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All personnel of DeKalb County Animal Services shall be cognizant of the rules, regulations, policies and operational procedures governing the Center and the departmental mission of DASE. The following rules of Attention to Duty apply:

1. Personnel shall, at all times, be attentive to their duties and, by their alertness and observation, demonstrate their interest in their work.
2. The lack of honesty, motivation, emotional stability, sound judgment, industry, alertness, power to observe, initiative, energy, intelligence, ability to get along with co-workers or with the public, or unsatisfactory performance of duties shall be evidence of incompetence.
3. Personnel shall not conduct themselves in an immoral, indecent, lewd or disorderly manner.
4. Personnel shall not be guilty of misconduct, conduct unbecoming a DASE employee or acts that tend to discredit the department, on or off duty, even though such conduct is not specifically set forth in these rules.
5. All personnel shall exercise a level of composure and efficiency in the performance of their duties.
6. Personnel shall keep the department informed of their correct home address and telephone number.
7. No personnel shall give out information concerning the proprietary affairs of the department without the consent of the Director or designee.
8. All personnel are to keep pets in their care in compliance with all state, county or city requirements.
9. Personnel shall promptly report to their supervisor, any information that they possess, observe or secure regarding criminal activity.
10. The accepting of money, regards, gifts or other valuable articles from any person is acceptable on behalf of DASE, not the individual, but must be turned in to the Executive Director or designee.
11. Members shall be neat and clean except when duties or assignments obviously prevent.
12. Any messages received must be promptly and accurately delivered to the person concerned.
13. Supervisors shall insure that all personnel assigned to his/her responsibility are thoroughly briefed on rules, procedures and policy changes and will periodically have a review of same to insure continued awareness.
14. All personnel are responsible for thorough understanding of rules, regulations, general orders, protocols and standard operating procedures.
15. All DASE personnel must be of good moral character.
16. If any article of this S.O.P should be found to be invalid, illegal or not enforceable by reason of any existing or subsequently enacted legislation, or by judicial authority, all other articles shall remain in full force and effect.

DASE

Section 1.1

Standard Operating Procedures

PURPOSE

The purpose of this manual is to establish internal Standard Operating Procedures and Policies related to DeKalb County Animal Services and Enforcement Unit (DASE). Policies established are considered to be in addition to those in the DeKalb County Police Policy Manual and the DeKalb County Employee Manual.

The term "policy" as used in this manual should be considered "Standard Operating Procedures." For continuity those terms are interchangeable in this manual

Authority to establish SOP's is derived from the DeKalb County Police Department manual.

If an Employee finds a directive that contradicts another directive, the Employee will seek clarification from a Supervisor.

DASE

Section 1.2

Standard Operating Procedures

MISSION

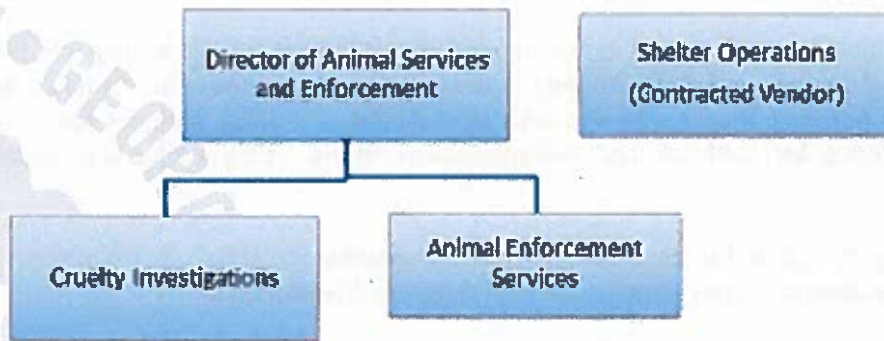
Animal Services and Enforcement is committed to providing efficient, pro-active, and compassionate response to mitigate citizen's animal issues and to strictly enforce existing ordinances and laws pertaining to animal care and welfare and public safety.

It is the policy of DASE to control the threat of rabies in humans, to promote and enforce the humane treatment of animals, to protect the public and property by enforcing the County's animal related ordinances, and to educate and encourage responsible pet ownership and educate the public on their rights and responsibilities regarding animals.

This manual is subject to updates and revision. Changes will be by the order of the Director of Animal Services.

It is the responsibility of DASE employees to update their manuals upon receipt of any update or change. Each employee is responsible for adhering to the content of this manual and each section regardless of their assignment.

Departmental Structure



Enforcement Operations: Enforces the DeKalb County Animal ordinances and state statutes relating to animal welfare and public safety including both the Cities and unincorporated County areas.

Shelter Operations: In 2013 animal shelter operations were outsourced to Lifeline Animal Project.

DASE

Section 1.5

Standard Operating Procedures

SERVICES

Enforcement of the DeKalb County Animal Services Ordinance

Enforcement of State and Federal laws pertaining to animal protection and animal welfare with regard to animal cruelty or neglect.

Referral to Code Enforcement, Zoning, or the Department of Agriculture (livestock slaughter) for other types of complaints or jurisdictions.

Rabies control to include investigation of all animal bites (domestic animals and wildlife) that have broken the skin on a humane and brought blood to the outer surface of the skin. Conduct investigations of wildlife that has bitten or fought with domestic animals/pets. Wildlife includes but is not limited to raccoons, skunks, foxes, bats, bobcats, and undomesticated ferrets. This service is provided 24 hours a day.

Impound and transport sick and injured stray animals or abandoned animals to veterinary clinics or the animal shelter for treatment. Stray animals have no traceable identification.

Impound stray animals to include domestic pets, loose livestock, wildlife, reptiles, exotic animals, etc. Stray animals have no traceable identification. If traceable information is available on the animal efforts will be made to return it to an owner from the field or shelter with or without citation at the discretion of the responding officer.

Quarantine of biting domestic animals for rabies observation (dogs, cats pet ferrets)

Investigation of cruelty and neglect complaints pertaining to animals.

Provision of humane traps to capture nuisance dogs and cats.

Provide the public and pet owners with humane education and pet care information

Provide educational programs to schools, civic groups, humane/animal welfare groups, upon request. Topics will include responsible pet ownership, spay/neuter and animal bite prevention information.

Provide training for utilities, public works, etc. pertaining to rabies recognition, safety tips for dealing with aggressive dogs, animal hoarding recognition, etc.

Refer citizens to appropriate agencies with animal removal, complaints, etc. that do not fall under DASE jurisdiction.

Assist other local and state agencies with enforcement of ordinances, large scale seizure cases, etc. as requested if staffing allows.

DASE SOP manual is a compilation of rules and guidelines for day to day operations. The SOP manual provides employees with regulations and procedures to assist them in the effective and efficient management of all phases of responsibility of the DASE department.

DeKalb County Police Department Manual contains statements of the Police Department applicable to personnel and promulgated by the Chief of Police.

Code of Conduct is a list of rules governing the personal and professional conduct of all DeKalb County employees, employees of the Police Department and Animal Services

General Rules and Regulations

The role of an Animal Services Officer is now recognized as a professional career choice. This change in attitudes is directly linked to the individuals employed by DASE and the image they present to the public they serve. Professional respect must be continuously earned through professional image and demeanor.

All employees are expected to provide courteous, efficient and friendly service to all citizens, fellow employees, supervisors and administrative staff.

Integrity and honesty are expected of all employees when dealing with the public, fellow employees, supervisors, members of other government agencies and volunteer agencies. Professional interaction includes friendly, courteous, and compassionate conversations regarding sensitive issues. Derogatory statements to or about others is prohibited.

Employees are responsible for reading and understanding the Animal Services ordinance, state and federal laws pertaining to animal protection and welfare. Requests for clarification will be directed to the immediate supervisor.

A cohesive working environment is necessary for DASE to function efficiently and effectively. An employee who proves to be a chronic disruptive influence will be subject to disciplinary action up to and including termination of employment. Unresolved conflicts between employees should be brought to a supervisor for resolution. If the employee(s) feel the situation is not properly resolved, the employee may request the Director intervene.

No employee may steal, take, sell, trade, barter or give away any animal procured in the course of their official duties or entrusted to the care of the animal shelter or DASE.

All employees are to be security conscious. Restricted areas are to be secured unless accessed by an employee. Suspicious individuals are to be reported to the shelter or a Supervisor.

Any employee investigating an incident which has attracted the attention of the news media will notify 911 to have the Public Information Officer respond, report it to a Supervisor and the Director. Questions will be addressed by the PIO, a Supervisor or the Director.

While on duty or while in uniform off duty, DASE employees will not enter into any establishment where alcohol is being served or sold (with the exception of a restaurant or grocery

store unless in response to a call for an animal services complaint. If an officer must enter in the performance of their duties, they will contact a Supervisor prior to entering such establishment.

No employee will purchase alcohol while off duty and still in uniform.

Failure to work diligently or with a bearing consistent with the image of a professional is prohibited. Examples include but are not limited to:

- Use of tobacco or chewing gum in plain view of the public.

- Use of obscene language or shouting

- Leaning on walls, posts, cars, etc.

- Tardiness in reporting for work

- Conducting excessive personal business while on duty

- Taking excessively long breaks (meals of other)

- Failure to respond promptly or render aid/assistance or furnish information upon request of the Public Safety sector

- Failure to return promptly after finishing a call or assignment

- Lack of courtesy to an individual in person or on the phone.

- Abuse of inhumane treatment of animals in the care of DASE will not be tolerated for any reason. An employee found in violation of this policy may be disciplined up to and including termination

- DASE employees may not take county owned equipment for personal use. This includes but is not limited to vaccines, animal or people supplies, medications, food, carriers, cages, capture equipment, computer paper, toilet paper, etc.

- DASE employees may not take any items donated to the animal shelter for animal shelter use.

- DASE capture equipment will be used for DASE related business and not for personal gain (animal trapping business)

1. All employees of DeKalb ASE will be issued a DeKalb Animal Services and Enforcement County Identification card. This card will be issued by the DeKalb County Human Resources Department.
2. Employees are required to have this identification card on their person while in the performance of their duties.
3. Employees are not required to carry their ASE Identification card while off duty.
4. Employees are prohibited from using their identification card for any purpose other than ASE related business while on duty. (For example: to avoid being issued a traffic citation, to use as any "influential" means for some reason, etc.).
5. Employees will never misrepresent the authority of their identification card or ASE badge. ASE badges will not be displayed on civilian clothing without approval of the Director.

1. All employees of DeKalb County ASE are required to swipe in at the beginning of their work session and swipe out at the end of their work session. (Failure to swipe can result in Disciplinary Action)
2. Employees will not swipe in and/or out for other employees who are not physically in this facility at the time the entry is made on the terminal.
3. Employees who have regularly scheduled lunch periods will be required to swipe in and out for meal breaks (Failure to swipe can result in Disciplinary Action)
4. Employees will be required to abide by policies established by DeKalb County and DeKalb County Police Department pertaining to the Automated Time Care System.
5. Employees are permitted to swipe in at any time during the "seven minute window" prior to their required time to report for duty.
6. Any employee that swipes in after the required time to report for duty will be considered tardy.
7. Any employee who reports to work without their swipe card will provide a statement of fact to the supervisor and be required to check in and out with their supervisor during the entirety of their shift.
8. Any employee who continues to report to duty without their swipe card will be considered in violation of rules and regulations and subject to corrective action.
9. Any employee who continues to report to duty without their swipe card will be considered in violation of rules and regulations and subject to corrective action.

DASE

Section 2.4

Standard Operating Procedures

PART TIME EMPLOYMENT

1. ASE employees must understand that their primary responsibility is to DeKalb County and to ASE. Employees must have all part time jobs approved before working and receiving compensation for any other employment.

2. **LIMIT ON AMOUNT OF TIME WORKED**
No employee will be allowed to work, through any combination of regular duty and part-time employment, or on off days, more than 14 hours during any 24 hour period. Total time worked in a one week period will not exceed 76 hours. These totals **INCLUDE** Court Time, Jury and Witness Time, Training Time, etc.

Reports are necessary to document the actions of an Officer on each and every call assigned. Incident reports will be checked for accuracy by the shift supervisor. Each report in Pet Point should include, who, what, where, when, why and how and a complete description of the animal (gender, color, approximate. age).

Photographs are encouraged (when practical) of the location, animal, and other noteworthy information.

Photographs stand as a record of events that can be used for comparison purposes on return calls or compliance orders,

The following are required:

Any incident where an Animal Control Officer responds to a call.

Any violation or suspected violation of any state law or county ordinance after contacting a supervisor. In the event of an accident or property damage, photos are required.

Any impoundment of any animal.

Any incident deemed worthy of documentation by the officer.

Pet Point will generate all bite reports. A Bite Report will be completed in all bite cases reported to Animal Control wherein the victim, or domestic animal may possibly have been exposed to rabies. For the purpose of this policy, the completed entry will be referred to as a "Bite Report".

1. Rabies exposure is defined in the "Rabies Control Manual" as: "Any known bite, scratch, or other situation in which saliva or central nervous system tissue of a potentially rabid animal enters an open wound or fresh wound, or comes in contact with the mucous membrane of the victim by entering the eye, mouth or nose".
2. All mammals can contract rabies however the prominent carriers of the disease (rabies vectors) are raccoons, foxes, bats, coyotes and skunks.
3. Bite Reports are required when:
 - A. A human has been bitten by an animal and blood was drawn;
 - B. A human has been scratched by an animal and blood was drawn;
 - C. A human has been exposed as a result of contact between mucous membranes of the mouth, eyes or nose with saliva or central nervous tissue of the animal.
 - D. A domestic animal has fought with or been exposed to a rabies vector animal
4. For the purpose of this policy, all exposures or potentials for exposure will be referred to as "bite".
5. Bite reports will be maintained in a file designated for this purpose.
6. Bite reports will be maintained and updated in PetPoint.
7. Bite reports will be maintained in the bite file by the date of occurrence.
9. Bite reports will be categorized as one of the following:
 - A. Dog to human bites.
 - B. Cat to human bites.
 - C. Ferret to human bites.
 - D. Carnivores/wildlife/bat to human bites.
 - E. Carnivores/wildlife/bat to dog/cat/ferret animal bites.
10. Officers will use the following definitions from the current Rabies Control Manual:

A. Carnivore - a carnivore is a fox, skunk, raccoon, bobcat, coyote, wolf, or a mix between a domestic cat or dog and one of the above.

B. Provoked Attack - an attack is considered "provoked" if a domestic animal is placed in a situation such that an expected reaction would be to bite or attack. This may include, but not be limited to, invasion of an animal's territory, attempting to pet or handle an unfamiliar animal, startling an animal, assisting an injured or sick animal, trying to capture an animal, removing food, water, or other objects in the animal's possession, or bothering animals with litters.

C. Unprovoked Attack - an "unprovoked" attack or bite occurs when an animal attacks for no apparent reason. The behavior should be unusual for the particular animal. A confirmation of chronic aggressive behavior can often be made by interviewing the animal's owner. This will assist in determining whether the attack was "unprovoked". An animal not in compliance with the ordinance who attacks may be considered unprovoked.

11. Animals that are currently immunized against rabies do not preclude the possibility of exposure. All animals must be quarantined according to Health Department Rules and Regulations.

12. Bite reports are subject to open records and the rules of storage and filling must be followed. Original reports must be forwarded to the Central Records Division after completion.

DASE

Section 2.7

Standard Operating Procedures

OFFICER IN CHARGE

Due to the responsibilities and duties of ASE there may be times when Officers or Office Assistants may be placed in the position of an Officer in Charge (OIC). The OIC will be empowered with the same authority and duties as the supervisor they are replacing. Any failure to comply with an OIC's orders or directives constitutes a violation of policy.

DASE

Section 2.8

Standard Operating Procedures

WATCH LIST

A watch list will be prepared daily and copies will be faxed to E-911, provided to the DASE dispatcher and one will be posted on the wall.

DASE

Section 2.9

Standard Operating Procedures

EATING AND DRINKING

Employees are to refrain from eating or drinking in front of the public unless on a meal break. Meals are to be taken in the break room or a restaurant.

A can of soda or bottle of water may be kept at the employee's desk or work area but these items are to be out of public view when not being consumed. A can of soda or bottled water may be kept in the County vehicle but these items should be kept out of the public view when not being consumed.

DASE

Section 2.10

Standard Operating Procedures

PAPERWORK AND REPORTS

All paperwork and/or reports will be completed, turned in and reviewed by a supervisor on a daily basis. Narratives for case files will include animal color, gender (if known), approximate age, and details such as who, what, when, where, why and how. Spelling and grammar count towards completed reports.

Dispositions of all daily reports or paperwork is the responsibility of the oncoming section/shift supervisor.

DASE

Section 2.14

Standard Operating Procedures

CELL PHONES

While on duty, personal cell phones are to be set for no audible ring tone. Cell phones are to be turned off or set on vibrate mode only. While on duty personal cell phone use will be limited to emergency calls only. If possible personal cell phones are to be used out of the view of the public.

No texting or use while driving a County vehicle. If driving you must safely pull off the road to accept a call or text.

County issued cell phones should be turned on and remain on during working hours.

Dispatchers may use their personal cell phones during working hours as long as it is not disruptive, frequent and their assignments are completed.

The purpose of this policy is to ensure compliance with State Laws and Local Ordinances concerning animals. Field Officers are responsible for enforcing animal related laws and ordinances. Field Officers are most often the public face of the department and as such are to comport themselves in a professional and courteous manner at all times while on or off duty.

Many situations encountered by Field Officers have no preset solution. The Officer must look at the complaint in its totality when making decisions concerning the welfare of animals. Field Officers must use discretion and good common sense in addition to applicable laws and policies when attempting to resolve animal related complaints and issues.

Officers shall be knowledgeable about the content of the ordinances and laws pertaining to animal control. Officers must be able to speak with complainants and animal owners in a professional manner, relaying to them concise and accurate information.

At no time will Field Officers intentionally subject any animal to inhumane treatment. Any Officer found to be in violation of this procedure will be subject to disciplinary action up to and including termination

If an animal is wearing any form of traceable ID then the Field Officer may attempt to contact the owner while in the field and return the animal if practical. Returning an animal in the field is at the discretion of the field officer. Field officers will scan the animal while in the field and may attempt to contact an owner while in the field. Return of the animal while in the field is at the sole discretion of the officer.

All forms of animal identification are to be put into the case notations, and if the animal is impounded are to be documented on the cage card. Notations of attempts to contact an owner are part of the case notes.

DASE

Section 4.2

Standard Operating Procedures

ROLL CALL

“Roll Call” will occur each day and before each shift. The purpose is to make daily assignments and discuss any ongoing problems, any problem areas or situation that has occurred on the previous shift and to update staff or discuss any safety issues. Roll call time will also be used by the supervisors to inspect each officer for cleanliness, neatness, etc.

Roll Call may be used to inspect the vehicles for cleanliness, equipment, paperwork, traps, canned food, etc. needed to complete assignments.

Roll call will last 15 minutes

Officers will have all equipment and/or paperwork to be ready to start their shift within 5 minutes after roll call is completed.

After Roll Call Officers are to log onto the CAD system and then perform Truck Inspections and Equipment and Supply Inspections.

Before leaving the Department to begin their tour of duty, each officer must inspect their vehicle. The purpose of the inspection is to insure the Vehicle's Safety; that the Vehicle Functions properly; and that the Vehicle Condition is clean and undamaged.

Vehicle Safety

The officer will check all emergency lights and flashers. The tires are also to be checked daily for low pressure, damage, and tread wear. The mirrors are to be checked on both sides to ensure no blind spots to the driver.

Vehicle Functions

The officer will test all lights; test both brakes and parking brakes; and check fuel gauge. The Officer will also check the oil level and other fluids. If any are found to be low they are to ensure the fluids are added before driving the vehicle.

Vehicle Condition

The officer will inspect the vehicles body for any damage. The unit should have no new dents or scratches. The officer is to check all animal compartment doors and locks to ensure they are functioning properly. The cab at the beginning of tour should be clean and uncluttered; the vehicles body and animal compartments should also be clean. If the officer discovers damage to their vehicle; or malfunctioning compartment doors; or a dirty cab or dirty animal compartments then they are to notify their Watch Supervisor or OIC immediately.

Officers are to fill out the inspection sheet on the back of their Daily Activity Log and turn it into their supervisor before leaving the office.

VEHICLE MAINTNANCE

Check Mark for satisfactory

Cross Mark for ADJUST, REPAIR, OR REPLACE

Check BEFORE and AFTER operation.

	BEFORE	AFTER
Lights & reflectors.....	<input type="checkbox"/>	<input type="checkbox"/>
Safety/Emergency devices.....	<input type="checkbox"/>	<input type="checkbox"/>
Brakes & emergency devices.....	<input type="checkbox"/>	<input type="checkbox"/>
Fuel, oil, water, transmission fluid.....	<input type="checkbox"/>	<input type="checkbox"/>
Drive belts.....	<input type="checkbox"/>	<input type="checkbox"/>

DT delivered	_____
CT delivered	_____
WLT delivered	_____
Squirrel traps delivered	_____
Resets	_____
Animals escaped	_____
Total # of impounds	_____
from traps	_____
Dogs	_____
Cats	_____

Tires (damage) (pressure).....

Clean (as required).....

Body damage (describe in remarks)..

Remarks: _____

Other _____

Total # of animals _____

darted _____

Dogs _____

Cats _____

Other _____

EQUIPMENT INVENTORY

	Yes	No
Catch Pole (2).....	<input type="checkbox"/>	<input type="checkbox"/>
Dog Chain	<input type="checkbox"/>	<input type="checkbox"/>
First Aid kit (for Officer)	<input type="checkbox"/>	<input type="checkbox"/>
Animal stretcher (1).....	<input type="checkbox"/>	<input type="checkbox"/>
Flash light.....	<input type="checkbox"/>	<input type="checkbox"/>
Transfer cage (2)	<input type="checkbox"/>	<input type="checkbox"/>
Rope (1)	<input type="checkbox"/>	<input type="checkbox"/>
Glove, rubber	<input type="checkbox"/>	<input type="checkbox"/>
Gloves, cat	<input type="checkbox"/>	<input type="checkbox"/>
Snake tongs	<input type="checkbox"/>	<input type="checkbox"/>
Fire extinguisher	<input type="checkbox"/>	<input type="checkbox"/>
Map book	<input type="checkbox"/>	<input type="checkbox"/>
Cat carrier	<input type="checkbox"/>	<input type="checkbox"/>
Net	<input type="checkbox"/>	<input type="checkbox"/>
Halter	<input type="checkbox"/>	<input type="checkbox"/>
ASP Baton	<input type="checkbox"/>	<input type="checkbox"/>
Animal ramp	<input type="checkbox"/>	<input type="checkbox"/>
Dart equipment	<input type="checkbox"/>	<input type="checkbox"/>

Total taken to Vet _____

P.R. Cases _____

Rerouted Calls _____

Assists given _____

Self-initiated Calls _____

Public Education _____

VEHICLE INSPECTION

Left Side

Right Side

Bait for traps	<input type="checkbox"/>	<input type="checkbox"/>
Bolt Cutter	<input type="checkbox"/>	<input type="checkbox"/>
Scanners	<input type="checkbox"/>	<input type="checkbox"/>
.....	<input type="checkbox"/>	<input type="checkbox"/>
.....	<input type="checkbox"/>	<input type="checkbox"/>

I have checked the Preventative Maintenance Service and the Equipment Inventory. Items listed on this form that have reported deficiencies and accidents (if any) to any Supervisor.

Officer's Signature: _____

Back

Front

Supervisor's Signature: _____

Equipment and Supplies Inspection

Officers are required to have all necessary equipment and supplies prior to leaving the Center to begin their tour. The officer must make a daily inspection of the Vehicle Equipment and Supplies assigned to their unit; they should check to ensure they have all Reports Forms and Documents necessary to perform their duties; and they are to have their Personal Issued Equipment and Supplies with them as well.

Vehicle Equipment and Supplies

Each vehicle should always be stocked with the following equipment:

1. First Aid kit
2. Fire Extinguisher
3. Door Cards
4. Gas Key
5. Gate Opener
6. Insurance Card
7. Bolt Cutter
8. Snake Tongs
9. Net
10. Animal Stretcher
11. Rope
12. Transfer Cages (2)
13. Bait for Traps
14. Body Bags
15. Cat Trap
- 15 Bug Spray
- 16 Laser Thermometer
- 17 Paperwork including cage cards, outreach (home alone cards, white generic business cards, copies of spay neuter vouchers, educational information), etc.

Notification to the Watch Supervisor or the OIC is to be made if any supplies are missing or depleted.

Reports Forms and Documents

Officers are required to have in their possession the following items when beginning tour of duty:

1. Daily Activity Report
2. Citation Book and Subpoenas
3. Incident Reports (Cruelty and Dangerous Animal Reports)
4. Abandonment Notices
5. Notices to Comply (general)
6. Notices to Comply (Cruelty)
- 7 Notices to Confine (Bite Case)
8. Notifications to Owner (Dangerous Animal)
9. Animal Physical Condition Form
10. Police Impoundment Form
11. Witness Statement Form
12. Trap Request Form
- 13 Ordinance copies

14. Owner Surrender Form
15. Barking Dog Warning Letter
- 16 White generic business cards
- 17 Chaining flyer
- 18 TNR cat flyer
- 19 Responsible pet flyer
- 20 Outreach form for assistance
- 21 Spay/neuter assistance flyer

All paper work is stored in the Classroom should the officer need to replenish their supplies at any time. If an officer is unable to find what they need in the Classroom or the item they need is not in stock then they are to notify the Watch Supervisor or the Supply Officer.

C. *Personal Issued Equipment*

Officers will be issued: a radio, two Catch Poles; a map book; a flash light; gloves; bolt cutters building and vehicle keys; Employee ID card; camera, and County cell phone. Upon completion of training officers will be issued an Asp Baton. Masks and latex gloves are optional equipment available at any time to all officers.

DAY WATCH

At 0600 hours, calls pending on the CAD screen will be pulled by the Supervisor or OIC. The supervisor or OIC will check both the Bite and Cruelty baskets to review reports and notices for any necessary follow-up. The supervisor or OIC will pull follow-up calls and re-routed calls left the previous watch from the field call file located on the wall next to the dispatch room. All calls will be given out in the Day Watch Roll Call.

Monday – Friday from 0800 – 1800 hours, the Office Dispatchers will pull calls from the CAD screen and enter calls into the PetPoint database system. After 100 hours or when the Dispatchers are not on duty, all calls dispatched by the CAD operator will be entered into the PetPoint system by the responding officer.

At the end of the officer's tour of duty, any calls that require a follow up are to be placed in the Field Call File. If a trap is needed at a location that call is to be placed in the Trap Officer's Call File, next to the Field Call File. All follow up calls from Day Watch must have a PetPoint Complaint number.

Unless a case number is assigned or a follow up is needed, CAD calls handled by phone do not require a PetPoint System Complaint number. If the officer responds to the complaint by phone the following must be entered on his Activity Report:

- a) Under the CODE column: 10-21
- b) Under the LOCATION column: the address of the caller
- c) Under the Case# column: the CAD event#

All Bite Cases, including both code 24, 25 and code 34, are to be printed after completion and left in the Bite Case basket, located in the front office.

Cage card is to be attached to the Bite Report

Bite coordinator will print a Lab Report to be attached to the specimen

All Cruelty Reports including any cruelty notices to comply, photos, etc are to be printed after completion and placed in the Cruelty basket, located in the Supervisor's office or designated area.

Place Dangerous Animal Reports in the bite basket.

All abandonment notices and the print out are to be placed in the cruelty basket,

All general notice to comply notices are to be left in the Cruelty basket

All barking dog warning letters are to be left in the barking dog basket, located in the front office.

Signed citations are to be left in the citation box in the front office.

Bills/invoices and paperwork for animals treated by a veterinary office are to be attached to the cage card and left with the animal.

The officer is required to update and complete all calls responded to during their shift into the PetPoint system and attach printouts (except for those left in the Bite Case or Cruelty baskets) to their activity reports.

The officer is required to attach a copy of impounded animals to their activity reports.

The officer's activity report and attached documentation is to be left in the file slot on the Supervisors door.

EVENING WATCH

At 1200 hours calls pending on the CAD screen will be pulled by a Supervisor of the OIC. The Supervisor or OIC will check both the Bite and Cruelty baskets to determine followup actions. All followup calls will be given out in the Evening Watch roll call.

Monday through Friday, Dispatchers will pull calls from the CAD screen and enter them into PetPoint system. When Dispatchers are not available, officers will input data into PetPoint system.

At the end of their shift, any calls requiring follow will be placed in the Field Call File. All follow calls must have a PetPoint case number.

Unless a case number is assigned or a follow up is needed, CAD calls handled by phone do not require a PetPoint System Complaint number. If the officer responds to the complaint by phone the following must be entered on his Activity Report:

- a) Under the CODE column: 10-21
- b) Under the LOCATION column: the address of the caller
- c) Under the Case# column: the CAD event#

All Bite Cases, including both code 24, 25 and code 34, are to be printed after completion and left in the Bite Case basket, located in the front office.

Cage card is to be attached to the Bite Report

Bite coordinator will print a Lab Report to be attached to the specimen

All Cruelty Reports including any cruelty notices to comply, photos, etc are to be printed after completion and placed in the Cruelty basket, located in the Supervisor's office or designated area.

Place Dangerous Animal Reports in the bite basket.

All abandonment notices and the print out are to be placed in the cruelty basket,

All general notice to comply notices are to be left in the Cruelty basket

All barking dog warning letters are to be left in the barking dog basket, located in the front office.

Signed citations are to be left in the citation box in the front office.

Bills/invoices and paperwork for animals treated by a veterinary office are to be attached to the cage card and left with the animal.

The officer is required to update and complete all calls responded to during their shift into the PetPoint system and attach printouts (except for those left in the Bite Case or Cruelty baskets) to their activity reports.

The officer is required to attach a copy of impounded animals to their activity reports.

The officer's activity report and attached documentation is to be left in the file slot on the Supervisors door.

All complaints regarding an animal control problem or animal related situation will be responded to by an Officer from the Animal Services and Enforcement Unit

Calls / complaints which DeKalb County will respond to include but are not limited to the following:

- A. Nuisance complaints, i.e. barking, property damage, etc.
- B. Animals running loose to include domestic animals, livestock, etc.
- C. Vicious animals, potentially dangerous animals, and dangerous animals.
- D. Bite calls.
- E. Injured animals.
- F. Cruelty complaints.
- G. Abandoned animals.
- H. Deliver, pick up traps or trapped animals. Healthy wildlife may be released.
- I. Requests for assistance from law enforcement agencies and/or other public safety agencies.
- J. Requests from residents to relinquish animals to Animal Control.
- K. Citizen requests to pick up confined, stray, abandoned, etc., animals.
- L. Owner requests to relinquish animals to DeKalb County Animal Services. (Must be approved by shelter operations.)
- M. Requests to attempt rescue of animals that are victims of unfortunate situations, i.e. trapped in drainpipes, recovering injured animals that have left the scene, etc.
- N. Nuisance wildlife complaints inside residences (**rabies vector animals including raccoons, skunks, foxes, bats and coyotes**). Rodents, squirrels, opossums, lizards, spiders, etc. outdoors will be referred to contact a private trapper or specialist.

Field Officers will respond to calls based on their priority. There are three categories of Priority Calls: High, Medium, and Low.

A. High Priority Calls:

Possible Rabid Animal

Injured Animal

Bite Case: Need Report

Meet with Police (See emergency police procedures 4.6)

Rescue

School Call

Potentially Dangerous Animal Call

Dangerous Animal Call

Cruelty Investigation (See Cruelty Cases 4.15)

B. Medium Priority Calls:

Pit bull complaint (meet with complainant)

Pit bull complaint (patrol area)

Complaint from Commissioners' Office

C. Low Priority Calls:

Stray animals

Eviction – Meet with Marshal Unit

Abandoned Animal

DeKalb ASE will respond to anonymous calls. If the caller refuses to provide a name, the information pertaining to the animal control problem will be recorded and dispatched to an Officer for disposition. Caller information in the computer will be recorded as "Anonymous". Anonymous calls may only be disregarded with the permission of a supervisor. Supervisor will be held responsible for any disregarded call of this type.

Responding to Calls/ Meeting with Citizens, Owners, Complainants

DASE staff are expected to interact with citizens in a professional manner at all times. Many citizens may be irate and training is provided to best resolve the issues in a professional manner.

Field Officers will respond to citizen complaints as soon as reasonably possible and based on the priority status of each call

Unless otherwise directed by the dispatcher, the Officer will make contact with the complainant at the complainant's residence.

- A. If the complainant prefers not to meet with the Officer, the Officer will comply with this request.
- B. The Officer will respond to the call based on the information provided

by the complainant and will attempt to resolve the situation or problem. Animal Control vehicles should be parked on the roadway but in such a manner so as not to block the flow of traffic.

- A. If a complainant requests to meet with the Officer, the vehicle may be parked in the complainant's driveway.

When an Officer meets with a complainant, the Officer will display a polite and courteous demeanor.

- A. The Officer will ascertain from the complainant the exact nature of the problem.
- B. The Officer will inform the complainant how the situation may be resolved and what the Officer is authorized to do.
- C. The Officer will complete a narrative for each contact made with an individual to detail what action was taken.

Officer may utilize the Petpoint system disposition area to document action taken if sufficient documentation can be entered in the limited space. This will be used disposition to document "routine calls". Calls that require more detailed documentation will necessitate completion of an incident report. When in doubt, the Officer should complete a narrative Incident Report including all specifics.

If the complainant is not at home, the Field Officer will leave a "Door Card" in a noticeable place at the complainant's residence indicating what action was taken in response to their complaint.

The Officer's name and badge number will be printed on the card. The Officer will indicate on their Activity Report and in PetPoint a "Door Card" was left at the complainant's address. If the complaint was resolved on the first attempt, the Officer will indicate on the "Door Card" and inform the complainant. If the complaint was not resolved on the first attempt, the Officer will print out the call from PetPoint system and have a follow up conducted to resolve the complaint. The officer will place the call in the appropriate slot for the following shift to respond.

The next Watch will respond to the follow-up call regarding the initial complaint. The Office will again attempt to make personal contact with the complainant. If the complainant is not home, the Officer will leave another "Door Card" containing the information required by this policy.

A "Door Card" will be left at the complainant's residence each time an Officer responds to their complaint unless the complainant has requested that the Officer not come to their residence.

Officers responding to calls regarding animal control violations will attempt to locate the owners of the offending animals. Field Personnel will make a concerted effort to establish personal contact with the animal owner and discuss the problem or complaint with the owner.

If personal contact is made with the owner, the Field Officer shall be polite and responsive to the owner's questions.

The Field Officer will outline the problem as it is known to the Officer, and offer suggestions as to how to solve the problem. The Field Officer will advise the owner of the County Ordinance or State Law that pertains to the problem. A copy of the DeKalb County Animal Control Ordinance will be left with the animal owner.

If the problem cannot be corrected immediately, then a Notice To Comply (NTC) will be issued to the owner. The NTC will list the violations, what corrections are needed, and the mutually agreed deadline for correction.

If the animal owner is not at home at the time the Officer responds to the complaint and no violations are seen, the Officer will leave a "Door Card" and a copy of the Animal Control Ordinance at the owner's residence.

The "Door Card" will state the nature of the complaint received by ASE.

The Field Supervisor's phone number will be provided to the violator in the event the animal owner has questions about the Ordinance complaint.

The "Door Card" will serve as a written warning to the owner that a complaint has been made.

The Field Officer will enter in PetPoint that a "Door Card" was left at the residence and written warning given.

The Field Officer will indicate on their Daily Activity Report (DAR) that a "Door Card" was left at the location.

If the Officer sees a violation, a citation may be issued for the owner to appear in Magistrate Court, the Officer shall explain to the owner why the citation is being issued. Education and correction may be used in lieu of a citation. A citation may be used in lieu of impoundment.

- A. A copy of the Animal Service & Enforcement Ordinance will be provided to the animal owner.
- B. If the officer deems it necessary to issue a "Notice To Comply" to correct the violation(s) seen, the owner will then be given, in writing, what they are to do and on what date an officer will return to verify their compliance.
- C. The Officer shall request to see a current driver's license. The owner's name, address, and phone number as well as the driver's license number, expiration

date and date of birth will be obtained by the Officer. In the event the violator's address is different from the address on the driver's license, do not use the address listed on the driver's license. Use the correct and current address when writing the citation.

The Court date will be printed on the citation and the officer will verbally advise the court date.

The owner will be advised of the penalty for failure to appear in court.

The Officer shall answer all questions pertaining to the citation.

If the owner refuses to produce identification, the Officer will leave the owner's property and will advise Dispatch that Police assistance is needed to obtain the necessary information. Dispatch will notify a Supervisor.

A bite investigation will be initiated when a citizen files a complaint with Animal Control that a bite has occurred.

A. The bite victim, vet or hospital may contact Animal Services by phone or by coming into the Animal Services Enforcement Office.

B. All bite reports will be completed by an Animal Control employee. In all cases, the reporting Officer or employee must personally observe the bite wound or be advised by medical personnel. In the event the bite wound is on a "private" area of the body, the employee will request that the victim provide photographs of the bite wound.

The employee will have photographs taken of the bite wound to document adequately the severity of the wound if necessary.

When a citizen phones in a bite complaint to Animal Services, the call taker will either:

- transfer the call immediately to the Bite Coordinator
- or proceed to take the report by phone

If the report is taken by phone at the Animal Services Center then the following procedure is necessary:

Determine the severity of the bite.

The call taker will determine the current location of the victim. The bite must have occurred in DeKalb for a report to be taken. If the bite occurred in another county the citizen is to be directed to that agency

If the injury is serious or life threatening, the first concern will be obtaining immediate medical care for the victim. The call taker will ascertain from the caller whether or not the EMS system has been activated. If the caller has not summoned EMS personnel the call taker/Officer will assist the caller by contacting 911 and forwarding the information.

The call taker will get the following information from the victim or Complainant:

- Victim's name, age, address, city, phone numbers, wound location
- Animal description and location
- Owner's information, if known
- Narrative of how bite occurred

The call taker will give the call to the Dispatcher to dispatch a Field Officer to the scene of the incident. However, if the victim is transported to a health care facility for treatment, the Officer may be directed to meet the victim at the hospital or may be instructed to follow-up with the victim after care has been rendered.

If the bite requires medical attention, but does not necessitate a response by EMS personnel, the call taker will give the call to the Dispatcher to dispatch a Field Officer to the attending hospital or health care facility to meet with the victim.

Unless the call is received from a doctor or medical facility the officer must determine if the bite broke the skin.

- A. If the bite does not break the skin, a bite report is not required.
- B. The skin is considered "broken" when blood is drawn or a competent medical physician deems an exposure took place.
- C. If the Officer is in doubt as to whether or not an actual "bite" occurred, the Officer will contact their Supervisor for assistance. For the purposes of rabies control, a bite is any break in skin in which blood is drawn to the skin.

The officer must determine the location of the animal and if the animal is at large or unrestrained: If the animal is at large or unrestrained a second unit may be dispatched to assist.

If the caller demands that a bite report be completed even though blood was not drawn, the Officer will advise his/her Supervisor. The Supervisor will assess the situation and determine if a report is to be made for documentation purposes only.

Bite Case Procedures for Field Officers

Animal to Human:

If the bite is animal to human, an Officer will be dispatched to respond without delay (High Priority Call).

The Officer will contact the bite victim and obtain all items of information required to properly complete the bite report.

When the bite victim is a minor, the Officer will obtain the necessary information from the minor's parent(s) or legal guardian(s). The Officer should also obtain a statement from the minor child in the presence of the parent(s) or guardian(s).

The Officer must obtain the names, addresses, and phone numbers of any witnesses to the incident.

The Officer must identify the owner of the animal if the owner is known. Owner information will include name, complete address, home and work telephone numbers. All pertinent information about the animal and its quarantine location will be obtained by the officer. The owner will be given a Notice To Confine to sign with a copy for them to keep.

The Officer will evaluate the situation and determine if a violation of the DeKalb County Animal Control Ordinance has occurred.

1. When a violation is noted, a citation may be issued to the animal owner to appear in Court. A citation may be issued for each violation found to have occurred related to the incident. (If there are grounds to prosecute the owner for Dangerous Animal charges follow procedures listed under Dangerous Animal 4.8-21)
2. The citation number and court date will be annotated on the bite report.
3. The investigating Officer will complete a detailed narrative and update information in PetPoint. Who, what, when, where, how, color and gender of animal, as well as a detailed narrative of the incident should be included in the report.

The Field Supervisor will review the bite report to ensure that it is properly and completely filled out.

1. If the report is correct and contains the required information, the Supervisor will enter
2. "Initial Report Complete" in the narrative section of the bite report and place the report in the Completed Reports folder in the Bite Case basket.
 2. If follow ups are needed by Field Operations the Supervisor will Leave the report in the Bite Case basket for the next Watch to Respond.
 3. The Bite Coordinator will review all reports in the Bite Case basket, and follow up on information not provided to the officer and to advise the owner to get the animal into quarantine.
 4. The Bite Coordinator will file the Initial Report Complete, Bite Reports into a file cabinet in the front office, for the 10 day quarantine period after the ending quarantine period is over the Bite Coordinator will pull the reports and have the supervisor sign off on the report "CASE CLOSED" in the narrative section of the bite report.

Animal to Animal (Wildlife Exposure):

A. If this is a wildlife exposure and the wildlife is still at the location, the officer will respond without delay. (High Priority Call).

B. The Officer will meet with the pet owner to obtain information to the location of the wildlife.

C. After the wildlife is captured or if it is no longer present, the Officer will meet with the pet owner and obtain all items of information required to properly complete the bite report.

D. When the complainant is a minor, the Officer will obtain the necessary information from the minor's parent(s) or legal guardian(s). The Officer should also obtain a statement from the minor child in the presence of the parent(s) or guardian(s).

E. The Officer must obtain the names, addresses, and phone numbers of any witnesses to the incident. If any other domestic animals, or humans, had contact with the wildlife that information must be included in the report.

1. The Officer must identify the owner(s) of the domestic animal(s), if there are additional animals involved. Owner information will include name, complete address, home and work telephone numbers.

2. All pertinent information about the animal and its quarantine location will be obtained by the officer. The owner will be given a Notice To Confine to sign with a copy for them to keep.

1. When a violation is noted, a citation may be issued to the animal owner to appear in Court. A citation may be issued for each violation found to have occurred related to the incident.

F. The Officer will evaluate the situation and determine if additional action is needed.

1. If the wildlife is not apprehended a trap may be set at the location.

2. If the wildlife is apprehended a specimen must be prepared and sent to the State Lab (see Specimen Procedures 4.11)

3. The investigating Officer will complete a detailed narrative and update information into the PetPoint system program.

G. The Field Supervisor will review the bite report to ensure that it is properly and completely filled out. If further investigation is needed the report will be kept in the bite basket for the next Watch Supervisor

1 If the report is correct and contains the required information, the Supervisor will sign the report. "Initial Report Complete" in the narrative section of the bite report. The report will then be placed in the "Complete Reports" folder of the Bite Case basket.

2 The Bite Coordinator will review Bite Reports pending the required observation period or test results from the State lab.

3. The Bite Coordinator will file the Initial Report Complete, Bite Reports into a file cabinet in the front office, for the 45 day or 6 month quarantine. After the ending quarantine period is over the Bite Coordinator will pull the reports and have the supervisor sign off on the report "CASE CLOSED" in the narrative section of the bite report.

Emergency Police Assistance calls are those calls in which police personal have responded to a call and have determined that Animal Services and Enforcement is needed.

1. Calls received for assistance from the DeKalb County Police Department will be classified into three categories. The dispatcher will obtain all possible information to classify the call correctly and advise the responding ACO. The three categories are;
 - A. Active Police Activity (APA) – This is any call that police personnel have responded to and are currently assessing the situation. The scene has not been secured of potential danger from suspects or chemical/biological dangers.
 - B. Inactive Police Activity (IPA) – This is any call that police personnel have responded to and have secured the scene of potential danger from suspects or chemical/biological dangers. This will generally be the point that EMS and/or crime scene personnel would be allowed into the area.
 - B. Non-Emergency – These types of calls are any call requesting routine assistance not related to an emergency police response.
2. Calls for assistance made by the DeKalb County Police Department or cities within the county will be responded to in a prompt manner. These calls will take priority over other non-emergency calls received from the public.
3. An ASE supervisor will be advised of all APA calls immediately. The Supervisor and/or the Animal Control Officer will respond directly to the scene. A safe point will be established preferably the police command post and await further instructions. No Animal Services and Enforcement employee will enter the scene area until advised the location has been secured.
4. Once a location has been secured the ACO and supervisor may enter the scene area but only after being furnished a Police Officer to escort the ACO and supervisor.
5. ASE employees may respond directly to the scene of an “IPA” incident however they not take any action until requested and until a Police Officer is assigned to escort the ACO.

The purpose of this policy is to ensure that all animals received by, surrendered to, apprehended by, or otherwise remanded to the custody of DeKalb County Animal Control receive immediate medical care for any injury or illness.

- A. This policy will apply to animals when first received by this Unit and to animals while housed in the Center.
- B. All employees will be expected to strictly adhere to this policy.
- C. No animal will be subjected to inhumane treatment as a result of being denied medical treatment by any member of this Unit. In the event an animal is injured during capture, while being handled, or for any other reason as a direct or indirect result of an employee, the animal will be treated for its injuries or humanely euthanized by an approved method if euthanasia is in the animal's best interest. Euthanasia must be approved by a veterinarian or shelter operations director.
- D. Upon entry or pick-up employees are to examine all animal for injuries, mange, fleas, pregnancy, in heat, etc. Note health problems in logbook. If animal needs treatment, write up a vet check request or if the animal needs urgent treatment, notify the vet, vet tech or supervisor so that appropriate veterinary care can be received
- E. When an employee has knowledge that an animal is in need of medical attention (including immediate euthanasia) and has not received the necessary care as required by this policy, the employee will notify a shelter supervisor or the director.
- F. When an employee has knowledge that a fellow employee is failing to comply with this policy, the employee will immediately advise their immediate supervisor. Employees that fail to report a violation will be considered in violation of this policy the same as if they had failed to obtain medical treatment for the animal.
- G. Failure to comply with this policy will result in disciplinary action up to and including termination.

1. Field Personnel will use only the level of force as is necessary in the capture and impoundment of animals.
2. Field Personnel will attempt to capture animals in the most humane method available, using capture equipment that has been provided for this purpose.
 - A. Leashes.
 1. Leashes will be used whenever possible as a means of capturing or restraining an animal.
 2. Officers will not drag animals nor lift animals with the leash.
 3. If the animal will not walk on the leash, the Officer will muzzle the animal with the leash and then carry the animal to the vehicle if practical.
 4. If the Officer cannot carry the animal, the Officer will request assistance to move and load the animal, if available.
 - B. Restraint Poles.
 1. Restraint poles will be used when the Field Officer feels that handling the animal would result in injury to themselves.
 2. Restraint poles will not be used as clubs or bats unless the animal is attacking the Officer.
 3. Officers will never intentionally lift an animal off the ground with a restraint pole in a way that would result in unnecessary or excessive injury to the animal.
 4. Officers will not purposely "choke down" on an animal restrained by a restraint pole.
 - C. Cat tongs.
 1. Unruly or wild cats should be captured with cat tongs to prevent injury to the Officer.
 2. A carrier should be immediately available to confine the cat to avoid injury to the cat.

3. If cat tongs are not available, the Officer should grasp the cat behind the neck with one hand; grasp the hind legs with the other hand, then stretch the cat slightly while balancing the body on the forearm of the arm holding the head. This will reduce the chance that the Officer will be bitten or scratched.

A. Gloves.

1. Leather gloves should be used by all Officers in an effort to avoid some injuries. Kevlar gloves should be worn at all times when handling rabies vector animals and feral cats .

1. Dogs are to be impounded by a Field Officer when the following conditions exist:
 - A. The dog is observed running at-large and a complaint has been received from the area. Officers may self-initiate a complaint.
 - B. The dog is observed running at-large and is creating a hazardous situation, i.e.:
 1. The dog is in the roadway in traffic or impeding traffic.
 2. The dog is a female dog in season.
 3. The dog is acting aggressive.
 - C. The dog has bitten and must be confined for quarantine.
 1. When the owner is not known.
 2. When the Officer is unable to contact the owner or the owner is unable/unwilling to comply with quarantine requirements.
2. Dogs found to be loose and running at-large may be impounded or returned to the owner at the Field Officer's discretion in the following situations:
 - A. For a first offense when the Officer can verify no previous complaints, warnings, or citations have been issued to the owner.
 - B. For a violation of obvious accidental nature.
 - C. When conditions exist where impoundment would not be in the best interest of the animal or the Animal Control Unit, i.e. the animal has health problems, requires daily medications, etc.
3. Dogs observed in violation of the ordinance that should not be impounded under normal circumstances are as follows:
 - A. Unrestrained animals observed on the owner's property (unless a complaint exists). The Field Officer should first try to make contact with the animal owner and advise them of the violation. If the animal comes off of the owner's property in the presence of the Officer, the animal should be impounded if the owner is not at home.

B. Animals in violation of vaccine or license provisions only when other control violations are noted.

4. Cats found loose and/or running at-large will be impounded under the following conditions:

- A. The cat has been confined or trapped by the complainant.
- B. The cat is observed causing property damage.
- C. The cat has bitten and should be confined for the quarantine period, and the owner is not known or cannot be located.

5. Wildlife confined by citizens shall be impounded.

- A. Healthy wildlife, unless involved in a Bite Case, will be released/relocated or transported to a rehabilitator.
- B. Sick, injured, and infant wildlife will be screened by supervisor for disposition.

6. Infant Domestic Animals.

- A. Whenever possible the mothers of nursing puppies of kittens should be impounded with the litter. It is virtually impossible to keep nursing puppies and kittens healthy in an animal shelter environment. Newborn and nursing animals that are too young to survive without a mother will be managed in accordance with procedures established by shelter operations. Whenever possible/practical nursing mothers should be transported with nursing infants or infants left in the location and monitored for the return of the mother unless the safety of the infant animal is at risk.
- B. Puppies and kittens will be placed in designated holding areas the shelter identifies

DASE

Section 4.11

Standard Operating Procedures

ANIMALS IN TRAPS

1. Animals in traps will be managed in accordance with procedures outlined in this policy and the "Animals in Traps" manual.
2. Dogs in traps are to be removed from the trap using a restraint pole and loaded onto the truck. Extreme caution is to be used when removing the dog from the trap.
3. Ear tipped apparently healthy trapped cats may be released on scene (TNR program)
4. Healthy wildlife that has not bitten a person or pet may be released on scene

The Officer will notify the Bite Coordinator or Field Supervisor that an animal must be prepared for the Lab.

6. The Officer will accomplish this process prior to going off duty.
7. Failure to comply with this policy will result in disciplinary action.
8. The Field Supervisor will ensure that all Field Officers strictly comply with this policy.
9. When the animal has been euthanized, the head will be removed immediately and properly packaged for transport to the lab.
10. The Kennel Supervisor will be directly responsible for ensuring that the specimen is not destroyed prior to transport to the Lab.
11. The Field Supervisor or Bite Coordinator will attach the two copies of Lab Submission Form to the specimen. The specimen will be stored in the designated refrigerator until transported to the lab.
12. The Kennel Supervisor, or their designee, will advise the Field Supervisor or Bite Coordinator When the specimen is ready for transport
13. The Field Supervisor or Bite Coordinator will arrange for the specimen to be transported to the lab as expeditiously as possible. Specimens will be delivered within 24 hours of being prepped inside State approved cartons, to the State Lab.
14. If an animal is dead upon arrival to the shelter the field officer will be responsible for removing the head and the disposition as stated in this policy.
15. When DASE has required the quarantine of an animal as a result of a bite/scratch, and the animal is being confined at a veterinary hospital, and that animal dies or is euthanized there, Animal Control will be responsible for transporting the head to the State Laboratory for testing, after it has been prepared by the vet.

Supervisors are responsible for the operation of their section. They are to make sure that a sufficient number of employees are scheduled to work on any given day.

2. All supervisors are responsible, on a daily basis, for all daily activities of their subordinates.
3. Any problem that the supervisor feels may have detrimental effects on the Division as a whole should be discussed with the Deputy Director.
4. Respond to all calls involving loose or stray horses, cows or hogs.
5. Supervisors will monitor radio traffic at all times.
6. Handle calls in a given territory when field staff is busy. Supervisors will be expected to respond to any call when they are the closest available unit.
7. Record and report AC officer's activities from the Officer's Daily Activity Reports daily, and submit to the Administrative Supervisor at the end of each month. This monthly report is due by the end of the third day after the end of the month. This will not be delegated to a subordinate.
8. Respond to field problems where officers need assistance.
9. Supervisors will respond to all accidents involving ACO's and fill out the required report forms on injuries and damages. If the accident is vehicular and Police judge the ACO at fault, the ACO will be transported to an appropriate facility for drug testing.
11. Supervisors are responsible for handling complaints from citizens who make allegations against Animal Control employees and the Director will be advised. The Director will determine if the complaint should be handled by Internal Affairs or at the line level.
12. Handle field complaints from the Chief of Police's Office and the Commission Office. This may be delegated, but supervisors are to follow up to insure a solution to the problem and then report back to the Director.
13. The Day Watch Supervisor will inspect field units once a week to insure that units are clean and in good running order. All defects are to be reported to the Director along with a copy of the Vehicle Maintenance Request slip that is taken with the unit to the shop.
14. Supervisors will evaluate all Probationary employees on a weekly basis. These evaluations will be discussed with the new employee and then the Director

before the end of their tour of duty.

15. All overtime must be approved in advance by a supervisor before it will be accepted. Overtime sheet is to be completed and signed by a supervisor at the end of each watch before the supervisor leaves for the day.
16. It will be the responsibility of the supervisor to notify the Director whenever that supervisor will not be in for duty. The supervisor will also designate an OIC in his/her absence.
17. When serving in the supervisory capacity in the absence of the supervisor, the OIC will report for duty like the supervisor normally does.
18. Supervisors are responsible for all Accident Report packages for Risk Management, Insurance Division, and the Accident Review Board. These packages will be completed and turned in to the Director within 24 hours of the accident. These cases may be presented before the Accident Review Board by the Chief of Special Operations or his designee.

Only after other methods of capture have failed such as trapping, will chemical capture be attempted. Only authorized personnel will have access to the chemical capture equipment and chemical capture drugs. Supervisors will request assistance from the shelter veterinarian for chemical capture drugs. Drugs are to be secured and only used for animals posing a significant threat or dogs for which other capture methods have failed. Any drugs not used will be returned to the shelter veterinarian. Chemical Capture will only be used if the surrounding area is safe to discharge the capture equipment. Operators must be certified in the use and methods of chemical capture

1. Procedure

A. Standard Dart Calls

1. Assistance from Field personnel is insufficient or unavailable for capturing the animal.
2. A dog trap has not or will not resolve the problem.
3. The situation is aggravated or could become potentially dangerous.

B. Emergency Dart Calls

- 1) Dangerous or Potentially Dangerous Animal Cases
- 2) Wildlife calls involving carnivores or rabies cases
- 3) Animal rescue calls
- 4) Livestock calls

C. Protocol

- 1) The officer on the scene, who is requesting a unit with dart equipment to meet with him, must keep the animal in sight until that unit arrives.
- 2) When the officer arrives who will be responsible for darting the animal, the officer who has been keeping the animal in sight (spotter) will continue to keep the animal within view.
- 3) The arriving officer (shooter) prepares the medicine for the dart.
- 4) After the dart is prepared the shooter finds the spotter and darts the animal
- 5) When the animal is darted the spotter will immediately follow and tracks the fleeing animal.
- 6) The shooter must first locate the dart before attempting to capture the animal.
- 7) When the animal is apprehended, it must be transported to the unit causing the least amount of stress to the animal as possible. The animal is to be placed in the unit lying in a natural position. The unit transporting the darted animal is to come directly to the Center unless the physical condition of the animal warrants transporting it to a veterinarian.

8). When the animal is brought to the Center, it must be left in a natural position. If the animal is ruminant (hoofed, usually horned mammal), it must be left in a vertical recumbent position. If the animal is a canine and it is to be left in a cage, a blanket, towel, or some other object must be placed on the grate underneath the animal's head prior to leaving it in the cage. Notify the Kennel staff that a tranquilized animal is in the facility and of its location.

Safety

- C. Always check for a clear line of fire before and during darting.
- D. Keep the safety on until you are ready to fire.
- E. Carry all gun barrels pointed down in case of accidental firing
- F. Never fire a dart near the corner of a house or near doors or windows
- G. Never dart an animal in the head or lungs
- H. Whenever possible, recover all spent darts.
- I. Dart needles must be cleaned after each use.

2. Dart Officer Requirements

- A. Designated police officers working with the Department
- B. Officers that have successfully completed a Chemical Capture Course and been approved by the Director.

The Field Operations Section will handle complaints of dangerous animals and generate the required reports, take appropriate action against the owner or custodian

1. This call will be dispatched when a person has been seriously attacked by an owner's dog or when an animal has been attacked or killed by a dog. This is a priority call and must be responded to immediately.
2. The first concern is locating and restraining the dog. After the animal has been restrained, the officer will then meet with the victim to take the Bite Report or to get information on the incident.

Based on the information obtained from the victim and witnesses, the officer will then make a determination whether a Dangerous Animal Case (DA Case) has occurred.

2. If the officer concludes this is a DA Case, he will then contact his Supervisor/OIC to meet with him at the location before notifying the owner of charges. When the Supervisor or OIC arrives, update them on your findings for their confirmation then meet with the owner.

- 1) If a bite occurred complete the Bite Report then notify owner he will be charged with owning a Dangerous Animal. Advise the owner his animal must be quarantined at the Center or at his vet until the court date (even if no bite occurred).
 2. Issue cites, setting case for court date within ten (10) days of issue.
 3. Give a complete narrative in Pet Point of the entire case. Update this call to a Code 45, if the attack was to another animal. If the attack was to a human update the call to a Code 46
 - 4 Get a case number from the dispatcher and write it as well as the Pet Point number in the designated area on the citation. Issue subpoenas to all witnesses.

3. After an animal has been ruled dangerous by the Court, the owner has 15 days in which to provide.

- A. A secure area for the animal.
- B. A \$25,000.00 insurance policy or surety bond on the animal
- C. A microchip inserted into the animal
- D. A \$250.00 annual registration fee

E. The animal(s) must Spayed or Neutered

4. Supervisor's will provide the follow-up on these cases by;

A. Taking pictures.

B. Documenting information about the animal pens.

C. Approving or disapproving the area as meeting specifications as provided in the Animal Control ordinance.

DeKalb Animal Services and Enforcement's (DASE) primary objective when investigating cruelties is the welfare of each animal affected or involved. The needs of the animal are the foremost concern. High profile and major cruelties will be led and controlled by the sworn DKPD cruelty unit.

2. Cruelty complaints will be classified as:
 - A. High profile cruelties.
 1. Cruelties involving cases of extreme abuse, i.e., mutilations, shootings, etc., or abuse which results in the death of an animal or aggravated injury to an animal.
 2. Reported dog fighting.
 3. Cruelties involving extreme cases of neglect.
 4. Cruelties which have a tendency to generate media interest.
 - B. Major cruelties.
 1. Cruelties involving large numbers of animals, i.e. collectors, hoarders, etc.
 2. Cruelties involving puppy mills, breeders, etc.
 - C. Minor cruelties and check condition complaints.
 1. Cruelties involving abuse or neglect as a result of failing to provide adequate Center, water, food, etc.
 2. Cruelties that have not yet resulted in injury to an animal but left unaddressed could result in injury or death of an animal, i.e. dogs chained with ability to jump over a fence, or off a deck that could result in hanging, animals living in conditions that expose them to harmful substances or items, etc.
 3. High profile cruelties complaints and will be investigated without delay, and all cruelty complaints will be responded to on the day received.
 4. Cruelty complaints will be dispatched or assigned as soon as the complaint is received by this agency.

- A. If the call indicates that an animal is in distress, is in immediate danger, is being subjected to physical abuse, or suffering from extreme neglect (i.e. starvation), the officer will respond immediately.
- B. If a Field ACO is not immediately available, then the Field Supervisors will be directed to respond.
- C. If no ACO or Field Supervisor is available to immediately respond, Dispatch will contact a police unit to be enroute until an ACO is available.

3. Emergency Seizures.

- A. When any animal is found to be severely injured or diseased, and the animal's condition appears to be life-threatening, and immediate medical attention is necessary to lessen the animal's suffering, the animal will be immediately impounded and transported to the nearest veterinary clinic without delay for treatment.
- B. The emergency seizure of an animal in need of immediate medical treatment will be made if such seizure is necessary to save the animal's life. ASE will always be concerned with what is in the best interest of the animal.
- C. It is imperative that animals impounded as "emergency seizures" be immediately delivered to a veterinary clinic for treatment. These animals will not be brought to the Center first and then transported to a veterinary clinic unless the Center is the closest veterinary option.

4. Cruelty investigations will be managed in accordance with the following policies:

- A. An ACO will respond and assess the situation. If the situation calls for an Investigator, the ACO will call the DKPD Animal Cruelty Unit and they will respond.
 - 1. The investigator will attempt to get voluntary consent from the owner to enter the property and/or residence.
 - 2. If consent is provided, it will be obtained in writing, utilizing the ASE "Consent to Search" form.
 - 3. If consent is not given, the Investigator will advise the Units sworn DKPD Investigator. If probable cause exists, the sworn DKPD Investigator will obtain a search warrant.

- B. When conditions warrant the immediate removal of the animal(s) from the scene or environment, the investigator will attempt to gain the cooperation of the owner.
 - 1. If the owner enters into a consent agreement with DASE to relinquish ownership to DASE, said consent will be provided in writing, and will be accomplished by having the owner sign an Owner Surrender Form.
 - 2. If the owner refuses to relinquish the animals, the Investigator may seize the animal at that time if a crime has been committed or if the animal needs immediate veterinarian care .
- C. When the owner has refused to relinquish the animal(s), a search warrant will be obtained to make entry onto the property and/or residence.
- D. In any case where a search warrant is obtained the sworn DKPD Investigator will control the scene.

5. Photographic Evidence.

- A. Photographs will be taken in EVERY cruelty case.
- B. Photographs will be taken by DKPD Detectives or designee in major cruelty cases, involving large numbers of animals and/or in cases involving deplorable living conditions. DKPD Crime Scene may be utilized to photograph high profile cruelty cases involving severe injuries, mutilations, sick animals, animals that have been starved, etc. DKPD Crime Scene may also be used to photograph necropsies.
- C. The cruelty Investigator may take his own pictures of minor cruelties to document inadequate conditions.
 - D. Photographs will be taken of the environment the animal is living in or the situation which constitutes the cruelty, i.e. no shelter, water, etc. prior to the animal being removed from the environment.
- E. Unless the animal is in a life-threatening situation and must be immediately removed to save the animal's life, each animal will be assigned an identifying number or letter, and photographed in the environment prior to removing the animal.
- F. Once removed from the environment, the animal will again be photographed with the identifying letter or number while being processed in at the Center, or while being examined at the veterinary clinic.

- G. Any injuries noted on the animal(s) will be photographed. The identifying number will again be used to identify the animal.
- H. Conditions indicating neglect, i.e. skin conditions, emaciation, etc., will be photographed. The identifying number will be used to identify the animal.
- I. Before and after photographs will be taken to document animals that have suffered extreme neglect in relation to care, i.e. lack of grooming and extremely matted.

6. Cage Cards.

- A. A cage card will be completed on each animal impounded, regardless of whether or not the owner voluntarily surrenders the animal to DASE.
- B. The following minimum information will be included in the case report and on the ACO's Daily Activity Report:
 - 1. Animal breed, sex and age.
 - 2. Animal color and name (if known).
 - 3. The case number and the Petpoint number.
- C. It is imperative that the above minimum information for each animal be documented on scene to keep track of each animal impounded. It is also necessary in the event the owner voluntarily surrenders the animals. The owner must sign a Surrender form to acknowledge ownership of the animals impounded, and to relinquish ownership to DASE.
- D. The original Owner Surrender Form and copies of the cage cards will be maintained in the cruelty case file until the case is disposed of in Court. A copy of each cage card will be provided to the Kennel for processing.

7. Impounded Animals.

- A. No animal impounded in a cruelty case will be euthanized without authorization from the Director or DKPD cruelty unit. This includes animals that have been relinquished to DASE.
- B. All impounded animals will be processed into the Center in accordance with S.O.P.
- C. Animals that have been left at a veterinary clinic for treatment will be processed in to the Center, when released by the veterinary clinic, by the Investigator

picking up the animal at that time. The information is to be updated in the computer using the original cruelty complaint number. The Investigator is to update the animal information by giving the animal an Intake ID number and entering the animal's pen number. In addition the Investigator is to photograph the animal and create the cage cards.

- D. The owner of any animal impounded on a cruelty will not be allowed access to the animal for any reason.
- E. Animals being held on cruelty cases will not be photographed by anyone other than DASE for any reason.
- F. Employees will not be permitted to take personal photographs of any animal impounded on a cruelty or any cruelty scene.

8. Cruelty Case Files.

- A. It is imperative that cruelty case files be managed appropriately and includes all supporting documentation necessary to successfully prosecute a case.
- B. The Investigator will immediately complete an incident report on any cruelty case. The initial incident report will contain basic information only. All other information regarding the case will be documented via a supplemental report.
- C. If it has been determined that the case will be prosecuted by the District Attorney, or the Solicitor's Office, the Investigator will compile two case files. One case file will be maintained by the Animal Cruelty Unit and will include ALL original documents. The second case file will be compiled for the prosecuting attorney's office and will include copies of all documents. At a minimum, cruelty case files will include the following:

- 1. All incident reports and supplemental reports generated by DASE personnel.
- 2. A copy of the call from Petpoint
- 3. Any prior history on the defendant or defendant address, including all prior animal related complaints.
- 4. Any history of prior cruelty complaints, cases, convictions, similar transactions, etc. (if applicable).
- 5. Veterinary records for each animal impounded.
- 6. A copy of the total veterinary bill for treatment.

7. A copy of the veterinary assessment and bill for on-scene services (if applicable).
8. A copy of the citations issued (if applicable).
9. A copy of the arrest warrant (if applicable).
10. A copy of the search warrant (if applicable) and/or original consent to search form.
11. A copy of any police reports (if applicable).
12. A copy of any witness statements (if applicable).
13. A copy of each cage card.
14. A copy of the Owner Surrender Form (if applicable).
15. A copy of the Notification of Impoundment (if applicable).
16. A copy of the certified mail receipts for the Notification of Impoundment (if applicable).
17. A copy of the personal service form of the notification of impoundment.
18. A copy of all photographs taken.
19. A summation of all boarding costs incurred by DASE, i.e. per day boarding costs for DASE and any medical or specialty care required.
20. A cover letter to the prosecuting attorney's office summarizing the case, file contents, costs that need to be repaid to DASE through restitution, and any other information that pertains to the case or defendant.

9. **Veterinary Evaluations.**

- A. Every animal seized as a result of a cruelty investigation will be immediately evaluated by a veterinarian.
- B. Animals that have been physically abused will be treated for their injuries.
 1. In the event the animal's injuries are so grievous that the animal is suffering needlessly and the humane thing to do would be to euthanize the animal, and the veterinarian has recommended euthanasia, the investigator will immediately contact the DKPD cruelty unit or Director.

- C. Animals that were seized due to unsanitary living conditions will be thoroughly evaluated by a veterinarian.
 - 1. Diagnostic procedures will be conducted to determine health issues, i.e., parasite infections, flea infestations and/or skin conditions, heartworms, feline leukemia, feline aids, etc., or any other condition(s) that could be life threatening or detrimental to the health of the animal if left untreated.
- D. Any animal that requires additional treatment, further evaluation, or additional observation for any reason, will be housed at the veterinarian's clinic.
- E. If a cruelty results in the impoundment of a large number of animals, veterinarian can conduct the evaluations at the Center. The Investigator impounding the animal and Kennel staff should be available to assist the veterinarian.
 - A. Any animal in need of further evaluation or treatment recommended by the veterinarian will be immediately transported to the veterinarian's clinic for boarding and treatment.
 - B. Documentation to be completed by the evaluating veterinarian.
 - 1. The on-scene veterinarian will document his assessment of the living conditions of the animals, or any findings noted while on the scene of a cruelty with DASE. These findings will be included in the cruelty case file.
 - 2. The veterinarian's evaluation of each animal's health will be documented and included in the file, including all diagnostic procedures and results, and prognosis for recovery for each animal.
 - 3. The veterinarian's records of treatment on each animal will be included in the file.

10. Deceased Animals.

- A. When an animal is found deceased and cruelty is suspected, the animal will be seized as evidence.
- B. The deceased animal will be bagged with the case number and the investigating officer's name.
- C. The Investigator will make arrangements to have a necropsy performed within 24 hours of receipt of the animal.

- D. Deceased animals that require a necropsy will not be left in the cooler for more than 24 hours.
- E. Deceased animals that do not require a necropsy will be immediately destroyed.
- F. Once the necropsy has been completed, the deceased animal will be destroyed.
- G. Photographs will be taken of necropsies where the suspected cause of death is physical abuse.

1. Thermometers will be used to test the temperatures in the truck throughout the day. Thermostats will be provided.
2. No animals will be transported in any vehicle that is not sufficiently heated and /or cooled when necessary to protect the animals from excessive heat or from chilling, freezing or from any physical damage. The ambient temperatures of the transporting vehicle cabin should not be allowed to fall below 45F degrees or rise above 85F degrees. (Ga Dept of Agriculture 40-13-13-.01 (2).)
3. Animals will be supplied the water in a timely manner upon being captured
4. Should an officer observe an animal that appears to be in heat distress, when feasible, locate a water hose at a nearby business or home, flow cool water over the animal's belly and groin.
5. If an animal appears to be in severe heat distress, transport to the nearest veterinarian clinic and notify a Supervisor.
6. The transport area of each animal must be documented in the officer's report.

DASE

Section

Standard Operating Procedures

Trap Neuter and Return (TNR) CATS

Trapped cats are to be transported to Life Line Animal Project in Avondale excluding previously ear-tipped cats which (if apparently healthy) will be released at or near the location of trapping.

Crated/boxed/friendly pet cats are to be transported to the animal shelter in Chamblee.

Nursing kittens have virtually no chance without the mother cat. Whenever possible and practical trap the mother cat when nursing kittens are impounded. If the trapped cat is a nursing mother, bring the kittens into the shelter if they can be located.

After Life Line Avondale business hours, transport all cats to the animal shelter. The only places trapped or impounded cats may be transported are to Life Line Avondale, the shelter or if injured after hours, the emergency veterinary clinic.

1. The primary purpose of the County issued cell phone is:
 - A. To maintain a communications link between the Dispatcher and the Officer when radio traffic is unattainable.
 - B. To provide a means for the Officer to communicate with complainants without returning to the Center or using their personal phones.
 - C. To create an alternative mode of communication for Officer to Officer
2. The use of the County issued cell phone is limited to county business only. .
3. County Cell Phones are not be used in any circumstance that would cause undue risk to the employee.
4. Issued Cell phones are to be turned on at all times during the employees shift and/or if on call.
5. As with all assigned equipment, the Officer is responsible for the care and upkeep:

Cell phones, as with radios, are to be charged prior to beginning tour of duty.

Any problems occurring with the operation of a cell phone is to be reported to a Supervisor, or in their absence the OIC.

The loss or damage of a cell phone is to be immediately reported to a supervisor.

SECTION 5.1**CAD CALLS**

1. The Computer Aided Dispatched System (CAD) is a program that is used to maintain the history of all reported and emergency calls for Police, Fire, EMS, Marshall's office and Sheriff's Department. All calls are handled thru 911 dispatch.
2. The CAD System's terminal is located at the Burgess Building in the Department office.
3. The CAD System's primary use in the Animal Services and Enforcement Section is to view all incoming calls (complaints) dispatched thru 911 and review the history of previously dispatched calls.
4. During operational hours (except Sundays and legal holidays) someone will be assigned to perform the task of pulling the incoming calls from the CAD SYSTEM.

CAD duties include but may not be limited to the following:

- A. Receiving Animal Services and Enforcement complaints from the public.
- B. Entering complaints into the computer under Petpoint
- C. Pulling calls from the CAD computer by printing a copy of the call, and entering the information from the CAD sheet into the Petpoint System "Complaint Screen" and incident numbers and complaint numbers will be entered daily on the activity sheet.
- D. Explaining Animal Services ordinances, procedures, etc. to the public.
- E. Accessing the computer to provide Field Officers with information regarding prior citations, warnings, and other information as requested.
- F. Forwarding phone calls to the appropriate jurisdiction, agency, etc., if the call is in regards to a complaint, request for service, etc., not provided by or under the jurisdiction of this Unit such as Sanitation, Department of Agriculture, AWARE wildlife rescue, etc.
- G. Monitoring the activity of all incoming calls from the CAD screen, the Office Assistant Monitoring the calls will pull the call from the CAD screen, review the call and make the necessary phone call to the citizen for more information if needed. The call will be entered into the Petpoint "Complaint screen." assigned to the Office Operations Division will be required to function on a rotating basis at the CAD Computer.

PROCEDURES TO TURN CAD SYSTEM ON

Username -

Password -

DOUBLE CLICK ON CAD ICON

The Log in screen will appear log in

USER = ACO1
PASSWORD = DISPATCH

If a screen comes up that displays CLASS and DISPATCH GROUP, the following will apply (if this information is already on the screen hit enter)

CLASS = R
Dispatch Group = AC01

Pulling calls from the list screen leave the User Group blank, on the left hand side of the call is a SEQ#. Click on DETAILS at the bottom of the screen. A pop-up box will appear, key in the SEQ # listed on that call you may key in the single digit number or the whole number: for example the SEQ# is 001, you may enter the number 1. and Enter. The call will appear. At the bottom of the screen you will see the PRINT button; you click on PRINT the call will print out.

5. The following procedure will be used in transferring calls to the 911 operators: Office personnel will obtain as much information as possible from citizens when they call for service. If the call require an officer to go out on the call, the Office Assistant will advise the caller the call will be transferred to a 911 operator, the Office Assistant will stay on the phone until the transfer is complete. The 911 operator will dispatch the call to an officer
6. The following radio codes will be used when the front office staff transfer calls to police radio:

CODE MEANING

- 03 Address of Complainant of APBT mix
- 04 Address of owner of APBT mix
- 05 Patrol area for APBT mix (no address given)
- 06 Barking Dog complaint
- 07 Give-up of Injured/Sick
- 08 Immobilization (Dart/Tranquilize)
- 09 PR Case: School or community presentation; special assistance for citizen
- 10 Follow-up: Complainant not home on initial call
- 11 Follow-up: Owner not home; deliver citation(s) or warning
- 12 Follow-up: 1 to 2 canines that were not caught
- 13 Follow-up: Pack of dogs; wild; female in season; several strays
- 14 Reported DOA
- 15 Reported DOA with citizen standing by
- 16 Animal (s) in garbage as reported by sanitation
- 17 Address of owner giving up pet
- 18 Address of owner of loose animal(s)
- 19 Address of Complainant
- 20 Female animal in season
- 21 Patrol area for violation (no address given)
- 22 Possible rabid animal
- 23 Injured animal
- 24 Bite case with limited information (get complete report and location)

- of animal)
- 25 Bite case, report complete, animal is quarantined.
- 26 Health check of animal quarantined at owners home.
- 27 Reported cruelty, investigate and make report.
- 28 Abandonment
- 29 Sick animal, owner unknown
- 30 Complaint from Commissioners Office
- 31 Complaint by P.D.
- 32 Rescue
- 33 Pick up/deliver supplies
- 34 Take Lab specimen to State Lab.
- 35 Wildlife related complaint.
- 36 Trap-(delete pick up) or set.
- 37 Trap- pick up
- 38 Transport to or from Veterinarian
- 39 Eviction -59 with Marshall
- 40 Aggravated Situation
- 41 Livestock complaint
- 42 Animal in Trap
- 43 Refer to Special Operations Section (SOS)
- 44 Complaint or problem at a School
- 45 Potentially Dangerous Animal
- 46 Dangerous Animal
- 47 Owner Give Up a t the Center
- 48 Citizen Bringing Stray to the Center

7. Officers will use those 10-signals that are used in the other Divisions of the DeKalb County Police Department as well as those designated for Animal Control use. Animal Control is not limited to those listed but may use others if the situation warrants their use.

SIGNAL MEANING

- 10-0 Use Caution
- 10-1 Unable to copy
- 10-2 Perfect copy
- 10-3 Stop transmitting
- 10-4 Message acknowledged
- 10-5 Relay message
- 10-6 Are you busy or I am busy
- 10-7 Out of Service at location
- 10-8 In Service
- 10-9 Repeat message
- 10-10 Minor Detail, subject to call
- 10-11 Case number and Census Tract
- 10-12 Stand by
- 10-13 Weather and Road conditions
- 10-16 As Soon As Possible

10-17 Anything for me
10-18 Expedite your call
10-19 Nothing for you
10-20 What is your location or my location is
10-21 Call by Telephone
10-22 Disregard
10-25 Situation under control, cancel other units
10-26 Request Supervisor
10-30 Unnecessary use of radio
10-31 At Shop
10-32 At Pumps
10-33 Emergency
10-36 Time
10-37 Return to Center or At Center
10-41 Beginning tour of duty
10-42 Ending tour of duty
10-43 Picked up animal
10-46 Investigation
10-47 At residence
10-51 Wrecker needed
10-52 Ambulance needed
10-57 Send Police, emergency situation
10-60 Meal Break
10-61 Gone on Arrival
10-62 Everything OK
10-65 Incident Report
10-68 No violation seen
10-67 Citation Issued
10-69 Incident occurred outside DeKalb County
10-74 Negative
10-76 En route
10-77 ETA
10-78 Talked to complainant
10-79 Talked to owner
10-95 No one home
10-98 Could not catch
10-100 Euthanize animal

The Director or designee will check the email inbox Monday – Friday for any reported emailed service requests and forward them to a dispatcher. If there is a return email address, the complainant will receive a follow up email from the dispatcher (copy to the Director or designee) with the case number and receipt of service request notice. The Director or designee will move complaints to “actual complaint” file on the computer and the follow-up email to “action taken.”

- 1) Whenever possible, dispatch line phones will be answered within three rings and the complainant will be given the case number for future follow-up if desired.
- 2) Communications with citizens shall be conducted with professionalism and courtesy. Confrontational calls may be forwarded to a Supervisor or Director as needed for resolution.

1. The Bite Coordinator is responsible for follow up on all bite cases and wild life exposures reported in DeKalb County.

Follow-up will consist of;

- (A) Insuring that the animal is in quarantine.
 - (B) Insuring that the animals rabies shot(s) are current and up to date.
 - (C) Document quarantine type (Home, Veterinarian, Center) and length of quarantine.
 - (D) Notification of the bite victim via mail stating the animal's condition at the end of the quarantine period.
 - (E) Notification of the owner via mail stating the release date of the animal and any fees due if quarantined by DeKalb County.
2. If in any bite case the animal is not taken into custody within two days of the exposure the bite victim must be contacted via phone or personal contact to advise them that they need to make contact with their personal physician and poison control for recommended treatment.
 1. The bite basket will placed on the Bite Coordinator desk for review and follow up, the basket will be returned to the classroom at 10:30am.
 2. Pending Bite Reports are to be reviewed daily.
 3. Updates to pending Bite Reports are to be made daily in Pet Point in either the Narrative or the Disposition fields.
 4. Once the animal is impounded or the owner has been issued a Notice to Confine, the Bite Report is then to be passed on to the Field Supervisor to sign off, "Initial Report Complete".
 5. When the 10 day, 45 day, or 6 month quarantine period is completed, the Bite Report is to be given to the Field Supervisor to sign off, "CASE CLOSED".
 6. If at any time during the quarantine period the owner is in violation the report is to be returned to the Field Supervisor.
 7. If the bite animal dies within the required 10 days of rabies quarantine period a specimen will be prepared and sent to the State Lab for testing.
 8. State Lab reports that the specimen is rabid, the following steps are to be taken
 - A. The Director, Supervisors and A.W.A. R. E. consultant are notified by the Bite Coordinator.
 - B. Owner notified by the Bite Coordinator
 - C. Map will be prepared by the Bite Coordinator designating areas for reverse 911.

1. When a call comes from the 911 (CAD) system print the call from the screen and give it a Pet Point number and record the number on the activity log sheet, always leave the calls and the activity log sheet on the CAD table next to the CAD system for the field supervisor(s) to review, **The dispatcher assigned to pull the calls from the CAD system will pull an inquiry-**
2. When a call comes directly from a citizen, the office staff will listen to the caller and make a decision as to whether or not the call needs to be dispatched, if the caller problem calls for an officer the dispatcher will transfer the citizen to radio dispatch and advise radio you are transferring a call.
3. When a call comes through Communications (CAD), the dispatcher must get a printout of the complaint Review the call, make necessary changes to the call and if needed make a return call to the complainant.
4. The dispatcher will ensure the information of each call is documented on the activity sheet and on the CAD printout. (After reviewing the call if an officer is not needed the Office Assistant will call radio and 10-22 the call, you must give the operator the CAD incident number, you must get the operator name and ID, number).
5. All dispatched calls must be entered into PetPoint, calls that are referred to another organization do not have to be entered, nor do calls wanting an ETA or other non-dispatched information. Any updates or additional information the officer needs to be aware of should be noted in the case report.

This section is to ensure that all pending calls upon the transfer of call taking responsibilities are properly handled in a timely and responsive manner.

The Front Office Section will be responsible for all incoming calls from the citizens. (Directing the calls to the proper section or person)

The Front Office Section upon closing will be responsible for;

A current activity log sheet on the CAD system of all calls for service received from 911 or any other source during regular business hours.

- C. Printing one (1) copies of each call still pending in the CAD system. These copies are to be placed on the activity log sheet and placed on the table near the CAD system for the duty Field Section supervisor or OIC.

The Field Section Supervisor or OIC will;

- A. Will Review the call activity log, from the Day Shift
- B. Review all pending calls.
- C. Assign each call for handling and document on the call printout the officer's name who the call was assigned and the date/time of assignment.
- D. Upon completion of a call the Field Supervisor or OIC will be advised he/she will document on the call printout the date and time the call was closed.
- E. If any call is not handled before the next shift is scheduled to begin the Office Assistant will have a activity log sheet on the table next to the CAD terminal for the oncoming field supervisors. The oncoming supervisor will review each call to show receipt and follow the above procedures.

5. Field Officers that are assigned pending calls will be responsible for closing the calls assigned to them in the Multi-Ops system by the end of their shift. the return of the Front Office Section the pending call list on the CAD system will be hand delivered to the Front Section Supervisor or OIC for review. Any pending calls that were not handled must be explained and a call placed to the complainant. Any calls still pending will be handled in order and expeditiously.

1. All written citations will be kept in the front office on the table in the citation box against the wall near the CAD terminal. You must write hard in order for the information to go through all copies, please write legible so that your citations can be inputted into the system correctly. Citation consist of four (4) copies.

- A. The original White copy of the citation is the court copy
- B. The Yellow copy of the citation is for Animal Services files
- C. The Pink copy of the citation is for the defendant
- D. The Gold copy of the citation is the officer's copy.

2. All citations will be entered into the citation database, and in the PetPoint system, all citations will be completely filed out by both officers and shelter assistant and the citations will be entered into PetPoint by the employee who writes the citation(s).

3. The Citation Coordinator will review, separate, and enter all the information daily from the citations into the citation database, the information will also be entered into the PetPoint System into the Complaint Screen.

4. The Citation Coordinator will maintain a calendar schedule of the Officers court dates a calendar must be sent to Records Court, Supervisors and one copy must be post on the wall at the front counter and a copy must be posted on the wall near the Kronos time clock.

5. Any citation that is not complete will be given to the proper supervisor for correction; a supervisor must cancel citations, void, or change an officer court date.

6. The Citation Coordinator will mail reset letters, and send a letter to advise the defendant of a court date if the citation(s) is not signed by the defendant, and copies of unsigned citations as a reminder if needed. The Court will notify parties if the case is reset at the Court level.

7. The Citation Coordinator must separate all citations, the original copies are to sent to Magistrate Court, the yellow copy will be filed in-house and the officers copy will place in the file box in the front office cabinet.

- 4. Citations issued at the shelter will provide all applicable information when issued and signed.

Open Records Request should be made directly to the custodian of the records that are sought. Under the Georgia Open Records Act, all public records are available for inspection and copying unless they are specifically exempted from disclosure under the law. If a government agency or custodian of public records withholds a public document from production under an Open Records Request, they must cite to the provision of Georgia Law that exempts the record from being produced.

A request to inspect or copy records may be made either orally or in writing. For the purpose of documenting and clarifying the scope and timing of the request, it is a better practice to make the request in writing.

A. The Open Records Coordinator will give the requestor a request form to be filed out by the requestor, who must ask for the information in writing and in detail as to what it is they are requesting from Animal Services and Enforcement. We will not coach the requestor in filling a request. The completed request form will be given to the ORR Coordinator. Emailed ORR requests will be accepted and logged.

B. The Record Assistant will stamp the request, which will include the date, and time the request was received.

C. The record will be researched and a response made by the third (3rd) working day of the week. The request will be noted if files can not be copied pending violations of the code. Copies of any ORR will be kept by the ORR Coordinator with the request and dated as to the response. Applicable fees will be required unless waived by the Director, COO or CEO.

D. The requestor will be notified by telephone or mail when the report is ready to be picked up from Animal Services and payment will be made at that time unless fees exceed \$25.00 which are required to be paid in advance.