



STANDARD OPERATING PROCEDURES

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LETTER TO STAFF

The following set of policies, procedures and guidelines have been developed to provide Antioch Animal Services with a set of Standard Operating Procedures (SOPs). These procedures have been written as a supplement to established Antioch Police Department policy and shall not supersede those previously established policies. All Animal Services personnel shall be responsible for adhering to City Policy, Police Department Policy and the Animal Services Standard Operating Procedures.

This is your personal copy of the Antioch Animal Services Standard Operating Procedures Manual. SOPs are a key tool for the operation and management of Antioch Animal Services, as they establish a baseline for how all staff and volunteers perform routine shelter tasks. The consistency and predictability that SOPs provide help make life less stressful for the animals — and for people, too.

These SOPs enable us to be consistent about expectations for every employee, and to determine whether performance meets, exceeds, or falls short of expectations. Be sure to read the entire document and then review the sections that relate to your specific job. Discuss any questions that you have with the Animal Services Supervisor or Animal Services Manager.

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

Process for changes, updates or clarifications to the SOPs:

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

If you have suggestions for change, deletions, or additions, ask your supervisor to include SOPs on the agenda of the department staff meeting.

- After discussion with the entire department, the department supervisor advises the department manager of their team’s suggestions or needed clarification.
- The Animal Services Manager will evaluate the requested change.
- If the Animal Services Manager agrees to make the change, that section of the master SOP manual (both electronic and physical copy) is updated with the new wording and instruction.
- A memo then goes out to the entire staff with a summary of the update, and the page and section number that was updated. Each staff person also receives a printed copy of the new revised section for the staff member to update their own manual.

This manual is the foundation for the continued excellent performance of our staff and the organization, and will be utilized as a training document throughout the agency. We will review SOPs during our department staff meetings on a regular basis. Supervisors are responsible for ensuring staff understand and follow the SOPs that apply to their roles within our agency.

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

George W. Harding, IV
Animal Services Manager

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Animal Encounters and Impoundment Policy and Procedure

PURPOSE

To ensure an accurate record is maintained in regard to all animals Antioch Animal Services (AAS) employees contact during the performance of their assigned duties, any animal encountered by AAS employees, whether impounded at AAS, returned to the wild, returned to an owner, placed under a home bite quarantine, or released to an outside agency or rescue group, must be recorded in the Chameleon software system (Chameleon) by the AAS employee who encountered said animal. This includes deceased animals, neonatal animals, and those briefly in our custody, regardless of the length of time we have possession of the animal.

IMPOUNDMENT PROCESS

The following procedure is to be followed using Chameleon when an AAS employee has encountered an animal.

Kennel Record

The Kennel Record is the key to maintaining an accurate and complete record of all animals encountered and/or impounded.

AAS employees are to complete a Kennel Record for each animal that they encounter during the course of their assigned duties. This includes those animals that are deceased at the time of intake.

An Animal ID number must be generated by Chameleon upon entry of the pertinent information.

a) Required Information

When completing a Kennel Record, all the information requested in the Kennel Window must be provided by the employee completing the impoundment process.

b) Additional Information

All pertinent records and information received about an animal must be added in Chameleon.

c) Unknown, Non-existent or Unavailable Information

When the information requested is unknown, non-existent, or unavailable, the reporting AAS employee shall leave the area blank. Do not use previously created, anonymous, or unknown Person ID, Animal ID, etc.

Kennel Card

To ensure that all animals housed by AAS can be readily and properly identified; the AAS employee creating the record at the time said animal is brought into the shelter must attach a photo of the animal to the kennel record and print and attach the Kennel Card to the animal's holding pen.

If the animal is deceased, the Kennel Card is to be attached to the body bag. If the Due Out Date (DOD) is a date after the animal's death, then the DOD needs to be highlighted on the Kennel Card before attaching it to the body bag.

The information printed on the Kennel Card is taken directly from the animal's Animal and Kennel Records and is generated automatically when a Kennel Card Report is printed.

OFF-DUTY IMPOUNDMENT

AAS employees are not to accept any animal for impoundment while off-duty. If an off-duty AAS employee is approached by someone who needs assistance with an animal that they have found, or can no longer provide care for, the person is to be referred to an on-duty AAS employee, or directed to contact AAS during normal business hours.

Under no circumstances is an off-duty AAS employee to accept an animal for impoundment at their own residence.

Permitted Veterinary Tasks for AAS Personnel Policy

PURPOSE

This policy is designed to define the permitted tasks for personnel of Antioch Animal Services (AAS) based upon the California Veterinary Medicine Act. These defined tasks will be utilized, and further defined, in subsequent and standing protocols for AAS.

POLICY

Practicing veterinary medicine within the confines of California law is essential to operating a successful shelter medical facility. Practicing without a veterinary license is illegal in California. A person cannot engage in veterinary practice without a license; a person cannot encourage, assist, or facilitate another in engaging in veterinary practice.

Practicing veterinary medicine in California includes: 1) Diagnosing medical conditions of animals or giving prognosis; 2) Performing surgery or dental operations; 3) Administering or prescribing drugs or treatment of ‘whatever nature’ for the prevention, cure or relief of a wound, fracture, bodily injury, or disease of animals.

AAS will operate in a manner that is consistent with California law.

RESPONSIBILITIES AND DEFINITIONS

Registered Veterinary Technician (RVT)

Licensed position, based on criteria developed under California law.

RVTs in general:

- Can perform animal health care services specifically identified in the law, under the direct or indirect supervision of a veterinarian.

- Can perform animal health care services held by AAS pursuant to a veterinarian’s orders – broad permission to perform basic care necessary to prevent spread of disease, and to protect public and animals.

- Cannot perform surgery, diagnose offer prognosis, or prescribe.

Veterinary Assistant (VA)

For AAS, anyone with the rank of Animal Care Attendant, Animal Services Technician, Animal Control Officer, Animal Services Supervisor or Animal Services Manager, who is not an RVT or licensed veterinarian, is legally considered a VA.

VAs, with appropriate training, may assist with certain supporting tasks:

- Under the direct or indirect supervision (including standing orders) of a veterinarian.

- Under the direct supervision of an RVT.

Direct versus Indirect Supervision

Direct Supervision means the veterinarian is on-site and is quickly and easily available.

- A RVT’s direct supervision of a VA follows this same rule.

Indirect Supervision means the veterinarian is not on-site, but has given direct orders (written or oral) for treatment.

Veterinarian-Client-Patient Relationship (VCPR)

VCPR is only required for owned animals

Most shelter animals are unowned and without identifiable owners

Shelter animals outside of the holding period are considered 'unowned'

VCPR is required for animals with indications of ownership, i.e., tags or microchip.

Veterinary Assistant Controlled Substances Permit (VACSP)

In order for a VA to obtain or administer controlled substances, the VA must hold a Veterinary Assistant Controlled Substances Permit (VACSP) issued by the California Veterinary Medical Board.

VACSP permit holders may not obtain or administer controlled substances without a supervisory relationship with a licensed California veterinarian.

For AAS, anyone with the rank of Animal Services Technician, Animal Control Officer, Animal Services Supervisor or Animal Services Manager may be required to obtain a VACSP, as a part of their employment.

RVT Permitted Tasks

Under **direct supervision** of a veterinarian:

Induce anesthesia

Apply casts and splints

Suture cutaneous and subcutaneous tissues, gums, and mucous membranes

Start IV catheter

Perform dental extractions

perform animal health care tasks

Under **indirect supervision** of a veterinarian:

Administer controlled substances (anything needing a Rx)

Operate x-ray equipment

Perform animal health care tasks

Without veterinarian present, based on **standing or specific orders** from a veterinarian

Basic care to prevent the spread of disease and to protect the public and the animals within protocols developed in conjunction with a California licensed veterinarian.

Under **delegation** from a veterinarian

Provide consultation and drug documentation required for clients when prescriptions are filled

VA Permitted Tasks

Under **direct supervision** of a veterinarian:

Administer controlled substances (anything needing an Rx), if designated by a veterinarian to do so, and is in possession of a valid VACSP

Perform all auxiliary animal healthcare tasks, i.e., anything that is part of animal health care and is not prohibited.

Operate x-ray equipment (with proper training)

Under **indirect supervision** of a veterinarian:

Administer controlled substances (anything needing an Rx), if designated by a veterinarian to do so, and is in possession of a valid VACSP

Perform all auxiliary animal healthcare tasks, i.e., anything that is part of animal health care and is not prohibited.

Under the **direct supervision** of an **RVT**

Perform all auxiliary animal healthcare tasks, i.e., anything that is part of animal health care and is not prohibited.

Operate x-ray equipment (with proper training)

Under **delegation** from a veterinarian:

Provide consultation and drug documentation required for clients when a prescription is given by the veterinarian.

Animal Intake

An RVT or VA can undertake animal healthcare tasks upon intake to the animal shelter **without direct veterinarian supervision**, including:

- Collect History

- Provide Initial Assessment

- Photograph, scan for microchip, look for identification, weigh, estimate age and sex of the animal.

- Conduct brief physical exam, behavior assessment and any additional screening tests as indicated by the needs of our population and the veterinarian's orders (standing, written or direct/telephone orders).

- Vaccinate with core vaccines per veterinarian's orders

- De-worm/apply external parasite control per veterinarian's orders

- Other basic medical care/animal health related tasks per veterinarian's orders

- Communicate with the veterinarian/RVT regarding any obvious health problems or injuries.

Refer to the [Animal Intake Policy and Procedure](#) for additional information regarding animal intake.

Emergency Care

In emergency situations, an **RVT** may **without a veterinarian present** render lifesaving aid and treatment in the shelter, including:

- Stop and control bleeding

- Initiate CPR and other resuscitative oxygen procedures and airway management, including intubation

- Apply splints and bandages to 'prevent further injury to bones or soft tissues'

- Apply dressings and 'supportive treatment' for severe burns

- Provide 'external supportive treatment in heat prostration cases'

- Give drugs and/or IV fluids to prevent or control shock – in this instance, only after 'direct communication' with a veterinarian, or if communication is not possible, with written instructions or standing protocols

An **Emergency** is defined as an animal in a life-threatening condition where immediate treatment is necessary.

Treatment may be **started to stabilize**, but then may only be continued under direction of a veterinarian.

Basic Care

Bandages, wound care, disease treatment and first aid in shelters are part of the practice of veterinary medicine.

Some basic care can be done by an **RVT without a veterinarian present** (and prior to an VCPR being established if the animal is owned).

Basic Care is defined as the care required to prevent the spread of disease and to protect the public and animals within protocols developed in conjunction with a licensed veterinarian.

Vaccines

May be administered by an RVT or VA under direct or indirect supervision (including standing orders) of a veterinarian.

May be administered by a VA under direct supervision of an RVT

(Note – only one condition above must be satisfied. Therefore, a VA can administer vaccines if a veterinarian has written orders for administering vaccines – even when an RVT or veterinarian is not on-site.)

Vaccines may be given during holding periods when:

Done in the interest of public health and safety, and/or health of the animals in the shelter and without guarantee of reimbursement by an animal owner redeeming the animal, other than Rabies vaccine.

Rabies Vaccines

Generally, the same rules apply for rabies vaccines as other vaccines – may be administered to shelter animals by:

RVT or VA under direct or indirect supervision of a veterinarian

VA under direct supervision of an RVT

(Note – only one condition above must be satisfied. Therefore, a VA can administer vaccines if a veterinarian has written orders for administering vaccines – even when an RVT or veterinarian is not on-site.)

Rabies vaccines also requires a signed certificate from the veterinarian, as a prerequisite for licensure

Certificate must be signed by “veterinarian administering the vaccine, or a signature authorized by” the veterinarian

Certificate must include veterinarian’s name, address, etc., as well as additional information regarding the vaccine itself per California regulations.

Certificates for rabies vaccines administered by Antioch Animal Services personnel will be generated by Chameleon and will include the authorized veterinarian’s signature and rabies vaccine information, as required.

Specific requirements for rabies apply to all dogs and cat.

Refer to [Rabies Vaccination Policy and Procedure](#) for specific information regarding rabies vaccination protocols.

Public Vaccination Clinics

Veterinarian must be on-site at all times for any vaccination clinic where a veterinarian performs vaccinations and/or immunizations against disease on multiple animals, and where the vet may also perform preventative procedures for parasitic control.

Vaccine delivery may be delegated to an RVT or VA, but veterinarian must be present. Veterinarian is responsible for consultation and referral of clients when disease is detected or suspected.

Because these public clinics involve the administration of vaccines to owned animals, a VCPR must be established for each animal prior to treatment.

Microchips

Microchipping of animals is **not** the practice of veterinary medicine.

No limit on who can insert a microchip.

No requirement for veterinarian approval, supervision or VCPR

Proper training for microchip implantation will be conducted before shelter staff are allowed to microchip animals.

Infectious Disease Tests

Administering tests for infectious disease (e.g., parvo, worm infestations, etc.) is **not** considered the practice of veterinary medicine.

The **test review** and **diagnosis** of any condition indicated by the test **is** the practice of veterinary medicine. Therefore, **diagnosis** and **prognosis** may only be provided by a licensed veterinarian.

Anesthesia

California Law states, “No person, other than a licensed veterinarian, may induce anesthesia unless authorized by regulation of the board.”

General anesthesia is a condition caused by the administration of a drug or combination of drugs sufficient to produce a state of unconsciousness, or disassociation, and blocked response to a given pain or alarming stimulus.

Inducing is the initial administration of a drug with the intended purpose of rendering the animal unconscious.

Regulations allow an **RVT** to induce anesthesia under **direct supervision** of a veterinarian.

Euthanasia

RVTs and VAs, without the presence of a veterinarian, and without veterinarian supervision, may perform humane euthanasia, if:

They are an employee of an animal control shelter or humane society and have received proper training in the administration of sodium pentobarbital, as defined in Business and Profession Code, section 4827(d), and in the California Code of Regulations, section 2039.

Refer to the [Euthanasia Policy and Procedure](#) for additional information regarding the euthanasia of AAS shelter pets.

Animal Intake Policy and Procedure

PURPOSE

This policy is designed to reduce the likelihood of disease outbreak within Antioch Animal Services (AAS) by appropriately vaccinating and deworming animals at intake, and administering any subsequent vaccines and dewormings within the timeline outlined in this protocol as appropriate to the age of the animal. These vaccinations and dewormings are to be entered into the Chameleon software system (Chameleon) by the Animal Services personnel performing the intake process so as to track current and needed vaccines and dewormings for animals at AAS.

RESPONSIBILITIES

Office Clerk

When an animal comes in with previous vaccine/medical history - all prior/historical vaccinations must be entered into the Treatment Window of Chameleon at the time of intake. A scanned copy of any documents provided (with previous owner's information blacked out) should be attached to the Treatment Record created.

Create a Kennel Record with an Animal ID# for the newly impounded animal as per the [Animal Encounters and Impoundment Policy and Procedure](#). (Animal Control Officer (ACO)/Animal Services Technician (AST)/Animal Care Attendant (ACA) or other staff member may also complete this process if intaking an animal).

When an animal goes into foster care, appointments for any future vaccines/deworming needed must be scheduled in Acuity.

ASTs and ACAs

- 1) Microchip scan animal, obtain weight, perform routine vaccines, and administer deworming. Record: microchip +/-, weight, age, sex, and note any medical concerns during the intake process.
- 2) Enter ALL information collected about the animal and administered treatments into the Treatment Window (this is the medical record for the animal) in Chameleon. (All staff members are responsible for entering treatments/vaccines into Chameleon if performing those treatments.)
- 3) Take a picture of the animal and upload into Chameleon.
- 4) Print kennel card with all updated information (including a picture) to place on kennel where animal is housed.
- 5) Update Chameleon with the kennel the animal is placed into.

ASTs

- 1) Responsible for running the [Vaccinations Needed Report](#) in Chameleon daily.
- 2) Perform any needed boosters of vaccines and treatments (DHPP, FVRCP, Pyrantel, Ponazuril). Vaccines must be performed on, or as close to, the due date as possible.

- 3) Also run [Vaccinations Needed – Foster Report](#) weekly to keep up with animals in foster needing vaccines.

AAS Veterinarian (or authorized staff member)

- 1) Perform rabies vaccination on animals, either at the end of stray hold (if altered) or at the time of alteration surgery.
Refer to [Rabies Vaccination Policy and Procedure](#) for specific information regarding rabies vaccination protocols.

INTAKE PROCESS

Feline Intakes

All felines housed at AAS will be vaccinated with modified live vaccine for Feline Rhinotracheitis, Calicivirus, Panleukopenia (FVRCP). All felines over the age of 3 months (12 weeks) will also be vaccinated with the killed Rabies vaccination, following the legal stray hold period.

Kittens

Kittens under 24 weeks (6 months) of age are considered priority for vaccination due to concern for panleukopenia in the shelter environment.

Vaccinations:

1) FVCRP

Starting at 4 weeks (1 month) of age, all kittens are to receive an FVRCP vaccine administered SQ in the distal right front leg during the intake process.

While at AAS all kittens are to be vaccinated with the FVRCP vaccine every 2 weeks up until the age of 20 weeks (5 months).

If kittens are in foster care, revaccination should occur every 3 weeks up until the age of 20 weeks (5 months). Vaccinations MUST be scheduled with the foster parent in the Acuity Scheduler. Refer to the [Vaccinations Needed – Foster Report](#) in Chameleon.

2) Rabies (refer to [Rabies Vaccinations Policy and Procedure](#) for more information)

At 12 weeks (3 months) of age and when over 3 lbs., all felines are to receive a killed rabies vaccine administered SQ in the distal right hind leg by the AAS Veterinarian (or designee), following the state mandated holding period.

Location of administration, lot number, and manufacturer will be recorded by person administering vaccine; Rabies certificate to be issued at time of administration.

Kittens under 12 weeks (3 months) and under 3 lbs. are to be adopted out without a rabies vaccine. Adopters will be counseled to have rabies performed by their veterinarian when the kitten is at the appropriate age.

All adopters should be encouraged to pursue a discussion of continuing booster vaccines with their regular veterinarian at the time of adoption if leaving the shelter at less than 20 weeks (5 months) of age.

Deworming:

All kittens will be started on deworming protocol starting at 2 weeks of age and continuing through 16 weeks (4 months) of age, on the same schedule as booster vaccinations.

NOTE: Kittens must be re-weighed at the time of EACH booster vaccination/deworming.

1) Pyrantel Pamoate (50 mg/mL) Suspension

Pyrantel pamoate at a dose of 1 mL/10 lbs. (11 mg/kg) using 50 mg/mL concentration pyrantel will be given orally (PO) every 2 weeks, at the same time as booster vaccines, until the age of 16 weeks (4 months).

2) Ponazuril (90 mg/mL) Suspension

Ponazuril, at a dose of 2 mL/10 lbs. (40 mg/kg) using 90 mg/mL Ponazuril, will be given orally (PO) every 2 weeks, at the time of booster vaccines, until the age of 16 weeks (4 months).

Record ALL treatments/booster vaccines in chameleon as a new record each time on the date the treatments/vaccines are given.

Adult Cats

Cats over 20 weeks (5 months) of age.

Vaccinations:**3) FVRCP**

All adult cats that can be safely handled will receive an FVRCP vaccine administered SQ in the distal right front leg at intake. This will be boosted annually.

4) Rabies (refer to [Rabies Vaccinations Policy and Procedure](#) for more information)

All felines are to receive a killed rabies vaccine administered SQ in the distal right hind leg by the AAS Veterinarian (or designee), following the state mandated holding period.

Location of administration, lot number, and manufacturer will be recorded by person administering vaccine; Rabies certificate to be issued at time of administration.

Deworming:

If a cat can be safely handled, a dose of pyrantel pamoate at 1 mL/10 lbs. must be administered orally (PO) during the intake process as an empirical deworming.

Nursing queens with litters should receive a dose of pyrantel at the same time as their kittens.

Fractious, Feral or Under-socialized Felines

If a kitten or adult cat appears fractious, i.e. hissing, spitting or attempting to bite or scratch employees, therefore presenting a safety hazard to perform vaccinations at the time of intake, vaccines are not to be performed.

A note for why vaccines/deworming were not administered is to be placed in a behavioral memo attached to the Animal ID Record in Chameleon.

A second attempt 24 hours following intake by staff may be performed. If this is not successful, Medical is to be flagged to perform sedation (or sedated exam, vaccines and surgery) due to infectious disease risk.

NOTE: Vaccines must be given subcutaneously (SQ) even if fractious. If an animal cannot be safely restrained for the vaccine to be given SQ, an intramuscular (IM) injection of a vaccine is NOT permissible. STOP, and try again at a later time.

A second attempt 24 hours following intake by staff may be performed. If this is not successful, Medical is to be flagged to perform sedation (or sedated exam, vaccines and surgery) due to infectious disease risk.

Record ALL treatments/booster vaccines in chameleon as a new record each time on the date the treatments are given.

Refer to [Stray Cat Pathway Planning and Return to Field Policy and Procedure](#) for feline pathway planning after intake.

Canine Intakes

All canines housed at AAS will be vaccinated with modified live vaccines for canine parvovirus (CPV), distemper (CDV), adenovirus-2 (CAV-2/hepatitis), parainfluenza (CPiV) (commonly known as DHPP vaccine), Bordetella bronchiseptica, Canine Adenovirus type 2, Parainfluenza/Bordetella; and killed Rabies.

All vaccinations given to an animal must be recorded in the Treatment Window of Chameleon Treatment at the time of administration, by the staff member performing said vaccination(s).

Puppies

Puppies under 24 weeks (6 months) of age are considered priority for vaccination due to concern for parvovirus in the shelter environment.

Vaccinations:

1) Bordetella

The Bordetella vaccine is to be administered intranasally (IN) starting at 2 weeks of age, with a second Bordetella vaccine to follow in 2 weeks.

2) DHPP

Starting at 4 weeks (1 month) of age all puppies are to receive a DHPP vaccine administered SQ in the distal right front leg.

While at AAS, all puppies are to be revaccinated with DHPP every 2 weeks, up until the age of 20 weeks (5 months).

Puppies that are in foster care are to be revaccinated with DHPP every 3 weeks up until the age of 20 weeks. Vaccinations **MUST** be scheduled in the Acuity scheduler with the foster parent. Refer to the [Vaccinations Needed – Foster Report](#) in Chameleon.

5) Rabies (refer to [Rabies Vaccinations Policy and Procedure](#) for more information)

At 12 weeks (3 months) of age, all puppies are to receive a killed rabies vaccine administered SQ in the distal right hind leg by the AAS Veterinarian (or designee), following the state mandated holding period.

Location of administration, lot number, and manufacturer will be recorded by person administering vaccine; Rabies certificate to be issued at time of administration.

Puppies under 12 weeks (3 months) are to be adopted out without a rabies vaccine. Adopters will be counseled to have rabies performed by their veterinarian when the puppy is at the appropriate age.

All adopters should be encouraged to pursue a discussion of continuing booster vaccines with their regular veterinarian at the time of adoption if leaving the shelter at less than 20 weeks (5 months) of age.

Deworming:

All puppies will be started on deworming protocol starting at 2 weeks of age and continue through 16 weeks (4 months) of age on the same schedule as booster vaccinations.

Puppies must be re-weighed at the time of EACH booster vaccination/deworming.

1) Pyrantel Pamoate (50 mg/mL) Suspension

Pyrantel pamoate, at a dose of 1 mL/10 lbs. (11 mg/kg) using 50 mg/mL concentration pyrantel, should be given orally (PO) every 2 weeks, at the time of booster vaccines, until the age of 16 weeks (4 months).

2) Ponazuril (90 mg/mL) Suspension

Ponazuril, at a dose of 2 mL/10 lbs. (40 mg/kg) using 90 mg/ml Ponazuril, should be given orally (PO) every 2 weeks, at the time of booster vaccines, until the age of 16 weeks (4 months).

Adult dogs

Dogs over 20 weeks (5 months) of age.

Vaccines:

1) Bordetella

All adult dogs will receive a Bordetella vaccine administered IN. Revaccination is annual.

2) DHPP

All adult dogs will receive a DHPP vaccine administered SQ at their distal right front leg. This will be boosted two weeks from intake, then annually.

3) Rabies (refer to [Rabies Vaccinations Policy and Procedure](#) for more information)

All adult canines are to receive a rabies vaccine administered SQ in the distal right hind leg by the AAS Veterinarian (or designee), following the state mandated holding period.

Deworming:

If a canine can be safely handled, a dose of pyrantel pamoate at 1ml/10lbs must be administered orally (PO) during the intake process as an empirical deworming.

Nursing dams with litters should receive a dose of pyrantel at the same time as their puppies.

Feral, Aggressive or Very Fearful Canines

If a dog presents a safety hazard to the person performing the intake process, vaccines are not to be performed.

A note for why vaccines were not administered is to be placed in a behavioral memo attached to the Animal ID Record in Chameleon.


A second attempt 24 hours following intake by staff may be performed. If this is not successful, Medical is to be flagged to perform sedation (or sedated exam, vaccines and surgery) due to infectious disease risk.

Record ALL treatments/booster vaccines in chameleon as a new record each time on the date the treatments are given.

RECORDING INTAKES IN CHAMELEON**SCAN EVERY ANIMAL FOR A MICROCHIP.**

All vaccinations/treatments given to an animal must be recorded in the Chameleon Treatment Window at the time of administration, by the personnel performing said vaccinations/treatments.

In chameleon:

- 1) Search for and open the animal's kennel record via its A#.
- 2) Click the Caduceus symbol  on the top middle in the Kennel Window.
- 3) Type 'Vaccinations' into the Visit Type field. Alternatively, you can click on the Visit Type field and hit 'F4' to pop up the options for that field and click the most appropriate option.
- 4) Click on the Condition field and hit the 'F4' key to pop up the options for that field. Click on the appropriate option for the animal's condition.
- 5) Type your associate number in the Assoc No field.
- 6) Type 'Y' into the Caduceus field.
- 7) Record the weight obtained into the Weight field.
- 8) Optional: record temperature if one taken into the Temp field.

Description Box:


- a) Click on the templates field and hit the F4 key to pop up the template options. Click the 'Intake Cat' / 'Intake Dog' option to populate the Description Field.
- b) Fill out the amount of dewormer given and add any other information obtained in the description field. If an intake item was not preformed that is on the stamp, delete the line and explain why that treatment was not preformed.

NOTE: If NO vaccines or deworming were given, DO NOT use the ‘Intake Cat / Intake Dog’ template, but instead record the reason why the intake process not done, as well as, create a behavioral memo attached to the Animal ID Record in Chameleon.

Press the ‘F9’ key to save the new record. Alternatively, you can click the ‘Store a Record’ green symbol **+** on the TOP LEFT of the Treatment Window. You must save the initial record before preceding to the next steps.

Treatment Box:

- a) Click on the Treatment Type field and hit the ‘F4’ button to pop up the options for that field.
- b) Click the options for the intakes you preformed on the animal, then click the ‘Store a New Procedure’ green symbol **+** to stamp those items into the medical record.
 - i) ‘V-FVRCP’ (cats only) / ‘V-DHPP’, ‘V-Bordetella’ (dogs only)
 - ii) ‘Pyrantel’
 - iii) ‘Ponazuril’ (if given)
 - iv) ‘Flea Control’ (if given)

Once they are stamped, they will show up under ‘Treatment Type’ in the chart below. Click the ‘F8’ key, or alternatively press the ‘Update the Record’ symbol  next to the **+**.

Note: it is not necessary to record lot/serial numbers for all routine vaccines, (however, this information **must** be recorded for rabies vaccines given).

KENNEL PLACEMENT AND SET UP

After an animal has gone through the intake process, it is placed into a kennel with a kennel card.

Kennel Set Up

1) Dogs

Set up a kennel with fresh food and water, optionally a blanket. Small dogs are placed in ‘Small Dog Stray’ Ward. Medium and large dogs are placed in ‘Dog Stray’ Ward. Do not place dogs in the ‘Potentially Dangerous Animal (PDA)’ Ward without permission of the AAS Manager. ONLY place dogs in the ‘Dog Adoption’ ward if they are available for Adoption. Dogs can ONLY be placed in the ‘Isolation Dog’ ward with permission of the AAS Veterinarian or AAS Manager.

2) Cats

Set up a double-sided kennel with fresh food and water, blanket on one side, and a litterbox on the other side away from the food and water. Ideally a hiding place such as a feral den or raised bed with blanket to hide under is also placed in the kennel. Cats are usually fearful when first coming into a shelter and seek a place to hide. Place handleable cats in the ‘Stray Cat’ ward. ONLY place cats in ‘Cat Adoption’ ward or ‘Kitten Adoption’ ward if they are available for adoption. Place ALL aggressive/unhandleable cats in the ‘Wild Cat’ ward. ONLY place cats in ‘Isolation Cat’ ward with the permission of the AAS Veterinarian or AAS Manager.

3) Pocket Pets/Exotic Animals/Reptiles/Etc.

Refer to the “Animal Care Guides” binder for housing set up for other animals that will be housed at AAS. These animals will have their cage set up in the ‘Small Animal’ ward with fresh food and water.

Place a kennel card with updated age/sex/picture on kennel as identifier for that animal.
Update Chameleon with the kennel number the animal was placed in.

Refer to [Housing of Animals Policy and Procedure](#) for more information on feeding/housing guidelines.

Housing of Animals Policy and Procedure

PURPOSE

When an animal must be housed at Antioch Animal Services (AAS), the appropriate food, water and sheltering needs for the specific species of animal being housed is to be provided by the Animal Services employee completing the intake of said animal. Appropriate medical attention shall also be provided for those animals in need of such care.

INITIAL HOUSING PROCESS

It is the responsibility of the employee impounding the animal at AAS to set-up the animal's initial holding pen, and to enter the pertinent information into the Chameleon software system (Chameleon). This includes taking a picture of the animal to store on the Animal Record for the animal, and entering the vaccinations given at the time of impound. To ensure that all animals are given the same initial care the following procedures are to be followed.

1) Identification

All animals are to be identified upon a Kennel Card generated by Chameleon as defined in the department's Impoundment Policy. The Kennel Card is to be displayed upon the animals holding pen. No animals are to be left at AAS without the proper identification being present.

2) Food

All animals are to be provided with the appropriate fresh water and food for their species/age group as defined below:

a) Dogs

i) Healthy Dogs and Puppies

Healthy adult dogs and puppies are to be given an amount of food that is appropriate for their age, size and weight.

ii) Other

Any canine that, due to its age or medical condition, is unable to consume dry food should also be given an appropriate amount of moist food to try and stimulate feeding. Moist and dry foods shall not be mixed

iii) Neonatal puppies

Any canine that is approximately 4 weeks or younger is considered formula dependent, and may not be left in the shelter overnight without supervision as overnight bottle feedings are required.

b) Cats

i) Healthy Adult Cats and Kittens

Healthy adult cats and kittens are to be given an amount of food that is appropriate for their age, size and weight.

ii) Other

Any feline that, due to its age or medical condition, is unable to consume dry food should also be given an appropriate amount of moist food to try and stimulate feeding. Moist and dry foods shall not be mixed.

iii) Neonatal Kittens

Any feline that is approximately 4 weeks or younger is considered formula dependent, and may not be left in the shelter overnight without supervision as overnight bottle feedings are required.

c) Other Domestic Species

All other species of domestic animals are to be given one portion of the appropriate food. If the appropriate food is not available for the species of animal being housed, then only water should be given to the animal, and the Animal Services Manager is to be notified so that the appropriate food can be obtained.

d) Wildlife

Wild animals housed at AAS are not to be given any type of food. Providing food to a wild animal may result in upsetting that animal's digestive system and may further complicate that animal's ability to be reintroduced to the wild. Water should be provided if it appears that the animal will need to be held for any amount of time before disposition. The Animal Services Manager is to be notified about any wild animal that is to be kept at the shelter for an extended period of time so that its dietary needs may be ascertained.

e) Exotics

If an animal other than a dog or cat is to be housed at the Antioch Animal Shelter, the Animal Services Manager is to be notified so that the animal's dietary needs can be determined, and the animal is to be given the appropriate feed.

3) Water

All animals are to be given access to an ample supply of clean water at all times. Animal Care staff must check each animal's water supply before leaving the shelter the end of their shift.

4) Shelter

The shelter needs for the majority of the animals housed at AAS will be met by placing the animal inside the main shelter building. If an animal must be kept in a location outside of the main shelter building, then the Animal Services Manager is to be notified, and the sheltering needs of that animal will be addressed on a per animal basis.

Special Considerations

If being housed at AAS, animals considered as 'prey' species, i.e., rabbits, hooved animals, etc. must be housed in an area as far away from 'predators', i.e., dogs and cats, as possible. Placing these animals in a separate ward to isolate them, or in a location outside of the shelter, is preferred.

5) Litterbox and Litter/other bedding

All cats, kittens, and trained domestic rabbits housed at the Antioch Animal Shelter are to be provided with a litterbox and fresh litter, and/or the appropriate bedding.

6) Medical Care

Any animal impounded that appears to be suffering from an obvious injury or illness must be examined by the shelter veterinarian, or an emergency veterinarian, prior to being housed at AAS. After examination and diagnosis of condition, the animal may be housed at AAS after receiving proper, immediate medical treatment, and a plan for continued treatment during its stay.

When a sick or injured animal has been examined by an emergency veterinarian, the medical report from the clinic is to be attached to a Treatment Record in Chameleon, and a note about the animal is to be placed on the [Medical Board](#) for the shelter veterinarian to examine the animal at their earliest convenience.

Any animal that is suffering from a severe injury, or illness, shall not be housed at AAS. If the owner of such animal is unknown, the animal is to be humanely euthanized.

Animal Inventory and Movement within Shelter Policy and Procedure

PURPOSE

Maintaining an accurate accounting of animals housed within Antioch Animal Services (AAS) and their specific location within the shelter during their stay is imperative to reduce the likelihood of infectious disease spread, and ensuring all animals are accounted for during their time with us.

ANIMAL INVENTORY

The inventory of animals within AAS will be conducted on a daily basis utilizing the Chameleon software system (Chameleon) QuickKennel process. This will be completed by the AAS manager or a designee.

INITIAL INTAKE KENNEL

Upon completing the intake process, the AAS employee completing the intake of the animal is to update in Chameleon the Kennel Number Field, on the Kennel Window, from “Intake” to the specific kennel within the shelter where the animal has initially been placed.

ANIMAL MOVEMENT WITHIN THE SHELTER

The movement of animals within the shelter should be kept at a minimum to reduce the spread of disease throughout the shelter.

Animals are to be kept in their original location for the duration of their holding period. They should not move throughout the shelter unless directed by the AAS veterinarian or the AAS manager until their holding period is over.

Upon completion of the required holding period, animals may be moved to a new kennel.

Movement from Stray to Adoption

During the stray hold period, an evaluation shall be performed by the AAS veterinarian (medically) and the AAS manager (behaviorally) on all animals. This will be performed on or about the animal’s due-out date in Chameleon ([Due Out Report](#) in Chameleon).

- a) Following the evaluation, a memo will be created in Chameleon that states whether or not the animal has been cleared for movement both medically and behaviorally. Notes are to be added as to why or why not an animal has been cleared for movement.
- b) Once cleared for movement, the animal’s Status Field on the Kennel Window will be changed to ‘Adoption’. If not cleared for either medical or behavioral reasons, the Status Field shall be changed to ‘Unavailable’.

- c) Following the medical evaluation, a rabies vaccine will be administered, if appropriate, as outlined in the [Animal Intake Policy and Procedure](#).
- d) All animals who have the status of 'Available' may be moved to the appropriate adoption ward.
- e) Animal Services Technicians (ASTs) are to pull the [Due Out Report](#) from Chameleon on a daily basis to determine which animals have been cleared for movement to the adoption ward.
- f) Following clearance, a review of treatment records will be performed by the AST prior to movement to ensure all intake and any subsequent vaccines were performed and updated. Following record review, the animal's Kennel Card must be updated with an appropriate picture, name, and reprinted as needed prior to the animal being moved.
- g) All microchips will be entered into the computer under AAS by an office clerk, or by the AAS employee administering the microchip.
- h) Due to the need for a rabies vaccine, **no animals may be cleared to move to adoptions on a Saturday**. Friday afternoon will be set aside to ensure all animals due out on that day are evaluated and vaccinated prior to end of day; movement may be performed Saturday if the animal has already been cleared.
- i) Animals with the Status as 'Stray Wait' or 'Unavailable' may not be placed in public view unless a lack of space in other holding areas are unavailable. If placed in public view, a sign must be placed on the cage to alert the public that the animal is not yet available for adoption.

Movement to Isolation

The Isolation Dog and Isolation Cat wards are to be reserved for cases of infectious disease concern (i.e. parvovirus, feline panleukopenia, distemper suspects, ringworm, severe infectious URI, mange.) Movement to these wards MUST be approved by the AAS veterinarian.

Moderate to severe URI in cats/dogs is typically the result of secondary bacterial infections and are not typically considered to be contagious to the other animals in the shelter. Therefore, moderate to severe URI shall not be placed in isolation wards unless there is concern for a specific pathogen.

If an animal is to be moved from an adoption or stray ward into an isolation ward, approval must be received from the AAS veterinarian. The status for the animal will be changed to unavailable and the due out date will be changed to reflect the appropriate length of time needed to isolate the animal based upon the disease process.

Exceptions may be made in cases of excess capacity issues but only with prior discussion with the AAS veterinarian and AAS manager.

Movement out of the isolation ward will not be performed **until** authorized by the AAS veterinarian.

Exception – if the animal was originally placed there due to lack of space, it may be moved out without authorization.

Potentially Dangerous Animal (PDA) Ward

The PDA Ward for dogs is designed to house dogs that are under quarantine for biting a human or have displayed behavior that may result in their being declared as potentially dangerous or vicious. The Chameleon Kennel Record for the dog should clearly state whether the dog is a being considered as a PDA, a vicious dog or under bite quarantine. This notation must be made on the Kennel Record screen in Chameleon, in a memo attached to the Animal ID in Chameleon and written on the Kennel Card displayed on the cage the animal is kept in.

Dogs impounded as a result of being declared as dangerous, vicious, or are under bite quarantine, are not to be moved from the PDA ward to any other ward in the shelter.

Exception – Occasionally, dogs that do not fit the PDA criteria are housed in the PDA Ward due to a lack of space in the stray ward. These dogs may be moved as appropriate once their status has been changed to adoption.

Shelter Capacity for Care Policy and Procedure

PURPOSE

Shelter Capacity for Care ensures that Antioch Animal Services (AAS) will shelter animals in a manner that best serves the pets and citizens of the City of Antioch, California. In the interest of maintaining the health of sheltered animals, as well as administrative considerations, the ideal carrying capacity must be set and continually maintained given our unique capacity for care.

CAPACITY FOR CARE

To maintain the optimum health of the animals in the care of AAS, and to establish pathways for the flow of animals through the shelter, the following capacity for care must be followed.

1) Cats

AAS has a total of ninety (90) cages for cat housing. The breakdown of cat housing is as follows:

- Thirty-two (32) cages in Stray Cat ward
- Twenty-four (24) cages in Cat Adoption ward
- Ten (10) cages in Kitten Adoption ward
- Twelve (12) cages in Wild Cat ward
- Twelve (12) cages in Isolation Cat ward

Although ninety (90) individual cages for cats exist, our capacity for care for cats is defined as forty-six (46) cats housed daily. This number assumes that all portals are open within the shelter and cats are distributed evenly across the various housing areas.

Cat Overflow

During times of overpopulation, the portals in the cat cages can be closed to provide additional cat housing. However, every opportunity to move cats through the shelter to maintain a daily population within our capacity for care should be utilized.

When more than sixty (60) cats are housed in the shelter, the shelter shall be considered beyond our capacity for care, and the rest of the remaining cat housing spaces will be limited to emergency cases, such as dangerous or bite quarantined animals.

When the number of cats housed in the shelter rises above our capacity for care, unfavorable conditions will exist causing the likelihood of a higher rate of sickness and an overwhelming failure of our ability to move animals through the shelter.

2) Dogs

AAS has a total of sixty-five (65) cages for dog housing. The breakdown of dog housing is as follows:

- Twelve (12) cages in main Dog Adoption ward
- Four (4) cages in Small Dog Adoption section of Dog Adoption ward
- Three (3) cages in Puppy Adoption section of Dog Adoption ward
- Six (6) cages in Dog Stray ward
- Twenty-four (24) cages in Small Dog Stray ward
- Six (6) cages in PDA/Quarantine ward
- Four (4) cages in Isolation Dog ward
- Six (6) cages in Isolation Small Dog ward

The capacity for care for dogs is defined as fifty-five (55) dogs housed daily. The isolation kennels are not considered as part of available housing, and the total number of dogs must be evenly distributed across all kennel types.

Dog Overflow

The cages in the Dog Adoption, Dog Stray, and PDA/Quarantine wards are double-sided cages that have a guillotine door connecting the cages. When necessary, the guillotine door can be closed, and individual dogs may be housed on both sides of the cage. Closing the guillotine doors can increase the total number of available dog housing spaces to seventy-nine (79) dogs. However, this situation is not ideal because one side of the cage is considerably smaller, and this presents challenges to cleaning the cages, which increases the stress level for the dogs. When in an overflow situation, every effort must be made to reduce the total number of dogs in the shelter via rescue, foster, adoption, return to owner, and euthanasia for those who are not medically or behaviorally sound.

3) Sick or Injured Animals

No animal of any type will be housed at AAS that is in obvious need of immediate veterinary care.

Prior to housing, all sick or injured animals will be examined by the AAS Veterinarian or treated by the Emergency Veterinarian.

Provided that treatment is obtained, and veterinary consent is given, injured or sick animals may be housed at AAS.

Follow-up care, as may be required, will be arranged for by AAS.

Kennel Sanitation Policy and Procedure

PURPOSE

An effective cleaning program is essential in maintaining a sanitary environment for the animals under the care of Antioch Animal Services (AAS). AAS is to be cleaned and maintained on a daily basis. Daily disinfecting of the entire AAS building will prevent the possible spread of disease within AAS, and present an aesthetically appealing environment to the public.

DAILY CLEANING PROCESS

In order to maintain a clean environment for the animals housed in the AAS the following process is to be followed.

1) Large Dog Kennel Rooms

(Dog Adoption, Puppy Adoption, Dog Stray, PDA/Quarantine, Isolation Dog)

The following steps are to be followed when cleaning the dog runs:

- a) Remove the animal/s from the kennel to be cleaned.
- b) Remove the food and water dishes.
- c) Remove any towels/blankets used for bedding.
- d) Pickup any animal feces, food and other debris in the kennel. If present, stand the bed on end.
- e) Wash down the area with HOT water.
- f) Use the brush to remove any noticeable debris on the floor, walls and the front grid, door and other parts of the kennel and bed.
- g) Spray entire kennel with Rescue disinfectant using the hose-end froamer (1:32 dilution, or 1:16 dilution if parvo is suspected).
- h) Use the brush to scrub kennel floor and walls with the foamed disinfectant to remove any remaining signs of dirt/grime.
- i) Allow Rescue disinfectant to sit for 10 minutes.
- j) Wash down the kennel with HOT water.
- k) Be sure to check the full kennel area for any dirt. If any dirt is noticeable, spray the kennel with Rescue disinfectant, and clean the kennel again. Wash with hot water.
- l) Squeegee the floor to dry the water.
- m) Dry walls and remaining water on floor with clean towel.
- n) Place new water dish into kennel and fill.
- o) Replace bedding as necessary.
- p) Place the animal/s back into the same, now clean, kennel.
- q) After all kennels in the area are clean. Sweep and mop in the aisle in front of the kennels, and wipe down walls of the room.

Note: Check the drain schedule to clean the drains.

2) Small Dog Kennel Rooms

(Small Dog Stray, Isolation Small Dog)

- a) Remove the animal/s from the kennel.
- b) Remove the water and food dishes.
- c) Remove any towels/blankets use for bedding.
- d) Clean up any food, feces and other debris.
- e) If any feces or other material is pressed to the floor, or other areas, use a paint scraper to remove the material.
- f) Spray the area with Rescue disinfectant (1:32 dilution or 1:16 dilution if parvo is suspected), then wipe the area down. Be sure to clean the floor, walls, ceiling and door. Kennel should be dry and free from debris. (If NOT placing the same animal in the kennel, remove the door and clean in kitchen.)
- g) Be sure that the kennel is clean, if not clean again.
- h) Replace the bedding.
- i) Inspect food/water bowls. If dirty, replace with new bowls. Fill food bowl with new food and water bowl with clean water, place in kennel.
(DO NOT place food and water dishes if no animal is placed back in the kennel.)
- j) Place the dog back into the same kennel it was removed from.
- k) After cleaning all of the kennels in the room. Sweep and mop the floor, and wipe down all walls.

Note: DO NOT leave any debris on the floor in or out of kennel room.

Always place the same animal back into the kennel it came from.

DEEP CLEANING DOG KENNELS

When a dog is leaving its original kennel to move to an adoption kennel, or when leaving the building the original kennel must be deep cleaned prior to placing a new dog into the kennel.

Follow the same steps as listed above to clean the kennel with the following differences:

1) Large Dog Kennels

- a) All surfaces must be cleaned, this includes the wire sections of the kennel walls, and the top flat section of the back and side walls.
- b) Additional scrubbing may be needed on the kennel door, the guillotine door at the back of the kennel, and the wire walls to ensure all dirt/feces is removed.
- c) The rescue concentrate is to be left in contact with kennel surfaces for 15 minutes before being washed down with HOT water.
- d) The tops of the kennel walls will also need to be scrubbed.

2) Small Dog Kennels

- a) Remove the kennel door and take to the kitchen for cleaning.

- b) All surfaces must be sprayed with Rescue disinfectant, and it must be allowed to have 15 minutes of contact time before wiping down the kennel.
- c) Kennel should be clean and dry when finished.

CAT KENNEL ROOMS

Whenever possible, spot cleaning of the cat kennels is preferred to help reduce stress. The bedding, toys, food/water bowls and litterboxes should be checked and, when unsoiled, these items should be reused in the same kennel.

1) Spot Cleaning of Cat Kennels

(Kitten Adoption, Cat Adoption, Stray Cat, Wild Cat, Isolation Cat)

The following steps are to be followed when spot cleaning cat kennels:

- d) Use the portal to safely move cat into opposite side of the kennel that you are cleaning.
- e) Remove items from kennel (litterbox, bedding, toys, food/water bowls, etc.).
- f) Clean up any food, feces, and other debris in kennel.
- g) If any feces or other material is pressed to the floor or other areas, use a paint scraper to remove the material.
- h) If necessary, spray a wipe with Rescue disinfectant (1:32 dilution), then wipe areas where soiling occurred, and where there are noticeable areas in need cleaning.
- i) Inspect litterbox, bedding, toys and food/water bowls before placing back into kennel. If soiled, replace with new items.
- j) Inspect litterbox. Sift through the litter to remove any feces, then add fresh litter to the litterbox. If necessary, dump old litter and add fresh litter. Replace with new clean litterbox if the litterbox is too dirty.
- k) Empty old food and water from bowls. Inspect bowls for cleanliness. If necessary, replace with new, clean bowl, then fill water and add ½ cup of dry cat food to food bowl.
- l) Food/Water Bowls and bedding should be placed on one half of the kennel and the litterbox on the other side of the kennel. The litterbox should be as far away from the food/water bowls as possible.
- m) Move cat to other side of the kennel, repeat steps above for the other side of the kennel.
- n) Open portal when finished.
- o) After cleaning all kennels in the room, sweep and mop the floor.

2) Deep Cleaning of Cat Kennels

When a cat has left the building, the kennel must be deep cleaned before another cat is placed into the vacated kennel.

- a) Remove all items from the kennel, including the perch if it is not attached to the kennel.
- b) If any feces or other material is pressed into the floor or other areas, use a paint scraper to remove material.
- c) Remove door and bring to the kitchen for cleaning.

- d) Spray the area entire kennel with Rescue disinfectant (1:16 dilution). Be sure to spray all areas of the kennel, ceiling, floor, both sides, the back and the perch if it is attached to the kennel. Let disinfectant sit for 15 minutes, then wipe the entire kennel down. Be sure to remove all of the Rescue disinfectant. The kennel should be dry when finished. If obvious areas of soiling are still present, spray again with Rescue disinfectant and wipe down the entire kennel.
- e) Removable perches should be taken to the kitchen, or outside, to be deep cleaned.
- f) After cleaning all of the kennels in the room, sweep and mop the floor.

Note: DO NOT leave any debris on the floor in or out of kennel room.

Always place the same animal back into the kennel it came from.

SHELTER FLOORS

All floors throughout the shelter are to be mopped twice a day using a Rescue/Water dilution of 1:32. Floors should be mopped after the room is clean, and again following the afternoon dog walking.

KENNEL/FLOOR DRAINS

Kennel Drains

Each dog run is connected to a centralized drain system. The draining system is located in the center of each dog run, where the guillotine closes. There is only one drain filter basket in each room (2 in Dog Adoption). Meaning, all dog runs in a room empty down to the same drain filter basket.

The filter basket is typically located in kennel #3 or #4 in any given room. There is a large * on the kennel containing the drain.

Cleaning Process:

- a) Starting at one end of the room (either near the door or the kennel against the back wall), lift the metal drain cover inside the dog run.
- b) Using a hose, wash all collected debris down the drain towards the center of the room. This will move all debris towards the dog run that houses the drain filter basket.
- c) Repeat these steps in all dog runs. Again, start from an end of the room and move towards the drain filter basket one kennel at a time. Then go to the other end of the room and repeat steps.
- d) Once at the dog run housing the drain filter basket, pull basket up, empty the basket, then clean the basket.
- e) Replace drain basket.
- f) Secure and replace all kennel drain covers back in the proper position.

Floor Drains

In addition to the kennel drains, there are large, round floor drains in the Small Dog Adoption area and the Puppy Adoption room.

Cleaning Process:

- a) Remove drain cover and drain basket from floor drain housing. Use a screwdriver or scraper to pry up the metal drain and drain basket. (Use caution, the drain cover and basket are heavy.)
- b) Remove the drain cover and empty collected debris into a trash can, then thoroughly clean the basket and drain cover.
- c) Use hose to spray out and clean the drain housing in the floor, then place the drain basket and drain cover back into the floor drain housing.
- d) Ensure drain cover is flush with the floor.

Drain Cleaning Schedule

At a minimum, all kennel and floor drains need to be cleaned at least once a week using the following schedule. However, it may be necessary to clean out the drain baskets more often, i.e., whenever a back-up of water is noticed, or there is a noticeable odor coming from the drains.

Monday:

All Adoption rooms (including the round, floor drains in Small Dog Adoption and Puppy Adoption)

Tuesday:

Dog Stray

Wednesday:

PDA/Quarantine

Thursday:

Isolation

Daily Task List within Shelter Policy and Procedure

PURPOSE

To increase workflow efficiency at Antioch Animal Services (AAS) for Animal Care Attendants (ACA's) and Animal Services Technicians (AST's) by creating a task list defining daily workflow.

OPENING TASKS

- 1) Fill sinks in Kitchen, as so:
Left sink – Rescue, middle sink – Dawn dish soap, right sink – leave empty for rinsing.
- 2) Turn on lights.
- 3) Perform walk-through of shelter.
- 4) Inspect all animals in care.
- 5) Alert appropriate staff if severe/significant concerns noted (active seizures, died overnight, non-responsive animals).
- 6) Vacuum and clean-out dryer lint trap in Laundry Room.
- 7) Start laundry.
- 8) Fill mop buckets.
- 9) Administer animal medications: ASTs – Run [Treatments to Do List Daily Report](#) in Chameleon and administer medications listed. Seek out help from a medical team member if unsure of any medications/medication labels.
- 10) Public Holding Areas –
All public areas are to be cleaned prior to opening AAS to the public at 10:00AM. To ensure this can be completed on-time, dogs should go out for short (less than 5 minutes) leashed potty breaks while cleaning. Longer walks can be given later in the day once the cleaning process has been completed in this order:
 - a) Dog Adoption ward
 - b) Small Dog Adoption ward
 - c) Kitten Adoption ward (The Kitten Adoption ward **must** be cleaned before the Cat Adoption ward)
 - d) Cat Adoption ward
- 11) Mop Public Areas:
 - a) Main Lobby
 - b) Meet-&-Greet Room / break area
 - c) Kitten and Cat Adoption wards
 - d) Dog Adoption ward – Squeegee floors prior to opening, mop if possible
- 12) Non-Public Areas:
All non-public areas are to be cleaned after the public areas. Dogs should go out for short (less than 5 minutes) leashed potty breaks while cleaning. Cleaning should be completed in this order:

- a) Small Animal Room
- b) Stray Cat ward
- c) Wild Cat ward
- d) Puppy Adoption section of Dog Adoption ward
- e) Dog Stray main ward
- f) Small Dog Stray ward (recommend do in pairs with walker + cleaner)
- g) PDA / Quarantine ward
- h) Isolation Small Dog ward (If kittens are housed in this room, clean before Isolation Dog and Isolation Cat wards.)

IMPORTANT: For the safety of all other shelter animals, ALWAYS clean the Isolation Dog and Isolation Cat wards LAST!

- i) Isolation Dog
- j) Isolation Cat

AFTERNOON AND ON-GOING DAILY TASKS

- 1) AST's – Run the [Vaccinations Needed Report](#) in Chameleon – administer all indicated vaccines and dewormer listed, exception – animals on bite quarantine, Potentially Dangerous animals, or feral cats.
- 2) Animal movement –
 - a) Any animal with the status of “adoption” in Chameleon, and housed in a stray ward, may be moved to the appropriate adoption ward if space is available.
 - b) Retake picture, name animal if not already done, and reprint Kennel Card prior to movement.
- 3) Spot Check All Kennels – Scoop poop/clean as necessary.
- 4) Continually check and change over laundry.
- 5) Sweep and mop main hallway.
- 6) Provide enrichment:
 - a) Extended dog walks
 - b) Play-yard time
 - c) Filled Kongs
 - d) Any other accepted forms of enrichment for animals

CLOSING TASKS

- 1) Feed All Dogs at approx. 3:00PM.
- 2) Spot Check All Kennels – Scoop poop/clean as necessary.
- 3) Restock Supplies:
 - a) Food Barrels
 - b) Litter Barrel
 - c) Refill Rescue Bottles – Mix Rescue in large labeled containers as necessary.

- 4) Administer animal Medications: AST's – run [Treatments to Do List Daily Report](#) in Chameleon and administer medications listed at approx. 4:00PM.
- 5) Clean Intake Room:
Wipe-down all surfaces including exam table, walls and door.
- 6) Take out all trash to large dumpster in back of shelter, do not leave trash in any trash cans.
- 7) Mop Floors.
- 8) Empty and rinse mop buckets.
- 9) Restock supplies as needed.
- 10) Turn off washing machine and dryer in Laundry Room.
- 11) Turn off dishwasher in Kitchen.
- 12) Turn off fans throughout shelter.
- 13) Perform Closing Walk-Through.
- 14) Double-check all cage doors are shut and locked.
- 15) Ensure ALL animals have water.
- 16) Turn off lights as you move through shelter.
- 17) Check Daily task list to ensure all tasks marked off.

WEEKLY TASKS

MONDAY

- 1) ASTs – Inventory of food/supplies, Due before: 12:00PM each Monday. Bring completed [Weekly Animal Care Inventory Form](#) to AAS manager.
- 2) Deep clean play-yard.
- 3) Dispose of any expired items in Stock Room and Kitchen, and any other areas of the shelter where perishable items are kept.
- 4) Clean fridge in kitchen, dispose of expired items in fridge/freezer.
- 5) Clean behind fridge/dishwasher in kitchen.
- 6) Clean breakroom fridge, dispose of expired items in fridge/freezer.
- 7) Clean drains per the cleaning schedule in [Kennel Sanitation Policy and Procedure](#).
- 8) Poop Patrol – Walk around building and Play-Yards actively checking for dog feces – Pick-up and dispose of all feces.

TUESDAY

- 1) Clean out walk-in cooler and move animals that are off hold into barrels after cremation service company empties out available animals.
- 2) Clean drains per the cleaning schedule in [Kennel Sanitation Policy and Procedure](#).
- 3) Complete tasks that were not completed on previous day.

WEDNESDAY-FRIDAY

- 1) Clean drains per the cleaning schedule in [Kennel Sanitation Policy and Procedure](#).
- 2) Complete tasks that were not completed on previous days.

SATURDAY/SUNDAY

- 1) Ensure ALL items checked off/initialed on Weekly Tasks List.

- IF any items are not checked off, ensure they are completed by the end of the week.
- 2) Once completed, wipe off **Weekly Tasks List** to be used again the next week.

Disposition of Animals Policy and Procedure

PURPOSE

An accurate record of the final disposition for all animals that have been encountered and/or impounded by Antioch Animal Services (AAS) must be kept. All animals must be disposed of in one of the following manners, and said disposition must be entered into the animal's Kennel Record within the Chameleon software system (Chameleon).

DISPOSITION PROCESS

The final disposition of all animals encountered and/or impounded by AAS will be achieved via one of the following methods.

1) Field Disposition of Animals

Field Dispositions occur when an animal has been encountered outside of AAS, briefly taken into custody, and released by the AAS employee who encountered said animal via one of the following methods:

- a) Returned to the wild
- b) Returned to an owner
- c) Transferred to an outside agency
- d) Transported to the Emergency Veterinarian due to health concerns
- e) Death in transit
- f) Bite quarantine in the home or veterinary clinic

2) Disposition of Sheltered Animals

Animals that have been impounded by AAS will be disposed of in one of the following manners once the State mandated holding period has ended. Holding Period is defined below:

Holding Period

All animals shall be held for a specific period of time, called a *HOLDING PERIOD*, as set forth by the State of California, and Antioch City Ordinance, prior to their being released for disposition. This holding period is defined as three (3) business days, not including the day of impoundment, for animals without identification, and ten (10) business days, not including the day of impoundment, for animals with identification tags or microchips. The animal is available for disposition on the fourth (4th) or eleventh (11th) business day respectively. Business days are defined as those days we are open to the public. For our purposes, Sunday, Monday, and Holidays do not count as business days.

Exception

Any young animals that are under eight (8) weeks of age may immediately be made available for exit to foster or rescue in accordance with the [Transfer of Animals to Foster Policy and Procedure](#) or [Transfer of Animals to Rescue Groups Policy and Procedure](#).

SHELTER DISPOSITIONS CLASSIFICATIONS**Return to Owner**

Any animal may be claimed by its owner at any time during the defined holding period, or at any time we have custody of their animal.

Said owner shall be required to pay an impoundment fee, boarding fee, licensing fee, microchip fee, spay/neuter fee, rabies vaccination fee, intake and booster vaccinations and any other expenses incurred by AAS while caring for the animal, before said animal is released to the owner.

Adoption

Any animal having met the required holding period, which has not been redeemed by an owner, may, at the discretion of the AAS manager, be placed up for adoption by a new owner in accordance with the [Adoption of Shelter Animals Policy and Procedure](#).

Transfer to Rescue Group or Humane Society

Any animal available for disposition that has not been redeemed or adopted may, at the discretion of the AAS manager, be placed in the care of a rescue group or humane society in accordance with the [Transfer of Animals to Rescue Groups Policy and Procedure](#).

Transfer to Foster

Any animal available for disposition that has not been redeemed or adopted may, at the discretion of the AAS manager, be placed in the care of a foster caregiver in accordance with the [Transfer of Animals to Foster Policy and Procedure](#).

Released to Field

Community cats deemed able to be returned to the area from which they came from may be RTF by an AAS employee once the cat has been surgically altered, ear-tipped, and vaccinated against rabies.

Euthanasia

Any animal that has not been redeemed, adopted, or placed with an outside rescue group may be a candidate for euthanasia in accordance with the [Euthanasia Policy and Procedure](#).

Animals suffering with irremediable or severe medical issues may be euthanized prior to the end of their holding period, without being made available for other dispositions.

CONFIDENTIALITY OF DISPOSITION

The final disposition of all shelter animals is to be kept confidential. Anyone requesting disposition information should be directed to the AAS manager for guidance.

Adoption of Shelter Animals Policy and Procedure

PURPOSE

Any animal impounded by Antioch Animal Services (AAS) that has met the State mandated holding period, and has not been redeemed by an owner, may be placed up for adoption to a new owner, or made available for rescue pursuant to the [Transfer of Animals to Rescue Groups Policy and Procedure](#). Any animal with a known untreatable medical or behavioral problem will not be made available for adoption.

All decisions regarding the adoption availability of any shelter animal shall be the sole responsibility of the AAS Manager, or their designee.

ADOPTION PROCESS

To ensure a consistent method of choosing a new adoptive owner is maintained, the following procedure is to be followed.

First Adoption Rights

First adoption rights may be given to the person, also known as the finder, who brings in a stray animal to AAS. The AAS employee who performs the intake process as described in the [Animal Intake Policy and Procedure](#) shall notify the finder at the time of impoundment of their first adoption rights. If the finder bringing in the animal would like to have first rights of adoption, a hold should be added on the Kennel Window in the Chameleon software system (Chameleon), and a memo should be attached to the Animal Record in Chameleon. Declination of first adoption rights should also be recorded in a memo attached to the Animal Record.

First Adoption Rights Accepted Memo

First Name Last Name – First adoption rights - Phone Number(s) – Date and Time of sign up – Employee ID Number.

Ex. John Smith – First adoptions rights - 555-555-5555 – 07-01-19 12:00hrs – 5858

First Adoption Rights Declined Memo

First Name Last Name – Declined first adoption rights – Date/Time of declination – Employee ID number.

Ex. John Smith – Declined first adoption rights – 07-01-19 12:00hrs – 5858

Notification for First Adoption Rights

When someone signs-up for first adoption rights, they are to be given the approximate date for when the animal in question will be available for adoption. The prospective adopter shall be instructed to keep in contact with AAS to ensure the animal in question is still in the custody of AAS and has not been redeemed by its owner.

On the day said animal becomes available for adoption, an AAS employee (generally an office clerk) will attempt to contact the first adoption rights finder. The finder will be instructed that they

have until the end of the calendar day to contact AAS and decide to adopt the animal. The AAS employee who is contacting the prospective adopter must record of the contact on the First adoption rights memo. This record of contact must include the date, time of call, the action taken and the ID number of the AAS employee making the contact.

Ex. John Smith – 816-555-5555 – Left message - 07-01-19 12:00hrs – 5858

Since most people will be working at the time of notification, a voice mail message will suffice for confirmation of desire to adopt an animal, so long as said message is left prior to the beginning of the next calendar day.

If the person listed on the First adoption rights memo does not respond to our attempt to contact them before the beginning of the next calendar day, the animal will be made available on a first come, first served basis when the AAS opens the following calendar day.

First Come / First Served

If an animal does not have someone listed as having first adoption rights, the animal will be made available for adoption or rescue to the first person or rescue who is physically present at the shelter, during regular business hours, and who has completed the appropriate adoption or rescue paperwork.

Disagreements on who was first between potential adoption candidates or rescue groups will be attempted to be settled via conversation with all parties present, or via a game of chance, i.e., flipping a coin or drawing cards.

Restrictions to Adoption

In general, AAS will operate with an open adoption policy. However, if any of the following conditions exist, the prospective adopter will not be allowed to adopt an animal from AAS.

a) Prospective Adopter Appears Currently be Under the Influence

If it can be determined that the prospective adopter is under the influence of alcohol or drugs, they are not allowed to adopt an animal from AAS.

b) Previous Conviction of Animal Abuse

If it can be determined that a prospective adopter has been previously convicted of any animal or child abuse or neglect case, they are not to be allowed to adopt an animal from AAS.

c) Pet to be Used for Food

If it can be determined that a prospective adopter intends to use the animal as a source of food, they are not to be allowed to adopt an animal from AAS.

d) Pet to be Used for Sacrifice

If it can be determined that a prospective adopter intends to use the animal as a sacrifice, they are not to be allowed to adopt an animal from AAS.

e) Pet to be Used for Fighting

If it can be determined that a prospective adopter intends to use the animal to fight other animals, they are not to be allowed to adopt an animal from AAS.

f) Pet to be Used for Breeding

If it can be determined that the prospective adopter intends to use the animal for breeding, they are not to be allowed to adopt an animal from AAS.

g) Multiple Animals Previously Surrendered

If it can be determined that a prospective adopter has relinquished animals to the shelter within the past 365 days, they will not be allowed to adopt another animal from AAS.

Number of Adoptions

The number of animals that can be adopted to a citizen or group/society within a one (1) year period.

a) Private Citizens

Private citizens will be allowed to adopt three (3) animals from AAS within one calendar year. The three (3) animals may be adopted at the same time.

b) Rescue Groups / Humane Societies

Rescue Groups and Humane Societies will be allowed to rescue as many animals that their group can humanely provide care for, as long as they are recognized by the State of California as a non-profit as defined in Section 501(c)(3) of the Internal Revenue Code.

Once an animal has been transferred into their custody, the Rescue Group or Humane Society will be responsible for maintaining the animal and any records necessary to ensure their compliance with State of California regulations.

ADOPTION PROCEDURE

When the prospective adopter arrives at AAS to complete the adoption process, the following procedure is to be followed.

1) Payment of Fees

The prospective adopter will be required to pay the appropriate fees to adopt their new animal. These fees are set by City Ordinance and can be found in the City's Schedule of Fees and Charges. The fees for adoption will include the surgical alteration of the animal, age appropriate vaccinations, and a microchip.

2) Scheduling of Veterinary Services for adopted unaltered animals**a) AAS Veterinarian**

Whenever possible, all spay/neuter surgeries and rabies vaccinations shall be performed in-house at AAS.

When adoptive unaltered animals are to receive spay/neuter and a rabies vaccination at AAS, the adoptive owner is to be scheduled for a 15-minute pick-up appointment by the office clerk between 3:00PM and 4:00PM on the date of surgery in Acuity.

b) Outside Veterinarians

Occasionally, the spay/neuter surgery and rabies vaccination may need to be performed off-site at a local veterinary clinic. This will be necessary whenever the AAS Veterinarian is unavailable, i.e., on leave, or when the position is vacant.

i) Choosing Outside Veterinarian

When the adoption fees have been collected and the adoption process completed in Chameleon, the list of participating veterinarians is to be presented to the new owner. The new owner will be required to choose a veterinarian from the list to perform the sterilization surgery and rabies vaccination of the animal.

Upon choosing a veterinarian, the new owner is to be informed by the AAS employee of any additional services required by the veterinarian of their choosing before their new pet can be surgically altered and rabies vaccinated. Before the new owner leaves AAS, the AAS employee who has completed the adoption process will call the veterinarian office chosen and will make appointment for the veterinary services. These services are to be scheduled for the next calendar day. There will be occasions when the animal cannot be scheduled for sterilization on the next calendar day. When this occurs, every effort is to be made to have the animal sterilized within one (1) week from the date of adoption.

After scheduling the sterilization surgery appointment, the new owner will be instructed to contact the veterinary clinic to discuss any additional veterinary services they would like performed. The new owner will be responsible for any additional fees required by the veterinary office for these services.

A copy of the adoption receipt is to be printed with the information stating the name of the veterinary clinic and date of the scheduled services attached to the receipt copy. The receipt will then be posted for the AAS personnel who will be transporting the animal to the agreed upon veterinary clinic on the scheduled date. In addition, the AAS employee must enter a pending call for service into Chameleon that shows the date of the scheduled services, the veterinary clinic the animal is to be transported to, and the animal ID recorded in the appropriate field in the Activity Record.

(1) Transport for Sterilization

It will be the responsibility of AAS to hold the adopted animal until the day of the scheduled sterilization surgery at the outside veterinary hospital that was chosen by the new owner.

On the morning of the animal's scheduled sterilization surgery, the animal is to be taken to the veterinary hospital by an AAS employee authorized to drive in an official AAS vehicle. A copy of the adoption receipt is to be taken with the animal. The adoption receipt will list the veterinary services deposit and the name of the new owner.

Adoptive owners are to be instructed by the AAS employee completing the adoption to contact the veterinary office they selected to inquire about the pick-up time after the scheduled veterinary services are completed. The new owner is to pick up the sterilized adopted animal.

CONFIDENTIALITY OF ADOPTIVE OWNERS

City Ordinance allows for a sufficient amount of time for the owner of a lost animal to come to AAS and redeem their animal. Once an animal has been placed into a new home, the adoptive owner shall become the lawful owner of the animal in question.

All adoptions are final and the name of the new owner for an animal adopted from AAS is to be kept confidential. **Under no circumstances is their name to be given to anyone.**

Transfer of Animals to Foster Policy and Procedure

PURPOSE

Occasionally, animals will come into the care of Antioch Animal Services (AAS) that need additional support before they can be made available for adoption. In these instances, placing the animal into a temporary foster home will greatly improve the chances that animal will be able to be adopted from AAS.

FOSTER CARE AGREEMENT AND APPLICATION

Anyone requesting to foster an animal from AAS must complete the appropriate foster care agreement and application forms.

Approval

Prior to an animal being placed into a foster home, approval must be granted by the Animal Services Manager and/or the Animal Services Veterinarian. Approval by the Animal Services Veterinarian is required for all medical related and marginally thrifty kittens.

Animals Eligible for Foster

Animal must have completed their required stray hold period prior to being placed in foster.

Exceptions:

- a. Animals under 8 weeks of age may immediately exit to foster.
- b. This includes adult animals with a litter that is under 8 weeks of age.
- c. Animals with medical conditions that would benefit from being out of the shelter environment or that require long-term care.
- d. Animals in need of “shelter breaks” due to environment driven behavior.
Exception – Cats do not do well if taken for “shelter breaks/sleep overs” or overnight stays. The temporary movement of cats causes unnecessary harmful stress.

UNDERAGE KITTENS

Underage kittens (categorized as anything under 8 weeks or 2 lbs.) will be priority fast tracked to foster until they are at an appropriate weight (at least 2 lbs.) for spay/neuter surgery.

Due to AAS’s inability to care for animals overnight, underage kittens that are not weaned must find a foster exit prior to the end of business hours on the day of presentation.

If a foster home cannot be provided, they must be humanely euthanized at the end of the business day.

Underage kittens may exit AAS with an approved foster parent without any approval or discussion with the Animal Services Veterinarian provided they are of an age and weight classified as ‘thrifty’ on the **Kitten Age and Weight Chart** (attached).

IF kitten is under the minimum weight on the chart for the estimated age, is visibly ill, or unthrifty, they must be seen by the Animal Services Veterinarian prior to exit.

Unweaned kittens under the minimum weight that present on a day when the Animal Services Veterinarian is not on duty are to be humanely euthanized by authorized AAS staff member.

MEDICAL FOSTERS

A medical foster is defined as an animal that has a medical condition rendering it currently unadoptable, but additional time healing outside of AAS would improve its status to adoptable.

Medical fosters are restricted to animals that have conditions considered treatable and have no other issues that impact adoptability, i.e., they display appropriate behavior and lack of co-morbidities.

Examples include: minor fractures, wounds, or recovery from surgery.

Those who foster animals with medical needs must commit to return to AAS for regular rechecks, medication updates, etc., as required by the Animal Services Veterinarian.

When possible, medical fosters will be spayed/neutered prior to exit unless their disease state precludes them from surgery.

Animals presenting with a medical condition that is not considered as treatable are not to be placed into the foster program. This will be determined by the Animal Services Veterinarian.

Examples include: terminal or hospice patients, animals with refractory URI, animals with significant zoonotic disease potential or concerns, etc.

BEHAVIOR FOSTERS

Puppies under 20 weeks and kittens under 8 weeks may be considered for exit to foster for the purpose of socialization. These animals must be approved prior to exit and examined by the Animal Services Veterinarian to confirm age. Resources at the time of presentation may preclude these animals from release to foster.

Kittens aged at over 8 weeks of age are not candidates for socialization in foster. These must remain at AAS for regular processing for adoption, rescue, return to field, or euthanasia.

Behavior Modification

Animals exhibiting behavior that may be considered a risk to public safety or may require specialized behavior modification training are not considered candidates for the foster program. These animals must be placed with an appropriate rescue group or humanely euthanized. Examples include animals with bite history, PDA / VA, or exhibit overt aggression, etc.

MOVEMENT INTO FOSTER

When it has been determined that an animal is a foster candidate, the following steps are to be followed to ensure we maintain an accurate record of the foster placement and the animal is accounted for within the Chameleon software system (Chameleon).

- 1) AAS staff member ensures animal is cleared for foster by Animal Services Manager and/or Animal Services Veterinarian.
- 2) AAS staff member verifies that a current [Foster Care Agreement](#) and [Foster Application](#) is on file for that foster parent.

AAS staff member ensures that all appropriate intakes and vaccinations, including rabies if at the appropriate age, as per the [Animal Intake Policy and Procedure](#) have been administered **BEFORE** the animal leaves AAS.

- 3) AAS staff member will ensure all age appropriate foster animals have been microchipped and the microchip has been recorded in the Chameleon Tag Window **BEFORE** the animal leaves AAS.
- 4) AAS staff member ensures the animal has a picture stored in Chameleon.
- 5) AAS staff member completes the outcome section on the Kennel Record in Chameleon being sure to enter:
 - a) The 'Person ID' for the foster parent in the Person To field
 - b) 'Foster' into the Outcome Field
 - c) The reason the animal is being placed into foster in the Outcome Subtype Field
 - d) The current condition of the animal in the Condition Field, and
 - e) The current Date/Time in the appropriate fields.

Note: all animals must have a completed outcome in Chameleon as 'Foster' prior to leaving the building!

RETURN FROM FOSTER

When returning an animal from foster, the foster parent must call AAS to set an appointment for the return of the animal to AAS.

For unaltered animals, AAS staff member taking the call to return a foster animal will:

- a) Verify all vaccinations for the animal are up to date and accurately recorded in Chameleon

Note: if a foster kitten/puppy is significantly behind on vaccines, the foster parent is to be instructed to return for booster vaccinations a week prior to surgery.

- b) Schedule a spay/neuter appointment on the surgery schedule
- c) Instruct the foster parent to return the animal to AAS after 3PM the day before the scheduled surgery

For already altered animals, they may be returned whenever there is room available in the adoptions area.

Day of Return

When the animal arrives for its scheduled return, the AAS staff member completing the return process will:

- a) Create a new Kennel Record for the returning foster animal, ensuring that the Intake Person ID is the person returning the animal
- b) Set Intake Type as 'Foster RTN'
- c) Set the Intake Date as the date of return
- d) Set the Due Out Date (DOD) as the next calendar day
- e) Set the Crossing field as 'Foster Return'
- f) And set the By field as the AAS staff member completing the return intake

After completing the intake process for the foster return, animals will be housed in the medical area overnight awaiting spay/neuter surgery.

Please consult the medical team for where animal should be placed, if too large for housing in the medical area.

Following spay/neuter surgery the animal will be moved directly into the appropriate adoption ward.

Note: If there is a backlog in the spay/neuter surgery schedule, returning foster animals will be housed immediately in the appropriate adoption ward to await a surgery date.

UNASSISTED DEATH IN FOSTER

Animals who unfortunately undergo an unassisted death in foster care must be returned for a post-mortem examination with the Animal Services Veterinarian.

If the animal returns when the Animal Services Veterinarian is not on-duty, it is to be placed in the walk-in cooler and marked appropriately to show it needs a post-mortem examination.

An email is to be sent to the Animal Services Veterinarian to inform them of this animal's return.

EMERGENCY VETERINARY CARE AND FOSTERS

Foster parents may only seek after hours care at an offsite veterinary clinic if approved by the Animal Services Manager.

All treatment plans must be approved by the Animal Services Manager prior to initiation of treatment.

If a foster parent seeks care outside of these parameters, or they disagree with a treatment plan as proposed by the Animal Services Manager, then **the foster parent is responsible for all costs incurred.**

Transfer of Animals to Rescue Groups Policy and Procedure

PURPOSE

Due to the lack of space and the relatively short amount of time that an animal can be held by Antioch Animal Services (AAS), adoptable animals which have not been adopted from AAS may be transferred into the custody of a recognized animal rescue group or a humane society.

In order for an animal to be made available for transfer to a non-profit rescue group or humane society, the group accepting the animal must be recognized by the State of California as a non-profit as defined in Section 501(c)(3) of the Internal Revenue Code.

RESCUE PARTNER PROGRAM

AAS has developed a Rescue Partner Program. Any rescue group or humane society who wants to pull animals from AAS must complete the [Rescue Partner Agreement](#) and be approved as a rescue partner prior to pulling animals from AAS.

Verification of Status

AAS must adhere to the standards set forth by the State of California. These standards include provisions concerning the transfer of animals to another organization. Animals from AAS are not to be transferred to a rescue group or humane society that is not recognized by the State of California as a non-profit as defined in Section 501(c)(3) of the Internal Revenue Code.

HOLDING PERIOD

As outlined in the [Disposition of Animals Policy and Procedure](#), AAS will hold animals as required by California law prior to making them available for adoption or transfer to rescue.

Exception:

Animals under the age of 8 weeks shall be made available immediately for transfer to approved rescue partners.

FIRST COME / FIRST SERVED

As stated in the [Adoption of Shelter Animals Policy and Procedure](#), animals will be made available for adoption or rescue to the first person or rescue who is physically present at AAS during business hours following the hold period of the animal, and have completed the appropriate adoption or rescue paperwork.

Disagreements on who was first between potential adoption candidates or rescue groups will be attempted to be settled via conversation with all parties present, or via a game of chance, i.e., flipping a coin or drawing cards.

TRANSFER FEES

There are no fees associated with the transfer of an animal to a recognized rescue group or humane society. However, at the discretion of the Animal Services Manager, the veterinary service fees for the spay/neuter of an animal may be required at the time of transfer.

RESCUE GROUP DEMEANOR

While partnerships with rescues are a valued and crucial lifesaving tool for AAS, if rescue partners behave in a way that is inappropriate, they will be no longer allowed to maintain a relationship with AAS. Inappropriate behavior includes verbal abuse of AAS staff members, use of social media to demean AAS or its employees, and known unsanitary housing/poor population management.

AAS maintains the right to sever a relationship with rescue partners at any time and under any circumstance.

Euthanasia Policy and Procedure

PURPOSE

Antioch Animal Services (AAS) is committed to providing quality care to animals. As we strive to achieve and maintain no kill status, we shall work vigorously at adopting animals, and reducing the number of animals euthanized. However, circumstances may arise that preclude an animal from being adopted, and subsequently that animal may need to be euthanized. To that extent, the following terminology shall be utilized when discussing the adoptability of animals.

It is the intent of AAS to not euthanize any adoptable or treatable animal. If we are not able to place an animal through our own adoption programs, we will offer the animal to any reputable rescue group as outlined in the [Transfer of Animals to Rescue Groups Policy and Procedure](#). If an animal is healthy, temperamentally sound or can be rehabilitated, and there is room at AAS, the animal will not be destroyed.

AAS shall work towards ending the euthanasia of treatable animals and shall offer these animals to authorized rescue groups during the treatment stage as means of freeing space for adoptable animals. Euthanasia decisions will be made based on the current availability of space, and the status of the individual animal, not in anticipation of future intake to AAS.

For purposes of this policy, Shelter animals will be defined as Adoptable, Treatable, or Non-Rehabilitatable. If a feline is deemed feral, AAS will attempt to spay/neuter and return to field. However, if the location where the feral cat came from is not a suitable location for return, the cat may be humanely euthanized. If an animal is deemed not feral, then it is assumed to fall into one of the three Shelter animal categories below:

THREE CATEGORIES OF SHELTER ANIMALS

1) Adoptable

Adoptable shall include only those animals mature enough to be altered.

All neonate and juvenile animals should be kept with their mothers or placed in a foster home whenever possible. Juvenile shall mean 6-8 weeks old.

At, or subsequent to, the time of impound or when possession is taken, these animals have not manifested:

- a) Signs of behavioral or temperamental defects, which could pose a health or public safety risk, may deem the animal unsuitable for placement for adoption.
- b) Disease, injury, congenital hereditary conditions that adversely affects the health of the animal, or will adversely affect the animal's health in the future.

2) Treatable

Shall include animals who are not currently adoptable, but who could become so with reasonable efforts. The conditions contributing to this classification may be medical, behavioral, or temperamental.

Treatable medical conditions include, but are not limited to:

- a) Arthritis
- b) Conjunctivitis
- c) Contagious skin infections
- d) Deafness
- e) Diarrhea
- f) Ear mites
- g) Endoparasites/worms
- h) Eye injuries and cataracts
- i) Fleas
- j) Flea anemia
- k) Fractured limbs (if feasible for treatment by splint)
- l) Gingivitis, moderate dental disease
- m) Heart murmurs
- n) Lameness
- o) Mild/moderate upper respiratory tract infections
- p) Pregnancy
- q) Ringworm
- r) Superficial skin infections
- s) Urinary tract infections
- t) Vomiting
- u) Or any non-contagious conditions deemed treatable by a veterinarian and affordable to AAS.

Note: A veterinarian may recommend euthanasia for humane reasons should any of these conditions be severe/chronic, or if the animal is not responding to treatment.

Treatable behavioral and temperamental conditions shall include but are not limited to:

- a) Excessive barking or meowing
- b) Inappropriate elimination
- c) Non-severe dog or cat aggressiveness
- d) Non-severe fearful tendencies
- e) Non-severe possession aggression

3) Non-Rehabilitatable

Non-rehabilitatable animals are defined as animals for which euthanasia is the most humane alternative due to:

- a) disease or injury
- b) Biting animals, the placement of whom would constitute a danger to the public
- c) Animals who pose a serious public health hazard
- d) Undersocialized/feral felines who do not have a clear pathway to release
- e) Underage, undersocialized kittens

CIRCUMSTANCES UNDER WHICH AN ANIMAL MAY BE EUTHANIZED

1) Behavior/Temperament:

An animal who has exhibited aggressive tendencies and whose behavior present a potential liability if adopted out to the public. It is natural for an animal to be nervous or fractious when impounded. However, when given time to adjust to the shelter environment the animal continues to demonstrate behavior and a tendency to bite, it may be euthanized.

In no case shall an employee or volunteer attempt to evaluate an animal's behavior if doing so would jeopardize employee or volunteer safety.

2) Medical:

An animal may be euthanized for serious medical conditions such as:

- a) An animal that is irremediably suffering.
- b) An animal who has a contagious disease which poses a health hazard to other animals and/or humane.
- c) An animal whose medical treatment is not feasible to be performed either by or within the shelter.

3) Combination Behavior/Medical:

An animal that is suffering from a medical condition and cannot be treated due to behavior/safety reasons may be euthanized.

4) Space/Room:

A proactive approach to space shall be implemented, whereby animals are assessed ongoing for doubling up in kennels, if necessary. In addition, animals who come in together should not be separated when feasible based on temperament, physical comfort, and safety, in one kennel. Animals should be reassessed, based on observations and owner history on an on-going basis.

Lack of space/room at AAS should not be the sole criteria for euthanizing an animal. However, if it appears that there is no available space in the kennels, then space availability may be considered in the decision process. The decision to euthanize shall be based upon what animal appears to be the "least adoptable" given medical, behavioral, and other factors observed. In addition, length of time at AAS may be considered.

Note: One dog kennel and one cat kennel will be kept open for incoming animals at all times.

OWNER REQUESTED EUTHANASIA

If an owner has requested euthanasia of their animal due to severe suffering, they shall be referred to a veterinarian.

EUTHANASIA PROCESS

Before Euthanasia

If an animal is deemed adoptable or treatable, the following steps should be taken to increase the likelihood of adoption:

- a) Promotion via web sites, print advertisements, or television
- b) Reduction of adoption fee
- c) Festoon the kennel or cage for high visibility (for example, “Featured Pet”)
- d) Contact rescue and humane organizations
- e) Fostering through rescue and humane organizations

Euthanasia Determination Process

The Animal Services Manager will conduct a periodic animal inventory with essential personnel to review those animals that are available for disposition. A twice weekly inventory is recommended.

Following the review of the animals, their animal records, and upon considering the adoptability of each animal, time in custody, space available, the medical and behavioral assessments of the animal by the Animal Services Veterinarian, and the possibility of release to outside agencies and rescue groups, the Animal Services Manager will determine a list of possible animals where euthanasia is the most humane outcome.

Ultimately, the decision to euthanize a specific animal shall be the decision of the Animal Services Manager, and/or designated AAS staff member, based upon the above criteria, and any other information that may prove pertinent.

When the euthanasia decision is reached, the factors in determining said animal’s euthanasia recommendation will be written in a memo attached to the Animal Record in Chameleon.

The euthanasia notes in Chameleon should include factors that led to the euthanasia decision:

- a) Behavior history
- b) Behavior observed
- c) Injury/Illness report including veterinary diagnosis, treatment, and prognosis
- d) Rescue group contact and outcome

Pre-Euthanasia List and Pathway Planning

Once euthanasia has been determined to be the appropriate outcome, the Animal Services Manager will generate a pre-euthanasia list and place the animals’ ID, name, type and euthanasia decision on the [Animal Rounds Report](#).

Once an animal is placed upon the euthanasia list, Animal Services personnel assigned euthanasia duties will have three (3) days to complete the euthanasia process. Once completed, the Animal Services personnel performing the euthanasia will update the [Animal Rounds Report](#) to show completion.

The addition of animals to the pre-euthanasia list can only come from the Animal Services Manager.

Only animals listed on the pre-euthanasia list are to be euthanized and Animal Services personnel performing euthanasia must personally verify that each animal is accurately listed.

When there is any doubt as to the validity of an animal listed for euthanasia, a check of the animal's Kennel Record in Chameleon should be conducted, and the Animal Services Manager must be consulted prior to carrying out the euthanasia process. If the Animal Services Manager is not available for consultation, the animal is not to be euthanized and will be held until the Animal Services Manager can review the records.

At any time before initiating the euthanasia procedure, an adoptable or treatable animal may be adopted, or picked-up by a rescue organization, unless it is deemed by a veterinarian to be irremediably suffering and not a candidate for rescue exit.

Immediate Euthanasia Decisions

There may be times when an animal is in immediate need of humane euthanasia due to medical need to end irremediably suffering. When this occurs, the Euthanasia Decision Process defined above does not apply. Animal Services personnel who are certified for euthanasia by injection, are expected to be able to make sound euthanasia decisions on their own, when necessary.

Euthanasia Procedure

No-one other than Animal Services personnel shall be present during the euthanasia process.

Whenever possible, two Animal Services personnel should be present during the euthanasia procedure.

The animal's Chameleon record should be reviewed just prior to euthanasia to check the following items:

- a) Is there a hold on the animal?
- b) Does the description of the animal match the kennel card and Chameleon record?

Prior to euthanasia, all animals must be scanned for microchip twice. If a microchip is present, the Animal Services personnel performing the euthanasia must confirm that the microchip matches with the animal's chameleon record prior to proceeding. If the microchip does not match the record, or the microchip is a new finding, the procedure shall be halted, and the Animal Services Manager notified.

SEDATION

All animals scheduled for euthanasia shall be given the appropriate sedative prior to euthanasia.

Note: Scan EVERY animal before proceeding with euthanasia. Even if scanned previously.

Ketamine/Xylazine Mix

Dosage Chart

Dosage: 0.5 ml per 10lb

Route: IM

<u>Animal's Weight</u> <u>(lbs.)</u>	Ketamine ML	Xylazine ML	Total ML
5	0.21	0.04	0.25
10	0.42	0.08	0.5
15	0.62	0.13	0.75
20	0.83	0.17	1
25	1.04	0.21	1.25
30	1.25	0.25	1.5
35	1.46	0.29	1.75
40	1.67	0.33	2
45	1.87	0.38	2.25
50	2.08	0.42	2.5
55	2.29	0.46	2.75
60	2.50	0.50	3
65	2.71	0.54	3.25
70	2.92	0.58	3.5
75	3.12	0.63	3.75
80	3.33	0.67	4
85	3.54	0.71	4.25

The euthanasia of companion animals shall be via the use of Sodium Pentobarbital administered in a method determined the most appropriate by the Animal Services personnel performing the euthanasia and shall be in accordance with training received.

Dosage rate for Sodium Pentobarbital:

1ML per 10 pounds of body weight when administered Intravenous (IV)*

1ML per 10 pounds of body weight when administered Intracardiac (IC)*

3ML per 10 pounds of body weight when administered Intraperitoneal (IP)**

*1ML is the minimum amount for IV or IC

**3ML is the minimum amount for IP

The death of each animal is to be verified following the three (3) steps outlined in the HSUS Euthanasia Reference Manual:

1. Ensure animal has neither a blink reflex nor a toe pinch reflex.
2. Use a stethoscope to verify that respiration has stopped.
3. Perform a cardiac stick or verify the onset of rigor mortis.

If necessary, additional injections of Sodium Pentobarbital may be given to ensure that the animal has expired.

Following verification of death, the animal is to be placed into a barrel in the walk-in cooler for disposal.

The appropriate controlled substance logs must be completed by the Animal Services personnel who performed the euthanasia. This must be completed immediately.

The Kennel Record for each animal euthanized must be updated in Chameleon to show the appropriate date, time, and outcome for each individual animal.

Fee Waiver Guidelines

PURPOSE

In the best interest of the animals in the care of Antioch Animal Services (AAS), the Antioch City Council passed a resolution allowing for the Chief of Police, or their designee (Animal Services Manager), to waive, discount, or defer certain Animal Services fees.

ALTERABLE FEES

Below is a list of fees that may be altered from the Master Fee Schedule. Approval of the Animal Services Manager may be required

- 1) **Adoption Fees**
May be lowered or waived for designated promotions, i.e., 2 for 1 kitten adoptions, reduced fee pit bull adoptions, empty the shelter events, etc.
- 2) **Boarding Fees**
On a case by case basis, via the safety net program, or direct approval by Animal Services Manager
- 3) **Impoundment Fees**
On a case by case basis, via the safety net program, or direct approval by Animal Services Manager
- 4) **Vaccination Fees**
May be lowered to \$7.00 per vaccination. Does not require approval
- 5) **Microchip Fees**
May be lowered to \$5.00 per microchip. Does not require approval

UNALTERABLE FEES

The following list of fees will not be waived, discounted or deferred

- 1) **Spay/Neuter Fees for redemption by owner**
- 2) **Dog Licensing Fees**
- 3) **Inspection Fees**
- 4) **Permit Fees**
- 5) **Potentially Dangerous/Vicious Animal Fees**
- 6) **Any fee paid by AAS for Emergency Veterinary Services or paid by AAS for outside veterinarian spay/neuter services**

Owner Surrender of Pets Policy and Procedure

PURPOSE

With a limited amount of space available to house animals at Antioch Animal Services (AAS), AAS must actively manage the intake of animals surrendered by their owners to ensure adequate space remains available for stray or injured animals, and to guarantee the best possible outcome for owner surrendered animals. Therefore, same-day owner surrender of animals will not be accepted.

Guiding Principle

In most cases, the best outcome for pets with a known owner is for the pet to remain with that owner, so every effort should be made to provide support to owners in order to prevent the intake of owned animals into the shelter.

APPOINTMENT-BASED OWNER SURRENDER PROCESS

The best method to manage the intake of owner surrendered pets is to provide these services on an appointment only basis, as follows:

All requests for the surrender of an owned pet must be screened through the Safety Net Program administered by Tony La Russa's Animal Rescue Foundation (ARF).
(<https://www.antiochca.gov/police/animal-services/surrendering-animals/>).

Upon receiving an owner's request to surrender an animal, ARF will contact the Animal Services Manager to schedule a surrender appointment for animals that qualify for surrender. At that time, the Animal Services Manager will determine if the animal's condition(s), as described, meet AAS adoption criteria. If so, a surrender appointment will be scheduled, and the appropriate AAS staff will be notified of the pending surrender appointment.

At the time of the scheduled owner surrender appointment, AAS administrative staff will collect all paperwork provided by the owner, have them sign a surrender statement and complete a pet personality form. Using the data provided, they will then create a Kennel Record in the Chameleon software system (Chameleon) for the animal and set the due-out date to the next calendar day.

All forms completed/collected at the time of impound are to be scanned into Chameleon and attached to the appropriate record in Chameleon:

Items to Attach to Kennel Record:

- a) Surrender Statement
- b) Pet Profile
- c) Euthanasia Consent Form (Owner Requested Euthanasia)

Items to Attach to Treatment Record:

- a) Any medical records received
 - (1) **The owner information is to be redacted before storing the record**
 - (2) These records should be stored as JPEG files

Upon completion of the intake paperwork, administrative staff will page animal care staff to complete the intake process, i.e., complete intake exam, provide vaccinations, take a picture of the pet and place the pet in the appropriate housing as defined in the [Animal Intake Policy and Procedure](#).

Any questions regarding vaccination status, based on the animal's vaccine record, should be directed to the Veterinarian or Registered Veterinary Technician (RVT) for clarification.

On the surrendered animal's due-out date, or earlier if specific issues are noted at intake, the medical team will examine the animal, administer rabies vaccination, and schedule for spay/neuter surgery, as needed.

If an owner surrendered pet exhibits a significant medical or behavioral condition upon intake that is not compatible with AAS adoption criteria, the animal will be placed on a track for rescue exit or euthanasia, as appropriate.

WALK-IN OWNER SURRENDER OF PETS

Walk-in owner surrender of pets is not allowed. If an owner walks-in to surrender their pet without an appointment, AAS staff should state that we do not accept walk-in owner surrenders, as a matter of policy, and provide instructions to them about the owner surrender process. Staff is directed to utilize the scripts provided to assist with this conversation. If an owner does not have access to a computer or phone, AAS staff should offer to assist with the Safety Net application process on the spot. AAS staff should also offer in-house resources (food, vaccinations, etc.) that could potentially help the owner maintain their pet until they receive a response to their surrender request online. Owners should also be directed to the AAS home-to-home program (<https://aas.home-home.org/>) to see if they can rehome their animal on their own.

Exceptions

Exceptions to the no walk-in owner surrender policy may be made in the following cases:

1) Harm or Suffering of Pet

- a) The owner makes a credible threat to the safety or wellbeing of the pet, if leaving them at the shelter is not permitted.
- b) Pet is injured and the owner states they will not seek medical attention for the animal if leaving them at the shelter is not permitted.

When this happens, it is to be brought to the attention of the Animal Services Manager for possible approval. If approved, the intake process will proceed as previously described for an appointment-based surrender.

2) Pets Adopted from Antioch Animal Services Within the Past Sixty (60) Days

If an owner adopted the pet from AAS within the past sixty (60) days and walks-in with the pet to surrender, these pets will be accepted and processed as an adoption return vs. an owner surrender, and this should be entered as the Intake Type on the Kennel Record in Chameleon.

If it has been more than sixty (60) days, it is considered an owner surrender, and they should be directed to utilize the Safety Net application and go through the owner surrender process by scheduling an appointment.

OWNER SURRENDER PROCESS FOR IMPOUNDED PETS

Once contact is made with a possible owner of an animal impounded at the shelter, every effort will be made to reunite the animal with that owner. In the case of financial hardship preventing payment of fees owed to AAS, owners are to be referred to the ARF Safety Net program for assistance.

In the case of non-PDA, friendly stray animals, some Animal Service fees may be waived at the discretion of the Animal Services Manager to prevent relinquishment to the shelter. When talking with the owner of an impounded pet, AAS staff should try to determine if there are services or other support, we can offer to help get the pet back home.

If relinquishment to the shelter does occur, a Memo attached to the Animal Record in Chameleon is to be created to document the conversation with the owner, and all documents associated with an owner surrender must be obtained and attached appropriately in Chameleon. This includes the owner surrender statement, pet profile, euthanasia consent form and all available medical records.

Following completion of this process, the animal's due-out date is to be changed in Chameleon to the following day, and the medical team is to examine the animal, schedule for rabies vaccination and/or spay/neuter surgery, as needed.

OWNER SURRENDER OF PETS OUTSIDE THE CITY OF ANTIOCH

No pets will be accepted from an owner who does not reside in the City Limits of Antioch, California. These owners are to be directed to the appropriate agency for where they currently reside.

Cats - Return to Field Public Policy Statement

PURPOSE

Antioch Animal Services (AAS) has hundreds of cats brought in as strays on a yearly basis by concerned citizens. These cats may be unsocialized to human contact (feral), lost or abandoned, or pets belonging to owners that do not have identification. In the past, cats found unadoptable due to behavior reasons were euthanized due to a lack of any other options. This has not decreased the outdoor cat population in the City of Antioch, and intake numbers of cats for AAS have continued to rise.

Removing cats from the environment and euthanizing them at a shelter is a failure of policy as it is ineffective at reducing the cat population for the following reasons:

- 1) The shelter and food present in the environment for the cat is still present, allowing another cat to fill that role.
- 2) Cats are not removed from the environment quickly enough to prevent replacement through breeding of the cats left remaining.
- 3) Some members of the community who feed outdoor cats oppose their removal.

Active sterilization and return of community cats back to the environment where they were previously found thriving has been adopted by many other communities and has been found to be a success. The majority of cat “nuisance” behavior is a result of their ability to breed.

Examples of this include roaming behavior, spraying of urine, yowling, and fighting with other cats.

Sterilizing and returning cats to the environment from where they came reduces the number of unaltered cats in the community, and over time leads to a decrease in the overall cat population. Additionally, sterilizing and returning cats to the environment dramatically decreases the euthanasia rates within the shelter.

The policy of managing community cats through sterilization and return to field is endorsed by the ASPCA, Humane Society of the United States, the National Animal Care & Control Association and many experts in the field of shelter medicine at UC Davis and the University of Florida.

Accordingly, AAS will no longer euthanize healthy community cats due to lack of space in the shelter, or behavioral issues.

These cats are instead surgically sterilized, vaccinated, dewormed, given a left ear-tip for easy identification, and returned to the location in which they were found.

All cats are assessed for general good health and evidence of thriving in their environment prior to being returned.

Over time, this policy will not only lead to a measurable decline in the number of free roaming cats in the community, it will also prevent unnecessary euthanasia of owned, outdoor cats who come into the shelter without a tag or microchip identification.

FREQUENTLY ASKED QUESTIONS (FAQ)

What if I don't want cats on my property?

There are many ways to keep unwanted cats or other animals out of a garden or yard, including motion-activated sprinklers and cat-proof fencing. Using deterrents is more effective for keeping a property cat-free than trapping and removing cats, as more cats will just fill those animal's places in the environment.

Resources for cat deterrents:

1. <https://www.alleycat.org/resources/how-to-live-with-cats-in-your-neighborhood/>
2. <https://www.neighborhoodcats.org/how-to-tnr/colony-care/keeping-cats-out-of-gardens-and-yards-2>

Won't returning these cats to the environment mean that owners will not find their cats at the shelter?

Most people who are missing cats never look for them at the shelter. With only twenty (20) cats being claimed by their owners from AAS in 2019, representing 1% of all cats entering the shelter, returning healthy, fixed cats back to where they are found means they will more likely return to their owners or caretakers.

It's important to keep in mind that no one can control whether there are unowned outdoor cats. There are an estimated 30 million owned pet cats in the US that roam outdoors and another 30-90 million unowned community cats roaming with them.

Isn't living outside dangerous for cats in terms of injury and disease?

Returning healthy, fixed cats to their territories leads to a decrease in the infectious disease rate among these cats as they no longer transmit diseases sexually or from mother to kitten at birth, and are less likely to transmit diseases through bites. Many infectious diseases in cats are acquired due to being housed around other cats in the shelter, so minimizing the amount of time they spend in the shelter will decrease the rate of diseases in the population. As the outdoor cat population declines, there is a smaller chance that outdoor cats will be hit by cars or injured in other ways.

Will returning cats harm wildlife?

Cats are not returned to any protected or preserved wildlife areas. Overall, reducing the outdoor cat population through sterilization will protect wildlife more than endlessly repeating the cycle of removing and euthanizing cats.

Stray Cat Pathway Planning and Return to Field Policy and Procedure

PURPOSE

To streamline processing for stray cats upon intake into Antioch Animal Services (AAS), decrease length of stay for cats, and to create a cohesive environment in which team members are aware of their responsibilities for the purpose of this protocol.

DESCRIPTION/DEFINITIONS OF ABBREVIATIONS

Alteration: Spaying or neutering an animal.

Due Out Date (DOD): Date at which animal's hold is completed. The fourth (4th) business day after date of intake for stray animals and tenth (10th) business day after date of intake for pets with microchip or tags. Does not include the day of impoundment. Animal becomes AAS property the following day.

Property Surrender: Cat that has been observed in the environment per the finder for thirty (30) days or longer.

Return to Field (RTF): Movement to replace cats back into the environment that they were previously thriving in. For purposes of this protocol, RTF is the act of altering, ear tipping, and returning thriving, friendly cats.

Traditional Alteration (TA): For the purposes of this protocol, the act of spaying or neutering an animal without performing an ear tip.

Trap/Neuter/Return (TNR): Act of capturing under socialized/feral cats, altering, ear tipping, and replacing them back to their habitat. For purposes of this protocol, TNR is the act of altering and returning thriving, unfriendly/feral cats.

RESPONSIBILITIES

Office Clerk

- 1) Acquire information about the cat(s) brought into AAS by finder.
- 2) Note the location where the cat was found in the Crossing Field on the Kennel Window in Chameleon. As specific of a location as possible should be entered in the Crossing Field, i.e., an address or a crossing is permissible.
- 3) Determine if property surrender vs. stray cat.
- 4) Ensure finder fills out all forms appropriately, including [Cat Intake Form](#).
- 5) Conduct a visual inspection for an ear tip.

If ear tipped, request finder to return cat or cats to the location where caught.

- a) If the finder of an ear tipped cat refuses to return the cat to where it was found, enter the Outcome of 'Release' into the Chameleon software system (Chameleon) and add a Memo attached to the Animal ID stating that the cat is ear tipped and that return was refused at the time of intake.
- b) Provide educational material to clients about Return to Field (RTF).
- 6) Literature about why RTF is an important way to control the stray and community cat population. Every interaction with a member of the public is an opportunity to educate them about this approach.

Trapped Cats

- a) An Antioch resident can only trap cats on their own property, they cannot trap in a public place.
- b) Ideally the finder's ID will match their address and therefore where they are trapping the cats.
- c) It needs to be certain that this is the case to ensure that RTF cats are being returned to the correct location.

For kittens eight (8) weeks of age and under, there is no stray hold

Notify rescue coordinator so that outreach can begin for rescue/foster.

- 7) Scan cat for a microchip to determine stray hold and start the Notice of Impound (NOI) process if a microchip is found.
- 8) Page Animal Care Attendant (ACA) or Animal Services Technician (AST) to perform intakes.

ACA/AST

- 1) Complete intake process and input required information into Chameleon.
- 2) Scan for Microchip and alert front desk staff if microchip is found.

Note: Microchip scanning should occur multiple times, by multiple staff members.

- 3) Determine estimated age, alteration status, behavior (feral / friendly) and place in housing appropriate to age and behavior.
- 4) Refer to: [Types of Healthy Kittens/Cat Intakes and Pathways Charts](#) (at the end of this protocol) to determine how to place cat or kitten on [Needs Surgery Board](#) in either Trap/Neuter/Return (TNR), RTF, or Traditional Alteration (TA) as appropriate (Refer to Definitions/Descriptions of Abbreviations section of policy).
- 5) Additionally, place on Medical Board if any medical concerns.

Veterinarian

- 1) Perform exams on all cats tracking for TNR to determine eligibility for TNR. (exception – apparently healthy cats presenting to shelter with ear tips).
- 2) Perform alterations, rabies vaccines, and ear tips on all cats tracking for TNR.
- 3) Perform behavior assessments on friendly cats presenting already altered to determine if tracking for adoption vs. TNR.
- 4) Perform assessments and create treatment plans for all injured cats.
- 5) Place all releasable altered cats into the Outcome of 'Release' to place cat on the [Return to Field Today](#) report the following morning.
- 6) Review of all cats' records prior to surgery.
- 7) Oversee implementation of policy.

Animal Control Officer (ACO)

- 1) If performing intakes, place cats on [Needs Surgery Board](#) or on [Medical Board](#) as needed.
- 2) If covering front desk, perform Office Clerk duties as needed.
- 3) Return all cats that pull to the [Return to Field Today](#) Report.

DUE OUT DATES (DOD)

If considered a property surrender, the DOD should be the next business day in Chameleon.

If a true stray cat, the DOD is four (4) business days after the intake date (including a Saturday).

If a microchip or tag is found, the DOD should be ten (10) business days after the intake date.

For purposes of determining the holding period, the day of intake and any day the shelter is not open to the public does not count as a business day.

ADULT CAT INTAKES AND PATHWAY PLANNING

Adult cats are defined as cats over 5 months (20 weeks) of age.

Perform appropriate intakes as outlined in the [Animal Intake Policy and Procedure](#).

Housing: To be placed in double sided housing in Stray Cat kennel room.

If the cat is already ear tipped, change Outcome on the Kennel Window of Chameleon to 'Release'. Be sure to leave the date and time fields blank. Cat is to be returned immediately following their stray hold.

For cats noted at intake to be already altered and their behavior in the shelter is appropriate, they may be placed for adoption following their stray hold period / behavior assessment.

For cats noted at intake to be already altered and their behavior in the shelter appears under socialized, but appear to be thriving, and have no history of being dumped, they can be returned after sedation for ear tip.

Unfriendly / Feral Adult Cat

Safely perform appropriate intakes as outlined in [Animal Intake Policy and Procedure](#).

Upon intake of an unfriendly or feral cat, if intake vaccinations are not completed (i.e., unable to vaccinate due to behavior).

If unable to obtain weight of cat due to behavior on intake, medical team will obtain weight at time of surgery.

Housing: To be placed in double sided housing in Cat Wild kennel room **with a Feral Den**.

To determine pathway for ALL healthy adult cats, refer to:

[Chart 2: TYPES OF HEALTHY ADULT CAT INTAKES AND PATHWAYS \(20 Weeks and Older\).](#)

KITTEN INTAKES AND PATHWAY PLANNING

Kittens are defined as 4 months (16 weeks) of age or younger.

Housing:

If under 8 weeks old, place in Small Dog Iso kennel room until foster placement, or kitten weighs 2 lbs.

If over 8 weeks old, place in Stray Cat kennel room until alteration, then place in Cat Adoption kennel room following surgery.

Friendly kittens (over 8 weeks **and** less than 20 weeks) are to be immediately scheduled for spay/neuter surgery following their stray hold.

Unthrifty Kittens (underage/weight):

See [Unthrifty Kitten Policy and Procedure](#) for further information on underage kittens.

Place an Outcome as 'Foster' in Chameleon for kittens falling into this category so they show up on the foster candidate report.

If kittens behave under socialized or feral, and are under 8 weeks of age, they will be fast tracked to foster for socialization. Place an Outcome as 'Foster' in Chameleon for kittens falling into this category.

If a kitten behaves feral and is over 3 lbs., they will process as TNR as soon as possible after the DOD.

If a kitten is feral and older than 8 weeks, but less than 3 lbs., they will process for euthanasia as per the [Unthrifty Kittens Policy and Procedure](#).

To determine pathways for ALL healthy kittens, refer to:

[Chart 2: TYPES OF HEALTHY KITTEN INTAKES AND PATHWAYS \(0 - 20 Weeks Old\).](#)

ADDITIONAL SITUATIONS / PATHWAY PLANNING

Issues that prevent a cat from immediate alteration and return following stray hold and alteration: (To be assessed medically / behaviorally by the shelter veterinarian for adoptability.)

Place on [Medical Board](#) for assessment.

- a) Unthrifty/poor condition, such as:
 - Body Condition Score (BCS) of under 4
 - Heavy flea burden
 - Greasy/matted/unkept coat

- b) Injuries, such as:
 - Fractures, lameness, lacerations, other
- c) Under the age of 20 weeks
 - Exception may be made if there are under socialized feral kittens outside of their socialization window (kittens over 8 weeks old, and over 3 lbs.)
 - Keep + adopt out if socialized
- d) History of being dumped/abandoned
- e) Threat of serious bodily harm to other cats upon return
- f) Illness, such as:
 - URI

Based on resources at time of intake, exceptionally friendly adult cats may be kept and attempted to be adopted out.

Ear tipped cats will be immediately RTF unless visibly injured or not thriving.

If something is found medically precluding the cat from TNR at the time of exam, they will either be ear tipped and placed up for regular adoption if friendly, or euthanized if feral.

If the shelter is over capacity on cats, defined as the state in which cats must be doubled up in their kennels (55 cats), ALL otherwise healthy adult cats will be returned to their environment regardless of behavior following alteration surgery and ear tipping.

If otherwise adoptable, once the injury/issue is resolved, the animal will be placed up for adoption.
Examples: healable wounds, lacerations, healable fractures, etc.

These animals may also track for rescue.

Following alteration, the Outcome field on the Kennel Window in Chameleon for cats tracking for RTF or TNR will be made 'Release'.

Ideally these animals will be RTF by an ACO the day following spay/neuter surgery.

To ensure these animals are RTF promptly, an ACO is to run the [Return to Field Today](#) report in Chameleon at the beginning of their shift to determine if any cats need to be RTF that day.

Prior to return, the ACO performing the RTF will do the following:

- a) Ensure there is a picture of the cat in Chameleon and that the picture matches the cat.
- b) Scan all RTF (NOT TNR) cats for microchips.
- c) Ensure cats being returned have eaten overnight.
- d) Ensure location of impound/return matches the location on the Kennel Record.
- e) Following return, complete the Outcome date and time in Chameleon to show the cat has left our custody.

**Chart 1: TYPES OF HEALTHY KITTEN INTAKES AND PATHWAYS
(0 – 20 Weeks Old)**

Age of Cat	Evidence of Ownership	Friendly or Feral	Altered or Intact	Next Step Following Intake	Ultimate Pathway
Under 8 weeks (Under 2 months old)	No	Feral	N/A	Foster for socialization Place outcome as ‘foster’ House in: Isolation Small Dog	TA + Adoption
Under 8 weeks (Under 2 months old)	No	Friendly	N/A	Foster for growth/ development Place outcome as ‘foster’ House in: Isolation Small Dog	TA + Adoption
8 weeks - 16 weeks (2 – 4 months old)	No	Feral	Altered HAS ear tip	Request RTF per finder at intake If refused, place outcome as ‘release’ ACO to RTF the <u>following day</u> House in: Wild Cat	<u>Immediate</u> RTF
8 weeks - 16 weeks (2 – 4 months old)	Yes Microchip or Tags	Friendly	Intact	Alert ACO of Microchip House in: Stray Cat	TA + Adoption (following 10 business day hold, if not reclaimed)
8 weeks - 16 weeks (2 – 4 months old)	Yes Microchip or Tags	Friendly	Altered	Alert ACO of Microchip House in: Stray Cat	Place for Adoption (following 10 business day hold, if not reclaimed)
8 weeks - 20 weeks (2- 5 months old)	No	Friendly	Intact	Will be altered House in: Stray Cat	TA + Adoption
8 weeks - 20 weeks (2 – 5 months old)	No	Feral	Intact	If over 3 lbs., TNR If under 3 lbs., needs Medical exam. House in: Wild Cat	TNR if over 3 lbs. or Euthanasia if between 8-12 weeks + under 3 lbs.

**Chart 2: TYPES OF HEALTHY ADULT CAT INTAKES AND PATHWAYS
(20 Weeks and Older)**

Evidence of Ownership	Friendly or Feral	Altered or Intact	Next Step Following Intake	Ultimate Pathway
No	Feral	Altered HAS ear tip	Place as outcome 'release' ACO to RTF the <u>following day</u> House in: Wild Cat	<u>Immediate</u> RTF
No	Feral	Intact	Will be TNR House in: Wild Cat	TNR / Ear Tip + RTF
No	Friendly	Intact	Will be RTF House in: Stray Cat	RTF / Ear Tip + RTF
No	Friendly	Altered NO ear tip	Alert Medical Team to assess behavior / alteration status House in: Stray Cat	Either Adoption or RTF (Pending medical/behavior assessment)
Yes - Microchip	Friendly	Intact	Alert ACO of Microchip House in: Stray Cat	TA + Adoption (following 10 business day hold, if not reclaimed)
Yes - Microchip	Friendly	Altered	Alert ACO of Microchip House in: Stray Cat	Place for Adoption (following 10 business day hold, if not reclaimed)
Yes - Collar w/ contact info	Friendly	Intact	Alert ACO of information on collar House in: Stray Cat	TA + place for Adoption (following 10 business day hold, if not reclaimed)
Yes - Collar w/ no info	Friendly	Altered	Alert Medical Team to assess House in: Stray Cat	Either Adoption or RTF (Pending medical/behavior assessment)

Unthrifty Kittens Policy and Procedure

PURPOSE

All kittens brought to Antioch Animal Services (AAS) under the age of 8 weeks and 2lbs should immediately exit to rescue or foster to continue their growth and development. Exiting these kittens as soon as they arrive at AAS will not only free up kennel space, but also decrease exposure to diseases within AAS. Additionally, identifying kittens that are unlikely to survive to adulthood is an important part of pathway planning prior to foster exit to preserve shelter resources and to decrease compassion fatigue among AAS staff members and foster parents.

RESPONSIBILITIES

Office Clerk

- a) Receive kittens from members of the public.
- b) Acquire information about kittens.
- c) Determine if there is a known queen in the environment. If so, have finder return the kittens to the mother and encourage recapture of the kittens once weaned from the queen.
- d) Create Animal ID for animals if intake into the shelter is performed.
- e) Page Animal Care Attendant (ACA) or Animal Services Technician (AST) to complete intake.

ACAs/ASTs

- a) Accurately age kittens at intake, weigh kittens in grams and give appropriate deworming/vaccines according to the [Animal Intake Policy and Procedure](#).
 - i) When a kitten is under 2 lbs. (900 grams) and 8 weeks of age, the AAS staff member performing the intake process must note on the animal's Chameleon Kennel Record an outcome of "FOSTER" (do not complete the date field).
 - ii) If under 4 weeks, or not eating solid food (and therefore bottle dependent), immediately alert foster coordinator verbally, since these kittens **may not be left overnight** at AAS.
- b) Provide heat support (heat disks) for kittens aged under 4 weeks while at AAS.
- c) Place significantly unthrifty kittens on [Medical Board](#) to alert the AAS Veterinarian - these kittens must be examined prior to leaving AAS.

Foster Coordinator, or Saturday Animal Control Officer (ACO)

- a) Run "Needs Foster" report daily and work to exit underage kittens to approved foster(s) in a timely fashion. Fast-track exit to foster of animals that cannot be left overnight (bottle dependent kittens).
- b) Alert AAS Veterinarian of any kittens that are unthrifty or significantly unthrifty prior to exit.

Note: Significantly unthrifty kittens cannot be exited to foster prior to examination by veterinarian.

Veterinarian

- a) Examine unthrifty kittens, and ill kittens if possible, prior to exit to foster.
- b) Examine all significantly unthrifty kittens and determine feasibility of continuing care for such kittens on a case-by-case basis.
- c) Perform humane euthanasia on significantly unthrifty kittens with poor to grave outcomes.

DEFINITIONS

Unthrifty Kitten: A kitten that is below its weight and/or development checkpoint on the [Kitten Age and Weight Chart](#). Kittens accurately aged below the black “normal weight” are considered unthrifty. Kittens below the red “**minimum weight**” are considered significantly unthrifty.

Significantly Unthrifty Kitten: A kitten under the red “**minimum weight**” on the [Kitten Age and Weight Chart](#). These kittens must under no circumstances leave AAS without approval of the Animal Services Veterinarian. Most of these kittens, if presenting that severely underweight to AAS, will track for euthanasia due to their minimal chance of making it to a healthy state.

Underage Kitten: A kitten that is not yet of age/weight for alteration surgery: less than 8 weeks of age and weight of less than 2 lbs. (900 grams) and thus cannot be placed up for adoption yet.

Surgical Weight: A kitten weighing at least 2 lbs. (900 grams) and at least 8 weeks old. Able to be altered and placed for adoption.

Queen: Adult Cat nursing underage kittens.

INTAKE DETERMINATION

All kittens are to be weighed in grams at intake. The kitten must also be accurately aged.

Using the kitten’s age and weight compared to the [Kitten Age and Weight Chart](#), the kitten will fall into one of four categories:

1) Kitten over 2 lbs. (900 grams) and 8 weeks of age:

Track for adoption, house in Stray Cat kennel room following intake procedure as outlined in [Animal Intake Policy and Procedure](#).

2) Kitten under 2 lbs. (900 grams) and/or under 8 weeks of age and beneath red “minimum weight**” on the [Kitten Age and Weight Chart](#):**

This kitten is considered to be ‘Significantly Unthrifty’. **AAS Veterinarian must examine kitten before it is permitted to exit to foster.** AAS Veterinarian will confirm age and weight and perform physical exam. Depending on results, significantly unthrifty kitten will either be judiciously exited to rescue or foster, or humanely euthanized.

NOTE: IF NO VETERINARIAN IS ON SITE

- a) If no veterinarian is on site and kitten is bottle dependent AND significantly unthrifty, it must be humanely euthanized.
 - b) If no veterinarian is on site and kitten is eating on its own, it may be exited to foster but must be scheduled for a follow-up with the veterinarian the following week.
- 3) **Kitten under 2 lbs. (900 grams) and/or under 8 weeks of age and between the red “minimum weight” and black “normal weight” on [Kitten Age and Weight Chart](#):**
This kitten is considered to be ‘Unthrifty’. AAS Veterinarian should examine kitten prior to exit, but foster exit is permitted in this weight range without an exam.
- 4) **Kitten is under 2 lbs. (900 grams) and/or under 8 weeks of age and over the black “normal weight” on [Kitten Age and Weight Chart](#):**
Kitten is considered thrifty. May exit to foster without any major concerns for continued growth and development.

Prior to exit to foster, ALL kittens must be given intake vaccines and dewormings as is age appropriate for the kitten as outlined in the [Animal Intake Policy and Procedure](#).

NOTE ON SIGNIFICANTLY UNTHRIFTY KITTENS:

Significantly Unthrifty kittens are extremely unlikely to survive despite the best efforts of a foster parent, and exiting them to foster will create burnout and compassion fatigue among foster parents and AAS staff members.

Significantly Unthrifty kittens are **NOT** to be exited by AAS staff members unless they meet the exception criteria above for “**NOTE: IF NO VETERINARIAN IS ON SITE**”. Placing significantly unthrifty kittens into foster in defiance of this protocol may result in disciplinary action being taken.

If a Significantly Unthrifty kitten is placed into foster, and is not having consistent, daily weight gains and/or it is not reaching the major growth milestones, the kitten must immediately be returned to AAS for assessment by the AAS Veterinarian.

Kitten Age and Weight Chart (Normal and Minimum Weights)

Weight (in grams)	Week 1		Week 2		Week 3		Week 4		Week 5		Week 6		Week 7		Week 8	
	Normal Wt	Minimum Wt	Normal Wt	Minimum Wt	Normal Wt	Minimum Wt	Normal Wt	Minimum Wt	Normal Wt	Minimum Wt	Normal Wt	Minimum Wt	Normal Wt	Minimum Wt	Normal Wt	Minimum Wt
Day 1	100	100*	156	125	228	182	344	275	446	357	556	445	668	534	794	635
Day 2	108	100	164	131	248	198	358	286	462	370	572	458	686	549	813	650
Day 3	116	100	172	138	268	214	372	298	478	382	588	470	704	563	832	666
Day 4	124	100	190	152	288	230	386	309	494	395	604	483	722	578	851	681
Day 5	132	106	198	158	308	246	400	320	510	408	620	496	740	592	870	696
Day 6	140	112	206	165	328	262	414	331	526	421	636	509	758	606	889	711
Day 7	148	118	212	170	330	264	430	344	540	432	650	520	775	620	910	728

To read the chart: Day 1 of Week 1 pertains to the kittens **first day of life**, so the last weight in every column is referencing the first day of that specific week of life.

E.g. an 8 week old kitten should weigh **910 grams, not 794.**

Teeth	None	None	Incisors	Canines	Premolars	All Kitten teeth are in	
Eyes	Closed	Opening	Open, blue coloration	Open, blue coloration	Changing color	Changing color	Adult Coloration



Rabies Vaccination Policy and Procedure

PURPOSE

To ensure all dogs and cats leaving the custody of Antioch Animal Services (AAS) have been properly vaccinated against the rabies virus in compliance with California State law.

RABIES VACCINATION PROTOCOL

Rabies vaccinations expire twelve (12) or thirty-six (36) months after administration, based on the timing of prior vaccinations and current revaccination status. The first rabies vaccination administered to a puppy or kitten expires twelve (12) months from the date of administration. If a booster rabies vaccination is performed while the animal is in our care prior to the first vaccination's expiration date, the second rabies vaccination may be certified for thirty-six (36) months.

Since we generally do not know the prior vaccination status for shelter pets, ALL rabies vaccinations issued by AAS will expire twelve (12) months from the date of vaccination, unless an animal meets any of the exceptions stated in the "Exceptions to Rabies Vaccination Prior to Exit" section of this policy.

To ensure dogs and cats leaving the shelter are properly vaccinated against the rabies virus, AAS will vaccinate all dogs and cats, over twelve (12) weeks of age, against the rabies virus prior to their leaving via adoption to a new owner, returned to their original owner, transferred to a rescue, or placed into a foster home. As appropriate, those animals not returning to their original owner will be vaccinated on their shelter due-out date (end of the state mandated holding period).

To be valid, rabies vaccinations may be administered to shelter animals by:

RVT or VA under direct or indirect supervision of the Shelter Veterinarian

VA under direct supervision of an RVT

(Note – only one condition above must be satisfied. Therefore, a VA can administer vaccines if a veterinarian has written orders for administering vaccines – even when an RVT or veterinarian is not on-site.)

The following AAS personnel may perform rabies vaccinations:

- 1) Veterinarian
- 2) Registered Veterinary Technician (RVT)
- 3) Animal Control Officer (ACO)
- 4) Animal Services Technician (AST)
- 5) Animal Services Supervisor or Animal Services Manager

Vaccines may not be performed on any animal that is visibly unhealthy/ill/injured.

EXCEPTIONS TO RABIES VACCINATION PRIOR TO EXIT

1) Owned Animal with Proof of Rabies Vaccination

The owner of the animal provides evidence of a current rabies certificate showing the animal has been vaccinated against rabies. The rabies vaccination certificate must show an expiration date that is after the current date.

2) Puppy or Kitten Under 3 Months of Age

Puppies and kittens under twelve (12) weeks of age may exit the shelter without receiving a rabies vaccination. When this occurs, the person taking the puppy or kitten is to be instructed to continue with the appropriate vaccination series, including a rabies vaccination when age appropriate, with their own veterinarian.

RECORDING OF RABIES VACCINATION

Upon administering a rabies vaccination, the information about the vaccine must be recorded in the Treatment Window in the Chameleon software system (Chameleon), and a rabies certificate must be generated in the Tag Window of Chameleon. All animals receiving a rabies vaccination must be issued the rabies certificate from Chameleon, as approved by the Shelter Veterinarian.

The Rabies certificate printed from Chameleon will include the following:

- a) Name, address, and telephone number of the owner
- b) Description of the animal, including breed, color, age, and sex
- c) Date of immunization
- d) Type of rabies vaccine administered
- e) Name of the manufacturer; and
- f) Lot number of the vaccine used
- g) The signature of the veterinarian performing or overseeing administration of the vaccine

When unowned animals are vaccinated within AAS, the owner on the certificate will be temporarily input as: Antioch Animal Services. Once the pet is adopted or transferred, the owner in Chameleon must be updated to match the person or rescue that the animal is transferred to prior to issuing the rabies certificate.

RESPONSIBILITIES

Veterinarian

Oversee the rabies vaccination program and ensure that staff actions comply with California state law and best practices.

Monitor the AAS stray population due-out dates; perform rabies vaccine if indicated at time of medical evaluation on the due-out date. Enter a rabies certificate if a vaccine is administered.

RVT

Perform rabies vaccination under direct or indirect supervision of veterinarian, as needed. Enter rabies certificate in Chameleon, as needed.

Monitor the AAS stray population due-out dates; perform rabies vaccine if indicated at time of medical evaluation, on the due-out date. Enter a rabies certificate if a vaccine is administered.

ACO

Perform rabies vaccination under direct or indirect supervision of veterinarian, as needed. Enter rabies certificate in Chameleon as needed. Ensure compliance of RTO dogs over twelve (12) weeks of age with rabies vaccination protocol. Ensure compliance of rabies vaccination at offsite clinics for dogs returned to their owner. Issue Administrative Citations for failure to vaccinate, as necessary.

AST

May perform rabies vaccination under direct or indirect supervision of veterinarian, as needed. Enter rabies certificate in Chameleon, as needed.

Front Desk Staff

Ensure all dogs and cats, over twelve (12) weeks of age, are vaccinated prior to completing the adoption, RTO, transfer to rescue, or placement into foster. Ensure all rabies vaccination records exist in Chameleon prior to the animal's exit and issue a current and accurate rabies certificate for the person taking custody of the animal. Ensure rabies certificates have the correct owner of the animal listed when printed. Update rabies certificate to correct owner, as necessary.

ACA

Parttime Animal Care Attendants are not authorized to perform rabies vaccinations.

Medical Post-Adoption Appointment Guideline Policy and Procedure

PURPOSE

As it is not within the scope of Antioch Animal Service's capacity to provide care to animals that have owners, it is required to define what level of care, if any, may be provided by the medical staff of Antioch Animal Services (AAS) to animals that have been adopted from AAS. When an animal is adopted from AAS, the owner is henceforth responsible for all medical expenses incurred by their new pet, both for preexisting and new conditions.

DEFINITIONS

Post-Adoption – Any appointment occurring after an animal has been outcome as an adoption in Chameleon and departed from AAS.

EXCEPTIONS

As a rule, animals may not be seen for any medical issues following adoption.

However, exceptions may be made in these three circumstances:

- **CIRDC** (canine upper respiratory disease complex)/**URI** (upper respiratory disease)
When an animal shows signs of URI, the owners are always to be encouraged to seek care at their personal veterinarian at their expense.
However, animals that present with moderate signs of kennel cough (KC) or feline URI may be seen up to 14 days post-adoption for assessment.
 1. Mild URI signs: (sneezing, clear discharge from eyes or nose, noted normal appetites) are not to be scheduled. They may seek assessment at their veterinarian's, or monitor and be seen if any progression of disease signs occur.
 2. Moderate URI signs: (decreased appetite, thick green discharge from eyes/nose, coughing) may be seen at AAS for assessment **up to 14 days post-adoption** by the medical staff.
 3. Severe URI signs: (significant weight loss, respiratory effort or distress, full inappetence) are to be counseled to see an emergency veterinarian **immediately** at their expense.
- **Surgery Site Issues or Complications.**
Animals may be seen at AAS for complications directly relating to surgery/surgical sites (typically spay/neuter but also mass removal sites, etc.).

Note: surgery site complications *related to owner non-compliance* (i.e., failure to wear e-collar, failure to properly activity restrict animal post-surgery, failure to administer pain medications) are not to be seen at AAS.

Non-compliant owners must seek veterinary assistance at their own personal expense.

Common surgical site complications include:

1. Seromas – mild swelling at surgical site with clear fluid.
2. Infection – swelling at the surgical site that contains bacteria (cannot be differentiated from a seroma unless seen by vet).
3. Suture reaction – area of inflammation occurring as resorbable suture is absorbed back into the body.
4. Dehiscence – full or partial failure of the surgical site, sutures opening revealing underlying tissue.

Note: dehiscence of the surgical site is considered **an emergency** – owners should be counseled either to seek emergency attention or to come in for a same day appointment if available. Schedule any dehiscence appointments for **WITHIN 24 hours** of contact with the owner.

5. Scrotal hematoma – swelling of the scrotum post-neuter with blood (this is typically something that occurs secondary to inappropriate exercise restriction of the animal post-surgery)
6. Hemoabdomen, shock – occurring secondary to a failure to provide appropriate hemostasis during surgery. This may be seen as a swelling of the abdomen with blood when a ligation fails. ***This is considered a surgical emergency*** If a hemoabdomen occurs post-adoption, the dog must either be seen at an emergency veterinarian immediately or relinquished back into shelter care for emergency surgery immediately.
7. Non-emergency surgical site complications may be seen at AAS on an appointment basis within 14 days of adoption.

Note: any surgical complications **more than 14 days post-adoption** must be cleared with the AAS veterinarian prior to scheduling.

8. Animals with surgical complications that were altered at an offsite veterinary clinic should be taken to that clinic for any surgical complications. *AAS will not cover or provide payment for any offsite or outsourced post-adoptions appointments with no exceptions.**

- Known medical issues under treatment.

Animals may be seen *on a case-by-case basis* for appointments post-adoption for a known medical issue *only at discretion of the AAS Veterinarian*.

In this case, a memo will be placed in the animal window describing the medical issue and clarifying the time at which the appointment is to be scheduled.

At the time of adoption, the staff personnel performing the adoption is to read the memo and schedule a medical appointment in the Acuity scheduling system as described in the memo.

Based on the issue, these appointments may occur past the 14-day window, again on a case-by-case basis. Medical care will not be provided post-adoption for ongoing issues.

Examples include:

- i) Scheduled appointments for suture removal
- ii) Post-adoption radiograph of healing fractures

At the time of scheduling, all appointments are to be made in Acuity as a medical appointment. Appointments are to be scheduled in half hour blocks at either 3:00 or 3:30 PM M-F, (note that this is a shared schedule with the foster appointments – please don't double book). Exceptions to this schedule are permitted following discussion with the AAS veterinarian.

If an owner cannot afford veterinary care for their pet, and they do not meet the criteria as listed above for post-adoption appointments, they are to be counseled to relinquish the animal back into shelter care for medical assessment.

With no exceptions, animals that are returned to their owner following a shelter stay (RTO's) may not be seen at AAS for medical issues following return to owner.

SCENARIOS

- 1) An owner calls with a cat they adopted 7 days ago from the shelter. The cat has stopped eating and drinking and appears to be breathing heavily and fast.
 - Q) Should these owners be seen at AAS?
 - A) NO – this cat appears to need immediate veterinary attention. Please counsel them to see a veterinarian ASAP. If they refuse to seek veterinary care, they should be counseled to relinquish the cat back to us.
WHY? This cat likely has severe URI with a possible lower respiratory tract infection (pneumonia). It needs hospitalization, which is beyond what can be provided on an appointment basis at the shelter.
- 2) An owner calls about a dog that they adopted 10 days ago from AAS and had neutered at East Hills Veterinary Clinic. The neuter site seems fine, but the dog has had a honking cough since adoption.
 - Q) Should these owners be seen at AAS?
 - A) YES – this dog has CIRDC (kennel cough) signs that appear moderate. This animal may be seen on an appointment basis. Please do not send them back to the veterinary clinic they were altered at for respiratory signs, which are likely more related to the animal being in the shelter vs. the animal's surgery.
- 3) A large pit bull was spayed at AAS yesterday. Today, the dog is lethargic, and the owners say she is pale with a pendulous abdomen.
 - Q) Should these owners be seen at AAS?
 - A) NO – this dog needs immediate veterinary attention and possibly emergency surgery – she might have a hemoabdomen. Please encourage them to seek veterinary attention immediately.
If they refuse adamantly to go to a veterinarian, please have them come into the shelter ASAP with the dog to relinquish for advanced medical care (communicate with the shelter veterinarian about the time of arrival).
- 4) An owner adopted a female cat a month ago from the shelter. She has a small swelling that cannot be reduced at the site of the incision, which appears healed. There is no pain or irritation at the site, and the cat is eating and drinking normally.
 - Q) Should these owners be seen at AAS?
 - A) NO – the cat was spayed over a month ago and the incision is healed. These owners need to see their own veterinarian for this issue if they are concerned.

- 5) A dog was neutered at AAS and adopted 5 days ago. His scrotum is swollen, and his incision appears red and partially open.
- Q) Should they be seen at AAS?
- A) YES – this is likely a complication from his neuter. This dog should be seen. Schedule the dog into the next available appointment time, as there may be an infection present and antibiotics should be started as soon as possible.
- 6) An RTO dog has signs of kennel cough about 14 days following exit from the shelter.
- Q) Can they be seen at AAS for medical assessment?
- A) NO – as an RTO animal, they must be counseled to see their personal veterinarian.

Official Medical Records Definition Policy

PURPOSE

To provide a consistent definition for what constitutes each animal's official medical record.

OFFICIAL MEDICAL RECORDS

The official medical record for animals encountered by Antioch Animal Services (AAS) shall consist of the typed examination notes, and the vaccination(s) and medication(s) entered into the Chameleon software system (Chameleon) Treatment Window. Other documents, such as, returned lab work, histopathology, surgery sheet paperwork, Emergency Veterinarian reports, etc. shall be scanned and attached to the Chameleon Treatment Record with an annotation in the Chameleon Treatment Record on the date that the procedure was performed, or when the lab work was received.

OTHER ITEMS

Items that will not be considered a part of the Official Medical Record include Kennel Cards, vaccination stickers, handwritten notes, any medical concerns/vet board sheets, post-it notes, or any other miscellaneous papers or forms unless otherwise mentioned above. These temporarily generated items, used to momentarily collect information until it can be entered into Chameleon, shall be immediately destroyed.

Radiation Safety Program Policy

RADIATION SAFETY PROGRAM

The Radiation Safety Program Policy for Antioch Animal Services is found in the Radiation Safety Program Binder in the shelter clinic. Mention of the Radiation Safety Program in this manual is for reference only. Personnel with access to the shelter clinic and who frequently spend time working in the shelter clinic must access the Radiation Safety Binder and familiarize themselves with the Radiation Safety Program for Antioch Animal Services.

Lost and Found Pets Policy and Procedure

PURPOSE

Reuniting lost pets with their owner is a fundamental tenet of a modern animal services program. In an effort to modernize and automate this process, Antioch Animal Services (AAS) will provide an online lost and found pet resource for the citizens of Antioch. This online resource will allow those who have lost or found an animal to post information about the pet and receive updates when a potential match is found in the lost and found repository. Additionally, those citizens who have lost a pet will also be able to perform a search for their lost pet based upon the pets currently housed at AAS.

PETHARBOR

AAS will utilize www.petharbor.com (PetHarbor) as the platform to provide lost and found pet reports.

Since PetHarbor integrates with AAS shelter software Chameleon (Chameleon), those who have lost a pet will be able to visit www.petharbor.com and perform a search of the pets currently housed at AAS.

If their pet is not located at AAS, they will then be able to create a lost pet report.

No paper copies of lost or found pet reports will be generated or collected by AAS staff.

LOST PET REPORTS

Antioch pet owners who have lost their pets should visit www.petharbor.com to complete a lost pet report.

If they do not have access to a computer, AAS staff may assist them in creating their lost report online by collecting the information over the phone and entering it into the form on PetHarbor.

However, it is highly recommended that owners complete the lost report themselves so that they can include a recent image of the lost pet at the time the lost report is filed.

Owners of lost pets are encouraged to visit AAS in person to ensure their pet is not at AAS. While visiting AAS, owners may inquire about the lost pet report process and complete the lost pet report while at AAS.

Lost pet reports will be maintained on PetHarbor for thirty (30) days. After thirty (30) days, PetHarbor will send an automated notice to the pet owner prompting them to renew their lost pet report, if necessary. If an update is not made by the pet's owner, the lost pet report is removed from PetHarbor automatically.

Following the creation of a lost pet report on PetHarbor, pet owners will receive automated notices of possible matches with found reports filed at PetHarbor and of those pets in local animal shelters utilizing PetHarbor.

Pet owners are encouraged to check other online resources to see if their pet has been found. These resources include Nextdoor, Craigslist, Facebook, Findingrover.com, and Fido Alert (<https://www.facebook.com/fidoalertca/>).

It is also recommended that owners of lost pets continue to check PetHarbor daily for the animals currently housed at AAS, and those animals listed as found by members of the public.

FOUND PET REPORTS

Similar to a lost pet report, found pet reports are to be created and posted to PetHarbor by Antioch residents who find a pet.

Residents who find a pet, and are willing to attempt to find the owner on their own should be directed to create a found pet report by visiting www.petharbor.com.

Residents who find a pet may also bring the pet to AAS to have it scanned for a microchip to assist in locating the pet's owner.

Finders of lost pets are also encouraged to post the found pet on Nextdoor, Craigslist, Facebook, Findingrover.com, and Fido Alert (<https://www.facebook.com/fidoalertca/>), in an attempt to reunite the pet with its owner.

STAFF RESPONSIBILITIES

At the time of intake for a stray animal, the staff member completing the intake process will conduct a cursory search of the lost reports posted to PetHarbor in an attempt to locate the owner of the pet.

If a possible match is found, said staff member will attempt to contact the person who created the lost pet report and inform them of the possible match.

Possible owners are to be instructed to visit AAS to identify and redeem their pet from AAS. This interaction with the potential pet owner must be noted in a Memo attached to the Animal ID in Chameleon.

If a match is made and the owner redeems their pet from AAS, the owner will be instructed to remove their lost pet report from PetHarbor.

LOST AND FOUND PETS OUTSIDE OF ANTIOCH

Those who have lost or found a pet outside of Antioch may also post the lost and found reports on PetHarbor, but they should be aware that pets from outside of the City of Antioch are likely to fall into a different animal services department's jurisdiction.

In our area, this will likely be [Contra Costa County Animal Services](#).

Those who have lost or found a pet are encouraged to also file a lost or found report with Contra Costa County Animal Services, or their local Animal Services Department.

ADDITIONAL LOST PET RESOURCES

Antioch Animal Services also utilizes Petco Love Lost as a tool to help owners find their lost pets. Petco Love Lost is a national database that uses facial recognition software to help reunite owners with their lost pets. Animals in the Antioch Animal Shelter are automatically uploaded to the Petco Love Lost platform which allows owners to search the database in an effort to match their lost pet with pets housed in animal shelters across the nation.

Pet owners who have lost their pet are to be encouraged to visit www.petcolovelost.org and follow the directions to upload a picture of their lost pet and search the national database for possible matches.

Animal Control Officer Primary Task List and Schedule

PURPOSE

Animal Control Officers (ACOs) are tasked with enforcing city and state laws pertaining to animals within the City of Antioch. To achieve this, ACOs are asked to complete a wide variety of responsibilities during their work shifts.

In an effort to provide structure to their daily routine and spread responsibility for the completion of tasks amongst the ACOs, we have developed the primary task list and assignment schedule for Antioch Animal Services.

The primary task list does not contain every task that ACOs are expected to handle during the performance of their duties, it simply provides definitions to the higher priority, and more common tasks, and assigns responsibility for their completion to ACOs based upon their shift schedule. Since the ACO shift schedule rotates quarterly, the primary task responsibilities for ACOs will also rotate, thus ensuring an equitable division of labor amongst the officers.

For reference, the ACO job description can be found here: [Animal Control Officer Job Description](#)

PRIMARY TASK LIST AND SCHEDULE

The list of tasks found on the ACO Primary Task List and Schedule are those tasks that must be routinely completed in order for Antioch Animal Services to provide the highest quality animals services program to our citizens.

PRIMARY TASKS AND DEFINITIONS

1) FIELD SERVICES

To provide effective enforcement of city and state laws pertaining to animals, ACOs will need to spend the majority of their time working in the field, responding to the calls for service received from members of the community.

a) CALLS FOR SERVICE

Calls for Service are generally defined as any and all complaints or requests received from the public that require an ACO to respond to the given location in order to resolve that particular situation.

Common calls for service ACOs will handle include, animals running at large, aggressive animals, barking and other nuisance complaints, injured animals, confined wildlife, property destruction caused by an animal, deceased animal removal, bite investigations, and cruelty and neglect investigations.

b) **ROUTINE PATROL**

Whenever an ACO is not actively engaged in completing the calls for service received from the public, they should spend their time working in the field by conducting routine patrol of areas where known animal related problems exist. For instance, this could be locations such as the harbor, or other places, where people frequently allow pets to run at large, or the dog park to check for City Dog Licenses.

2) OFFICE HOURS

Although their primary duties originate in the field, ACOs will also need to spend time working in the office to complete various support tasks to ensure their field duties are complete.

a) **REPORT WRITING**

ACOs are required to write reports detailing their observations and any actions taken while completing calls for service. These reports may be very detailed and lengthy, or very brief, depending upon the type of call for service.

b) **ASSISTING AT SHELTER**

While conducting office hour assignments, ACOs are expected to assist at the shelter as necessary. Assistance needed at the shelter can vary widely from day to day and can include helping with patrons, assisting with cleaning in the shelter, and answering phones.

c) **EMAIL AND PHONE MESSAGES**

Animal Services receives a large volume of phone calls, voice messages and email. ACOs working at the shelter need to check the main voicemail for Animal Services, their personal email and the antiochanimalservices@gmail.com mailbox several times a day to ensure that all calls for service are received and assigned, and that all voice messages are appropriately handled.

d) **NOTICES AND LETTERS**

Frequently, ACOs utilize written notices and letters to convey information to pet owners with regard to possible violations of law, or as an attempt to make contact, when efforts to contact them in the field have failed.

All ACOs are expected to generate any necessary correspondence and follow-up on this correspondence as necessary to ensure completion.

Scanned copies of these notices and letters should be attached in Chameleon to the appropriate record, i.e., Kennel Record, Activity Record, Person Record, etc., by the ACO creating them.

e) **SHELTER ROUNDS**

A bi-weekly walk-through is conducted for all animals housed in the Antioch Animal Shelter to assess health and behavior and to determine the appropriate pathway through the shelter. Shelter Rounds is performed on Monday and Thursday at 2:00 PM.

All ACOs and Animal Care Attendants are invited to participate. However, the assigned ACO must participate in the bi-weekly Animal Rounds to provide the ACO perspective to the pathway planning conversation.

3) DECEASED ANIMALS

Calls for service involving the removal of a deceased animal are commonly referred to as Dead on Arrival, or DOA calls.

a) DOA LIST

The DOA list is a list of deceased animals reported to Animal Services by the public. These animals are to be listed on the shared Excel spreadsheet and picked-up by the assigned ACO within 72 hours of receiving the report of a deceased animal.

b) VET CLINIC DOA

These are deceased animals picked-up at the request of a local veterinary clinic.

c) OBSERVED DOA

These are deceased animals not previously reported, but are removed for disposal by an ACO who observed the animal while conducting routine patrol in the city. ACOs who pick-up an observed DOA should check the DOA List and update the list as necessary to remove any listed DOAs.

4) EUTHANASIA

a) SHELTER EUTHANASIA

The assigned ACO will perform the euthanasia of shelter animals identified for euthanasia during bi-weekly shelter rounds. As previously stated, Shelter Rounds are performed on Monday and Thursday at 2:00 PM. The assigned ACO is expected complete the euthanasia before the end of business on the following calendar day, Tuesday or Friday respectively.

b) EMERGENCY EUTHANASIA

All ACOs are expected to perform emergency euthanasia whenever they encounter an animal that is irremediable suffering.

5) ANIMAL TRANSPORTS

Occasionally animals will need to be transported from the Antioch Animal Shelter to another location, or from the location where an animal is found to another location. The transport of animals can be generally broken down into two categories: Field Transport and Shelter Transport.

a) FIELD TRANSPORT

These are transports of animals from one field location to another, such as, an injured animal transported to the emergency veterinarian or a wild animal transported to the Lindsay Wildlife Experience.

Field transports are generally completed by the ACO who originally encountered the animal in the field, as it is a continuation of the call for service.

b) SHELTER TRANSPORT

These transports are for sheltered animals that need to be transported from the Antioch Animal Shelter to another location. Examples include the transport of a shelter animal to receive treatment by a veterinarian or the transfer of a shelter animal to a rescue partner. Shelter transports are to be completed by an ACO assigned to office hours.

Task Schedule

	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
ACO 1	All ACO Duties	Office Hours Animal Rounds	Field Duties	Office Hours	Field Duties DOA Pick-up		
ACO 2		Field Duties DOA Pick-up	Shelter Euthanasia Office Hours	Field Duties	Office Hours Animal Rounds	Field Duties	
ACO 3			Office Hours	Field Duties	Field Duties	Shelter Euthanasia Office Hours	All ACO Duties

Animal Bite Investigation Policy and Procedure

PURPOSE

To protect public health and safety, all reported animal bites must be thoroughly investigated by an Animal Control Officer (ACO). Through their investigation, the ACO must determine if the animal involved in the bite incident has exposed the victim to the rabies virus, and if the animal involved should be declared as Potentially Dangerous or Vicious Animal pursuant to City Ordinance.

Any mammalian animal bite or scratch that causes bleeding to a human being shall be investigated as an animal bite incident. The animal involved in such an incident shall be placed under a ten (10) day quarantine period, or humanely destroyed and tested by the Contra Costa County Health Department for the rabies virus to determine if the animal has exposed the victim to rabies.

Due to their nature, any call for service involving an animal bite to a human shall take precedence over other calls for service.

BITE INVESTIGATION PROCEDURE

Due to the nature of bite incidents, an accurate record must be maintained for every bite incident. Therefore, an ACO will be required to complete an animal bite report for every bite incident. To ensure that a comprehensive investigation has been completed for each reported animal bite, the investigating ACO must adhere to the following procedure

Bite Reports

The following information must be included in each bite report

6) Victim Information

- a) Name
- b) Address
- c) Telephone Number
- d) Date of Birth
- e) Driver's License Number or State ID number
- f) Description of Injuries Sustained
- g) Type of Medical Treatment Received

i) Parent or Guardian Information

If the victim is a minor, the above information for their parent or guardian must be obtained during the investigative process.

7) Animal Owner Information

- a) Name
- b) Address
- c) Telephone Number
- d) Date of Birth

- e) Driver's License Number or State ID number

8) Witness Information

- a) Name
- b) Address
- c) Telephone Number
- d) Date of Birth
- e) Driver's License Number or State ID number
- f) Statement of Incident

9) Incident Information

- a) Date
- b) Time of Occurrence
- c) Location
- d) Description of Incident

10) Animal Information

- a) Description of Animal, including:
 - i) Breed
 - ii) Color
 - iii) Sex
 - iv) Collar Description

11) Rabies Vaccination Information

- a) Tag Number
- b) Date of Vaccination
- c) Issuing Veterinarian

12) Photographic Evidence

Photographs of the bite victim, the wounds sustained, and the animal(s) involved, must be taken in any bite case.

Note: The victim may refuse photographs. If this occurs, their refusal is to be noted in the report.

QUARANTINE OR RABIES TESTING OF BITE ANIMALS

Bites Involving Owned Animals

Animals involved in a bite incident that have a known owner may be placed under a ten (10) day quarantine period and observed for signs of rabies in one of two ways.

1) Home Quarantine

Owned animals that have been involved in a bite incident may be placed under quarantine in their own home if ALL of the following conditions are met during the investigative process

- a) The victim must be a member of the family and must currently reside in the household.

- b) The bite animal must have a current vaccination against the rabies virus, which was administered by a licensed veterinarian; the owner must produce a rabies vaccination certificate at the time of investigation.
- c) The bite animal must have been properly restrained at the time of the incident.
- d) The injuries sustained by the victim must be minor in nature; animal bites that require sutures, glue, or steri-strips to close are not considered to be minor.
- e) The owner must sign a waiver of liability and adhere to the guidelines set forth in the Home Quarantine Agreement.
- f) An animal requiring specialized medical care or diet, i.e., daily insulin injections, home prepared feed, may be placed on a Home Quarantine to ensure that these needs are met.
- g) An animal involved in a bite incident while being treated at a veterinary clinic, or held at a boarding facility, within the City of Antioch may be placed on a Home Quarantine if:
 - i) The animal is current on its rabies vaccination, and
 - ii) The bite is minor in nature.

If in doubt, contact the Animal Services Supervisor for approval.

2) Supervised Quarantine

When the above standards cannot be met, the animal must be placed under a supervised quarantine. All supervised quarantines shall be conducted at Antioch Animal Services (AAS) or at a Licensed Veterinary Clinic within the corporate City Limits of Antioch, California. The owner of an animal placed under supervised bite quarantine shall be responsible for any expenses incurred during the animal's quarantine period.

Bites Involving Unowned Animals

Any animal of unknown ownership must be placed under a ten (10) day supervised quarantine period at AAS and observed for signs of rabies or, at the discretion of the AAS manager, humanely destroyed and its head taken to the Contra Costa County Health Department for rabies testing.

Bites Involving Injured Animals

1) Owned Animals

If the owner of an injured bite animal is known, the animal is to be transported by an ACO to a veterinarian of the owner's choosing, or to the emergency veterinarian, treated for its injuries and placed under the appropriate quarantine.

The owner of said animal shall be responsible for any veterinary bills incurred as a result of their animal being treated by their veterinarian or the emergency veterinarian.

2) Unowned Animals

If the owner of an injured bite animal is not known the animal is to be transported to AAS for the AAS veterinarian to examine, or to the emergency veterinarian for medical consultation. If the opinion of the veterinarian examining the animal is that it will suffer during the ten (10) day quarantine period, the animal is to be humanely destroyed and its head taken to the Contra Costa County Health Department for testing.

Bites Involving Wildlife

It is not possible to effectively immunize wild animals against the rabies virus. Therefore, any mammalian, free-roaming wild animal or “owned” wildlife pet suspected of being involved in a bite incident shall be humanely destroyed and its head sent to the Contra Costa County Health Department for testing.

Exceptions:

Rodents and Rabbits are not known carriers of the rabies virus and therefore may not normally be tested by the Contra Costa County Health Department. Unless unusual circumstances are involved, or the behavior of the animal prior to the bite incident warrants further investigation, animal bites involving these types of animals will not require the animal to be sent to the county for testing.

If there are unusual circumstances surrounding a bite incident involving these types of animals, the reporting ACO is to make a detailed report of the incident and contact the AAS veterinarian and the Contra Costa County Health Department for guidance on how to proceed.

Potentially Dangerous / Vicious Animal Classifications

Any bite incident where the animal bite has caused severe physical injury or inflicted a fatal injury on a human being, must be investigated as a Potentially Dangerous / Vicious Animal pursuant to the Potentially Dangerous / Vicious Animal Investigation Policy.

BITE QUARANTINE CLOSURE

Following the completion of the ten (10) day rabies quarantine period, or upon receiving a rabies test report from the Contra Costa County Health Department, the ACO who initiated the bite quarantine must close the bite quarantine.

1) Supervised Quarantine Closure

For those animals housed at AAS, the ACO must physically verify that the animal is alive and not exhibiting any signs of rabies. The ACO must document that they have physically assessed the animal and record their findings on the Chameleon Bite Investigation Window by completing the End Date, Abated By, Notify Date and Notified By fields with the correct information. Additionally, the ACO must create a memo attached to the Bite Investigation Window describing the physical appearance of the animal and its general behavior. This Memo must also include information regarding how and when the animal owner and bite victim were contacted and any information gathered during these conversations.

2) Home Quarantine Closure

For those animals housed at in the home, the ACO must respond to the location and physically verify that the animal is alive and not exhibiting any signs of rabies. The ACO must document that they have physically assessed the animal and record their findings on the Chameleon Bite Investigation Window by completing the End Date, Abated By, Notify Date and Notified By fields with the correct information. Additionally, the ACO must create a memo attached to the Bite Investigation Window describing the physical appearance of the animal and its general behavior. This Memo must also include information regarding how and when the animal owner and bite victim were contacted and any information gathered during these conversations.

3) Rabies Testing Closure

For those animals sent to the Contra Costa County Health Department for rabies testing. The ACO must retrieve the rabies testing report from the health department and verify the test results. Test results are to be recorded on the Chameleon Bite Investigation Window and a copy of the rabies testing report is to be scanned and attached to the Bite Investigation Window. Upon verifying the test results, the ACO is to then contact the bite victim and relay to them the results of the rabies test. The ACO must document their conversation with the victim by creating a memo attached to the Bite Investigation Window. This Memo must include information regarding how and when the bite victim was contacted and any information gathered during the conversation.

Potentially Dangerous or Vicious Animal Investigations Policy and Procedure

PURPOSE

Occasionally circumstances will warrant that an animal be declared as Potentially Dangerous or Vicious due to its behavior or actions. This policy will provide guidance to the Animal Control Officer (ACO) on how to proceed during the investigation of incidents where an animal has shown signs of aggression or has caused a severe injury to a person or other animal.

POTENTIALLY DANGEROUS ANIMAL CLASSIFICATION

According to Antioch City Ordinance, any animal with the following characteristics shall be classified as Potentially Dangerous:

- 1) An animal which, when unprovoked, on two (2) separate occasions within the prior thirty-six (36) month period, engages in any behavior that requires a defensive action by a person or another animal to prevent bodily injury when the person and the animal are:
 - a) Off the property of the animal's owner; or
 - b) On the property of the animal's owner by invitation or with implied permission.
(Cal. Food and Agric. Code § 31602)
- 2) An animal which, when unprovoked, bites a person causing a less severe injury than as defined here as a **SEVERE INJURY**
(see Cal. Food and Agric. Code §§ 31602, 31064)
- 3) An animal which, when unprovoked, has bitten, inflicted injury or otherwise caused injury attacking a domestic animal.
(See Cal. Food and Agric. Code § 31602.)

VICIOUS ANIMAL CLASSIFICATION

According to Antioch City Ordinance, any animal with the following characteristics shall be classified as Vicious:

- 1) An animal seized under Cal. Penal Code § 599aa and upon the sustaining of a conviction of the owner under Cal. Penal Code § 597.5
- 2) An animal which, when unprovoked, in an aggressive manner inflicts severe injury on or kills a person or a domestic animal

- 3) An animal previously determined to be, and currently listed as, a potentially dangerous animal or animal which, after its owner has been notified of this determination:
 - a) Continues the behavior described as a potentially dangerous animal; or
 - b) Is not kept indoors or secured on the owner's property. Here, SECURED means contained within a fence or structure suitable to prevent the entry of young children and to confine a vicious animal, designed to prevent the animal from escaping.
(See Cal. Food and Agric. Code §§ 31603, 31641, 31642 or 31643.)

INVESTIGATION PROCESS

Any incident being investigated by an ACO that involves one of the following sets of circumstances will require the investigating ACO to complete the Potentially Dangerous / Vicious Investigation Questionnaire that follows to help determine if the animal should be declared Potentially Dangerous or Vicious by the Animal Services Manager.

- 1) Any bite incident where someone other than the animal's owner or a family member was bitten
- 2) Any bite incident where broken bones, lacerations requiring stitches, hospitalization or death has occurred (regardless of the relationship between the owner and the victim)
- 3) Any incident where an animal has attacked or killed another domestic animal
- 4) Any incident where the animal in question is reported to act aggressively and witnesses are able to corroborate the acts of aggression as a continuing problem. An actual bite injury inflicted by the animal is not required

POTENTIALLY DANGEROUS OR VICIOUS DECLARATION

- 1) Upon completion of the investigation, the Potentially Dangerous / Vicious Animal Investigation Questionnaire and all associated activity reports are to be submitted to the Animal Services Manager for review. Reports should be completed within seventy-two (72) hours.
- 2) After reviewing all associated investigative materials, it shall be the sole responsibility of the Animal Services Manager to determine if an animal has met the standards of the Potentially Dangerous or Vicious Animal classification(s).
- 3) If the animal meets the criteria set forth in City Ordinance, and there are no other mitigating circumstances, the Animal Services Manager will notify the owner of the animal, and such declaration shall be conferred.

- 4) The owner of an animal that has been declared dangerous will have the right to appeal the decision of the Animal Services Manager by following the appeal process as described in City Ordinance.

IMPOUNDMENT OF PDA OR VICIOUS ANIMAL

An animal that is declared as Potentially Dangerous or Vicious will be held at Antioch Animal Services (AAS) until the following conditions are met:

- 1) The ten (10) day rabies quarantine period (if required) has ended.
- 2) The appeal process has been completed or waived by the owner.
- 3) The owner of the animal can demonstrate through an inspection of the location where they plan to keep the animal that they are able to comply with the requirements of City Ordinance 6-1.804 and/or 6-1.805.

DANGEROUS ANIMAL COMPLIANCE VERIFICATION

AAS will conduct periodic, unannounced compliance verification visits to residences where a Potentially Dangerous / Vicious animal is being maintained. These compliance verification visits will be conducted an ACO and are to occur not less than once per calendar year. Compliance visits are to be entered as a call for service and conditions found during the compliance visit are to be recorded within the Chameleon software system (Chameleon).

Antioch Animal Services
Potentially Dangerous / Vicious Animal Investigation Questionnaire

1. Where, specifically, did the incident occur?
2. If on the owner's property, was the victim there with the owner's consent?
3. Was the owner present at the time of the incident?
4. Were any other people present at the time of the incident?
5. Did the owner attempt to diffuse the situation?
6. Did the animal follow the owner's instructions?
7. Was the animal properly restrained at the time of the incident?
8. What was the animal doing just prior to the incident?
9. What was the victim doing just prior to the incident?
10. Was the animal provoked in any manner?
11. How familiar is the animal with the victim?
12. In what proximity was the victim to the animal just prior to the incident?
13. Did the animal show any warning signs that attack was imminent?
14. Were other animals present?
15. Did the animal stop or continue to attack after biting?
16. What was the animal's demeanor immediately preceding the bite incident?
17. What was the animal's demeanor immediately following the bite incident?
18. Has the animal shown aggressive behavior in the past?
19. Has the animal been involved in a similar situation in the past 36-months? When?

Barking Complaints Policy and Procedure

PURPOSE

To provide Antioch Animal Services (AAS) Animal Control Officers (ACO) with a standardized method for investigating barking dog complaints.

BARKING DOG DEFINITION

A dog that barks, bays, cries, howls or makes any noise for an extended period of time to the disturbance of any person at any time of day or night, regardless of whether the dog is physically situated in or on private property. An extended period of time consists of incessant barking for 30 minutes or more in any 24-hour period, or intermittent barking for 60 minutes or more during any 24-hour period.

A dog shall not be deemed a *BARKING DOG* at the time said dog is barking if:

- 1) A person is trespassing or threatening to trespass on private property where said dog is situated.
- 2) Said dog is being teased or provoked.

BARKING COMPLAINT PROCESS

Residents of the City of Antioch, California may make a complaint for a barking dog in person or over the phone. For complaints to be investigated the complainant must provide their name, address, and phone number, as well as the address for where the dog is being kept, and a description of the barking complaint. Complainants may make a new barking complaint every thirty (30) calendar days.

BARKING COMPLAINT INVESTIGATIONS

Upon receiving a complaint for barking, an ACO will look-up the pertinent information in the Chameleon software system (Chameleon) to determine if a record of the dog, and the potential owner exist in the Chameleon database, determine if previous barking complaints have been filed, and determine if the dog in question has been properly licensed with the City of Antioch.

Depending on the existence of prior barking complaints, the ACO will do the following:

1) Initial or New Complaint

If a review of the information in Chameleon determines this is an initial barking complaint, or it has been more than thirty (30) days since an initial complaint, the ACO will:

-
- a) Generate a new Activity Record in Chameleon with the information obtained from the complainant. The Activity Record must include the Caller's Person ID, the location where the dog is kept, an Animal ID for the dog in question, and the owner's Person ID for the owner of the dog. In addition, the Activity Record will include a narrative of the complaint received from the complainant, and list of the actions taken by the ACO investigating the barking complaint.
- b) Generate a Letter of Notice for the owner of the dog to inform them a barking complaint has been received about the dog. The Letter of Notice should include pertinent information regarding the barking complaint and a copy of the City of Antioch Barking Ordinance.
- i) **Notice of Dog Licensing Requirement**
If during the investigative process the ACO was unable to verify a current rabies vaccination and/or dog license for the dog, a Notice to License the dog should be included with the Letter of Notice, as well as an instruction sheet on how to license their dog online through PetData.
- c) Make contact with the reporting party and advise them of the investigative process and the actions that will be taken by AAS. Additionally, the ACO should advise the reporting party to keep a barking-log that includes information on the date, time, and duration of barking, after making the initial complaint, and that it may be necessary for them to file a civil case, and appear in court, if AAS is unable to reduce the barking to an acceptable level for them.
- d) Create a pending call in Chameleon to follow-up with the reporting party fifteen (15) days after the Letter of Notice is mailed. This pending call should have the same Activity Number with a sequence number of '2'.
- i) **Follow-Up Contact**
When the pending call for services comes up in Chameleon, the ACO will need to contact the reporting party to determine if the barking problem has increased, decreased, or stayed the same.
- (1) **Barking Problem has Decreased**
If the barking has decreased, the ACO should follow up with dog owner to ensure licensing has been accomplished, and close out activity as COMPLETED.
- (2) **Barking Problem Continued or Increased**
If the barking problem has stayed the same or increased, then the ACO will need to create another sequence to the original Activity Number and visit the location where the dog is reported to reside. The ACO should park their Animal Control vehicle near the house and conduct a sit-and-listen for 30 continuous minutes. During the sit-and-listen, the ACO should keep a detailed log of any barking coming from the location and any factors that may have contributed to the dog barking.
- (a) **ACO Observes 30 Continuous Minutes of Barking**

If the ACO observes 30 continuous minutes of barking during their sit-and-listen, the ACO will contact the owner of the dog and issue an administrative citation for allowing the dog to bark excessively.

(b) ACO Does Not Observe 30 Continuous Minutes of Barking

If the ACO does not observe 30 minutes of continuous barking during their sit-and-listen, the ACO should advise the reporting party of how to file a civil case against the owner of the dog, and how they can request our reports by filing a records request.

- ii) After the ACO has completed the sit-and-listen, and created a detailed record of their findings in Chameleon, the ACO should follow-up with the reporting party to share what was observed and what next-steps are with regard to their barking complaint.

2) Second and Subsequent Complaints

If additional barking complaints are received from the original reporting party, the ACO needs to determine if it has been thirty (30) days since the original complaint.

a) Additional Complaint Received Within thirty (30) Days

If the second or subsequent complaint is received from the same complainant within thirty (30) days of the original complaint, the ACO is to create a sequence to the original Activity Number and contact the reporting party to determine the details of the new complaint. The ACO should let them know where we are in the investigative process and add a narrative memo to the original Activity Record and create a sequenced Activity Record to document the additional complaint. It is important for the ACO to remind the reporting party to keep up with their barking log for their own records.

b) Additional Complaint Received After 30 Days

If the second or subsequent complaint is received from the same complainant after thirty (30) days have passed, the ACO will handle this complaint as a New Complaint and generate a new Activity Number in Chameleon and conduct a new Barking Complaint Investigation with the following differences:

- i) After the ACO has contacted the reporting party to obtain the specifics of the new barking complaint, the ACO will advise them of the investigative process and document the new complaint in Chameleon.
- ii) The ACO will create a sequence to the new Activity Number in Chameleon and visit the location where the dog is reported to reside to conduct a second 30-minute sit-and-listen for barking. This sit-and-listen should be conducted on a different day of the week and at a different time than the first sit-and-listen. The ACO should park their vehicle near the house and conduct a sit-and-listen for 30 continuous minutes. During the sit-and-listen, the ACO should keep a detailed log of any barking coming from the location and any factors that may have contributed to the dog barking.

(1) **ACO Observes 30 Continuous Minutes of Barking**

If the ACO observes 30 continuous minutes of barking, the ACO will contact the owner of the dog and issue an administrative citation for allowing the dog to bark excessively.

(2) **ACO Does Not Observe 30 Continuous Minutes of Barking**

If the ACO does not observe 30 minutes of continuous barking during their sit-and-listen, they should advise the reporting party of how to file a civil case against the owner of the dog, and how they can request our reports by filing a records request.

- iii) After the ACO has completed the second sit-and-listen, and recorded their findings in Chameleon, the ACO should follow-up with the reporting party to share their findings and instruct the reporting party on what happens next with their complaint.
- iv) Additionally, the ACO needs to inform the reporting party that AAS will not respond on additional barking complaints for one calendar year. However, they should be encouraged to report additional barking problems to document the situation as an on-going problem.

ADDITIONAL RESOURCES FOR BARKING COMPLAINTS

Mediation Services

The Center for Humane Development, located in Concord, California, offers a Community Mediation Program that provides an opportunity for Bay Area residents to resolve conflicts, such as, barking dogs, loud music, parking in front of one's house, etc., within their community. Mediation cases supported by CHD mediation panels result in a positive resolution 90% of the time, and at a fraction of the cost of litigation.

Both parties involved in a barking dog dispute should be encouraged to contact the Center for Humane Development and inquire about mediation services.

Costs for these services will be the responsibility of the parties involved.

Center for Humane Development Contact Information

Online: <https://chd-prevention.org/programs/conflictresolution.php/>

Phone: 925-687-8844

Email: info@chd-prevention.org

AAS SOP Manual Version Log

- 10/15/2020 – Original Issue Date
- 11/30/2020 – This update corrected spelling errors, corrected Animal Services Technician job title, and added resources for mediation services for barking dog complaints.
- 04/20/2021 – This update added language to the Rabies Vaccination Policy and Procedure clarifying who is authorized to provide rabies vaccinations at the shelter, added the Permitted Veterinary Tasks for AAS Personnel Policy and added a reference to the Radiation Safety Program Policy included in the Radiation Safety Manual kept in the clinic. Spelling and formatting errors were also corrected.