

**RESOLUTION NO.: R-2004-014**

*Adopting Section 6 of the Animal Services Policy and Procedures Manual*

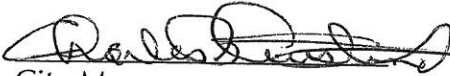
BE IT RESOLVED this 3rd day of March, 2004, that the Mayor and City Council of the City of Columbia, South Carolina hereby adopts as official City Policy Section 6 of the Animal Services Policy and Procedures Manual attached hereto.

Requested by:



Mayor

Approved by:



City Manager

Approved as to form:

ATTEST:



City Attorney



City Clerk

Introduced: 3/3/2004

Final Reading: 3/3/2004

ORIGINAL  
STAMPED IN REC

## SECTION 6 - OFFICERS IN THE FIELD

### STANDARD FIELD PROCEDURE

Animal Control Officers are expected to help in the shelter as well as work out in the field.

A neat appearance, a courteous, helpful demeanor, sound judgment, and a thorough knowledge of our ordinances and the animals that we handle, are essential qualities for these employees.

Officers' vehicles and equipment must be kept clean and in good repair.

Activity reports must be kept daily.

Defensive, courteous driving is a must. An ACO is not authorized to exceed the speed limit or to disobey traffic laws except in exigent circumstances when authorized by a supervisor.

Proper radio procedure must be followed. The office is to be kept apprised of the ACO's whereabouts at all times (10-7 & 10-8 giving exact location).

Vehicles are not to be used for personal use. Vehicles are not to be taken out of the assigned area.

ACO's coordinate lunch to ensure adequate coverage in the field.

Animals are not to be left in vehicles during lunch, or for an inordinate length of time.

Officers are not to go into, under, or on top of dwellings without permission from their supervisor.

Officers should not hesitate to call for back-up or assistance from fellow officers or CPD whenever necessary.

### PRIORITY CALLS

All calls for service from citizens are to be handled as promptly as possible. Some calls receive priority over others. In order they are: dangerous/biting animals, injured or sick animals, trapped animals, stray animals, unwanted animals. Injured animals are to be brought to the shelter immediately.

When handling dangerous animals use extreme caution. Call for assistance if needed. Protect the public at all times.

If a person has been bitten, make certain that the victim reports it to the Health Department. Make certain that the animal is properly quarantined or tested for rabies.

If the animal is being released by its owner, a release form must be signed. I.D. is required of the owner.

If it is necessary, do not hesitate to request police assistance.

When picking up any animal, remember that the public is watching you. Take time to explain what you are doing.

When picking up an injured animal, make certain that proper medical attention is provided for the animal IMMEDIATELY.

When picking up strays, use patience, caution, and judgment. If it returns to its home, you can write the owner a citation. If no one is at home, impound the animal. Animals shall not be released to persons claiming them except upon proof of identity and ownership.

When impounding animals at the shelter, be certain that proper paperwork accompanies the animal. If the animal(s) are wearing I.D. this MUST BE recorded immediately in the records. Office staff must be informed so that the owner can be contacted.

If a tranquilizer gun must be used, the superintendent, administrative supervisor, or Director of Public Works must approve it. You must follow written instructions as detailed in carrying case.

Officers can pursue strays onto private property unless they are asked to leave by the property owner. Officers must take great care not to disturb, damage, or remove anything but the animal. All animals that are picked up must be brought to the shelter.

Education, facilitation, and negotiation are all part of the ACO's job when dealing with the public.

## TRAPPING

When stray or wild animals cannot be captured in the usual way, humane traps may be used at the request of a citizen. A deposit is required for the use of a trap. Citizens must sign a written agreement to be responsible for the trap.

Traps must be monitored by the citizen requesting it. Animals must be removed promptly from traps. An ACO will also monitor traps set by the shelter on a daily basis.

Care must be taken to properly place the traps. In hot weather, they must be put in the shade. In cold weather they must be sheltered from extreme temperature. The traps should be covered with a waterproof, windproof cover in cold, wet weather. During summer care must be taken that animals are not in or near fire-ants.

Officers must be careful to sign out and sign in the traps that they place. Deposits are to be returned promptly.

Animals that are in traps receive priority attention.

Traps cannot be left out on holidays or weekends.

All animals in traps must be impounded.

When placing traps, flyers need to be distributed to immediate neighbors advising that there is a trap in the neighborhood.

Traps will be cleaned and disinfected weekly.

## ISSUING CITATIONS

When issuing a citation, officers shall identify themselves and explain what animal ordinance has been violated. An ACO shall ask citizens to show identification if issuing a citation or impounding an animal. Identification should be requested in a polite non-threatening manner. If a citizen fails or refuses to provide identification, the ACO should obtain as much information as possible from the person voluntarily or by observation (i.e., license tag number, dog collar information). Then, CPD should be contacted for assistance. An ACO does not have the authority to arrest or detain a citizen except as otherwise provided by law. If a citizen leaves the scene without providing identification and before a citation is issued, an ACO may follow and observe the citizen while awaiting the arrival of a police officer, but shall at all times observe applicable traffic laws. An ACO shall never threaten or attempt to intimidate any citizen. All officers must use good judgment and discretion when determining whether the problem is best resolved by issuing a warning, issuing a citation, impounding the animal, or any combination of the above. It is important that patience and courtesy and consideration be used at all times.

Cruelty to animal citations must be written by a city police officer or the ACO can sign a warrant against the suspect for this offense.

## ON CALL DUTY

The Animal Services Division has an officer on call after-hours. The officer on call will notify Central Dispatch and make sure that they have the proper phone number(s).

The officer will screen calls that are called in by Central. Calls that can be resolved without going to the scene will be handled in that manner. Officers are not to go out on calls that are not true emergencies. An emergency is defined as an injured animal, dangerous animal, or one that has bitten someone. Police are requested to stand by.

Injured unidentifiable animals that are brought in after-hours can be euthanized immediately if necessary, with Superintendents approval. Identifiable animals are taken to their own vet if possible. Identifiable animals that are injured can be taken to the animal emergency clinic. If there is a question about the emergency nature of an after-hours call, the on-duty officer can call or beep the superintendent, the assistant superintendent, or the kennel foreman.