11:25 A.M.	2:00 P.M.
Kennel Attendant (1)		10:00 A.M.	11:25 A.M.	2:45 P.M.
Kennel Attendant (2)		10:00 A.M.	11:25 A.M.	3:00 P.M.
Kennel Attendant (3)		10:00 A.M.	11:25 A.M.	3:15 P.M.

Kennel Attendants MUST choose their breaks schedule upon shift in the morning and advise the Lieutenant, Program manager or their designee of the break period chosen.

Effective Date: 5/5/07

HUMBOLDT COUNTY SHERIFF'S OFFICE ANIMAL CARE AND CONTROL

SUBJECT: TIME CARS & OVERTIME/VACATION SLIPS (*EXECUTIME*

HUMBOLDT COUNTY SHERIFF'S OFFICE ANIMAL CARE AND CONTROL

SUBJECT: (*EXECUTIME*) INSTRUCTIONS

HUMBOLDT COUNTY SHERIFF'S OFFICE ANIMAL CARE AND CONTROL

SUBJECT: PROGRAM MANAGER'S RESPONSIBILITIES

The program manager is the shelter supervisor, and is responsible for the day to day shelter operations. Below is a list of some of the responsibilities in which the program manager performs.

THE PROGRAM MANAGER IS RESPONSIBLE FOR THE FOLLOWING:

- * Supervising all non-uniform staff including volunteers, and any animal control officer assigned to kennel duty.
- * Ensure adequate staffing is assigned daily to the front office and kennels.
- * Train new personnel.
- * Help develop and enforce guidelines and procedures of the shelter, and policies of the sheriff's office.
- * Oversee and supervise euthanasia and controlled substances ensuring that all of the policies and procedures are followed.
- * Determine which animals are to be euthanized or adopted, approving the pre-euthanasia list and ensuring the correct animals are euthanized and placed up for adoption.
- * Oversee temperament testing and train staff to conduct temperament testing.
- * Provide ongoing training to staff to ensure optimal employee performance.
- * Oversee Chameleon operations and train staff in the use of Chameleon.
- * Perform daily animal inventory to ensure all of the animals in the shelter are accounted for and located in the appropriate pens.
- * Perform daily inspections of the animals for health and disease issues and provide appropriate medical attention for the animals when needed.
- * Ensure all policies and procedures are followed regarding the impounding, vaccinating and general care of the animals.
- * Work with the media and community.
- * Oversee the shelter money and assure that it is handled appropriately.

Effective Date: 6/1/07

HUMBOLDT COUNTY SHERIFF'S OFFICE ANIMAL CARE AND CONTROL

SUBJECT: PROGRAM MANAGER'S RESPONSIBILITIES

- * Ensure the lost and found log is up to date and being periodically checked, especially prior to euthanizing animals.
- * Conduct staff evaluations and recommending training when appropriate.
- * Complete employee Performance Appraisal Reports as required.
- * Perform a weekly inventory of supplies and equipment in the shelter, including Hill's Science Diet, and order when needed.
- * Ensure that outdated supplies are properly disposed of.
- * Make spay and neuter appointments for animals made available for adoption with the veterinarian offices, including updating the spay/neuter list for staff and ensuring all animals with appointments are appropriately marked and taken to the vet on their appointment.
- * Supervise and assist the licensing clerk as needed.
- * Review and approve employee vacation/time off requests ensuring sufficient shelter coverage.

HUMBOLDT COUNTY SHERIFF'S OFFICE ANIMAL CARE AND CONTROL

SUBJECT: SWAP/ COMMUNITY SERVICE/VOLUNTEERS

VOLUNTEERS

Shelter Volunteers

Shelter volunteers must be at least 18 years of age. They must be able to pass a nominal background check. Prior to being sent to backgrounds, the shelter volunteer manager should meet with and interview all applicants to make sure they're committed to putting time in at the shelter.

Once an applicant is accepted by the shelter manager to work at the shelter and has passed the background, they will meet with the program manager, lieutenant or their designee. They will get a safety tour of the facility and be informed of off limit areas and activities.

All volunteers must successfully complete the training required for the volunteer task(s) that they intend to perform. Example: If the volunteer intends to walk dogs they must complete the training on walking and socializing dogs. The program manager or his/her designee is responsible for arranging training dates to sufficiently train.

Volunteers are just that, volunteers. They are not required to work on activities or tasks they don't want to. However, they must work with paid staff and follow their directions at all times or be subject to dismissal.

Sheriff Work Alternative Program (SWAP) / Community Service Workers

SWAP workers are out of custody inmates. Community service workers are typically a probationer who is required to put in community service time. They are assigned to the shelter and receive a credit day for every day of their service. If a SWAP worker refuses or fails repeatedly to follow directions they may be dismissed. They will follow directions from all paid staff while working at the shelter as long as it is not a safety violation or illegal.

Neither SWAP workers nor volunteers will replace kennel attendants and their duties. They are only to supplement the work at the shelter, not supplant. The kennel attendants are still responsible and accountable for the kennels.

SWAP and community service workers are required to keep track of their time and sign in/out daily. Their time sheets should be kept at the front desk area with office staff.

A copy of the SWAP/Community Service Orientation and Rules is included in this manual for your review. All SWAP/community service workers must read, sign and follow the rules in order to continue working here.

Effective Date: 7/1/05

VOLUNTEER ORIENTATION

Welcome to the Humboldt County Sheriff's Animal Shelter. The following outlines some of the volunteer rules and Do's and Don'ts. Because we can not possibly cover every possible situation that may come arise we ask you to use common sense. If you are unsure about something please ask!

1. The chain of command for volunteers is as follows:
Any issue or question should first be directed to kennel staff then to the program manager or lieutenant if needed.
2. Volunteer training on safety issues, policies and procedures, changes in policies and procedures, cat handling and socializing, dog walking and basic obedience will be offered on the third Saturday of every month from 9:00 A.M. to approximately 10:00 A.M. except on county recognized holidays. Additional training will be offered by shelter staff as time permits and special arrangements may be made for volunteers unable to attend Saturday training. This training is mandatory to handle, walk or socializing animals. Volunteers who have not completed the training will not be allowed to handle animals until such training is completed and they have been signed off as receiving such training.
3. You are not on a set schedule to show up and may volunteer any time that staff is present with the exception of Sundays. If you are interested in volunteering on Sundays please talk to staff and arrange this in advance.
4. Please sign in and out at the volunteer desk location in the front lobby. It is important that we log volunteer hours for our records.
5. Volunteers must wear a volunteer badge to be identified while working here. The badges are located in the top desk drawer of the volunteer desk.
6. All volunteers must carry a handheld radio with them at all times while here. The handheld radio is provided by us and must be returned before leaving.
7. Please check the volunteer desk for messages/issues that you may need to be aware of.
8. Please follow all safety rules and be careful. You must report all injuries immediately to paid staff.
9. You must wear full length pants and tennis shoes or boots to work with the animals. No shorts, open toed shoes, sandals, clothing with obscene unethical sayings and pictures are allowed.
10. **DO NOT** touch, handle or release any animal marked as aggressive, will bite, quarantine or feral.
11. Remember that you are dealing with animals and that even domestic animals can be unpredictable. If any animal displays aggressive or unacceptable behavior you must notify paid staff immediately. **DO NOT** attempt to correct or handle any animal displaying aggressive behavior.
12. If two animals start fighting **DO NOT** attempt to separate them. Call for assistance on the radio immediately.
13. Do not allow the dogs to fence fight with each other. If you have a dog on a leash and while walking by other dogs it attempts to fence fight, pull the leash to move the dog away from the other. **DO NOT** place hands or other body parts between two animals fighting. Report this behavior to kennel staff immediately.

14. There is only one key provided to volunteers for the locks on the dog kennels. The key is to be kept in the pump room in Dog Adoptable at all times. Use the key to unlock the kennel of the dog you plan on walking and immediately return the key to the pump room for other volunteers to use. Do not carry this key with you as others need to use it also. Put the key back where it belongs.
15. If while getting a dog or cat out of it's cage or while walking a dog the animal gets loose yell "Loose dog" or "Loose cat". This is to alert others who may have an animal with them in order to prevent possible animal fights and also aids you in getting help recapturing the loose animal.
16. Only **ONE** dog is allowed in the play pen at a time unless authorized different and accompanied by a paid staff.
17. When walking dogs you must use a leash and collar provided by the shelter. Pinch collars and chain leashes are prohibited from use at any time.
18. You will be shown how to operate the latches on the dog kennels and cat cages. Be sure to completely latch all cage/kennel doors to avoid an animal from getting out. Keep dog kennels locked when there is a dog in the kennel.
19. When preparing to walk a dog you must enter the kennel and shut the door behind you. Attach the collar and leash to the dog and then open the kennel door to go on the walk. Once the dog is out of the kennel you must close the kennel door. Do not leave door open.
20. When walking dogs **DO NOT** allow the dog to have contact with other dogs or to jump on or otherwise harass people.
21. If socializing cats in Cat Adoptable you are not to have more than one cat out in the room at a time. Additionally, in between handling cats/kittens from different cages you must use the hand sanitizers. Hand sanitizers are located on the front and back walls of the cat room.
22. There are rooms and sections of the shelter that are off limits to all volunteers unless you are escorted by paid staff. These rooms are as follows: Cat Holding, Cat Isolation, Cat Feral, Cat Quarantine, Dog Holding, Dog Isolation, Dog Quarantine, and the Clinic and Euthanasia room. These rooms are clearly marked with signs stating "Paid Staff Only". Unauthorized entry into any of these rooms will result in your dismissal as a volunteer.
23. **DO NOT** handle money or quote fees to the public at any time.
24. **DO NOT** operate any equipment without first being trained to do so.
25. Report all problems with equipment to staff immediately, do not attempt to repair any equipment yourself.
26. You are representing the Humboldt County sheriff's Office and this shelter and must be polite, respectful and presentable at all times. If you have any questions or issues with staff or public please discuss them with the program manager.

Print Name

Signature

Date

SWAP/COMMUNITY SERVICE ORIENTATION

Welcome to the Humboldt County Sheriff's Office Animal Shelter. The following outlines the Do's and Don'ts and the rules working here.

1. The chain of command for SWAP/community service workers is as follows: Any issues or questions must first be directed to kennel staff first then to the program manager or lieutenant if needed.
2. Your scheduled hours of work are 8:00 A.M. to 4:00 P.M. unless other arrangements are made with the program manager or lieutenant and are approved by the SWAP Office if applicable. You must report to work on time regardless of weather conditions or holidays. Tardiness or unauthorized absenteeism will result in disciplinary action up to and including dismissal from this work location and/or termination from the SWAP program if applicable.
3. You are allowed a half hour lunch that must be taken on the shelter premises. You are not allowed to leave the work site. You must provide your own lunch (including beverage). Do not exceed the allotted time.
4. You are allowed two (2) fifteen (15) minute breaks during the day, one in the morning and one in the afternoon. You are here to work; excessive breaks are not allowed and will result in dismissal. Skipping breaks and/or lunch to leave early is not allowed. You are expected to take your breaks as described above.
5. You will have an assigned day that you are expected to show up. If you can not work on an assigned day you are expected to notify us with as much advanced notice as possible. A voice message is acceptable, 707-840-9132. SWAP workers, you must notify the SWAP office with as much notice as possible and you must speak to a person, they do accept voice messages as an authorized absence. Only the SWAP Office may authorize you to miss an assigned day.
6. You may sign up for additional days to work other than your assigned day. This must be prearranged with the program manager or lieutenant. If you sign up to work additional days you are expected to show up to work on those days. Like your assigned day, unauthorized absenteeism will result in the additional days assigned being revoked and/or dismissal from the SWAP/Community Service Program. If you arrive on a scheduled day without prior approval you will be sent away. So please prearrange before showing up!
7. The **ONLY** legal excuses for missing a scheduled work day is a mandatory court appearance, illness making you unable to work or prior arrangements made with the program manager or lieutenant. If work is missed due to sickness a medical note from a doctor excusing you from work must be provided prior to returning to work.
8. You must sign the sign in sheet when you arrive for work, leave for lunch, back from lunch and when leaving for the day. Falsifying the sign in sheet to cover for tardiness will result in immediate dismissal.
9. If you are required to make payments to Revenue Recovery you must bring in and show your receipt of payment. The SWAP office requires a payment once a month unless other arrangements are made. Failure to show proof of payment monthly will result in your

termination from this work site.

10. Participants of SWAP/community service are subject to search and seizure while working SWAP/community service. Persons found in possession of contraband will be subject to disciplinary action and/or criminal charges. Contraband includes, but is not limited to, weapons, alcoholic beverages, and nonprescription drugs.
11. Participants reporting to work under the influence of drugs or alcohol, including prescription drugs that diminish your ability to perform your job, will be terminated from this work site.
12. Cell phones are not allowed to be carried or used while working, this includes break and lunch periods. The shelter phone may be used for emergency reasons only. Leave your cell phone at home.
13. You must report all injuries immediately to paid staff.
14. You must wear full length pants and tennis shoes or boots to work. No open toed shoes, sandals or shorts are allowed. No clothing or hats with obscene or unethical sayings or picture are allowed. Jewelry and handbags are to be left at home. We are not responsible for any lost, stolen or damaged clothing or personal items.
15. SWAP/community service workers are required to wear solid colored smock (shift) and must carry a walkie-talkie with them at all times while working here. Both the shirt and walkie-talkie are provided by us and must be returned to us before leaving each day.
16. You must use a locker in the staff kitchen to store your personal belongings providing one is empty and available. If you lock your locker you must take the lock with you at the end of your work day. Any locker not belonging to paid staff that is found locked at the end of the day will have the lock cut off and the contents of the locker thrown away.
17. **DO NOT** touch, handle or release any animal marked as aggressive, will bite, quarantine or feral.
18. There are rooms that are off limits to all SWAP/community service workers. These rooms areas as follows: Cat Holding, Cat Isolation, Cat Feral, Cat Quarantine, Dog Holding, Dog Isolation, Dog Quarantine, the Clinic and Euthanasia room, Animal Control Office and Kennel Staff Office. The rooms containing animals are clearly marked with signs stating, "Paid Staff Only" and will be pointed out to you during your orientation. The only time you can be in any of these rooms is if asked by paid staff and only if paid staff is supervising you. While in any of these rooms you are **NOT** to touch any of the animals. Violation of this will result in immediate dismissal.
19. Kennel staff will be your immediate supervisors and you are expected to listen to them and follow their instructions. If they have to continually repeat their instructions to you this is an indication that you are not working out. Kennel staff will report your progress to the program manager, if they are having problems with you listening or performing your duties you will be dismissed.
20. If you have questions please ask, we would rather you ask than make a mistake.
21. There is a "duties" list and a dry erase board listing tasks to be done on a daily basis. Use this list to keep busy and complete the daily work needing to be done. **DO NOT** just wander around! If you have finished the tasks on the list ask kennel staff for additional work needing to be done.

22. **DO NOT** handle money or quote fees to the public at any time. This will result in immediate dismissal or worse.
23. **DO NOT** remove an animal from its cage or kennel without permission.
24. **DO NOT** operate any equipment without first being trained to do so and being authorized to do so by staff. If there is a problem with any equipment let staff know immediately. Do not try to fix it yourself.
25. When all the required daily work is done you may ask to walk dogs or socialize cats. You must first be trained to do so and you must ask permission from Kennel staff. If the work is not done you will not be allowed to walk dogs or socialize cats.
26. You are representing the sheriff's office and this shelter and must be polite, respectful and presentable at all times. Working here is a privilege not a right. If you have any questions or issues with staff or public please discuss them with the program manager. Gossip and bad mouthing other workers or employees will not be tolerated. This includes paid staff. Please let a supervisor know if this is occurring.

Remember that you can be dismissed or incarcerated at any time. These rules are for your protection as well as the protection of the animals and staff.

I understand and agree to follow these rules.

Print Name

Signature

Date

HUMBOLDT COUNTY SHERIFF'S OFFICE ANIMAL CARE AND CONTROL

SUBJECT: SWAP/ COMMUNITY SERVICE ASSIGNMENTS

*** Walking dogs and socializing cats is only to be done after the daily work is completed or if asked by paid staff. Keep busy or we will find work for you!**

Section A - Main Lobby

Dust mop front lobby

Dust front counter tops and tables

Restock dog/cat adoption food bags

Empty all front office trash (including program manager's & lieutenant's offices)

Clean public restrooms (mop floors, clean toilets, sinks, restock, etc.)

Pooper scoop adoptable dog kennels throughout the day

Section B - Laundry and Kitchen

Collect dirty blankets from laundry bags and take to laundry room

Wash, dry, fold and put away laundry

Collect and wash animal food and water bowls

Wash dirty dishes in staff kitchen

Clean all 3 kitchens (sweep, mop, dust, etc.)

Empty garbage in all 3 kitchens

Fill dog food barrel with adult dog food

Clean and restock staff bathroom

Hand rinse (by hose) laundry bags and hang to dry

Clean all sinks throughout shelter

Pooper scoop adoptable dog kennels throughout the shelter

Section C - Floors and Windows

Vacuum floors in hallways and rooms

Mop floors

Clean all windows and doors inside and out (include door handles)

Restock puppy food can

Fill litter trays for next day use

Pooper scoop adoptable dog kennels throughout the day

Section D - Additional Duties

Pooper scoop adoptable dog kennels throughout the day

Check adoptable dogs & cats to ensure they have water, fill water bowls if needed

Clean sally port (sweep and hose out)

Clean and detail food and laundry carts

Wash dirty cat carriers in sally port

Monitor bathrooms and restock if needed

Wash trash cans if needed

Refill 1 gallon soap jugs when needed (located in dog kennel pump room)

Mow lawn (if needed)

Pooper scoop play pen, pick up toys in it

Pooper scoop around outside of shelter

HUMBOLDT COUNTY SHERIFF'S OFFICE ANIMAL CARE AND CONTROL

SUBJECT: SWAP/ COMMUNITY SERVICE REST PERIODS/LUNCH BREAKS

POLICY

It is the policy of the department that every SWAP/community service worker takes their required rest periods of fifteen (15) minutes per three and one-half (3 1/2) hours worked. In addition, it is the policy of the department that they take on-half (1/2) hour lunch break unless authorized by the lieutenant, program manager, or their designee.

Every SWAP/community service worker is expected to abide by the rest period schedule and take his/her break at the assigned time and for the complete duration of the rest period unless authorized differently by the lieutenant, program manager, or their designee.

Rest periods and lunch breaks may not exceed the allotted time without prior authorization from the lieutenant, program manager, or their designee.

Unusual circumstances may require that rest periods and lunch breaks be adjusted to ensure sufficient shelter coverage.

SWAP/community service workers are not to leave the premises during their rest periods or lunch breaks

SWAP/community service workers must carry a department issued radio during their rest period to enable communication.

SWAP/community service workers must announce on the radio that they are taking their break or lunch and announce their return to work at the end of their break/lunch.

SWAP/community service workers on their break/lunch periods are not to be disturbed except for emergency situations. Being very busy is **NOT** an emergency. If you are on your break and are called on the radio please politely announce that you are on your break.

Rest periods may not be accumulated in order to leave work early or used to lengthen lunch breaks.

SWAP/community service workers are expected to arrive to work at their designated time and begin working. Abuse of the rest periods and lunch break time allotted will not be tolerated. Smoke breaks etc. are to taken at your designated break time only.

If there are two or more SWAP/community service workers on at the beginning of each shift the SWAP/community service workers must check in with kennel staff and be assigned their break number. The kennel person assisting them is to start with break schedule position number one and must write the assigned number next to the SWAP/community worker's name on the dry erase board in the kennel office.

See the schedule for rest periods and lunch breaks on next page.

Effective Date: 5/5/07

HUMBOLDT COUNTY SHERIFF'S OFFICE ANIMAL CARE AND CONTROL

SUBJECT: SWAP/ COMMUNITY SERVICE REST PERIODS/LUNCH BREAKS

REST PERIOD SCHEDULE

Rest periods are for fifteen(15) minutes

Lunch breaks are for one half (1/2) hour

SWAP/Community Service Workers

Number	1st Break	Lunch	2nd Break
1	9:45 A.M.	11:30 A.M.	2:00 P.M.
2	10:00 A.M.	12:00 P.M.	2:15 P.M.
3	10:15 A.M.	12:30 P.M.	2:30 P.M.
4	10:30 A.M.	1:00 P.M.	2:45 P.M.

Effective Date: 5/5/07

HUMBOLDT COUNTY SHERIFF'S OFFICE ANIMAL CARE AND CONTROL

SUBJECT: ACCEPTANCE OF ANIMALS

ACCEPTING ANIMALS WITHIN OUR SERVICE AREA

When animals are brought to the shelter, whether they are stray or owned, the following procedures shall be adhered to:

- a. A shelter employee will ask how long the person has had custody of the animal. If the person is the owner or has had custody of the animal over one month the animal is their responsibility and is considered an "owner" surrender. The shelter manager, lieutenant or their designee should be contacted prior to accepting the animal. If the animal is accepted, the appropriate fee will be collected and an "Owner Turn-In" form will be filled out and signed. The shelter is NOT required by law to accept owner turn-in's, but is required by law to accept strays. When an "owner turn-in" animal is accepted, the owner should be advise everything will be done to adopt the animal, but adoption is not always guaranteed. The shelter will only accept animals from unincorporated areas excluding tribal reservation lands. The shelter may also accept animals from cities that contract with the shelter.

As of May 2007 the Humboldt County Sheriff's Office Animal Shelter currently contracts with the cities of Arcata, Eureka, Blue Lake and Trinidad. We **DO NOT** contract with Fortuna, Rio Dell, Ferndale, or any tribal lands.

- b. The shelter only accepts domesticated animals, which include includes feral cats. Wild animals are to be referred to the Wildlife Care Center. The citizen may leave the wild animal with the shelter until the Wildlife Care Center picks up the animal, with the shelter manager's, lieutenants' or their designee's permission.
- c. Animals must be impounded on the appropriate impound card relating to the animal being a stray, identified stray, owner surrender or quarantine.
- d. When an animal is accepted by the shelter, the employee will request to see a valid California Driver's License, picture identification card issued by the CA Dept. of Motor Vehicles, Marticula Consular Identification Card (see note), or another form of identification that clearly shows that the address of the individual bringing in the animal is current and valid. The employee must verify the information on the identification provided is current and correct. If the information is not correct the employee must write the correct information on the copy of the identification. If the animal is a stray prepare the impound record(s). Record the driver's license number or the other identification number in the person identification window of the impound record, and make a photocopy of the license which should be attached to the impound card. If more than one animal is involved, each animal must be recorded on a separate impound record (including individual animals in a litter). Complete all appropriate portions of the impound record. This includes appropriate stray intake card, booking check off sheet (see attached) and enter the animal into **Chameleon**.
- d. After the animal's booking is complete, then the animal can be housed.

Effective Date: 7/1/05

HUMBOLDT COUNTY SHERIFF'S OFFICE ANIMAL CARE AND CONTROL

SUBJECT: ACCEPTANCE OF ANIMALS

ACCEPTING ANIMALS OUT OF SERVICE AREA

The general public is often not aware of jurisdictional boundary lines between public/private animal control agencies and often will bring animals (healthy, injured, or sick) that they have found to the animal shelter nearest to them. When situations such as these arise, the office policy is to ask the person to transport the animal to the proper shelter servicing the area where the animal was found. If the person is clearly reluctant about transporting the animal, the office will accept the animal without hesitation. The person will also be informed that the proper agency will be contacted and advised to pick up the animal from the county shelter as soon as possible.

If any animal is seriously injured or sick, the office will automatically accept the animal and implement its policy on handling sick or injured animals. The person surrendering the animal should also be thanked for helping it.

POSITIVE PROOF OF IDENTIFICATION

When an animal is placed, accepted or released to a member of the public, positive proof of identification must be obtained from that person. The most positive proof of identification is a valid California Driver's License or pictures identification card. After being satisfied that the identification belongs to the proper person, the number on the driver's license must be entered in the person identification window of the impound record.

If the person does not have a photo identification card on them, but does possess a current California Driver's License or identification card you need to get the persons full name and date of birth. Then call the HCSO Dispatch, identify yourself and ask for them to run a person by name and date of birth. Advise dispatch that you will need a CD/ID number and physical description to confirm this is who you are talking to. Compare and confirm by the physical description this is indeed the person. Once confirmed you need to note the CDL/ID number on the animals impound card and write "verified by" and your initials. If the person does not have any photo identification and states they do not have a California Driver's License or identification you need to notify the program manager, lieutenant or their designee.

NOTE

A Marticula Consular in an identification card issued by the Mexican Consulate in the United States to persons who are Mexican Nationals (citizens of Mexico) and who are currently living in the United States.

Effective Date: 7/1/05

HUMBOLDT COUNTY SHERIFF'S OFFICE ANIMAL CARE AND CONTROL

SUBJECT: HUMANE TRAPPING INFORMATION

TRAP REQUESTS

Request for traps should be referred to feed stores or pet supply stores for purchase or rental.

On occasion, circumstances will warrant the use of a sheriff's office trap. Some examples of when this is necessary include: an observation animal, an injured animal, a sick animal or an animal that needs to be caught, but can't by any other means.

Traps are the property of the sheriff's office. They are not to be loaned out without the program manager or lieutenants permission. If the public needs an animal trapped an animal control officer should assist them and be responsible for the trap.

In the event they are loaned out, the person borrowing the trap will be instructed on its use by an animal control officer or program manager.

The senior office assistant or office assistant will make a copy of the person's driver's license and it on file until the trap is returned.

HUMBOLDT COUNTY SHERIFF'S OFFICE ANIMAL CARE AND CONTROL

SUBJECT: ANIMAL IMPOUND POLICY

POLICY

Pets are considered to be members of the family in most circumstances. Lost pets are the cause of grief and worry to their owners. It is the policy of this office that every reasonable effort will be made to reunite lost pets with their owners.

RETURN OF LOST PETS IN THE FIELD

With the exception of bite cases, multiple impounds or multiple complaints against the owner or animal, whenever an animal is captured in the field and is wearing a license, the officer will first attempt to return the animal to its owner. The officer will contact the shelter or appropriate city's database for the owner's address and contact information for all impounded animals with traceable identification.

If the owner or responsible caretaker is home, the officer will take appropriate enforcement action including a citation, verbal warning, legal notice, or collection of the fee/fine. Enforcement action is discretionary based on the nature and circumstances of the call.

If the owner or responsible caregiver is unavailable the animal will be brought to the shelter for impoundment and safekeeping.

IMPOUNDMENT OF ANIMALS WITH TRACEABLE IDENTIFICATION

Any animal with traceable identification that is brought to the shelter, whether by officers or the public, will be held at least four (4) business days for the owner, plus day of impoundment to reclaim it. The owner's information will be immediately recorded into the "Owner ID" section in Chameleon, on the impound card and the pet's license information will be recorded in the "tag" section of the computer record. The "hold" icon will be activated by selecting "Y" for "yes", and "Hold Notify". The intake type must be labeled as "Owned" with a subtype of the appropriate label such as "Field" or "Counter" etc.

If the owner comes into the shelter and identified themselves as the owner of an animal in custody at the shelter and the owner is not able to redeem the animal right then, the owner is to be served an impound notice advising them of the fees, the hold period, and that after the last day of the holding period the animal will be either placed up for adoption or euthanized.

IDENTIFICATION AS OWNED OR POSSIBLY OWNED AFTER IMPOUND

If an animal is impounded as a stray (no known owner) and a person calls or comes in and identifies the animal as being or possibly being the owner of an animal you need to gather as much pertinent information about the owner and animal as possible, animals name, vaccination history, owners name, address and telephone number, etc. You must advise the owner of the impound date and "due out" date and that on the "due out" date the animal becomes ours unless arrangements are made with the program manager, lieutenant, or their designee to extend the holding period to allow additional time for the owner to collect the money required to redeem the animal.

Effective Date: 7/1/05

Revised 5/1/07

HUMBOLDT COUNTY SHERIFF'S OFFICE ANIMAL CARE AND CONTROL

SUBJECT: ANIMAL IMPOUND POLICY

Immediately after dealing with the owner or possible owner you must do the following:

1. Enter the owner possible owner's information into the animal's record in Chameleon and on the animals impound card. **Do Not** "link" the owner to the animal until the owner shows up to redeem the animal. If the owner or possible owner refuses to provide any of the necessary information, note this on the animal's impound card and in the notes section in Chameleon.
2. Change the animals "Intake Type" from "Stray" to "Owned" if the person positively identified the animal as being theirs. If they identify the animal as possibly theirs from the web page or other source, leave the "Intake Type" as "Stray" so the animal continues to appear on the web page.
3. If owned or possibly owned, mark the animal as a "Hold Notify" in Chameleon.
4. Note the conversation with the owner/possible owner in the notes attached to the animal (not the person) and on the back of the animal impound card. Be sure to include the date, brief synopsis of the conversation with owner and the initials of the person that spoke to the owner and entered the note.
5. The program manager uses the "Hold Notify" to ensure that owners of animals impounded have been properly notified. If the program manager is unavailable due to vacation, training, sick leave, etc., you **MUST** notify the lieutenant or his designee of the animal having an owner so that they may start the process of notifying the owner.

Shelter staff will make at least three (3) attempts to contact an owner. Every contact and attempted contact will be recorded on the animal's computer record under the memo with the date, time and outcome of the attempted notification, and the employee's initials. If the last known owner has no phone in which leave a message, an animal control officer or deputy should deliver and/or post an impound notice on the last known address. If the last known address is a post office box and no physical address is known an impound notice is to be mailed to the owner with a ten (10) day hold to allow for postal service delivery. The shelter manager or lieutenant should be made aware of any animal that is owner identified on the of impoundment or the next business day if the animal is impounded on a Sunday or holiday.

IF a "Possible Owner" does not redeem the animal, the owner information should be removed from Chameleon prior to the animal being euthanized, sent to rescue or placed up for adoption.

HUMBOLA2174:AB2225DT COUNTY SHERIFF'S OFFICE ANIMAL CARE AND CONTROL

SUBJECT: INJURED AND ILL ANIMAL

Often times the public brings in animals that are sick or injured. The shelter has a moral and legal responsibility to deal with these animals in a humane manner. The following are guidelines:

OVER THE COUNTER ANIMALS

Animals that have an immediate need for medical attention should be brought to a veterinarian for treatment or euthanasia. Animals that are brought to the shelter during normal working hours should be taken to a local veterinarian, preferably the contract veterinarian.

Examples of this would be an animal struck by a car or seriously infected with mange, Parvo or any disease that is causing the animal to irredeemably suffer. The shelter manager, lieutenant or their designee should be notified. In cases of Parvo, if there is no known owner, the animal should be euthanized. Agency of jurisdiction is responsible for the bill. They should be notified as soon as possible to make treatment decisions.

Any animal that requires more than \$250.00 for treatment, the shelter manager or lieutenant should be notified before further treatment will be authorized. If neither person is available due to it being a weekend, holiday, etc., the sheriff's office duty officer should be notified for authorization. This may be done through sheriff's dispatch.

Animal that are not suffering and can be treated or made comfortable at the shelter by staff and should not be taken to a veterinarian. A veterinarian technician or the shelter veterinarian can examine the animal during their next shelter visit.

ANIMALS BROUGHT IN BY POLICE AGENCY

Injured animals brought to the shelter by any police agency will only be accepted after veterinarian clearance. It is the responsibility of the police agency to seek treatment and accept financial responsibility.

OWNED INJURED ANIMALS

Anytime an injured animal's owner is identified, the veterinarian cost will be passed on to the owner before the animal is released from the shelter. If the county has sought treatment for the animal at the counties expense, prior to releasing the animal the bill must be paid.

HUMBOLDT COUNTY SHERIFF'S OFFICE ANIMAL SHELTER - STRAY

Date _____ Time _____ Kennel # _____ Animal # _____ By _____
Color _____ Breed _____ Male Female Age ___ yrs. ___ mos. Lic# _____
Turned in by _____ Address _____ Phone _____
Owner _____ Address _____ Phone _____
Where found _____
Remarks _____

DISPOSITION/RELEASE INFORMATION

RTO _____ Adopt _____
Rescue/Transfer _____

BORDETELLA _____ **DA2PPV** _____ **FVRCP** _____
Scanned _____

Euth _____

Euthanasia Reason: _____

Beuthanasia Used _____
Other Drugs Used _____

Total _____ Receipt # _____
Owner _____
Address _____
Phone _____

HCSD 0615.7 10/13

HUMBOLDT COUNTY SHERIFF'S OFFICE ANIMAL SHELTER - STRAY

Date _____ Time _____ Kennel # _____ Animal # _____ By _____
Color _____ Breed _____ Male Female Age ___ yrs. ___ mos. Lic# _____
Turned in by _____ Address _____ Phone _____
Owner _____ Address _____ Phone _____
Where found _____
Remarks _____

DISPOSITION/RELEASE INFORMATION

RTO _____ Adopt _____
Rescue/Transfer _____

BORDETELLA _____ **DA2PPV** _____ **FVRCP** _____
Scanned _____

Euth _____

Euthanasia Reason: _____

Beuthanasia Used _____
Other Drugs Used _____

Total _____ Receipt # _____
Owner _____
Address _____
Phone _____

HCSD 0615.7 10/13

HUMBOLDT COUNTY SHERIFF'S OFFICE ANIMAL SHELTER - IDENTIFIED STRAY

Date _____ Time _____ Kennel # _____ Animal # _____ By _____
Color _____ Breed _____ Male Female Age ___ yrs. ___ mos. Lic# _____
Turned in by _____ Address _____ Phone _____
Owner _____ Address _____ Phone _____
Where found _____
Remarks _____

DISPOSITION/RELEASE INFORMATION

RTO _____ Adopt _____
Rescue/Transfer _____

Euth _____

BORDETELLA _____ **DA2PPV** _____ **FVRCP** _____

Scanned _____

Euthanasia Reason: _____

Beuthanasia Used _____

Other Drugs Used _____

Total _____ Receipt # _____

Owner _____

Address _____

Phone _____

Letter Sent/Served: _____ Until _____ Signed For _____ Returned _____

HCSD 0615.6 10/06

HUMBOLDT COUNTY SHERIFF'S OFFICE ANIMAL SHELTER - IDENTIFIED STRAY

Date _____ Time _____ Kennel # _____ Animal # _____ By _____
Color _____ Breed _____ Male Female Age ___ yrs. ___ mos. Lic# _____
Turned in by _____ Address _____ Phone _____
Owner _____ Address _____ Phone _____
Where found _____
Remarks _____

DISPOSITION/RELEASE INFORMATION

RTO _____ Adopt _____
Rescue/Transfer _____

Euth _____

BORDETELLA _____ **DA2PPV** _____ **FVRCP** _____

Scanned _____

Euthanasia Reason: _____

Beuthanasia Used _____

Other Drugs Used _____

Total _____ Receipt # _____

Owner _____

Address _____

Phone _____

Letter Sent/Served: _____ Until _____ Signed For _____ Returned _____

HCSD 0615.6 10/06

HUMBOLDT COUNTY SHERIFF'S OFFICE ANIMAL SHELTER - BITE/QUARANTINE

Date _____ Time _____ Kennel # _____ Animal # _____ By _____
Color _____ Breed _____ Male Female Age ___ yrs. ___ mos. Lic# _____
Turned in by _____ Address _____ Phone _____
Owner _____ Address _____ Phone _____
Where found _____
Remarks _____

DISPOSITION/RELEASE INFORMATION

RTO _____ Adopt _____
Rescue/Transfer _____

Euth _____

BORDETELLA _____ **DA2PPV** _____ **FVRCP** _____

Scanned _____

Euthanasia Reason: _____

Beuthanasia Used _____

Other Drugs Used _____

Total _____ Receipt # _____

Owner _____
Address _____
Phone _____

HCSD 0615.10 10/06

HUMBOLDT COUNTY SHERIFF'S OFFICE ANIMAL SHELTER - BITE/QUARANTINE

Date _____ Time _____ Kennel # _____ Animal # _____ By _____
Color _____ Breed _____ Male Female Age ___ yrs. ___ mos. Lic# _____
Turned in by _____ Address _____ Phone _____
Owner _____ Address _____ Phone _____
Where found _____
Remarks _____

DISPOSITION/RELEASE INFORMATION

RTO _____ Adopt _____
Rescue/Transfer _____

Euth _____

BORDETELLA _____ **DA2PPV** _____ **FVRCP** _____

Scanned _____

Euthanasia Reason: _____

Beuthanasia Used _____

Other Drugs Used _____

Total _____ Receipt # _____

Owner _____
Address _____
Phone _____

HCSD 0615.10 10/06

HUMBOLDT COUNTY SHERIFF'S OFFICE ANIMAL SHELTER - OWNER SURRENDER

Date _____ Time _____ Kennel # _____ Animal # _____ By _____
Color _____ Breed _____ Male Female Age ___ yrs. ___ mos. Lic# _____
Turned in by _____ Address _____ Phone _____
Owner _____ Address _____ Phone _____
Where found _____
Remarks _____

DISPOSITION/RELEASE INFORMATION

RTO _____ Adopt _____
Rescue/Transfer _____

Euth _____

BORDETELLA _____ **DA2PPV** _____ **FVRCP** _____

Scanned _____

Euthanasia Reason: _____

Beuthanasia Used _____

Other Drugs Used _____

Total _____ Receipt # _____

Owner _____
Address _____
Phone _____

HCSD 0615.9 10/06

HUMBOLDT COUNTY SHERIFF'S OFFICE ANIMAL SHELTER - OWNER SURRENDER

Date _____ Time _____ Kennel # _____ Animal # _____ By _____
Color _____ Breed _____ Male Female Age ___ yrs. ___ mos. Lic# _____
Turned in by _____ Address _____ Phone _____
Owner _____ Address _____ Phone _____
Where found _____
Remarks _____

DISPOSITION/RELEASE INFORMATION

RTO _____ Adopt _____
Rescue/Transfer _____

Euth _____

BORDETELLA _____ **DA2PPV** _____ **FVRCP** _____

Scanned _____

Euthanasia Reason: _____

Beuthanasia Used _____

Other Drugs Used _____

Total _____ Receipt # _____

Owner _____
Address _____
Phone _____

HCSD 0615.9 10/06

HUMBOLDT COUNTY SHERIFF'S
ANIMAL CARE AND CONTROL FACILITY
980 Lycoming Ave. McKinleyville CA 95519
(707) 840-9132 / (707) 840-9185 fax
AGENCY ANIMAL-IN RECORD

Date/Time: _____ Pen/Cage# _____ Location Found: _____

Agency _____ Agency Case# _____ Officer Name: _____ Badge# _____

Is animal to be held for a bite/quarantine? Yes No

If bite, name, address & phone of victim: _____

=====

Animal Information:

CAT MALE BREED _____
 DOG FEMALE COLOR _____
 OTHER UNKNOWN AGE _____ ALTERED: YES NO

Collar Color: _____ Tag Number: _____ Animal Name if Known: _____

Notes: _____

Owner Information:

Owner Know: Name _____
 Yes No Address _____
Owner Turn In: City _____
 Yes No Phone _____

Notes: _____

Is Animal Injured: Yes No Is Animal Ill: Yes No

IF AN ANIMAL IS INJURED IT MUST BE CONVEYED TO A VETERINARIAN FOR AID BEFORE BEING ACCEPTED BY THE HUMBOLDT COUNTY SHERIFF'S ANIMAL CARE AND CONTROL DIVISION, AS REQUIRED BY CALIFORNIA PENAL CODE 597(b).

ATTACH VETERINARIAN ASSESSMENT

Injury notes: _____

Is animal to be held for any other reason, such as an abuse case?: Yes No

Authorized Agency's Signature: _____

Phone Number: _____

Sheriff's Office Employee Signature: _____

Date: _____

Time: _____

SHELTER ANIMAL BOOKING CHECK LIST

Employee must sign off each item

- 1. Card filled out _____
- 2. Scanned _____

If chipped, licensed, etc., notify owner ASAP

- 3. Notification made by _____
- 4. Photographed _____
- 5. Vaccinations _____
- 6. Weighed _____
- 7. Aged _____
- 8. Cross check lost and found list _____

If marked spayed or neutered, verify

- 9. Verified by _____
- 10. Verify all information on hard card _____
- 11. Enter all info into computer _____
- 12. File card _____

HUMBOLDT COUNTY SHERIFF'S OFFICE ANIMAL CARE AND CONTROL

SUBJECT: HOLDING TIME AND AVAILABLE DATES OF IMPOUNDED ANIMALS

TYPE OF ANIMAL (S)	HOLDING TIMES
Stray unlicensed domestic animals, Owner known	Hold for four (4) full business days, plus day of impound, fourth day may be adopted if pass temp. test, fifth day may be euthanized.
Stray domestic animals with traceable identification or owner known	Hold a minimum of four (4) business days, plus day of impound. Every reasonable effort will be made to notify the owner. If the owner is in custody an impound notice should be served on the owner immediately. The holding period will not start until notice is served or no longer in custody. Notify shelter manager of owner's status.
Feral cats	Hold four (4) full business days, plus day of impound, fifth day may be euthanized.
Relinquished animals.	Are available for adoption immediately if they pass temp. test, but must be held four (4) business days before euthanasia unless owner paid to have animal euthanized.
Chickens/exotic-strays	Four (4) business days, not including day of impound.

The available date to the general public shall be recorded in the space provided on the impound record.

The date of impoundment is not included when calculating the holding time on stray animals.

Calendar days are counted consecutively and include weekends and holidays. No available date may fall on a day when the shelter is closed.

Business days are all days except Sundays and legal holidays.

The animal control manager or his/her designee may make an exception to the above.

HUMBOLDT COUNTY SHERIFF'S OFFICE ANIMAL CARE AND CONTROL

SUBJECT: IMPOUNING AND REDEMPTION FEES - ESCALATING FEE SCALE

DOGS/CATS

For the redemption of an impounded stray dog or cat at the shelter, the fee charged shall be based on whether the impoundment is the first, second or third offense. The fee charged shall be in accordance with the fee schedule set by the board of supervisors. Along with the impound fee, a vaccination fee, rabies fee, boarding, unaltered/neuter fine, veterinary costs if the animal had to go to the veterinarian for emergency treatment and license fee should also be collected if necessary. All fees shall be collected prior to the release of any animal. Only the shelter manager, lieutenant, sheriff or their designee can authorize fee waivers

UNALTERED IMPOUNDED DOGS AND CATS

The owner of a nonspayed or unneutered dog or cat that is impounded shall be fined **\$35** on the first occurrence, **\$50** on the second occurrence, and **\$100** on the third or subsequent occurrence. These fines are not in lieu of any impound fees imposed by the sheriff's office and are to be the redemption cost. These fines are to be noted on the receipt so the business office knows to put them in spay/neuter trust. **These are mandated state fines per Food and Agriculture Code 30804.7 and 31751.7.**

RABIES VACCINATIONS

If a dog has not been rabies vaccinated or the owner cannot provide proof of such, the fee for the rabies vaccination will be collected and the dog and its owner will be escorted to the local veterinarian for the shot. Humboldt County is a rabies endemic county and dogs are required by law to be rabies vaccinated. Only a veterinarian can give a rabies vaccination.

OWNER IDENTIFIED BUT NEEDS MORE TIME

If an owner has identified an animal in the shelter, but does not have the redemption money, staff can assist the owner in finding the money by allowing the owner to call relatives or friends. If someone is located and lives or works locally, an animal control officer can be sent to obtain the cash or check as time permits,

Only the shelter manager, lieutenant or their designee can authorize holding an animal past its allotted time to allow the responsible owner additional time to obtain money to redeem the animal. If the shelter manager or lieutenant agrees to allow additional time, it should be noted on the impound card, along with the final date agreed upon.

When in doubt about any of the above ask the shelter manager, lieutenant or their designee for clarification.

HUMBOLDT COUNTY SHERIFF'S OFFICE ANIMAL CARE AND CONTROL

SUBJECT: ADOPTIONS

One of the greatest responsibilities facing the sheriff's office is to find new homes for the unwanted animals in the shelter. It is our goal to place as many adoptable animals as possible into suitable homes.

DEFINITION OF ADOPTABLE

Adoptable animals include only those animals six weeks of age or older that, at or subsequent to the time the animal is impounded or otherwise taken into possession, have manifested no sign of a behavioral or temperamental defect that could pose a health or safety risk or otherwise make the animal unsuitable for placement as a pet, and have manifested no sign of disease, injury, or congenital or hereditary condition that adversely affects the health of the animal or that is likely to adversely affect the animal's health in the future.

All animals prior to being made available for adoption should be temperament tested. The temperament test sheet should be filled out on all dogs prior to being placed up for adoption. The test sheet should be attached to the back of the hard card.

SUITABLE HOMES

Animals will only be adopted into homes where it is believed the animal will be properly treated. Under no circumstances will dogs be adopted for the purpose of dog fighting, nor roosters for cock fighting. Staff will make every effort to ensure the potential home is suitable for a particular animals. Factors to consider include the time that can be devoted to the pet, energy level of the animals, the presences of young children or other animals that may pose a conflict or dangerous situation, the ability of the potential owner to properly restrain the animal, or other factors that can contribute to ensuring a successful owner/pet relationship.

SELECTION OF PETS

Selection of the suitable pet for the new owner is critical. If a poor match between owner and pet exists, that animal will be abandoned or returned to the shelter. Such disruptions in the animal's environment can cause behavioral problems that make it more difficult or impossible to re-adopt. Therefore, staff will make every effort to ensure a new owner is properly matched with their new animal. Employees will advise potential owners on an animal's special needs, behavioral characteristics, ability to fit into the new home, etc. ****Owners will not be coerced into adopting animals they do not want.**

ADOPTION OF ANIMALS WITH BITE HISTORY

Animas that have bitten out of fear or aggression or display aggressive behavior will not be placed for adoption. Animals that have bitten by accident (such as while playing fetch, etc.) may be adopted after receiving a behavior evaluation by the shelter manager or lieutenant. The new owner will be advised of the animal's bite history. The new owner will also be required to sign a statement acknowledging they have been made aware of the animal's history.

Effective Date: 7/1/05

HUMBOLDT COUNTY SHERIFF'S OFFICE ANIMAL CARE AND CONTROL

SUBJECT: ADOPTIONS

ADOPTION OF SICK OR INJURED ANIMALS

At times potential owners may see an animal under medical treatment and wish to adopt it. Since it is in the animal's best interest to recover in a private setting, adoptions of such animals may be approved under the following circumstance:

- * The potential owner is made aware of the risks involved in adopting a sick or injured animal and the medical issue(s) are listed on the adoption agreement.

- * The potential owner agrees to provide all necessary follow-up care.

ADOPTION OF PIT BULLS

Pit bulls and pit bull-type dogs may be offered for adoption, provided they meet all conditions of the sheriff's office definition of adoptable animals, and provided they exhibit no aggression towards people or animals. At no time will a pit bull get adopted to someone if there is any indication it may be used for fighting purposes.

ANIMAL ILLNESS AFTER ADOPTION

Since the sheriff's office accepts animals from all environments and situations, it is possible that an animal may enter the shelter ill, or became ill from another random-source animal. Sometimes animals do not display symptoms of illness until after they have been placed into a new home. Because there is no guarantee on an animal's health, any adopter wanting to return an animal for illness must do so within the two week hold period. The shelter manager, lieutenant or their designee should be notified prior to accepting the return.

No refunds will be given on injured animals unless it can be shown the animal was injured prior to being adopted.

Humboldt County Sheriff's Animal Care and Control Facility

**ADOPTION APPLICATION
OWNER INFORMATION**

NAME: Last: _____ First: _____

Address, City, Zip (Physical & Mailing): _____

Phone #: _____ Do you own or rent: _____

If you rent, name and phone # of landlord: _____

How long have you lived at your residence? _____

Do you have children at home? _____ How many? _____ Ages? _____

PET INFORMATION

Do you have any other pets? _____ If so, how many? _____

Are all of your pets spayed/neutered? _____

Are all of your pets current on vaccinations? _____

If so, do you have proof of vaccinations? _____

Have you owned pets in the past? _____

Have you ever surrendered an animal to a rescue, shelter, or impound? _____

Have you ever had an animal confiscated by animal control or any other agency? _____

Have you ever been convicted of child abuse, neglect, endangerment, or domestic violence? _____

Are there any ordinances or statutes preventing you from legally owning this animal? _____

Have you ever had an animal deemed potentially dangerous or vicious? _____

Why do you want to adopt this pet? _____

I have answered the above questions truthfully and to the best of my knowledge.

Date: _____, Signature: _____

HUMBOLDT COUNTY SHERIFF'S OFFICE ANIMAL CARE AND CONTROL

SUBJECT: ADOPTION RETURN/EXCHANGE/REFUND

Exchanges or refunds of dogs or cats adopted from this shelter are permitted within fourteen (14) days from the date of adoption. If the amount, which the shelter would charge for the substituted dog or cat, is greater than the amount paid for the original dog or cat, the purchaser shall pay the difference. In no event will part of the purchase price of the original dog or cat be refunded, even though the price of the replacement dog or cat is less than the price paid for the original dog or cat.

From fifteen (15) days to thirty (30) days we will take the animal back as an adoption return, but the adoption fee is not refundable. After thirty (30) days the animal is to be considered and owner surrender and all appropriate fees apply. All owner surrenders must be approved by the lieutenant, shelter manager or their designee.

Staff shall inquire as to the reason the animal is being returned and record the reason. Any additional information should be listed in a memo in an effort to determine whether the animal should be placed again and the shelter manager, Lieutenant or the designee should be notified.

ANIMAL EXCHANGE PROCEDURES - ISSUING

- * The return animal shall be impounded under the same animal identification number originally assigned. An owner turn in form shall be signed by the owner stating why the animal was returned

ANIMAL EXCHANGE PROCEDURE

- * The new information shall be updated in the computer, to include all microchip information. The employee will advise the person that all necessary changes will be made on any license receipt issued.
- * The receipt impound ticket shall be stamped "exchange".
- * The original receipt (customer's copy) will be attached to the new receipt and kept with the shelter files. All receipts issued with an exchange must have the exchange certificate number listed in reference section.

Animals adopted from the shelter may be returned

On occasion, when circumstances are such that an exchange cannot be completed within the fourteen (14) days allowed, an extension on the exchange date may be made, with the approval the shelter manager or his/her designee. The person granting the extension shall initial and date the exchange certificate.

Effective Date: 7/1/2005

HUMBOLDT COUNTY SHERIFF'S OFFICE ANIMAL CARE AND CONTROL

SUBJECT: RESCUE ORGANIZATIONS

Animal rescue organizations often times desire to remove animals from shelters. Per Food and Agriculture Code 31108 (b) and 31752 (b) dogs and cats shall be released to a non profit animal rescue group as defined under 501 (c) 3 of the Internal Revenue Code if they are scheduled for euthanasia and the rescue group desires them.

The Humboldt County Sheriff Animal Shelter will release dogs and cats to these groups providing the group qualifies and signs the rescue agreement contract with the sheriff's approval. Once a rescue group has signed the rescue agreement contract, they only need to fill out adoption liability waivers thereafter for each animal. The shelter and the sheriff's secretary should maintain a copy of the rescue agreement contract.

The rescue group will sign a liability waiver/adoption form for each animal they remove from the shelter. Shelter staff **MUST** note any known defects or potential liabilities the animal has on the form and make them clear to the rescue group. If the animal being rescued has been temperament tested, a copy of the test should be provided to the rescue group taking the animal.

The rescue group may be asked to reimburse the Humboldt County Sheriff's Animal Shelter the spay/neuter fees and any tests or vaccinations the rescue group requests performed prior to removal from the shelter. Fee waivers can only be made by the shelter manager, lieutenant or their designee.

The rescue group will be responsible for assuring licensing on all dogs they remove from the shelter that remain in the County of Humboldt. Dogs taken out of the county will not be required to obtain a local county license.

The shelter manager, lieutenant or their designee has the authority to deny a rescue group an animal if it is not scheduled for euthanasia.

Shelter staff is encouraged to work with the rescue groups. Often times they have the time and expertise to work with animals with minor behavioral problems such as dog aggression or food aggression. They also have the funds and volunteers to work with severely injured animals that the shelter does not.

AGREEMENT BETWEEN THE
HUMBOLDT COUNTY SHERIFF'S OFFICE ANIMAL AND CONTROL
AND

FOR THE RELEASE AND ADOPTION OF ANIMALS
TO NON PROFIT ANIMAL RESCUE OR ADOPTION ORGANIZATIONS

This agreement is entered into on this _____, day of _____, by and between the Humboldt County Sheriff's Office Animal Care herein referred to "Sheriff's Office Animal Care and Control" and _____ (hereinafter referred to as "Adoption Organization") for the purpose of placing shelter animals with the Adoption Organization.

WHEREAS, in operating a public animal shelter, the Sheriff's Office Animal Care and Control cares for stray and owner relinquished animals, and has a substantial interest in the adoption of suitable animals not redeemed by their owners; and;

WHEREAS, it is the policy of the Sheriff's Office Animal Care and Control that no adoptable or treatable shelter animal should be euthanized if the animal can be adopted into a suitable home; and

WHEREAS, the Sheriff's Office Animal Care and Control wishes to release shelter animals that might otherwise be euthanized to animal rescue or adoption organizations for the purpose of finding suitable adoptive homes; and

WHEREAS, The Adoption Organization is a 501 (c)(3) nonprofit animal rescue or adoption organization and wishes to obtain Sheriff's Office Animal Care and Control animals for the purpose of finding suitable adoptive homes.

The Sheriff's Office Animal Care and Control and the Adoptive Organization mutually agree as follows:

1. The Adoptive Organization may submit a request in writing, in person, by telephone, email or other manner approved by the Sheriff's Office Animal Care and Control, for the release of a shelter animal. In making animals available for adoption under this agreement, the Sheriff's Office Animal Care and Control may specify which animals it believes are suitable for adoption. Notwithstanding the above, the Adoption Organization acknowledges that it is their responsibility to determine whether animals obtained from the Sheriff's Office Animal Care and Control are suitable for adoption. The Adoption Organization also acknowledges that the Sheriff's Office Animal Care and Control and the County of Humboldt do not warrant in any way the adoption suitability of any animal released by the Department.
2. The Adoption Organization shall provide animals obtained from the Sheriff's Office Animal Care and Control with a healthy, clean and safe environment and shall provide the animal with necessary and prompt veterinary care, nutrition and shelter at the Adoptive Organizations expense. Because the Sheriff's Office Animal Care and Control's interest in protecting the health, safety and welfare of people and animals, the Sheriff's

Office Animal Care and Control shall have the right to inspect, without prior notice, any premises maintained by the Adoptive Organization where any animal obtained from the Sheriff's Office Animal Care and Control is kept or maintained.

3. In receiving animals from the Sheriff's Office Animal Care and Control, the Adoptive Organization and its members shall comply with any and all animal related laws and regulations, including all applicable zoning laws and permit requirements. Violation of the requirements may result in forfeiture of such animals to the Sheriff's Office Animal Care and Control and/or may result in the Sheriff's Office Animal Care and Control's refusal to provide more animals to the Adoptive Organization until the Sheriff's Office Animal Care and Control is satisfied that the Adoptive Organization can properly care for such animals. The Adoptive Organization shall not transfer the custody or ownership of any animal obtained from the Sheriff's Office Animal Care and Control to any individual or organization where the keeping of such animal by such individual or organization will violate any animal related laws or regulations, zoning provisions or permit requirements. Violation of the above requirements may result in the Sheriff's Office Animal Care and Control refusal to provide additional animals to the Adoptive Organization.
4. The Adoptive Organization shall comply with all dog licensing requirements by ensuring each dog possessed or maintained by any Adoptive Organization member is properly licensed after it reaches four (4) months of age and before it reaches five (5) months of age. The Adoptive Organization shall ensure that a valid dog license is maintained for such animals until it has been transferred to a new owner that resides in Humboldt County. The Adoptive Organization shall inform the Sheriff's Office Animal Care and Control in writing of the name, address and telephone number of the new dog owner and the description of the dog, within (15) days after the transfer of custody or ownership of the animal from the Adoptive Organization to any new owner that resides in Humboldt County.
5. The Adoptive Organization shall keep accurate records of each animal obtained from the Sheriff's Office Animal Care and Control. Such records shall include information regarding veterinary care and the name, address and telephone number of the new animal owners. The Sheriff's Office Animal Care and Control shall have the right to inspect such records.
6. The Adoptive Organization shall ensure that any unaltered animal obtained from the Sheriff's Office Animal Care and Control will be surgically sterilized by a licensed veterinarian at the Adoptive Organization's expense prior to transferring ownership of the animal to any person, or within thirty (30) days of the date the animal is obtained, whichever comes first, unless the animal is under twelve (12) weeks of age when obtained. In such case, the altering shall be performed with in thirty (30) days from the date the animal reaches twelve (12) weeks for age. This requirement shall not apply in any case where a licensed veterinarian provides in written certification stating that, due to health considerations, the animal should not be altered, or that, in the professional judgement of the veterinarian, the animal has been previously altered.
7. The Adoptive Organization shall pay any and all applicable Sheriff's Office Animal Care and Control fees. The Sheriff's Office Animal Care and Control however agrees to waive adoptive fee for any 501 (c)(3) adoption organization.
8. The County of Humboldt, its officers, agents and employees shall not be liable for, and the Adoptive Organization shall defend, indemnify and hold the County of Humboldt

harmless from, any and all claims, demands, liability, judgements, awards, fines, liens, losses, damages, expenses, charges, or costs of any kind or character, including attorneys' fees and court costs, arising out of, or in any manner either directly or indirectly connected with, any alleged act, error, omission or negligence of the Adoption Organization or its contractors, licensees, agents, assignees, servants or employees, including, without limitation, claims caused by the concurrent negligent act, error or omission, whether active or passive, of the County of Humboldt, its officers, agents, or employees. The Adoptive Organization shall have no obligation to defend or indemnify County from a claim if it is determined by a court of competent jurisdiction that such claim was caused by the sole active negligence or willful misconduct of the County of Humboldt, its officers, agents or employees.

9. The Sheriff's Office Animal Care and Control agrees to allow the return of any animal adopted to an adoption organization due to aggressiveness or serious illness without charge.
10. Any animal adopted from the Sheriff's Office Animal Care and Control shall become the property and responsibility of the adopting organization.
11. The adoption organization agrees to fill out the appropriate adoption records for each animal prior to the release of the animal to the adoption organization. This shall include the release of liability waiver.
12. This agreement can be terminated at any time by the Sheriff's Office Animal Care and Control or the adoption organization.
13. Either party may terminate this agreement immediately upon written notice. Notice may be given by delivering a copy of said notice to the other party personally, or by mailing a copy of said notice. If mailed, notice shall be deemed received two days after deposit in the United States mail, postage prepaid, and addressed as set forth below:

Humboldt County Sheriff's Office Animal Care and Control
980 Lycoming Road
McKinleyville, CA 95519

Adoption Organization

IN WITNESS THEREOF, the Sheriff's Office Care and Control and the Adoption Organization has approved the execution of this contract by its designated representative, and the Humboldt County Sheriff's Office Animal Care and Control by the Humboldt County Sheriff this _____ day of _____.

County of Humboldt
Sheriff's Office

(Authorized Organization Representative)

William Honsal, Sheriff

RESCUE CONTRACT

This contract is made on (Today's Date) between the County of Humboldt, Humboldt County Sheriff's Office, Animal Care and Control Division and (**Rescue Org**). By signing below (**Rescue Org**) acknowledges receipt from the County of Humboldt, Humboldt County Sheriff's Office, Animal Care and Control Division (*Animal Name*) a (*Animal Type*), described as a (**color**) (**sex**) (**breed**). In addition, (**Rescue Org**) agrees to be bound by and to comply with the following terms and conditions:

(**Rescue Org**) will have the animal immunized and examined annually by a veterinarian at their expense And, (**Rescue Org**) will not abandon the animal. If (**Rescue Org**) returns the animal to the County of Humboldt, Humboldt County Sheriff's Office, Animal Care and Control Division for any reason (**Rescue Org**) will at no time assert any claim, charge or demand of any kind or nature against the County of Humboldt or Humboldt County Sheriff's Office, for any charges, which may have been incurred by (Rescue Org), including veterinarian fees, in connection with the animal. No person in the rescue of an animal shall knowingly include or cause to be included any false information in any statement for completing the Rescue Application or Rescue Agreement or alter or cause to altered any information in a statement of rescue or any copy thereof. (**Rescue Org**) understands that the information provided to us about the dog or cat (**Rescue Org**) is rescuing may have been received by the County of Humboldt, Humboldt County Sheriff's Office from third parties and that the County of Humboldt, Humboldt County Sheriff's Office does not warrant the accuracy or correctness of such information.

(**Rescue Org**) understand that animals can be unpredictable and the County of Humboldt, Humboldt County Sheriff's Office cannot anticipate or insure against unexpected conduct of animals rescued from the County. (**Rescue Org**) acknowledges that the County of Humboldt had not made through its agents, volunteers, or employees, any warranties regarding the future condition, temperament, or conduct of the animal. (**Rescue Org**) hereby accepts the animal as is, assume all risks and responsibilities associated with the rescue of the animal, including bites, and hereby fully and completely release, indemnify, and hold harmless the County of Humboldt, Humboldt County Sheriff's Office, its directors, officers, volunteers, agents, servants, representatives and employees from any claim, cause of action or liability of any sort whether known or unknown, directly arising out of or in connection with the rescue, care, or ownership, maintenance, retention, temperament, conduct or condition of the animal.

(**Rescue Org**), the undersigned, understand that this animal can not be placed up for adoption to the public and may only be released to a 501(c)(b) rescue organization registered with the County of Humboldt, Humboldt County Sheriff's Office. The reason this animal can only be released to a registered rescue organization is:

- Aggressive Behavior Food Aggression Dog Aggression Extremely Timid
- Killed Livestock Confirmed Bite Health/Injury Issues

I, the undersigned, am authorized to sign this contract and accept this animal on behalf of (**Rescue Org**).

(Rescue Name)
(Address)
(City, State, Zip)
(Phone Number)

Witness

Print Name and Title

HUMBOLDT COUNTY SHERIFF'S OFFICE ANIMAL CARE AND CONTROL

SUBJECT: KENNEL WORKER DAILY DUTIES

1. Feed animals breakfast & ensure they have water. While feeding note any medical or behavior issues and report them to the supervisor.
2. While feeding, make sure that all animals have a kennel card and that it matches the animal. Report or correct any discrepancies immediately so that the information for the animal is true and correct to the best of your ability.
3. The employee arriving at 0700 to feed animals is responsible to check medications needed and administered. Remember that some medications are given several times a day. On weekends employees must decide who will be the one responsible to medicate.
4. Clean cages/kennels. Start with adoptable cages/kennels first to make them presentable to the public as soon as possible. Vacuum out and mop floors in cat rooms.
5. Clean walk ways, cement area outside of the cat rooms and the animal get acquainted cages.
6. Lock the dog kennels as soon as possible to prevent theft or the public from releasing animals. All dog kennels are to remain locked except when cleaning
7. Wash dishes and any carriers or carts that need cleaning.
8. Periodically wash out the control rooms to keep them clean and presentable.
9. Recheck animals and clean if necessary and ensure water is provided. If a kennel needs cleaning because an animal left, clean it immediately so that the kennel is available for use. This should be done periodically throughout the day!
10. Feed all cats, kittens, puppies, and thin dogs at least twice daily.
11. Restock supplies for the next day. Including litter trays, cat food dishes, dog food dishes, disinfectant spray bottles, etc.
12. Empty all garbage cans from animal rooms. This is to keep the smell down and needs to be emptied daily.
13. Wash out laundry bags.
14. Before leaving, ensure that all animals have water and a blanket and that all kennels and doors are locked.
15. **TRIPLE** check all exterior doors to ensure that they are locked and secure before leaving, including exercise pen. Then set alarm.
16. Do not allow the public to walk around unescorted. An employee or volunteer must be with them to answer questions and ensure safety protocols are followed.
17. No member of the public is to be allowed to be in dog or cat holding unless they are missing an animal that we believe we might have unless authorized by management.
18. If an animal gets loose you must notify other employees immediately for safety and security. Yell out "Dog loose" and announce by radio.
19. At no time should any dog be out of its kennel without being on a leash. The exception to this would be if paid staff is excising/playing with multiple dogs in a secure compound.
20. Every Wednesday the "floater" kennel worker is responsible for the cleaning of the vacuum cleaner filter, dryer filter, washing machine filter and lubricating padlocks.

Effective Date: 6/1/2007

HUMBOLDT COUNTY SHERIFF'S OFFICE ANIMAL CARE AND CONTROL

SUBJECT: KENNEL/CAGE CLEANING POLICY

One of the greatest responsibilities facing kennel staff is the proper cleaning and sanitizing of the cages/kennels at the shelter in order to ensure the health and welfare of animals under our care. It is our legal and moral responsibility to keep the animals under our care as healthy and protected from disease and parasites as possible during their stay at the shelter, and the number one way to achieve this is by following the policy and procedures established herein.

The following establishes the policies and procedures for the proper cleaning, feeding and care of the animals.

USE OF SWAP/COMMUNITY SERVICE

SWAP/community service workers are here to assist paid staff and are not here to do your job for you; they are not to be performing the actual cleaning of the cages or kennels. Kennel attendants are responsible for the daily supervision of SWAP workers and for ensuring the duties performed by SWAP/community service is done properly. All issues or concerns with SWAP/community services workers are to be reported to the lieutenant, program manager or their designee immediately.

SWAP/community service workers are not to be in Dog Quarantine or Dog Isolation under any circumstances. They may be in and have physical contact with animals that are available for adoption only, all other areas of the shelter containing animals are off limits unless authorized by paid staff for the purpose of performing a specific task. When they are on the inside of Dog Holding the dogs must be locked outside and when they are working on the outside of Dog Holding the dogs must be locked inside. This is to reduce their potential of contact with the animals during their stray holding period. SWAP/community service workers are not to use the pressure washer system except when authorized by kennel staff for the purpose of cleaning the carriers etc.

FEEDING & MEDICATING

Use and follow the feeding policy to ensure the proper and nutritious care of the animals. The feeding and medicating of animals **should** be completed by 8:00 A.M. on weekdays.

- * Feed the animals and ensure they have fresh palatable water
- * During the feeding process lock the dogs inside their kennels
- * While feeding note any medical or behavior issues and report them to the shelter manager or his/her designee.
- * Administer meds to animals needing them. Be sure to log the date and time medications are given on the animal's med card.
- * If the animal's food or water bowl is dirty, provide a clean bowl. Bowls, blankets and toys are not to be shared between animals from different cages/kennels.
- * **Do Not** feed animals going to the vet for spay or neutering after 4:00 P.M. the evening before their appointment or on the day they return from the vet. The regular feeding schedule may continue the day after the surgery.

CLEANING PROTOCOL

The proper cleaning and sterilizing of the cages and kennels is our best defense against disease. The "Adoptable" kennels/cages are the priority unless directed otherwise by the lieutenant, program manager, or their designee.

HUMBOLDT COUNTY SHERIFF'S OFFICE ANIMAL CARE AND CONTROL

SUBJECT: KENNEL/CAGE CLEANING POLICY

When there are only two kennel attendants on, one will start in dog adoptable and the other in cat adoptable. When there are three or more kennel attendants on, the third and subsequent kennel attendants, herein known as "floaters", are to assist by starting in dog and/or cat holding. The kennel attendant that is scheduled to start at 7:00 A.M. on weekends is responsible for the feeding and medicating of the animals, morning transportation to the vets for spay and neuter appointments (unless other arrangements have been made) and this person will be considered the "floater" for the day.

The cleaning of the dog and cat adoptable rooms **should** be completed by 10:00 A.M. on weekdays and 12:00 noon on Saturdays. This is a general rule and there may be exceptions, but the daily objective is to have the adoptable sections of the shelter clean and presentable to the public by opening time.

All dogs kennels are to remain locked except when cleaning, placing or removing an animal from its kennel.

Doors leading to the outside (unsecured areas) of the shelter are **NEVER** to be left or propped open at any time. Doors to secured areas such as the interior compound may be propped open for air circulation, but you must ensure that all of the animals are secure in their kennels/cages first.

All dog kennels are to be cleaned daily regardless of occupancy; this includes the dog drop kennels.

CLEANING DOG KENNELS

* **OUTSIDE KENNELS**

- * All of the dogs should already be locked inside so start on the outside of the dog adoptable/dog small.
- * Unlock all kennel doors. If the kennel needs to be pooper scooped, open the door outwards, if not - open it inwards. Hang the locks on the kennel door.
- * Scoop all debris and feces from the kennels, rinsing the scooper in the bleach bucket in between kennels. The more debris/feces removed from the kennel prior to cleaning the better the disease control. Remember the you can not disinfect debris or feces or underneath it, so pick it up!
- * After removing the debris/feces from the kennel put the kennel door opening inward (inside the kennel).
- * Turn on the pumps in the pump room and ensure that the 1 gallon soap containers are full before starting.
- * Using high pressure, wash the walkways and kennels ensuring to get the kennel wire, walls of the kennels and doggy doors. Use low pressure to rinse all hair, etc. into the drain if necessary. Remember to get behind doors and in cracks. The kennels should be clean, but not disinfected at this point, which means no hair, feces or debris in the kennel except for on the drains.
- * Periodically clean the pump room.
- * Periodically lift the drain covers and pick the hair out of the drains and spray water down the drain to push the debris down.

HUMBOLDT COUNTY SHERIFF'S OFFICE ANIMAL CARE AND CONTROL

SUBJECT: KENNEL/CAGE CLEANING POLICY

- * Periodically clean the pump rooms.
- * Periodically lift the drain covers and pick the hair out of the drains and spray water down the drain to push the debris down.
- * Pick all hair and debris from the drains. **IF** you have SWAP perform this task, you need to ensure they did a good job!
- * Switch the pressure washer to soap and spray the disinfectant soap throughout the kennels and walkways (including cement walkways). Be sure to soap the kennel wire doors, walls and doggy doors. You do not need to soak the kennel, but it is imperative that the disinfectant soap covers all of the areas.
- * Allow the soap to set for at least ten (10) minutes.
- * Turn the pressure washer to rinse and spray water through it until straight water and no soap is coming out.
- * Rinse the kennels, walls, doors, doggy doors and walkways thoroughly. It is important that the soap is thoroughly rinsed off.
- * Re-pick drains if needed. Look to make sure that they are clean and free of debris?

MOVE TO THE INSIDE

- * Unlock all of the kennel doors and move all the dogs to the outside.
- * Close the doggy doors so that the doors are slightly raised off of the clement, approximately 1" to 2". This is to enable cleaning of any debris that gets trapped behind the doggy door.
- * If the kennel needs to be pooper scooped, open the door outwards, if not open it inward. Hang the lock on the kennel door.
- * Collect blankets. **IF** the blanket is clean and dry and is going to be given back to the same dog, it is best set on top of the kennel. If the blanket is dirty or wet, it is to be put in the laundry bag. If there is feces on the blanket you need to shake or scoop it off before placing the blanket into the laundry bag. If the blanket is torn up, extremely worn or extremely dirty throw it out.
- * Collect all bowls and toys from the kennels. **IF** the bowls or toys are dirty they must be washed, if not, they may be placed on top of the dogs kennel to be given back to that dog. Dirty bowls with feces or debris caked on them may need to be soaked in order to get them clean. Start them soaking right away so that they may be cleaned and used if needed during the day.
- * Scoop all debris and feces from the kennels, rinsing the scooper in the bleach bucket in between kennels. The more debris/feces removed from the kennels prior to cleaning the better the disease control. Remember that you can not disinfect debris or feces or underneath it, so pick it up!
- * After removing the debris/feces from the kennel, put the kennel door opening inwards (inside the kennel).
- * Ensure that 1 gallon soap containers are full before starting.
- * Using the high pressure washer, wash the walkways and kennels ensuring to get the kennel wire, walls of the kennels and doggy doors. The walkways need to be cleaned with high pressure to get them clean. Use low pressure to rinse all hair, etc. onto the drain if necessary. Remember to get behind doors and in cracks, etc. The kennels should be clean, but not disinfected at this point, which means no hair, feces, or debris in the kennel except for the drains.
- * Periodically clean pump rooms.
- * Periodically lift the drain covers and pick the hair out of the drains and spray water down

HUMBOLDT COUNTY SHERIFF'S OFFICE ANIMAL CARE AND CONTROL

SUBJECT: KENNEL/CAGE CLEANING POLICY

- the drain to push the debris down.
- * Pick all hair and debris from the drains. **IF** you have SWAP perform this task you need to insure they did a good job!
 - * Switch the pressure washer to soap and spray the disinfectant soap throughout the kennels and walkways (including walkway). Be sure to soap the kennel wire, doors, walls and doggy doors. You do not need to soak the kennels, but it is imperative that the disinfectant soap covers all the areas.
 - * Allow the soap to set for at least ten (10) minutes.
 - * Turn pressure washer to rinse and spray through it until straight water and no soap coming out.
 - * Rinse the kennels, walls, doors, doggy doors and walkways thoroughly. It is important that the soap is thoroughly rinsed off.
 - * Squeegee walkways into kennels the squeegee kennels towards drains
 - * Look at the kennels and re-pick drains if needed. They should be clean!
 - * Replace food and water bowls, blankets and toys into kennels. The blanket should be spread out and not bunched into a pile.
 - * In **Dog Holding** place a clean blanket on top of the empty dog kennels to aid with preparedness for incoming dogs throughout the day.
 - * Refill water bowls.
 - * Relock all of the kennels.
 - * Take laundry bags to laundry room and wash laundry and laundry bag.
 - * **REPEAT THIS PROCESS FOR DOG HOLDING, QUARANTINE, ISOLATION AND DROP.**
 - * Food and water bowls in dog insolation must be changed out daily and the used bowls disinfected.
 - * Roll up hoses and put hose carts away.
 - * Periodically throughout the day pooper scoop or clean as necessary to keep kennels clean and presentable.
 - * **Before Laving:**
 - * Empty all poop buckets and garbage; and put into dumpster.
 - * Dump bleach buckets into drain in pump rooms.
 - * Place scoopers into sink in pump room.
 - * Turn off pumps.
 - * Fill soap jugs.
 - * Restock food cart.
 - * Lock dogs inside unless authorized otherwise by the lieutenant, shelter manager or their designee.
 - * Refill water bowls.
 - * Ensure dogs needing extra food have been re-fed.
 - * Check all kennels to ensure they are locked.
 - * Check all doors to ensure they are locked and secured.
 - * Turn off all lights.

HUMBOLDT COUNTY SHERIFF'S OFFICE ANIMAL CARE AND CONTROL

SUBJECT: KENNEL/CAGE CLEANING POLICY

CLEANING CAT CAGES

"Chlorhexidine" is to be used to clean all cat cages and rooms unless there has been a sick cat in the cage or room in which case diluted bleach may be used. Rocal is not to be used in the cat rooms unless authorized by the lieutenant, shelter manager or their designee.

Rubber gloves must be worn when cleaning cat cages and must be changed between every cage.

For the purpose of disease control cats are not allowed to run loose in the room during the cleaning process. The only time that cats are allowed to be loose in the room is when they are being directly supervised and attempts are made to keep the loose cat from having direct contact with other cats. Try not to hold cats against your clothes during the holding or moving process.

Cat rooms are to be cleaned in the following order unless authorized differently by the lieutenant, shelter manager or their designee.

- * Cat Adoptable & Cat Common Rooms
- * Cat Holding
- * Cat Feral
- * Cat Quarantine
- * Cat Observation
- * Cat Isolation

Cat Adoptable and Cat Holding

- * Put on clean rubber gloves.
- * Cats and kittens from the common rooms are to be placed in empty cat cages or if space does not permit this then they are to be placed into cat carriers. They are to be provided a water bowl with fresh palatable water while in the holding cage.
- * Remove all litter boxes, toys, scratching posts, etc. from the rooms.
- * Wash litter boxes if necessary and replace the litter. **Do Not** just scoop used litter out when multiple cats are using the litter boxes, the litter must be emptied and replaced.
- * Vacuum and mop floors in common room.
- * Wipe down walls, doors and glass with Chlorhexidine.
- * Lightly spray all toys, scratching posts, etc. from the room with Chlorhexidine unless they need to be washed.
- * Periodically or if a sickness occurs in the room, you need to remove and clean the carpeted scratching posts using Chlorhexidine and place them outside in the secured area for airing out, for a minimum of one week.
- * Allow the room to dry.
- * Replace litter box(es), toys, water and food bowls, etc. If there are four (4) or more cats in the room provide multiple litter boxes, food and water bowls.
- * Fill water bowl(s).
- * Clean the cages or carriers these cats were held in.
- * Replace rubber gloves.
- * Space permitting - the cats in cages may be moved to an empty cage in order to clean its cage, if space does not permit this, then they are to be placed into cat carriers. **DO NOT** put cats from different cages into the same holding cage or carrier.

HUMBOLDT COUNTY SHERIFF'S OFFICE ANIMAL CARE AND CONTROL

SUBJECT: KENNEL/CAGE CLEANING POLICY

- * Clean all cages that have a cat in them, even if they don't appear dirty or like they need cleaning.
- * Remove all items from the cage. If the litter box is wet or has been used it is to be disposed of. Blankets and toys that are dry and clean may be reused for the same cat only.
- * Sweep or wipe out the cat cage if necessary to remove all debris, urine and feces from the cage.
- * Spray a light coating of Chlorhexidine on the floor, walls, ceiling and bars of the cage door.
- * Use a rag to wipe out the cage. Be sure to wipe all areas of the cage including the bars of the cage door. Use a separate rag for each cage!
- * Ensure the cage is dry before putting the cat back into cage.
- * Replace the litter box, blanket, toys, food and water bowls.
- * Litter boxes must have a small amount of litter in them.
- * Place the cat back into the cage. Be sure that the cat is going back into the same cage that it came from.
- * Spray a light coating of Chlorhexidine into the cage/carrier used to hold the cat and wipe it out. This **MUST** be done before placing another cat into this cage/carrier.
- * Replace rubber gloves and continue on throughout adoptable an holding.

Cat Feral & Cat Quarantine

- * Cleaning Cat Feral is more difficult. Always use caution and be careful! If you need assistance don't hesitate to ask.
- * Volunteers and SWAP are not allowed to assist with the cleaning of feral, quarantine or isolation cats.
- * Keep all doors closed to prevent escape and to keep the odor down.
- * Report all medical issues to the lieutenant, shelter manager, or their designee immediately. We are not able to treat feral cats and need to remove sick cats from this room as quickly as possible.
- * Put on clean rubber gloves.
- * If the cage is really bad you may use the bite glove or catch pole to move the cat to a new cage while to clean its cage.
- * Remove the water and food bowl from the door to prevent them from being knocked over or spilled.
- * Carefully remove the newspaper, litter box, etc. from the cage using the feral stick or a pooper scooper.
- * Spray a rag with Chlorhexidine and place the rag on the feral stick or pooper scooper and wipe down the cage. Again, if the cat needs to be moved to clean its cage, do so!
- * Clean the bars, cage doors and walls as best you can.
- * Pull out and clean the bottom tray with Chlorhexidine, top, bottom and sides.
- * Use the feral stick to replace the newspaper, litter, etc. back into cage.
- * Replace the food and water bowls and ensure they have fresh water.
- * Restock the room for the next day.

Effective Date: 4/27/07

HUMBOLDT COUNTY SHERIFF'S OFFICE ANIMAL CARE AND CONTROL

SUBJECT: KENNEL/CAGE CLEANING POLICY

Cat Observation & Cat Isolation

- * Remember that these are sick or potentially sick cats and due care and precautions should be used to care for these animals and to prevent the spread of disease to other animals.
- * Cat observation is to be cleaned first, following the same cleaning protocol as cat isolation.
- * Cat isolation cages are to be the last cages cleaned and the kennel attendant should refrain from having contact with cats in other rooms when possible.
- * Put on clean rubber gloves.
- * Space permitting, the cats in cages may be moved to an empty cage in order to clean its cage, if space does not permit this, then they are to be placed into cat carriers. **DO NOT** put cats from different cages into the same holding cage or carrier.
- * Remove all items from the cage. Letter boxes and blankets should not be reused and should be replaced daily. Cats in isolation should not have toys!
- * Sweep or wipe out the cage if necessary to remove all debris, urine and feces from the cage.
- * Spray a light coating of Chlorhexidine on the floor, walls, ceiling and bars of cage door.
- * Use a rag to wipe out the cage. Be sure to wipe all areas of the cage including the bars of the cage door. Use a separate rag for each cage.
- * Ensure the cage is dry before putting the cat back into its cage.
- * Replace the litter box, blanket, food and water bowls.
- * Litter boxes must have a small amount of litter in them.
- * Place the cat back into the cage. Be sure that the cat is going back into the same cage that it came from.
- * Spray a light coating of Chlorhexidine on the floor, walls, ceiling and bars of cage door.
- * Use a rag to wipe out the cage. Be sure to wipe all areas of the cage including the bars of the cage door. Use a separate rag for each cage.
- * Ensure the cage is dry before putting the cat back into its cage.
- * Replace the litter box, blanket, food and water bowls.
- * Litter boxes must have a small amount of litter in them.
- * Place the cat back into the cage. Be sure that the cat is going back into the same cage that it came from.
- * Spray a light coating of Chlorhexidine into the cage/carrier used to hold the cat and wipe it out. This **MUST** be done before placing another cat into this cage/carrier.
- * Replace rubber gloves and continue on throughout isolation.
- * Restock isolation room for the next day.
- * Empty garbage.
- * When done cleaning isolation wash hands and arms thoroughly and change scrub shirt.

Effective Date: 4/27/07

HUMBOLDT COUNTY SHERIFF'S OFFICE ANIMAL CARE AND CONTROL

SUBJECT: ANIMAL FEEDING AND NUTRITION

GENERAL GUIDELINES

All animals will be fed only wholesome, palatable, food suitable to the species, age, size, condition, and nutritional requirements of each animal. Each employee will follow the following feeding protocols unless otherwise directed by the shelter manager, lieutenant, or their designee. Because we are only feeding Science Diet animal food we are following their recommended feeding guidelines and slightly modified it to adjust for shelter animals.

QUANTITY OF FOOD - DOGS AND CATS

employees will follow the feeding times and amounts below unless otherwise directed by the shelter manager, lieutenant, or their designee. The following are guidelines recommended for feeding and must be adjusted for each animal dependent upon the animals' individual needs. Example: Underweight animals should have 1 1/2 times the recommended amount and overweight animals should receive 2/3 of the recommended amount. The objective is to maintain the animals at a desirable weight in order to maintain healthy adoptable animals.

Adult Dogs	1 to 10 years old
5 Pounds	1/2 to 3/4 cup per day
10 Pounds	3/4 to 1 cup per day
20 Pounds	1 to 2 cups per day
40 Pounds	2 to 3 cups per day
60 Pounds	3 to 4 cups per day
80 Pounds	4 to 5 cups per day
100 Pounds	4 1/2 to 6 cups per day
Puppies	Up to 9 months of age
2 Pound	1/2 cup two times per day
5 Pounds	3/4 cup two times per day
8 Pounds	3/4 cup two times per day
10 Pounds	1 cup two times per day
20 Pounds	1 1/2 cups two times per day
40 Pounds	2 cups two times per day
60 Pounds	3 cups two times per day
Cats	1 to 10 years old
5 Pounds	1/2 cup per day
10 Pounds	3/4 cup per day
15 Pounds	3/4 cup per day
Kittens	Up to 9 months of age
1 Pound	1/8 cup two times per day
2 Pounds	1/3 cup two times per day
3 Pounds	3/8 cup two times per day
4 Pounds	1/2 cup two times per day
5 Pounds	5/8 cup two times per day

Effective Date 6/1/06

HUMBOLDT COUNTY SHERIFF'S OFFICE ANIMAL CARE AND CONTROL

SUBJECT: ANIMAL FEEDING AND NUTRITION

FEEDING INSTRUCTIONS - DOGS AND CATS

Employees will follow the feeding instructions listed below unless otherwise directed by the shelter manager:

1. Canned food is only to be given when authorized by the shelter manager or his/her designee. Can food is not intended to be part of an animals daily diet and is only to be used for underweight animals we are having a difficult time getting to eat. When can food is given you are not to give more than on tablespoon maximum and you must lessen the amount of dry food given to compensate.
2. Animals with very bad teeth or missing teeth will be fed dry food soaked in hot water to soften it with a tablespoon of canned food for flavor to encourage the animal to eat. Food will be given twice daily at the approved quantity.
3. Sick or injured animals (especially sick kittens) not eating should be provided extra blankets or a heating pack for warmth. This may encourage them to eat.
4. Amount of food given will be increased or decreased depending on the animal's size or condition. If an animal is not eating all its food, watch to make sure your not feeding it too much and adjust the amount fed accordingly.
5. Animals that have not eaten for more than 24 hours will be reported to the shelter manager, lieutenant, or their designee.
6. Individual feeding bowls will be used, and a bowl will be provided for each adult animal in the cage or kennel. Puppies and kittens may share bowls at the rate of two per bowl. Large bowls should be used when possible. If feeding multiple kittens or puppies in a cage/room separate the bowls to opposite sides of the room/kennel to avoid fighting over the food.
7. Bowls will be washed and disinfected between every feeding.
8. Adult dogs or combative puppies will be separated by the guillotine doors when eating, to prevent food fights.
9. Fresh, potable water will be available at all times unless otherwise directed by the veterinarian or RVT. Water bowls must be filled at the time of the feeding so that the animals have fresh water during their meal time. Water bowls will be disinfected daily.

Effective Date: 6/1/06

HUMBOLDT COUNTY SHERIFF'S OFFICE ANIMAL CARE AND CONTROL

SUBJECT: ANIMAL FEEDING AND NUTRITION

FEEDING OF RABBITS

Rabbits will be fed good quality pellets, fresh hay (alfalfa, timothy or oat), water and fresh vegetables. Pellets should be fresh (less than six weeks old), and should be relatively high in fiber (18% minimum fiber). Pellets should make up less of a rabbit's diet as he or she grows older. Hay will be made available 24 hours a day.

Both dark, leafy veggies and root vegetables (of different colors) should be fed daily. Do not feed beans and rhubarb. Hay is essential to a rabbit's good health by providing roughage, which reduces the danger of hairballs and other blockages.

Rabbits will be fed the following type and quantity of food:

- * Birth to 3 weeks - mother's milk
- * 3 to 7 weeks - mother's milk, access to alfalfa and pellets
- * 7 weeks to 7 months - unlimited pellets, unlimited hay
- * At 12 weeks introduce vegetables (one at a time, quantities under 1/2 oz.)
- * 7 months to 1 year - introduce timothy hay, grass hay, and oat hay, decrease alfalfa. Decrease pellets to 1/2 cup per 6 lbs. body weight. Increase daily vegetables gradually. Offer fruit at no more than 1 oz. to 2 oz. per 6 lbs. body weight (because of calories).
- * 1 to 5 years - unlimited timothy, grass hay, oat hay, or straw. 1/4 to 1/2 cup pellets per 6 lbs. body weight (depending on metabolism and/or proportion to vegetables). Minimum 2 cups chopped vegetables per 6 lbs. body weight. Fruit at no more than 2 oz. per 6 lbs. per body weight.
- * Over six years - If sufficient weight is maintained, continue adult diet. Frail, older rabbits may need unrestricted pellets to keep weight up. Alfalfa can be given to underweight rabbits, but only if calcium levels are normal.

GUINEA PIGS

Guinea pigs should be given water out of water bottles, instead of bowls. Feed guinea pigs timothy, oat, or alfalfa hay each day. Pelleted feed will be given at the rate of 1/2 cup per day. Guinea pig pellets, and not rabbit pellets will be fed to ensure the guinea pig receives enough vitamin C (guinea pigs must receive supplemental vitamin C or they will develop scurvy). Dark leafy vegetables should be provided as well.

BIRDS

Bird diets may vary depending on the species of bird. In general, birds should be fed a balanced pelleted diet. The pellets should make about 75% to 80% of the diet. The remaining 20-25% should be fresh vegetables and fruit. Sunflower seeds are very high in fat and unhealthy for birds, and should only be given as a treat. Avocados and cashews are toxic.

Effective Date: 6/1/06

HUMBOLDT COUNTY SHERIFF'S OFFICE ANIMAL CARE AND CONTROL

SUBJECT: ANIMAL FEEDING AND NUTRITION

IGUANAS

Iguanas are herbivores and should only be offered a variety of fruits and vegetables. There is ample information available that states iguanas should be fed protein, however protein in the diet can lead to kidney failure, metabolic bone disease, and eventually death if fed over years. The bulk of the diet should be comprised of dark, leafy green vegetables such as: collard greens, mustard greens, parsley, dandelion greens, escarole, spinach, and kale. Iceberg lettuce, should be avoided as it offers no nutritional value and iguanas can become hooked on it, refusing to eat others foods. Other vegetables that are good to offer include green beans, green peppers, frozen mixed vegetables, squash, and fruits such as: bananas, apples, mangos and papaya. Iguanas should be fed on a daily basis after their lights have been turned on and the iguanas have a chance to warm up.

OTHER EXOTIC SPECIES

Other species of exotic animals will be fed as directed by the shelter veterinarian or RVT.

FEED

<u>Type</u>	<u>Feed</u>	<u>Amount</u>	<u>Feed Schedule</u>	<u>Housing</u>
Rabbit	Pellets	4-6 oz..	Once per day (a.m.)	Overhead & 3 sides
Chicken	Scratch	1/4 Pound	Once per day	Overhead & 3 sides
Rooster	Scratch	1/3 pound	Once per day	Overhead & 3 sides

If an animal is not consuming the entire portion of feed provided (per animal) within 3 hours, reduce the amount of future feedings to eliminate waste.

Consult the shelter veterinarian or RVT for special care and feeding instructions for animals that are pregnant, nursing, sick, injured, underweight, very young or old.

Water

Water containers shall be kept with fresh water at all times.

Water containers shall be emptied and cleaned once a week or more often if needed.

Keep water containers at a height easy to reach and drink from.

Storage of Feed

Keep all feed stored in the animal food storage room unless it requires refrigeration. Feed should be used and stored so that the old feed is being used first and to prevent infestation of vermin.

Effective Date: 6-1-06

HUMBOLDT COUNTY SHERIFF'S OFFICE ANIMAL CARE AND CONTROL

SUBJECT: TEMPERAMENT TESTING PROCEDURE

1. Perform the temperament test on the dog. If passes proceed to step 2. All of the scores must be filled in and the form signed by at least two persons who performed the testing.
2. Check to ensure vaccinations have been done. If not vaccinated do so immediately. Keep the animal in holding for at least two days before moving it to available.
3. Examine the dog to ensure breed, sex, and age are correct. Animals going into adoptable should have an age noted on the hard card and in Chameleon.
4. Examine the dog for any medical issues. Treat if needed. Worm, flea treatment, etc. Be sure to check if the dog has already been treated before treating it again. Also be sure to note all treatments and vaccinations on the dog's hard card, and in Chameleon.
5. Check the animal's picture on its kennel card. If it is not a good picture retake picture. Animal's in adoptable should have a decent photograph.
6. Move the dog to "dog adoptable".
7. Change the dog's hard card to reflect the new kennel location and file it in the appropriate folder.
8. Come up with a name for the dog. Change the dogs kennel number in Chameleon **AND** change its status from "stray wait" to "available". Add the dogs name into Chameleon. Make sure the dogs "condition" says "normal" in Chameleon.
9. Print out a new kennel card and place on the dog's kennel.
10. Even though an animal passes temperament testing and is made available for adoption, their personality can sometimes change and they can begin displaying unacceptable behavior. All employees here are risk managers and as such it is every employee's responsibility to report any such unacceptable behavior to the program manager or lieutenant immediately. If neither is available you are to move the animal to holding until it can be re-evaluated by management.

Temperament Testing Check List

Animal I.D. Number: _____

Kennel Number: _____

Scoring

- 1 = Very docile and friendly, no aggressive behavior.
- 2 = Docile, but somewhat timid or scared. No aggressive behavior.
- 3 = Timid or scared, retest later after the dog has a chance to adjust to shelter.
- 4 = Timid or scared, displays unacceptable behavior or is determined not trustworthy.
- 5 = Aggressive or threatening behavior towards other animals or people.

Scores of a 1 or 2 are adoptable.

Score of 3 is not ready for adoption, retest again later.

Score of a 4 or 5 is not adoptable and should be labeled as "aggressive" or "will bite".

SCORE

_____ Observe the dog and determine if it is friendly enough to be evaluated.

_____ Attempt to leash the dog and note its reaction to being handled and having a collar put on it. Note how and animal reacts to being touched around the head and face area. If the dog displays any aggressive behavior, stop the testing and label aggressive.

_____ Walk the dog past several other dogs and note behavior towards other dogs. Aggressive behavior towards other dogs is an immediate failure.

_____ Touch the dog's stomach area and tail. If there is no aggressive or unacceptable behavior proceed by touching the dog's ears and mouth. Lift the dog's lips and open its mouth and touch its feet. Attempt to roll the animal over onto its back to examine and rub its stomach.

_____ Touch and pat the dog firmly on its sides and hind end.

_____ Give the dog an order such as, "sit" with a firm voice to see how the dog reacts to an authoritative voice.

_____ Clap your hands loudly and make noise to see what reaction you get to loud noises.

_____ Use the rubber hand and move the dog's water bowl and food bowl to see its reaction.

Comments: _____

You must be as reasonably sure as possible that the animal is public proof. If it displays aggressive or negative behavior that raises the concern of the animal biting then it is not adoptable.

If you are unsure about an animal, ask another staff member or the program manager to assist with the evaluation.

If the animal passes temperament, but later displays unacceptable behavior, move the animal back to holding and label it accordingly.

If passed, check to be sure dog was scanned, vaccinated, has a decent photo, lost book was checked and contact potential adopter, if any _____

If passed, Microchip before moving to adoptable _____

Tester: _____

Date: _____

Witness: _____

HUMBOLDT COUNTY SHERIFF'S OFFICE ANIMAL CARE AND CONTROL

SUBJECT: DOG WALKING/CAT SOCIALIZATION

1. No dog that has not completed its stray holding period (available for adoption) is to be walked or removed from its kennel except for the purpose of moving the dog to another kennel, and this must be done by paid staff only. Special circumstances may allow an animal that has not completed its hold period to be walked or played with if authorized by the shelter lieutenant, shelter manager or their designee. The exceptions may include but are not limited to: animals needing special work in order to assist in making the animal adoptable, animals being evaluated for the purpose of rescue or other such circumstances that are determined to be in the best interest of the animal.
2. No dog is to be walked by SWAP/community service or volunteers until it has completed and passed a temperament test.
3. Only the cats that are in the "cat adoptable" room are to be socialized or handled by volunteers or non-paid staff. Cats/kittens located in cat holding, cat quarantine, cat feral, cat observation and isolation are not to be handled unless authorized by the shelter lieutenant, shelter manager or their designee. The cleaning of these animals cages/kennels are to be done by paid staff only.
4. No dog that is labeled "aggressive", "will bite", or "quarantine" is to be walked or removed from its kennel except for the purpose of moving the dog to another kennel and this must be done by paid staff only. Before moving a dog labeled "aggressive", "will bite", or "quarantine" you must ensure that no member of the public or non-paid employee is in the area and that all staff is aware that you are moving the dog. Moving dogs with one of the above labels must be done by at least two paid staff and is never to be attempted to be done by one person.
5. No staff member shall enter a kennel containing and "aggressive", "will bite", or "quarantine" dog without a second staff member present.
6. No staff member may walk or socialize a dog or cat that is labeled "aggressive", "will bite", "feral", or "confiscated" without authorization from the shelter lieutenant, shelter manager or their designee.
7. No animal labeled "quarantine" is to be walked or handled except for the purpose of moving or treating such animal. Animals under quarantine must be isolated from contact with other animals and people for the entire quarantine period. This includes animals that appear friendly and the bite was provoked. Violation of this policy is a violation of the state quarantine laws.

HUMBOLDT COUNTY SHERIFF'S OFFICE ANIMAL CARE AND CONTROL

SUBJECT: SHOWING ADOPTABLE ANIMALS

Showing animals is a big responsibility. You are trying to match the person with an animal for a relationship that could last 15 plus years. It can be extremely stressful on an animal to be in a shelter situation, and it can be devastating to the animal to get adopted and then come back because the match didn't work.

Never lie, make up information or guess answers just to get an adoption. Getting an animal out of the shelter is not the only goal, keeping them out is just as important.

When showing adoptable animals to the public:

1. Introduce yourself, open dialogue to get the information you need
2. Ask what type of animal they are looking for
 - a. If a dog - go to #3
 - b. If a cat - skip to #6
3. Ask what type of dog they are looking for: small, medium, large, male, female, short hair, long hair, indoor or indoor/outdoor.
4. Ask if they have any other pets at home and if so - what type(s).
 - a. If they own another dog we require a meet & greet to make sure the dogs get along with each other.
 - b. If they own a male dog we recommend they consider getting a female, if they own a female we recommend they get a male, but a female would probably be okay. Again, we need them to bring their dog in for a meet & greet.
5. Ask if they have children at home or children that come to visit. There are certain breeds of dogs that shouldn't be recommended with small children. Mostly herding/working breeds such as Border Collies, Australian Shepherds, an Queensland Heelers, etc.
6. Try to guide them towards a specific breed or specific dog you feel would best meet their needs. This doesn't always work, but we can try to direct them through encouragement and discussion.
7. Use the play pen or sitting pens to let the person spend a little time with the animal and think about and get to know the animal. If a cat - bring the cat out to be petted and played with in the cat room.
8. Ask the person if they own or rent their house. Remember what they tell you. If the person is adopting, discretely let the front office person handling the adoption paperwork know if they own or rent. This can be accomplished by saying things to the effect of: " they are interested in (animal), but we'll need landlord approval", or "they are interested in (animal) and it will be an easy adoption because they own their house".
9. If you have concerns about the person or a specific animal the person is leaning towards, let the lieutenant, program manager or their designee know.
10. Never quote prices. Tell them the front desk staff can provide the fees or call front staff on the radio and ask them. Example: "Front staff, I have someone interested in Buddy in DA18, can you tell me how much it would be to adopt him?"

Effective Date: 4/24/07

HUMBOLDT COUNTY SHERIFF'S OFFICE ANIMAL CARE AND CONTROL

SUBJECT: WEDNESDAY FLOATER DUTIES

Wednesday Floater Duties list

The floater is to assist other kennel staff with their duties when/if needed, be primary person contacted for impounding incoming animals, to show animals, assist with FELV/FIV testing and/or euthanasia. In between these duties the following needs to be done on a weekly/monthly basis.

Weekly

1. Clean vacuum filter.
2. Clean washing machine and dryer filters.
3. Clean dishwasher filter.
4. Thoroughly check lost and found list.
5. Check animals needing stitches removed.
6. Check vaccination records on all animals to ensure that all animals are vaccinated.
7. Check supplies that kennel staff uses regularly for reordering.
8. Check euthanasia room and clinic for cleaning.
9. Check grooming room for cleaning.

Monthly (or more often, as time allows)

1. Check first aid kits to ensure they are stocked of Band-Aids, aspirin, etc.
2. Check hard cards and computer listed foster animals for irregularities or needing to come back to the shelter.
3. Check temperature of freezer.

HUMBOLDT COUNTY SHERIFF'S OFFICE ANIMAL CARE AND CONTROL

SUBJECT: KENNEL INVENTORY INSTRUCTIONS

Printing Instructions

1. Open Chameleon.
2. Hit the F3 (report) button. A menu window will pop up.
3. Hit the K button on the keyboard once and in the popup window "Kennel Inventory" will be highlighted.
4. Press the OK button. This will print out the Kennel Inventory.

While doing inventory you are looking for the following information. Note changes, issues, etc. on the inventory list.

1. Confirm animal's A number, cage number and description matches the inventory information. This is to ensure that the correct animal is in the correct cage/kennel.
2. Confirm the animal's cage card (picture card on its kennel/cage) matches the animal in the cage.
3. Note any changes or additions such as age, color and breed discrepancies that will need to be changed, added or corrected. All animals in "adoptable" should have an age listed.
4. Note the animal's available date. If the animal is in holding and is available to be moved to adoptable, make sure that it has been temperament tested, vaccinated; and if it's a cat, make sure that it has been FELV/FIV tested. Note on the cage card to test/vaccinate, etc. and move to adoptable if passes. Make a list of animals to be tested for moving to adoptable.
5. Note any animals in adoptable that are available for adoption, but have not been spayed or neutered yet and that do not have a S/N date scheduled. If the animal has a S/N date, it is to be written in RED on the kennel/cage card.
6. Note any animals that are available for euthanasia, i.e.: failed temperament test, feral, etc. Remember that the euthanasia date is one (1) day past the first available date for adoption. Example: If the cage card says the animal is available for adoption on 1/30/19, it is not available for euthanasia until 01/31/19.
7. Look at the animal, its cage, and fecal for any medical issues. Report all significant medical findings to your supervisor immediately. Note such things as; needs worming or flea treatment, and take care of it after inventory.
8. Check the status of the animal. This information is located on the bottom left part of the kennel card and is titled, "kennel status". Animals in holding must be listed in the computer as "stray wait". Animals in adoptable must be labeled "available". Animals in isolation must be labeled "unavailable" or "evaluation". The kennel status determines how the animal is listed on the web page. If the animal is available for adoption, but is listed as "stray wait" still, then it will not show up in the adoptable animals list on the web page.

HUMBOLDT COUNTY SHERIFF'S OFFICE ANIMAL CARE AND CONTROL

SUBJECT: KENNEL LAUNDRY INSTRUCTIONS

LAUNDRY INSTRUCTIONS

1. Small or partial loads will damage the washing machine, so fill it up! It will hold 18 average sized blankets in a load.
2. ONE scoop of laundry soap only.
3. Scrub shirts are to be washed separate from animal blankets.
4. Clean the dryer filter daily.
5. Fold and stack laundry on shelf after drying.
5. DO NOT attempt to repair or adjust the washer or dryer in any way. If there is a problem or question contact paid staff.

Effective Date: 4/24/07

HUMBOLDT COUNTY SHERIFF'S OFFICE ANIMAL CARE AND CONTROL

SUBJECT: FELV/FIV Testing Check List

FELV/FIV Testing Check List

1. FELV/FIV TEST THE CAT. If negative, proceed to step 2.
2. Check to ensure vaccinations have been done. If not vaccinated, do so immediately.
3. Examine the cat to ensure breed, sex, age, and color are correct. Animals going into "adoptable" should have an age noted on the card and in Chameleon.
4. Examine the cat for any medical issues, including ears. Treat if needed for worms, fleas, ear mites, etc. Be sure to check if the cat has already been treated before treating it again. Also be sure to note all treatments and vaccinations on the cat's hard card and in Chameleon.
5. Check the animal's picture on its kennel card. If it is not a good picture, retake the picture. Animal's in adoptable should have a decent photograph.
6. Move the cat to adoptable.
7. Change the cat's hard card to reflect the new kennel location and file it in the appropriate folder.
8. Come up with a name for the cat. Change the cat's cage number in Chameleon **AND** change the status for "stray wait" to "available". Add the cat's name into Chameleon. Make sure the cat's condition says normal in Chameleon.
9. Print out a new kennel card and place on the cat's cage door.

Effective Date: 4/24/07

HUMBOLDT COUNTY SHERIFF'S OFFICE ANIMAL CARE AND CONTROL

SUBJECT: SHARPS AND BIOHAZARD DISPOSAL

Definitions:

Sharps: A sharp medical instrument such as a hypodermic or surgical blade that requires careful disposal.

Biohazard: Harmful agent, a risk to human beings or their environment, especially one presented a toxic or infectious agent.

Examples:

Sharps: vaccination needles, FELV/FIV needles, microchip needles, scalpel blades, and microscope slides.

Biohazard: FELV/FIV tests after use, syringes used for drawing blood or contain blood; any object with human or animal blood on it such as gauze pads or paper towels, etc.

Sharps containers (red plastic jug) are for the disposal of Sharps only.

Biohazard bag/containers are for the disposal of biohazard materials only.

1. All sharps are to be placed in the plastic sharps container **ONLY. Do NOT dispose of biohazard waste in the Sharps container.**
2. Biohazardous material is to be placed in the biohazard bag only. **DO NOT dispose of sharps in the biohazard bag.** No sharps or pointed item that could potentially cut or puncture is not to be placed in the biohazard container.
3. **DO NOT** dispose of garbage in the biohazard bag or the sharps container at any time. FELV/FIV test bags, paper towels **not** contaminated with blood or any object that can be safely and legally disposed of goes in general trash.
4. Never reach in a sharps container with your hand to retrieve an item inside the container.
5. Use caution when placing sharps or biohazardous items into the containers.
6. **DO NOT** attempt to recap a needle once the cap is removed. Use the needle remover on lid of the sharps disposal container.
7. Report all incidents of human contamination such as puncturing to your supervisor immediately.
8. Because of the risk of injury due to sharps and biohazardous waste and the presence of controlled substances, the clinic and euthanasia room doors are to be kept closed and locked at all times unless a paid employee is physically in the room or standing at the door.
9. No SWAP, community service worker, or volunteer are to be in the clinic or euthanasia room without a paid employee present.

Effective Date: 10/6/19

HUMBOLDT COUNTY SHERIFF'S OFFICE ANIMAL CARE AND CONTROL

SUBJECT: CONTROLLED SUBSTANCES

POLICY

It is the policy of the department to closely control and monitor the storage, recording, and use of all controlled substances to prevent theft, loss, and proper usage.

DEFINITION OF CONTROLLED SUBSTANCE

For the purposes of this policy, a controlled substance is any drug regulated by the Drug Enforcement Agency (DEA). This includes, but is not limited to, sodium pentobarbital (euthanasia solution), and ketamine (cat tranquilizer). Any other drug may be subject to departmental controlled substance handling policies and procedures when so ordered by the shelter veterinarian, lieutenant or shelter manager.

ORDERING AND RECEIVING OF CONTROLLED SUBSTANCES

Controlled substances will only be ordered by the department's program manager or veterinarian. All shipments will be delivered directly to the veterinarian's office or the shelter for recording and security. The shelter lieutenant is to be made aware of every order placed and its arrival and inventory.

Each shipment of controlled substances will be unpacked and inventoried with a minimum of two persons present, the program manager and a second paid employee. The items delivered are to be compared against the order and shipping documents to ensure the correct amount of drug was shipped. Any deviations will be immediately reported to the lieutenant and investigated by the purchasing agent. If an order arrives when the program manager is unavailable, two paid employees must verify the quantity delivered to the shipping documents and advise the lieutenant or his/her designee of the shipment received. After the lieutenant has been informed of the delivery the supplies are to be locked in the safe until the program manager can fully inventory the record the delivery.

As the bottles are unpacked, each bottle of controlled substance will be numbered with an indelible marker with a unique, sequential number or series of numbers and letters that will not be repeated. Bottles will be issued to employees performing the euthanasia in numerical order to facilitate tracking of the drug.

The bottles are to be stored in an upright position at all times to prevent leakage or spillage.

DISTRIBUTION OF CONTROLLED SUBSTANCES

The program manager should order from the purchasing agent or shelter veterinarian the minimum amount of controlled substances necessary to ensure the shelter's ability to perform euthanasia's without running out of the controlled substances.

The program manager and a second paid employee will sign the controlled substance order form to show they have received the amount ordered. The sequential numbers of the bottles will be recorded on the order form. An example: *bottles 100-140*. This will enable the purchasing agent or program manager to always track usage of each bottle of controlled substances.

The program manager, lieutenant, kennel attendants, registered veterinarian technicians (RVTS) or others who use the controlled substances will use each numbered bottle in sequential order to maintain proper inventory control. A new bottle will not be used until the previous bottle is emptied. The program manager will be responsible to keep a log of all numbered bottles of

HUMBOLDT COUNTY SHERIFF'S OFFICE ANIMAL CARE AND CONTROL

SUBJECT: CONTROLLED SUBSTANCES

controlled substances, and each bottle used will be issued for use by the lieutenant, program manager, or their designee to the employee taking possession of the drug. Empty bottles will be returned to the program manager for disposal. The contract veterinarian or his/her designee who is assigned to the shelter will be allowed to inspect the log at any time.

SECURITY OF CONTROLLED SUBSTANCE

Controlled substances will be secured at all times. When not in use, controlled substances will be locked in secure cabinet, safe, or other secured storage container. Any damage to the controlled substance safe or secured container will be reported immediately to the lieutenant or program manager.

The safe containing the controlled substances is not to be accessed unless there are at least two persons present and the second party verifies the drug(s) and amount removed or placed back into the safe. This includes for the purpose of use and inventory.

When in use, controlled substances must be under the direct supervision and view of the two staff members assigned to their use. Controlled substances may never be left unsecured or unattended, no matter the length of time or cause for abandonment.

RECORDING AND INVENTORY OF DRUG USAGE

Each cc will be recorded every time it is used on the appropriate drug log and into the computer system.

Inventory will be performed by the program manager and a second paid employee after every euthanasia session is performed to compare the amount used against the remaining amount in the bottles. If euthanasia is performed during the program manager's absence, the inventory is to be performed by the lieutenant or his/her designee and a second paid employee.

The lieutenant, program manager or their designee along with a second paid employee shall perform an inventory after every use or at least once a week if the drugs are not used during that week to ensure the log book balances and matches the drug amounts in each bottle of controlled substances. The log book is to be dated and signed by both witnesses every time an inventory/balance is performed. The veterinarian or his/her designee shall compare the log book to the actual amount of controlled substances in the bottles a minimum of one (1) time per month, more often if desired, to ensure the log and drugs in the bottles match. When the log book is balanced by an RVT it must also be balanced and verified by the lieutenant or program manager and both parties must date and sign the log book. The veterinarian or his/her designee may inspect the log at any time upon request.

TRANSPORTATION OF CONTROLLED SUBSTANCES

Controlled substances may only be transported or administered in the field by animal control, and only when authorized and the drugs needed are supplied by a licensed veterinarian. The drugs must be transported and kept in a securely locked container. The only other permissible time to have controlled substances off the shelter premises is for delivery purposes. The drugs supplied to the shelter are not to be used off premises.

Effective Date: 6/1/07

HUMBOLDT COUNTY SHERIFF'S OFFICE ANIMAL CARE AND CONTROL

SUBJECT: EUTHANASIA POLICY

GENERAL

The public expects the sheriff's office to provide the most compassionate care to the animals in our shelter. Part of this responsibility is to reunite lost pets with their owners and find new homes for unwanted animals. **Euthanasia of adoptable animals should be considered only as a last resort and after all other efforts have failed.**

Adoptable is defined as:

An animal six weeks of age or older the, at or subsequent to the time the animal is impounded or otherwise taken into possession, has manifested no sign of a behavioral or temperamental defect that could pose a health or safety risk, or otherwise make the animal unsuitable for placement as a pet, and has manifested no sign of disease, injury, or congenital or hereditary condition that adversely affects the health of the animal or that is likely to adversely affect the animal's health in the future.

POLICY

The policy of the sheriff's office is to make every effort to reduce the incidence of euthanasia of pets in the shelter and strive to only euthanize those domestic animals that are ill, injured, aggressive, temperamentally unstable for adoption, too young for adoption; or possesses another condition that precludes them from placement into a new home. While it is recognized that this is not always possible, every employee is expected to take care that each domestic animal has received the greatest opportunity possible to avoid euthanasia.

The sheriff's office maintains a zero tolerance policy for incorrect euthanasia. The strongest disciplinary action, up to and including termination, will be imposed when an employee, through carelessness, negligence, or other act or omission commits or contributes to the wrongful euthanizing of an animal.

APPROVING ANIMALS FOR EUTHANASIA

The list of animals that may be considered for euthanasia must be approved by the shelter manager, lieutenant, or another employee otherwise approved by these managers. That person must review each animal's record to ensure there are no special holds, such as: notes, hold for rescue group, special holds, microchip, tattoo, tag identification, or other written or verbal comments that preclude the animal's euthanasia. **If there is an indication that the animal should not be euthanized, the person approving the euthanasia list will not approve that animal or euthanasia.** If there is any doubt or if the comments are unclear, the animal will not be approved for euthanasia without manager approval.

The list of animals that may be considered for euthanasia is generated out of Chameleon by the following procedure:

Effective Date: 7/1/05

HUMBOLDT COUNTY SHERIFF'S OFFICE ANIMAL CARE AND CONTROL

SUBJECT: EUTHANASIA POLICY

1. After reviewing the cards of animals approved for euthanasia, bring up each animal's record in Chameleon and mark the outcome type as euthanized and the subtype as the reason the animal is being euthanized. Update the record.
2. Next, to Reports, under reports (run a report for F3) and scroll down to Pre-Euthanasia List and click on it.
3. The system will print a list of all of the animals that have been marked as considered for euthanasia.
4. Review the list one more time to ensure the list is accurate.

Note: An animal's presence on the list DOES NOT mean it must be euthanized. It merely means it may be euthanized if conditions warrant.

The list of animals approved for euthanasia will be given to the person assigned to perform the euthanasia. That person will evaluate every animal on the list and only euthanize those that are unadoptable or if there is no longer any room for the animal. Prior to performing the euthanasia, the person performing the euthanasia must independently re-verify (by checking the paperwork and euthanasia list) that there are no special holds or other criteria that prohibit the animal's euthanasia.

HOLDING PERIODS

The authorized person may approve any animals on the list without special holds that have exceeded their minimum holding period. All stray dogs and cats, owner surrender dogs or cats, must be held at least four (4) business days plus their day of impoundment, unless the owner has paid to have the animal euthanized. Dogs or cats with identification, such as but not limited to, identification tags, licenses, microchips, and tattoos must be held at least (4) business days plus the day of impoundment. Efforts should be made to notify the animal's owner if possible and an owner is known.

Animals that are not held for the number of days designated above may be euthanized if they are not weaned animals without their mothers, irremediably suffering, or if the owner has requested for the animal to be euthanized and paid the euthanasia fee.

SAFEGUARDS AGAINST EUTHANIZING THE WRONG ANIMAL

The euthanasia approval and review process has safeguards built into it to prevent an animal from being euthanized by mistake. All employees are expected to comply with all safeguards and be vigilant in preventing a mistaken euthanasia. These safeguards include:

1. No animal with identification will be euthanized without the shelter manager, lieutenant, or his/her designee's approval. All domestic animals will be scanned again for the presence of a microchip by the euthanasia technician.
2. The euthanasia technician will compare the animal to its written description, including its sex and feral status (if a cat). If the description does not match the animal, the technician will not

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perform the euthanasia and the animal will be held for an entire new holding period and its records will be corrected.

3. All euthanasia's are to have a minimum of two trained employees present. At least one of the employees must be certified. *** Prior to euthanizing the animal, both employees will check the card and confirm it is the right animal.**

EUTHANASIA METHODS

The only approved method for euthanasia is by lethal injection of sodium pentobarbital, unless otherwise directed by the county veterinarian in unusual cases. The euthanasia may be performed intravenously (IV) or intraperitoneally (IP). Intracardiac (IC) injections on conscious animals are a violation of department policy and a violation of state anti-cruelty laws. Intramuscular (IM) injections are painful and not permitted.

Needles must be disposed of in the sharps container.

ANIMAL HANDLING

How animals are treated before, during, and after euthanasia is critical to achieving the most humane approach to euthanasia. Rough handling, hurrying the procedure, loud music, and allowing live animals to witness the euthanasia area may lead to handler injury. The sheriff's office stresses safe, careful handling and individual attention for every animal that is euthanized.

There are various methods of handling the animals. Two employees are required to perform euthanasia. One to restrain the animal and the other to perform the injection, with the exception of small kittens and puppies. Usually animals are to be tranquilized with TKX prior to being euthanized. Not all animals will require the same approach, so it is important that the handler and euthanasia technical are able to assess and animal's behavior and determine the best way to restrain it. Animals should NEVER be subjected to more force than is necessary, as this will result in making the animal more inclined to fight and experience stress through the process.

Staff is expected to use various restraint tools as necessary to ensure a safe euthanasia. These include, but are not limited to: towels, come along poles, and muzzles.

Staff performing euthanasia must ensure the animals are dead prior to placement in the appropriate bag. Death may be verified by the use of a stethoscope or rigor mortis.

EUTHANASIA ETIQUETTE

The euthanasia area must be free from disturbance, loud noises, etc. to provide a peaceful death for the animal. The following rules will be followed to ensure a humane euthanasia environment:

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1. Employees not assigned to perform euthanasia will not be present unless they are performing assigned tasks.
2. The euthanasia area should be cleaned between animals so that no blood, feces, urine, or other matter is present for the next animal.
3. All animals will be handled with gentleness and compassion.
4. Animals should not be euthanized where they can see dead animals.
5. When litters are euthanized with their mother, the mother will be euthanized first.
6. Volunteers, community service workers, or other non-employees should not enter the euthanasia area when euthanasia is being performed.
7. Loud music is prohibited.

CERTIFIED EMPLOYEES

Veterinarians and registered veterinary technicians (RVT's) are, due to their education, authorized to perform euthanasia without further sheriff's office training. All other employees who will perform euthanasia must first become certified pursuant to California Code of Regulations Section 2039. To become certified, an employee must:

1. Be at least 21 years of age.
2. Complete a curriculum of at least eight hours, five of which shall consist of hands-on training in humane animal restraint techniques and sodium pentobarbital injection procedures.
3. Be able to assess animal behavior and safely handle frightened, fractious, aggressive, and unruly animals.
4. Have thorough knowledge of all sheriff's office paperwork and computer systems; and be able to recognize possible errors that may lead to the incorrect euthanasia of an animal.
5. Demonstrate competency in the performance of intravenous and intraperitoneal injections on at least ten animals of varying sizes and physical conditions including: age, injured, sick, and not weaned. The shelter veterinarian shall determine such competency.

Each employee in the classifications of manager, and kennel attendant must be certified to perform euthanasia. Managers will be re-certified every three years. Employees in the other classifications with less than two years service, shall be re-certified annually. Employees in the other classifications with more than two years service will be re-certified every two years.

RECORDING EUTHANASIA

The Drug Enforcement Administration (DEA) regulates sodium pentobarbital and certain policies and procedures are in effect to ensure safe and responsible use of these drugs. See Humboldt County Animal Care & Control Policy Controlled Substances/Euthanasia Policies (pgs.: C-1 - C2). All animals euthanized must be recorded. The amount of controlled substance must be recorded on the animal's impound card and in Chameleon.

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The euthanasia technician must record the reason for the animal's euthanasia. It is very important to record the correct reason for euthanasia. The reasons that can be chosen are:

Reason For Euthanasia

Reason	Example
Injured	Physical injury such as broken bones, severe lacerations, trauma, etc.
Parvo	A dog with parvovirus
Distemper	A dog with distemper.
Upper Respiratory	An animal with any upper respiratory infection, such as kennel cough, panleukopenia, etc.
Skin condition	A skin condition such as mange, ringworm, fungal infections, etc.
Other Medical	Other medical conditions not covered by other medical categories.
Behavior	Aggressive, fear biter, OB animal, kennel stress, unsocialized, unpredictable, etc.
Too young	An animal that is too young to eat solid foods without assistance.
Feral (Cats only)	Cats without owner identification of any kind whose usual and consistent temperament is extreme fear and resistance to contact with people.
Euthanasia Request	An animal euthanized at the request of its owner, regardless of the reason.
Space	An adoptable animal that has been available up to, but not longer than 30 days and is euthanized to make room for more animals. Available animals euthanized to make room for more animals. Available animals euthanized before they have been available for 30 days because the shelter need space for more incoming animals will be euthanized for "space". If an animal becomes ill or changes its behavior before 30 days and must be euthanized, it will be euthanized for the medical or behavioral reason seen.
Unable to kennel	Fighting breeds or other dogs that are aggressive and cannot be kenneled with other dogs.

The procedure for recording information into the computer is as follows:

1. Standard login.
2. Go to the kennel window and bring up animal ID. Record the following information in the outcome section.
3. *Type* - select "EUTH"
4. *Subtype* - enter the correct reason for euthanasia. When using "contagious disease" as a subtype, a note must be placed in the caduceus explaining the animal's medical condition.
5. *Dose* - enter the amount of sodium pentobarbital used, in whole cc amounts (no decimal point).
6. *By* - enter your PIN number.
7. *Date* - enter the date of euthanasia.

****IN CHAMELEON, PRAVO, DISTEMPER, UPPER RESPIRATORY, SKIN CONTITION OR OTHER MEDICAL CONDITIONS NEED TO BE NOTED AS MEDICAL OR CONTAGEOUS DISEASE WHEN**

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REMOVING AN ANIMAL FROM THE SYSTEM **

*****THE CONDITION OF THE ANIMAL ON THE MAIN SCREEN AND IN THE ANIMAL ID SCREEN MUST BOTH REFLECT THE SAME CONDITION OF THE ANIMAL (i.e.: Feral, not weaned, aggressive, etc.).*****

SECURITY AND RECORD KEEPING

Euthanasia drugs are regulated by the DEA and law requires strict control measures. Euthanasia drugs will always be kept in a locked, secure manner with the exception of the bottle(s) currently in use. In-use bottles will never be left unattended or unsecured. Any missing euthanasia drugs must be reported at once the shelter manager.

The shelter manager will compare each bottle issued by the contents against the animals euthanized by the contents to ensure an accurate and thorough accounting for all drugs.

HUMAN SAFETY

Euthanizing animals requires hands-on animal handling. Euthanasia technicians and handlers should work as a team and no one should attempt to euthanize a dog without assistance unless the dog is unconscious. Fractious, aggressive, or unruly animals should first be tranquilized for staff safety. Needles should be capped whenever they are not in use. Needles must be disposed of in sharps container.

If a person is accidentally injected with tranquilizer or sodium pentobarbital they must inform a fellow employee or supervisor immediately and appropriate medical attention sought.

IMPROPER EUTHANASIA

The following steps shall be taken when an animal has been improperly euthanized.

1. The shelter manager must report instances of improper euthanasia to the sheriff, via chain of command within 24 hours of the incident's occurrence.
2. The shelter manager must immediately start an investigation into the circumstances surrounding the incident. A memo must be submitted to administration within five (5) working days of the incident. If there are special circumstances that prevent a manager from meeting the deadline, those circumstances are to be discussed with the sheriff or his/her designee.

HUMBOLDT COUNTY SHERIFF'S OFFICE ANIMAL CARE AND CONTROL

SUBJECT: EUTHANASIA PROCEDURE

Entire Process from Start to Finish

The following guidelines is hereby established for the procedure to euthanized animals.

- A. All stray animals must be held for four working days, not including the day of the impoundment, Sundays or holidays. On the fourth (4th) day the animal may be placed up for adoption provided that the animal has been vaccinated, FELV tested (if a cat) and passes the temperament test. On the fifth (5th) day, an animal may be euthanized providing the following above requirements have been met.
- B. Animals that are owner turn in (OTI) may be euthanized prior to the four (4) day hold provided that the owner has paid the "owner turn in/euthanasia fee" and signed the impound card requesting or understanding that the animal may be euthanized.
- C. Euthanasia must be performed by a minimum of two paid employees and at least one employee must be certified to perform euthanasia by injection. Two paid employees must be present regardless of the presence of the veterinarian or his/her designee.
- D. It is important that the animals euthanized are the correct animals and that they have been held for the required holding period. Euthanizing the wrong animal or an animal that has not met the holding period requirements is a serious offense. So please follow the protocol and double or triple check prior to euthanizing an animal.
- E. **DO NOT** let anyone rush you. Take your time and make sure that you are doing this correctly!
- F. Correctly logging the amount of drugs used is essential. Failure to properly record the use of a controlled substance could cost us our ability to get and use the drugs.
- G. The euthanasia room door is to remain shut at all times.

Procedure

1. Print out an animal inventory list from Chameleon.
2. Do the normal animal inventory, noting health issues, vaccinations needed, evaluation needed, move to adoptable, etc. Also note which animals could/should be euthanized. Remember that just because an animal's time allows for it to be euthanized, does not mean that it should be euthanized. Animals that could be adopted, passed temperament test, etc., should only be euthanized as a last resort due to extreme circumstances. These animals require approval of a supervisor to be euthanized.
3. Pull the hard cards of the animals scheduled for euthanasia from the filing cabinet.
4. Compare all of the animal's information, description, cage/kennel number and animal ID number to the euthanasia list.
5. Double check the impound dates to ensure that these animals have been held the required holding period.
6. The lieutenant, program manager, or their designee must review and approve the list of animal's scheduled for euthanasia.

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SUBJECT: EUTHANASIA PROCEDURE

7. Prepare the cardboard boxes and the euthanasia room.
8. Ask the supervisor to unlock the safe and provide the drugs needed.
9. Once you are ready to begin, notify staff, volunteers, and SWAP workers that you will be euthanizing and that the public, volunteers and SWAP workers are not to enter the dog holding or cat feral rooms until further notified. Please do this in a tactful manner.
10. Two employees will begin by tranquilizing the animals. Start with tranquilizing cats first.
11. Take the pole syringe, extra needles, TKX mix and the animal's cards with you.
12. The first thing that you do is to compare the kennel card information to the animal and the picture card on its kennel/cage. This is the final step to ensure that you are euthanizing the right animal. If the information does not match or you are not **absolutely positive** that this is the correct animal **STOP!** Report this to your supervisor immediately. Tame cats and friendly dogs should be rescanned for a microchip prior to administering TKX. This step is to be followed for each and every animal.
13. Medium to large cats will require 1/4 cc of TKX to sufficiently tranquilize them.
14. Draw out the required amount of TKX into the pole syringe and tranquilize the animal. Be sure that you are drawing the correct amount or the controlled substance log will be incorrect.
15. Immediately note the amount of TKX used on the animal's impound card.
16. Complete this step until all of the cats scheduled for euthanasia are tranquilized.
17. Next you will tranquilize the dogs. The amount of TKX used for dogs is as follows:

1 - 49 lbs.	- 1/2 cc of TKX
50-120 lbs.	- 1 cc of TKX
- The weight of the animal can be guessed and does not have to be exact if the animal has not been weighted, but it is better to give over the necessary amount of TKX than under. This is to ensure that the animal is sufficiently tranquilized for safe handling and euthanizing.
18. Once you are done tranquilizing the animals you must log the amount of TKX used for each animal onto the "Euthanasia Report" log (see attached log on page C-12).
19. Collect the cats that were tranquilized into cardboard cat carriers and take to the euthanasia room.
20. Scan all of the cats for a microchip, including feral cats. Even if it was already done! If a microchip is found **STOP** and notify your supervisor.
21. Euthanize the cats one at a time. The cats may be laid out on the table, but complete the process for one animal at a time. Large cats require 2cc and medium to small cats 1cc. After each cat is euthanized the amount of Beuthanasia used is to be noted on the animal's impound card and in the controlled substance log.
22. Verify death of the animal. Use the stethoscope and listen for a heart beat. While listening for a heart beat watch for rising of the chest to indicate breathing.
23. Once death is verified, bag and box the cats and put them in the freezer.

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24. Wipe off the table for the next use.
25. Euthanizing dogs: If needed, weigh the dog if not already done and note the weight on it kennel card.
26. Scan the dog for a microchip. Even if it has already been done. If a microchip is found, **STOP** and notify your supervisor immediately.
27. You must use a new needle for each dog euthanized.
28. The dosage of Beuthanasia is 1 cc per 10 pounds of weight. Add a little for excitability or poor circulation. Example: If the dog weighs 45 lbs. give 5 cc's of Beuthanasia. If it weighs 60 lbs. use 6 1/2 cc's. Always use the euthanasia drug in 1/2 cc increments. It is better to use slightly more than necessary, rather than not enough.
29. Complete one dog euthanasia before starting the next one. This includes administering the drug, noting the amount used on the dog's impound card and on the controlled substance log.
30. Verify death of the animal. Use the stethoscope and listen for a heart beat. While listening for a heart beat watch for rising of the chest to indicate breathing.
31. Bag and box the dog and put it in the freezer.
32. Continue the process until all of the dogs scheduled for euthanasia are done.
33. Verify the controlled substance log is completely filled out.
34. Take the animal out of Chameleon as euthanized ensuring that the amount of euthanasia solution used is entered into Chameleon and that each animal is appropriately marked as the reason euthanized; i.e., feral, aggressive, etc.
35. Make sure that all of the impound cards are marked as euthanized and the date and initials of person euthanizing are noted.
36. File impound cards in the file cabinet by animal number.
37. Clean euthanasia room and clinic if used. This includes mopping the floor and wiping off the counters.

HUMBOLDT COUNTY SHERIFF'S OFFICE ANIMAL CARE AND CONTROL

SUBJECT: EMERGENCY ACTION PLAN

Emergency situations can occur at any time and can range from minor to catastrophic. Being prepared for a disaster and the ability to calmly react or respond to an emergency situation can prevent minor emergencies from becoming catastrophic and can save lives.

This procedure is a brief guide to assist you and can not possibly cover all of the emergency situations that may occur. Always remember to use common sense and remain calm.

VIOLENCE/ASSAULT

If a person from the public is becoming agitated, loud, threatening, or you feel they may become violent:

1. Use a handheld radio and call for a supervisor immediately. If a supervisor is not available and you feel the situation may become violent call 911 or use the base station radio in the records room and request deputy assistance. To use the base station radio: pick up the mic and press the lever on the side of the mic and hold it in. Identify yourself and that you need assistance at the shelter and why. Then release the button and listen for a response.
2. Remember to stay calm and talk softly.
3. Do not argue or otherwise provoke the person.
4. Slowly back away from the person. If you are at the front desk, try to keep the counter between you and them.
5. If the person becomes violent or attempts to assault you, leave the area immediately. Dependent upon your location within the shelter, you may lock yourself in the records room or a pump room for safety. Announce on the handheld radio that there is a situation and give the location and advise everyone to stay out of the area.

ROBBERY

Nothing here is worth being hurt or your life.

Do not attempt to apprehend the suspect!

1. If a robbery occurs and the person has a weapon you are to cooperate and comply with the robbers demands (within reason).
2. If the robber does not have a weapon and you can safely escape the area, you may do so. Remember the safe room that you can lock yourself into.
3. Remain calm and observant. The more detail that you can provide about the robbery and the suspect, the more likely the person will be caught.
4. If you can safely call for assistance, do so. If not, wait until the suspect leaves and then immediately call for assistance.
5. If you are able, lock yourself into a secure room and use a handheld radio to warn all others of the situation.
6. Immediately after the suspect leave call 911 or use the base station radio to report the crime.

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SUBJECT: EMERGENCY ACTION PLAN

Always remember that human life comes first and you should not endanger your life or the lives of others trying to rescue animals. Your first priority is to ensure the safe evacuation of the shelter of all persons. Once the building has been evacuated for an emergency you are not to re-enter the building until authorized to do so by the proper authority.

FIRE

In the event of fire:

1. Immediately announce on the handheld radio that there is a fire and its location, and if necessary, for everyone to evacuate the building in an orderly fashion. There are exit plans for the evacuation of the building located throughout the shelter.
2. Call 911 or use the base radio to call for assistance.
3. Paid staff should assist the public and ensure that all persons have safely exited the building.
4. If it can safely be done; turn off all power to the building. The breaker boxes are located in the tool storage room on the east side of the building.
5. Notify the lieutenant, shelter manager, or both immediately.
6. Do not re-enter the building until advised to do so by the proper authority.

EARTHQUAKE

1. Remain calm.
2. Immediately announce on the handheld radio for all persons to exit the building in a calm and orderly fashion.
3. Paid staff should assist the public and ensure that all persons have safely exited the building.
4. Move away from the building into an open area if possible.
5. Do not stand by or close to any stacked items, shelves, or other objects that may fall and cause injury or death.
6. Notify the lieutenant, Shelter Manager, of both immediately.
7. Do not re-enter the building until advised to do so by the proper authority.

The Humboldt County Sheriff's Office Animal Shelter is located between two fault lines which increase the threat of an earthquake occurring at the shelter. Preparedness and the ability to calmly react or respond to an emergency is crucial.

HUMBOLDT COUNTY SHERIFF'S OFFICE ANIMAL CARE AND CONTROL

SUBJECT: UNUSUAL INCIDENTS

Unusual incidents occasionally arise when a supervisor is not present at the shelter. Examples of this would be a seriously ill animal that would require in excess of \$250.00 worth of treatment by a veterinarian, an animal bite, or other injury requiring a supervisor be notified. If a problem that is unusual in nature occurs and the kennel attendants should contact a supervisor, the following chain of command should be adhered to:

Shelter Manager - If the shelter manager believes further notification is necessary he/she will notify the shelter lieutenant.

Or

Shelter Lieutenant

Or

Patrol Sergeant that covers the Shelter.

If none of the above is available contact the on call duty officer through dispatch.

On Call Duty Officer - The sheriff's office always has an on call duty officer which dispatch can provide a contact number for.

Staff should also use their common sense and training when dealing with an unusual incident. There is no way for this guideline to cover every conceivable unusual situation the may arise at the shelter.

In the event of a large earthquake staff should contact the main office as soon as possible if off duty or report to the nearest sheriff's station to await assignment. Shelter staff are disaster workers in emergencies and may be deployed by the sheriff to other assignments. If staff is working at the shelter when a large earthquake occurs, they should contact the sheriff's main station as soon as possible to provide a status of the facility. A large earthquake is one that causes localized damage. If in doubt, contact the sheriff's main station or nearest substation.

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