

## AUDIT REPORT TRACKING SYSTEM (ARTS)

| SECTION I: SUMMARY INFORMATION  |  |                                    |            |
|---|--|------------------------------------|------------|
| <b>Audit Title:</b>   | Animal Health and Public Safety: Community Vision and Improved Management Oversight Needed | <b>Audit Release Date:</b>         | 08/30/2017 |
| <b>Department:</b>  | Neighborhoods and Housing Services   | <b>Last Report Date:</b>           | First ARTS |
| <b>Department Director:</b>   | John A. Wood   | <b>This Report Date:</b>           | 01/26/2018 |
| <b>Contact Person/Phone:</b>  | Patrick Egberuare<br>513-9803  | <b>Expected Presentation Date:</b> | 3/21/2018  |
| SECTION II: RECORD OF IMPLEMENTED RECOMMENDATIONS   |  |                                    |            |
| 1. In progress  |  | 10. Implemented 10/4/17            |            |
| 2. In progress  |  | 11. Implemented 12/10/17           |            |
| 3. Implemented 09/28/17   |  | 12. In Progress                    |            |
| 4. Implemented 09/28/17   |  | 13. Implemented 12/10/17           |            |
| 5. Implemented 09/28/17   |  | 14. Implemented 12/10/17           |            |
| 6. Implemented 09/28/17   |  | 15. In Progress                    |            |
| 7. Implemented 09/28/17   |  | 16. Implemented 10/10/17           |            |
| 8. Implemented 10/5/2017  |  | 17. In Progress                    |            |
| 9. Implemented 11/06/17   |  |                                    |            |
| SECTION III: SUMMARY OF IMPLEMENTATION EFFORTS  |  |                                    |            |
| <p><b>Recommendation 1: The director of neighborhoods and housing services should require regular meetings between Animal Health and Public Safety and KC Pet Project leadership, facilitated by an outside party skilled in meeting facilitation and conflict resolution, to discuss key initiatives, resolve conflicts, and identify potential areas of collaboration.</b></p>  |  |                                    |            |
| <p><i>Status of Recommendation: In Progress</i></p>   |  |                                    |            |
| <p>This recommendation is in progress. During the month of November, the Center for Conflict Resolution (CCR) met separately with staff from Animal Health and Public Safety (AHPS) and the Kansas City Pet Project (KCPP) to identify areas of conflict. CCR conducted a separate meeting with the AHPS division manager, Patrick Egberuare and KCPP Board Chair, Brent Toellner to discuss areas of conflict between the operations and to identify potential areas of collaboration. A consensus was reached that bringing stakeholders together to create a shared vision is important. Additionally, it was agreed to coordinate a meeting with the City Prosecutor's Office to discuss sharing of information about animal cruelty cases. The meeting is scheduled for January 12, 2018. CCR has scheduled additional meetings with AHPS officers and KCPP shelter staff as well as conduct follow-up meetings with the leadership of both divisions during the month of January. Additional meetings are anticipated during the upcoming months.</p> |  |                                    |            |
| <p><b>Recommendation 2: The director of neighborhoods and housing services should establish a process for stakeholders to develop the city's vision for animal care and control.</b></p>  |  |                                    |            |
| <p><i>Status of Recommendation: In progress</i></p>   |  |                                    |            |
| <p>This recommendation is in progress. The department thought it prudent to address internal problems prior to forming a stakeholder group. The division has developed and is monitoring internal process improvements that have been implemented to resolve audit findings. The division is also addressing conflict and identifying areas of collaboration through mediation so that the department can then work with the vendor and others to implement this recommendation.</p> <p>It is the department's belief that a shared vision of the city's animal health and public safety approach will emerge from a collective revision of Code of Ordinances Chapter 14. The department will work with the leadership of KCPP as well as other animal welfare and community stakeholders to develop a shared vision through the revision of the ordinance.</p> <p>The stakeholder group will be formed and the initial meeting will be conducted by May 2018.</p>   |  |                                    |            |

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| <p><b>Recommendation 3: The director of neighborhoods and housing services should ensure that owners of dogs declared potentially dangerous and dangerous have complied with city code.</b></p>  |
| <p><i>Status of Recommendation: Implemented</i></p>  |
| <p>The AHPS division revised Policy #G-17, Dangerous and Potentially Dangerous Dogs Investigation, to ensure compliance with city code is met. Effective September 28, 2017, dogs declared potentially dangerous or dangerous are now required to be kept at the Kansas City animal shelter until the owner complies with the city code. Previously, dogs that were declared dangerous or potentially dangerous were released to their owners after completion of the 10 day quarantine period. Owners were then granted 30 days from the date of declaration to comply with the requirements. However, in some cases, owners would not comply and hide their dogs from staff. Additionally, we recognize that there are pet owners who will initially comply with the requirements but fails to obtain their annual license or certification from us in subsequent years. To ensure on-going compliance from those initial compliers, annual inspections are conducted. A renewal notice is sent to the pet owner followed by a scheduled inspection to ensure they obtain their annual licenses. To obtain compliance from those who fail to comply but rather hide their dogs from us, monthly follow-up inspections are conducted to check for compliance. If the dog is not located and we determine that the pet owner no longer resides at the address or the dog is deceased, the case will be closed. If the dog is located and not in compliance, it will be impounded and kept at the shelter giving owner five days to comply after which the dog would be disposed of accordingly.</p> <p>A copy of policy is attached.</p> |
| <p><b>Recommendation 4: The director of neighborhoods and housing services should ensure dogs that have bitten a human are quarantined as required by city code.</b></p>   |
| <p><i>Status of Recommendation: Implemented</i></p>  |
| <p>The AHPS division revised Policy #G-3, Bite Case Investigation, to enforce 10-day quarantine as required by city code. Animal Control Officers routinely encounter pet owners who do not want their animals quarantined following a bite incident. The pet owners refuse to comply with city code and upon inspection/re-inspection, hide their animals from Animal Control Officers thereby eluding the required 10-day quarantine period. In such cases, ACOs will conduct 2-3 re-inspections and proceed with daily citations to expedite compliance.</p> <p>Copy of policy is attached.</p>   |
| <p><b>Recommendation 5: The director of neighborhoods and housing services should require follow-up on cruelty-neglect complaints when the animal has not been observed.</b></p>   |
| <p><i>Status of Recommendation: Implemented</i></p>  |
| <p>Policy G-2, Cruelty Investigation, has been revised. Effective September 28, 2017, ACOs are required to leave a door hanger if an animal is not observed during the initial investigation of a cruelty-neglect complaint. Additionally, ACOs are to conduct follow-up inspections within 24 hours of the initial investigation.</p> <p>Copy of policy is attached.</p>  |
| <p><b>Recommendation 6: The director of neighborhoods and housing services should ensure cruelty-neglect violations are resolved before returning impounded animals to their owners.</b></p>   |
| <p><i>Status of Recommendation: Implemented</i></p>  |
| <p>ACOs provide inspection forms that identify violations to be corrected to pet owners at the time of investigation. Pet owners are informed that all violations must be corrected before their animal is returned to them. ACOs conduct a re-inspection when notified by the pet owner that the identified violation(s) have been abated.</p> <p>AHPS officers are to clearly mark on the Animal Intake Forms a “Do Not Release”, for all animals brought to the shelter for cruelty and neglect violations. This will alert KCPP staff that animals impounded for cruelty-neglect should never be released if notes are not entered in PetPoint stating that a re-inspection has been conducted, violations abated, animal to be released to the owner etc.</p> <p>Procedure# G-27, Communicating Case Information between Animal Health and Public safety Staff and KC Pet Project, has been updated.</p> <p>Copy of policy is attached.</p>   |

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| <p><b>Recommendation 7: The director of neighborhoods and housing services should ensure cruelty-neglect violations have been resolved when the animal is not impounded.</b></p>  |
| <p><i>Status of Recommendation: Implemented</i></p>   |
| <p>To ensure cruelty-neglect violations are resolved, ACOs are working cooperatively with Spay and Neuter Kansas City to provide resources to pet owners needing assistance in such areas as responsible pet ownership education, food, shelter, hay bales, medical supplies etc. ACOs will conduct and document follow-up inspections when required. Additionally, the cruelty investigation policy (Policy G-2) has been updated to ensure cruelty-neglect violations are resolved when an animal is not impounded.</p> |
| <p><b>Recommendation 8: The director of neighborhoods and housing services should ensure Animal Health and Public Safety policies and procedures contain all documentation requirements for each case type.</b></p>   |
| <p><i>Status of Recommendation: Implemented</i></p>   |
| <p>Policies and procedures for the following AHPS case types contain all documentation required:<br/> Policy G-2, Cruelty Investigations<br/> Policy G-3, Bite Cases Investigations<br/> Policy G-22, Animal (s) at large/Stray Confined/Stray on Highway-Process for Animal Control Officers<br/> Policy G-28, Livestock Investigations<br/> Policy G-29, Small animals and Fowl Investigation<br/> Policy G-30, Wildlife in Residence<br/> Copies of policies are attached.</p>   |
| <p><b>Recommendation 9: The director of neighborhoods and housing services should ensure that supervisors regularly conduct field reviews of the animal control officers assigned to them and regularly review the officers' case documentation.</b></p>  |
| <p><i>Status of Recommendation: Implemented</i></p>   |
| <p>Field supervisors conduct field observations with their assigned team members to ensure that procedures are followed. Field supervisors also review the officer's reports. Copies of supervisors' field observation and case documentation review forms are attached for review. Each field supervisor conducts daily field observations with assigned ACOs and performs a review of associated case documentation.</p>  |
| <p><b>Recommendation 10: The director of neighborhoods and housing services should ensure that all Animal Health and Public Safety staff reads and signs a code of conduct and is held accountable for that conduct.</b></p>  |
| <p><i>Status of Recommendation: Implemented</i></p>   |
| <p>Signed copies acknowledging Animal Health and Public Safety staff have read and understand the codes requirements and expectations are available for review</p>  |

**Recommendation 11: The director of neighborhoods and housing services should ensure the Animal Health and Public Safety Division tracks response times to a call for service by each response time component.**

*Status of Recommendation: Implemented*

This has been completed. Staff from the City Manager’s office worked with Kansas City Police department to achieve this goal. Response to calls for service is now tracked in three segments – Call Received to Call Dispatched, Call Dispatched to Animal Control Officer Arrival and Animal Control Officer Arrival to Animal Control Officer Case Closed. Here is an example that was presented at the Mayor’s KCStat in December 2017.



**Recommendation 12: The director of neighborhoods and housing services should work with the Police Department so that phone calls answered after hours by the Police Department are categorized with the same call types used for animal service calls received by 311.**

*Status of Recommendation: In Progress*

This is in progress. Staff from the City Manager’s office will meet with KCPD, AH&PS and 311 to discuss procedural changes to how after- hour calls are recorded and dispatched. Although PD currently code after-hour calls as “808” the calls are dispatched to ACOs with information about the nature of the call ( bite vs cruelty, stray etc)

Timeline: First steps should be completed by end of Q1 2018.

**Recommendation 13: The director of neighborhoods and housing services should analyze the completeness of dispatch data received from the Police Department before relying on it for data analysis.**

*Status of Recommendation: Implemented*

This has been completed. Staff from the City Manager’s office has worked cooperatively with the Police Department to analyze dispatch data. Accurate data is now being received from the Police Department.

**Recommendation 14: The director of neighborhoods and housing services should work with the Police Department to ensure the calculation of response time from dispatch to arrival does not include calls without an arrival time.**

*Status of Recommendation: Implemented*

This has been completed. Staff from the City Manager’s office worked cooperatively with the Police Department to achieve this goal. Calculation of response time from dispatch to arrival no longer includes calls without an arrival time.

**Recommendation 15: The director of neighborhoods and housing services should analyze average calls for service data to help determine appropriate staff scheduling.**

*Status of Recommendation: In Progress*

This is in progress. Staff from the City Manager's office will monitor call volume data for three additional months and determine best way to manage data analysis moving forward ( considering development of a dashboard for AHPS management)  
Timeline: End of Q1 2018.

**Recommendation 16: The director of neighborhoods and housing services should analyze animal code citations by violation and animal control officer.**

*Status of Recommendation: Implemented*

The division analyzed animal code citations by violation and animal control officer for the months of July and August 2017. ACOs who work south of the river receive and investigate more cruelty and neglect complaints and encounter unlicensed pets more frequently than officers who work north of the river.  
While officers assigned south of the river issue more citations by violations compared to those assigned north of the river, there were differences found in the types of violations written by the officers assigned south of the river. In other words, there is an imbalance in the types of violations written by all officers south of the river--- some wrote fewer citations for types of violations while their counter parts who worked in the same area wrote more citations for the same type of violations.  
The significant differences found in the types of violations written by ACOs are because some officers issue more than the others. The issuance of citations is reflective of each individual officer's work performance and not consistently taking the next appropriate action i.e. issuing a summons on each violation. To address this imbalance, officers are to take the next appropriate action on each case when investigating Animal Health and Public Safety complaints. To ensure the next appropriate action is taken, supervisors review the officer's cases. The requirement for officers to issue 25 summonses per month was removed from the Quality of Work Performance Standards for Animal Control Officers. Furthermore ACOs are encouraged to educate and work with pet owners in partnership with organizations like Spay Neuter Kansas City (SNKC) to improve pet health and public safety. While we encourage ACOs to educate and work with pet owners in partnership with SNKC, management is also reaching out to other animal welfare groups to develop a list of agencies for ACOs to refer pet owners needing resources. Two groups such as Chain of Hope and Rescue Project are willing to offer resources to pet owners.

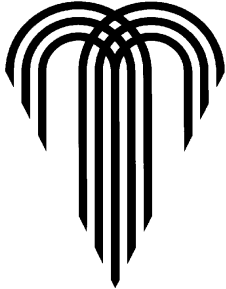
**Recommendation 17: The director of neighborhoods and housing services should ensure animal control officers and supervisors receive annual training consistent with their job duties.**

*Status of Recommendation: In Progress*

All ACOs and supervisors have currently received professional training and continue to do so through National Animal Control and Care (NACA), national Animal Cruelty Investigations School (LETI) or Animal Control Training Services (ACTS). As part of this ongoing training process, some animal control officers and supervisors received 40hr training from August 21, 2017 through August 25, 2017 from ACTS. Additional 40hr training through LETI has been scheduled for the remaining officers and supervisors from April 9, 2018 through April 13, 2018. We will continue to offer in-house and professional training to every new officer within the first six months and provide annual continue education training to the experienced officers contingent upon funding.

**SECTION IV: ADDITIONAL OUTCOMES**

Challenges as it relates to implementation of Recommendation 5: The director of neighborhoods and housing services should require follow-up on cruelty-neglect complaints when the animal has not been observed.  
While the department agrees with this recommendation, we also would like to point out that with limited officers with too many calls to handle all over the city, conducting follow-up inspections on complaints when the animal has not been observed is having a negative impact on our response to calls for service. In particular, call received to call dispatched. Officers are now conducting more re-inspections in addition to the volume of calls coming in daily. We are now beginning to see more calls on hold waiting to be dispatched. Some days, thirty to forty calls are on hold.

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|  | <b>ANIMAL HEALTH &amp; PUBLIC SAFETY DIVISIONAL PROCEDURE</b> |                                 |
|   | <b>PROCEDURE #G-2</b>   | <b>Effective Date: 05/16/05</b> |
|   | <b>Subject: Cruelty Investigations</b>                        | <b>Revised: 9/28/2017</b>       |
|   | <b>Approved By: Patrick Egberuare</b>                         | <b>Page 1 of 5</b>              |

**POLICY:**

Protection of animals from acts of cruelty, abandonment neglect is provided for in the Missouri Comprehensive Animal Laws. All cruelty investigations by the Special Investigator or Animal Control Officer must be performed objectively. Each situation will determine whether an official warning, education, criminal prosecution, and/or seizure of the animal are the best resolution to the problem.

**RESPONSE TIME:**

Cruelty investigations will primarily be handled by animal control officers. However, severe cases of cruelty and neglect should be referred to Special Investigators for review for possible state charges. Officers will respond and investigate complaints in a timely manner. All complaints are to be investigated as soon as possible. Communication with the complainant for the purpose of gathering accurate information will aid personnel in ascertaining the severity of the complaint.

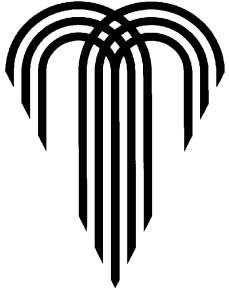
**CRUELTY SITUATIONS:**

Complaints in which there is any possibility that the animal is in danger or is suffering, abandoned or dead from mistreatment must be investigated promptly.

Any time that a stray animal is picked up and shows evidence of severe neglect or abuse, the situation should be brought to the attention of the field supervisor on-duty or the veterinary at the shelter. A determination will be made to hold the animal in a safekeeping status or dispose of it in accordance with agency procedures.

At the minimum, any of the following circumstances require immediate investigation of the animal's health and welfare:

- A. open sores or physical deterioration
- B. absence of adequate food or fresh water
- C. improper housing or sheltering
- D. obvious inhumane treatment
- E. abandonment

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**RECEIVING A COMPLAINT FROM KCPD DISPATCH:**

It is important to obtain a complainant’s name, address, telephone numbers in the event personnel need additional information or have difficulty finding the location of the alleged cruelty. Furthermore a complainant may be willing to make a formal statement or testify or be interested in learning the outcome of the investigation. The complainant must be assured that his or her name will not be relayed to the defendant, unless called into court to testify. However, Officers will be expected to handle anonymous complaints as well and investigate said complaints thoroughly.

**RESPONDING TO A COMPLAINT:**

Upon arrival at the location of a complaint, the officer should explain the nature of his or her visit and ask to see the animal. Every animal is to be photographed as well as all the injuries noted on the animal. If no animal is observed on property, take photographs as well to document the absence of violation at time of investigation.

In some situations, the officer may want to view the animal through an alley or, with permission, from a neighbor’s property before approaching the resident.

If the owner is not at home and the animal has not been observed, an Animal Health & Public Safety memo will be posted to the door of the residence. This memo gives notice to the owner to contact the office within 24 hours.

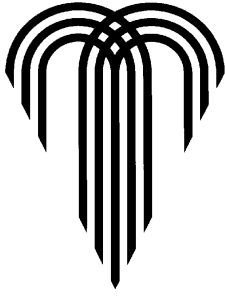
Please note: Photographs should be stored on the server and saved by call/case number. Hard copies should be made and saved with the appropriate paperwork

**INVESTIGATION REPORT AND CRUELTY INVESTIGATION CHECKLIST:**

It is important for the officer to gather and document precise information and to take pictures of the animal, injuries (if any), location of incident, location of dog in question (including living area) and property on which the animal is found. Officer should complete the investigation report and the cruelty investigation checklist every time a cruelty investigation is conducted.

Such information would include:

- A complete description of the animal and its behavior and living conditions, including the type and severity of abuse, mistreatment, or neglect.

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|   | <b>Subject: Cruelty Investigations</b>                        | <b>Revised: 9/28/2017</b>       |
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- Names, aliases, addresses and phone numbers of the defendant (whether it be the owner, custodian, or other parties), witnesses, or other individuals. If it seems likely that the case will be prosecuted, the witnesses, veterinarians, and other individuals having information about the condition of the animal. The suspect's date of birth and social security number are important. Record all statements from defendants.
- Record the date, time, and weather condition.

In cases of neglect, the officer should determine the length of time the person has been responsible for the animal; what, how much, and how often the animal is fed; where the animal stays or when it is brought inside; the name of the veterinarian; and any other information the officer deems pertinent to the case.

In cases of physical deterioration, the officer should ask about the animal's illness or injury to determine the length of time the condition existed, how the condition occurred, type of treatment provided, and any other important details.

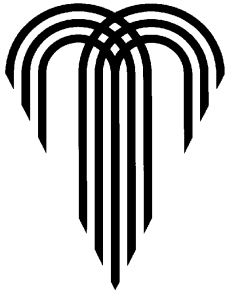
Except during cold weather (**temperatures below freezing 32 degrees and below**), If a violation of Sec 14-16 (a) adequate care, (lack of shelter, lack of water, poor body condition score, entanglement, etc.) is observed and the owner is present, it is up to the discretion of the officer to allow the owner time to correct the situation or, if warranted, immediately seize the animal and bring charges. If the owner is allowed time to correct the situation, a re-check must be conducted to make sure violation (s) are resolved when the animal is not impounded.

If the owner is not home and the Sec 14-16 (a) violations observed do not cause an imminent danger or suffering, to the health of the animal, the animal may be left. A notice will be left which clearly lists the violations that must be resolved. The officer will be responsible for conducting a re-check of the property within the next 24 hours. If, at the time of the re-check, the violations still exist, the animal will be seized. Additionally, if the owner is not home and no violation is observed, leave a door hanger and follow-up within 24hrs. Should the officer not be scheduled to work on the day following the initial investigation, it will be the responsibility of the officer to notify the on-duty supervisor to have another officer conduct the re-check.

**If the animal is not observed when investigating cruelty-neglect complaints, leave a door hanger and follow-up within 24hrs.**

For severe cruelty cases such as violation of 14-16(b) Abuse, severely starving, tormenting an animal, intentionally or recklessly causes injury, suffering or pain to an animal or failure to provide reasonable remedy or relief for any injured or diseased animal (lack of vet care), it is NOT up to the



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discretion of the officer to allow the owner time to correct the situation. Officer should contact the supervisor on duty and impound the animal. Appropriate summonses should be issued.

Please Note: For all animals impounded for adequate care, cruelty and neglect cases that the violations have been corrected upon re-checks etc, please enter notes in PetPoint to alert KCPP staff that the violation (s) have been abated and the animal(s) should be released to the owner.

**NON-SEIZURE OF AN ANIMAL:**

Any time an animal is not in danger nor impounded and yet a violation exists the investigator should educate the owner or custodian about the proper care of animals and verbally explain the actions needed for compliance with the law, providing a written notice and time frame. The severity of the situation will guide the amount of time the individual is given to take corrective measures. Such a case may involve directing an owner to provide proper shelter within ten days and to keep the dog indoors until shelter is available. Personnel can assist with providing information on door flaps and bedding or altering the animal. Officer should provide the owner contact number for Spay and Neuter Kansas City to obtain assistance.

**SEIZING AN ANIMAL:**

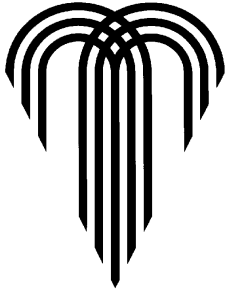
Any time an animal is suffering or in danger, the situation must be corrected immediately or the animal seized. If a violation exists and the owner or custodian is not at home and the animal is impounded, the animal control officer will post an animal seizure notice to the door of the residence. A supervisor can also be contacted for further assistance regarding the situation and the resolution.

Any seized animal exhibiting physical or significant behavioral problems should be promptly taken to a veterinarian. Photographs should be taken of the animal. All seized animals, except in cases where the owner has signed an intake surrendering the animal, are placed in a safe-keeping status.

**SEARCH WARRANTS:**

Police assistance is always required to execute a search warrant. The animal control officer will inform the judge of every item he or she wishes to seize, including records, dog fighting paraphernalia, objects used to harm animals, and other items to be used as evidence.

A search warrant should be issued, not just for a specific animal, but for **any** animal that is neglected or abused. Many times an animal control officer may have knowledge of one animal in danger, yet upon entering the property will find other neglected or abused animals. When the magnitude of the case

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warrants, KCPD CSI should be considered to assist with evidence collection and/or take photographs of the property and animals at the approval of the Manager.

Items and animals seized must be listed; a copy of the search warrant left, and associated paperwork returned to the judge. Any items taken as evidence are marked as such and retained in a secure area.

**RESPONDING TO COMPLIANTS IN COLD WEATHER (temperatures below freezing 32 degrees and below)**

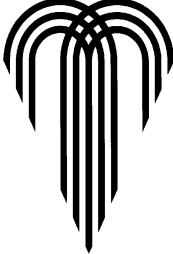
1. If a dog is observed outside in the yard and there is shelter, food, and water (not frozen), please contact a supervisor for approval to leave dog outside. Due to the weather conditions, we need to make sure the shelter is adequate for the dog.
2. If there is no shelter, food, water, and or frozen water. The dog will be impounded. **(If you can't make this decision, please contact your supervisor)** A notice needs to be left on the door to inform owners that prior to retrieving their dog all violations noted needs to be corrected. A supervisor will inspect the property to ensure all violation (s) noted are abated and the shelter is suitable for the weather conditions.
3. If the owner(s) are home and the dog is outside without food, shelter, water and or frozen water. The dog will be impounded. **(If you can't make this decision, please contact your supervisor)** Please advise the owners when they are able to provide those necessities for their dog; a supervisor will need to inspect the property before the animal is released.

Here is an example of citation to issue in this situation:

14-16a - Any owner, keeper or harbinger of an animal in this city, by the act of owning, keeping or harboring such animal, does thereby authorize the supervisor of animal health and public safety to enter the yard where such animal is kept if the supervisor of animal health and public safety reasonably believes that the animal is kept in an **unlawful, negligent, cruel, abusive or inhumane manner**, and to examine such animal and to seize and impound such animal at the municipal animal shelter when, in the examiner's opinion, it is being kept in an negligent manner.

**LEGAL ACTIONS:**

Any case involving prosecution for cruelty or unfit ownership under the state code which may result in legal action should be immediately brought to the attention of the Manager of Animal Health & Public Safety.

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|  | <b>ANIMAL CONTROL DIVISIONAL PROCEDURE</b> |                                 |
|   | <b>PROCEDURE #G-3</b>                      | <b>Effective Date: 05/16/05</b> |
|   | <b>Subject: Bite Case Investigation</b>    | <b>Revised: 9/28/2017</b>       |
|   | <b>Approved By: Patrick Egberuare</b>      | <b>Page 1 of 7</b>              |

**PURPOSE:**

To ensure safe and consistent investigations of all animal bites.

**JURISDICTION:**

All bites of wild and domestic animals that occur in the Animal Control Division’s jurisdiction are to be handled immediately by division employees.

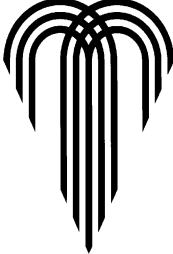
**PROCESSING A BITE COMPLAINT:**

Animal Control Officers will complete an offense/incident report for all cases involving domestic animals.

**QUARANTINE:**

Owners of domestic animals which have bitten humans will be served with a quarantine notice requiring a confinement of the animal for all period of ten days. The purpose of the quarantine period is to observe the animal to see if it becomes sick or dies.

- A. When a bite comes in from PD dispatch, every possible effort should be made to obtain as much information as possible.
  - 1. After you have filled out the bite report, enter all relevant information into PetPoint, such as victim, owner, animal and notes and attach to the case. Be sure to list all the information you need an officer to collect including:
    - a) Day of bite
    - b) Type of animal to be confined
    - c) Whether or not the bite has been verified (to have a verified bite, the animal must have broken the skin with its teeth.

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|  | <b>ANIMAL CONTROL DIVISIONAL PROCEDURE</b> |                                 |
|   | <b>PROCEDURE #G-3</b>                      | <b>Effective Date: 05/16/05</b> |
|   | <b>Subject: Bite Case Investigation</b>    | <b>Revised: 9/28/2017</b>       |
|   | <b>Approved By: Patrick Egberuare</b>      | <b>Page 2 of 7</b>              |

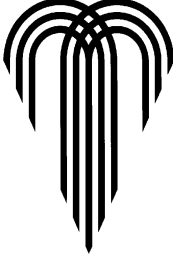
2. A dog or cat involved in a bite must be confined for 10 days either with KCAC or a veterinarian within the city limits of KCMO.

If the animal is confined with KCAC or a vet and you have all information possible for the report, enter the report in “bite information” in PetPoint.

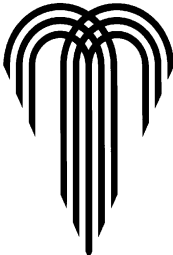
- a) Move the paper report to the appropriate section in the bite book.
- b) After entering a bite in the “bite info,” write your initials and the date you entered the report in the lower right hand corner of the report. (this should be done on a daily basis)
- c) All bite reports should be typed

#### B. Home confinement

1. May be granted **IF AND ONLY IF** the dog had:
  - a) Current city license at time of bite
  - b) Current rabies vaccination at time of bite
  - c) Bite occurred on owners property
  - d) Supervisors approval
2. Owner is required to provide officer with paperwork proving current city license and rabies vaccination at time of visit to be granted home confinement.
3. The responding officer must have the owner of an animal granted home confinement sign an agreement that details the conditions of home confinement. These conditions are listed as follows:
  - a) Bite animal must be kept inside at all times unless to go out to relieve himself for a maximum of fifteen minutes.
  - b) When the bite animal is outside it must be accompanied by the owner on a leash.

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|   | <b>Subject: Bite Case Investigation</b>    | <b>Revised 9/28/2017</b>        |
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- c) An ACO will visit the owner up to three times within the ten day hold period.
  - d) If animal is found outside the home unrestrained it will be immediately seized by KCAC and impounded.
4. ACO's should always leave a door hanger explaining their presence at the address of a bite situation. This should be done every time the ACO visits the location.
  5. If an animal bites someone and the animal is at large, a call must be put in the computer every day of observation that the animal is not caught.
  6. In the event that an owner of a bite animal fails to cooperate in getting the animal confined, the officer should **conduct two to three rechecks and proceed with daily citations to force compliance.**
  7. Facial bites should be handled on a case by case basis.
    - a) If a bite animal has an owner and is current on rabies vaccinations, we will keep it in observation for ten days.
    - b) If a bite animal has an owner and is not current on rabies vaccination, we will still keep it in observation for ten days. The animal should be vaccinated before returning to the owner.
    - c) If the owner does not want the animal back after observation, the ACO should have the owner sign a euthanasia request and euthanize the animal after the observation period.
    - d) If the animal is a stray and no owner is known, hold the animal for the required hold period. The animal should be processed immediately after the hold period expires.

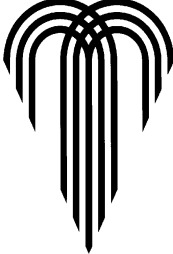
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|   | <b>PROCEDURE #G-3</b>                      | <b>Effective Date: 05/16/05</b> |
|   | <b>Subject: Bite Case Investigation</b>    | <b>Revised: 9/28/2017</b>       |
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8. Officer responsibilities and bites:

- a) It is the officer's responsibility to get a complete bite report and to verify the bite. This means making personal contact with the victim. In the event the victim makes initial contact and the officer hears no more from the victim, the officer should make personal contact within a two hour period. Do not let the bite go without action all day or all night. Remember, the sooner you respond the greater the chances of finding an animal for observation.

**All bite ferrets should be handled the same way as dogs.**

- **Visitation of an owners bite dog or cat:** No one will be allowed to visit a pet without a kennel officer or security present at all times. If there are more customers in the bite area you can visit one to two at a time. (Visit should be limited to 10 minutes.)
- **Home confinement:** May be granted **IF AND ONLY IF** the ferret had:
  - a. Current city license at time of bite
  - b. Current rabies vaccination at time of bite
  - c. Bite occurred on owners property
  - d. Supervisors approval

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The pet owner is advised that the animal must be kept in continuous confinement for ten days, be available for examination at all reasonable times, and may not be released or removed from the place of confinement without consent of the Health Department or Animal Control Department.

The Animal Control Officer will contact the owner at the end of the quarantine period, observe the animal, and if warranted, release the animal from confinement.

- **Shelter/veterinary confinement.** The Animal Control Officer may require that the animal be quarantined at the shelter or at a veterinary hospital if the animal is without a current rabies vaccination or if the seriousness of the bite warrants it.

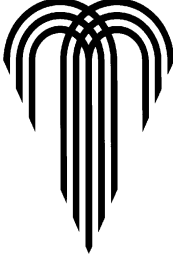
If confined at a veterinary hospital, shelter personnel will observe the animal at the end of the quarantine period. The pet owner will pay all boarding fees to the hospital.

If confined at the Shelter, the pet owner will pay impoundment and boarding fees and purchase an animal license or rabies receipt, if applicable, before the animal is released.

The quarantine notice will be updated once the animal is released from confinement and retained in the bite case report file.

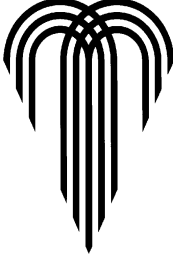
### **Wildlife and Bat bites**

- **Wildlife:** Capturing wild animals that have bitten humans is not always possible. Animal Control Officers will make every effort to locate, identify, and capture the offending animal.
  - If a wild animal bites a person, it should be euthanized and processed for rabies. (is especially important to question the person about possible bite/exposure to bats if person awakes to find bat in room or that of child)
  - The forms to fill out for the state lab can be obtained from one of the supervisors. Make a copy to go with the bite report in the files.

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|   | <b>Subject: Bite Case Investigation</b>    | <b>Revised: 9/28/2017</b>       |
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- Put all originals in box with head and pack with freeze pillows.
  - Put a call in the computer under “service requests” for an officer to take the head to the Health Department, 2400 Troost, **Suite 2600** before 10:00 am.
  - **May also provide the individual with phone number to Kansas City Health Department’s Communicable Disease Prevention Program (816-513-6152) in case they have questions about Rabies post-exposure prophylaxis.**
- **Animals not captured.** In situations where the animal is not apprehended and the individual was bitten by a rabies-risk animal (raccoon, bat, fox, and skunk); Animal Control Division personnel will advise the bite victim of the risk of rabies and recommend immediate medical attention.
- A bite case information form, with a supplement with information about the bite, is completed by Animal Control staff and hand delivered as soon as possible to the Health Department.
- **Captured animals.** Staff should be extremely cautious in approaching and capturing wild animals that have bitten and may be rabid. Appropriate protective gear and gloves must be worn. Other types of equipment to protect personal safety should also be used when handling any potentially dangerous or rabid animal. In situations where the animal is captured, it will be euthanized and decapitated and its head delivered to the area lab for testing. The bite victim should be instructed to immediately consult a physician and will be notified by Animal Control staff of the rabies test results.
  - **Head test:** For wild animals that have bitten humans are suspected of having rabies, head removal and specimen preparations for laboratory diagnosis is required. Domestic animals must be decapitated and tested if they have not been quarantined. When decapitating an animal, all personnel must wear gloves,

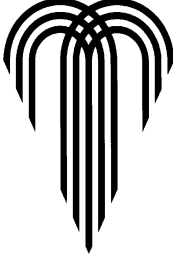


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|   | <b>Approved By: Patrick Egberuare</b>      | <b>Page 7 of 7</b>              |

goggles, and surgical masks. Small animals such as mice, rats, or bats are not decapitated but are delivered for testing. (See Attachment)

A rabies report form should be completed in its entirety by Animal Control personnel and delivered, along with the head or carcass of the animal, to the Health Department. Results from the laboratory are reported to Animal Control within three days of receipt of the specimen.

- **Closing a bite complaint:** Case reports are considered closed after the animal is released from quarantine or euthanized and tested, or after all reasonable attempts to locate the animal have failed and the Department of Health has been notified.

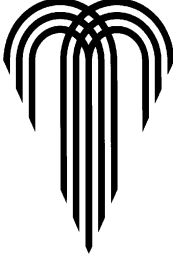
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|  | <b>ANIMAL HEALTH &amp; PUBLIC SAFETY DIVISIONAL<br/>PROCEDURE</b>          |                                |
|   | <b>PROCEDURE# G-17</b>   | <b>Effective Date: 3/16/09</b> |
|   | <b>Subject: Dangerous and Potentially<br/>Dangerous Dogs Investigation</b> | <b>Revised: 9/1/2017</b>       |
|   | <b>Approved By: Patrick Egberuare</b>                                      | <b>Page 1 of 4</b>             |

**PURPOSE:**

It is the policy of the Animal Health & Public Safety Division of the Neighborhood and Housing Services to handle complaints about dangerous and potentially dangerous dogs as defined in Chapter 14, section 29 in a consistent and professional manner.

All calls concerning dog bite incidents are to be handled in the manner described below:

1. **Animal Control Officer's Response and Report.** ACO must respond to the scene and gather as much information as possible. Information to be included in the report but is not limited to the following:
  - a. victim's name;
  - b. dog owner's information;
  - c. the dog's name;
  - d. describe how the bite occurred;
  - e. whether the victim's skin was punctured;
  - f. obtain dog's vaccination records;
  - g. describe injuries and severity of the bite to the victim;
  - h. whether or not the victim received medical treatment;
  - i. what type of medical treatment the victim received;
  - j. pictures of the bites;
  - k. obtain the victim's medical records
  - l. pictures of the victim's wounds;
  - m. whether the dog was provoked when it bit the victim;
  - n. location of the dog at the time of the bite (i.e. inside fence, on a leash or running loose, etc.); and
  - o. If possible, talk to the owners about any relevant information regarding the dog or the bite.

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|  | <b>ANIMAL HEALTH &amp; PUBLIC SAFETY DIVISIONAL<br/>PROCEDURE</b>          |                                |
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|   | <b>Subject: Dangerous and Potentially<br/>Dangerous Dogs Investigation</b> | <b>Revised: 9/1/2017</b>       |
|   | <b>Approved By: Patrick Egberuare</b>                                      | <b>Page 2 of 4</b>             |

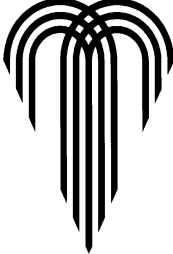
2. **Bite Card and Summons.** Have the owner sign bite card and issue him or her the appropriate summonses. Additionally, advise the victim to report to 2534 Prospect to sign a complaint against the dog owner.

3. **Impoundment of Dog after Bite.** If the skin was broken, the ACO will impound and take the dog to our shelter or transport the dog to the owner's Veterinarian facility. The veterinarian's facility has to be located in Kansas City, Missouri. Supervisor should be contacted for home confinement. All animals involved in a bite must be quarantined for 10 days. The purpose of the quarantine period is to observe the animal to see if it becomes sick. (Please review Procedure #G-3 Bite Case Investigation for further clarification)

4. **Victim Hospitalization.** If a victim was hospitalized outside of our jurisdiction (such as Centerpoint or Cass County Memorial) and unable to come in, we would have to respond to the hospital to insure the report was timely. **(Please notify the supervisor on duty, prior to driving to a hospital for a report).** However, if the victim left the area (Topeka, Little Rock, Omaha, and St Louis) we would need to contact the local animal control office for assistance.

5. **Prior Dog Bites.** Upon return to the office, check the computer for any prior incident reports (bites, attacks running at large, etc). Enter all relevant bite information into PetPoint, such as victim, owner, animal, and notes and attach to the case. Complete a written bite report and the dangerous dog declaration report to determine if the animal should be deemed dangerous or potentially dangerous. These reports must be filled out in every dog bite investigation.

6. **Dangerous Dog Declaration.** When making your determination as to if the dog should be deemed dangerous or not, please follow the guidelines below in the definitions section of the ordinance. Please note: For bite cases that falls within the definition of "Potentially dangerous dogs", citations will be issued. These cases will still be reviewed for possible declaration but should be handled by issuing citations. Bite cases that falls within the definition of "Dangerous dogs" will be handled with citations and dangerous dog declaration. According to City Code of Ordinance Section 14-1:

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|  | <b>ANIMAL HEALTH &amp; PUBLIC SAFETY DIVISIONAL<br/>PROCEDURE</b>          |                                |
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|   | <b>Subject: Dangerous and Potentially<br/>Dangerous Dogs Investigation</b> | <b>Revised: 9/1/2017</b>       |
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**Dangerous dog means a dog that:**

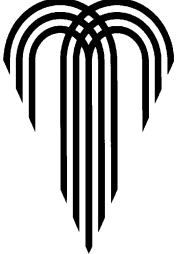
1. Has inflicted severe injury on a human being without provocation on public or private property; or,
2. Has killed a domestic animal, or other animal protected under federal, state or local rules without provocation while off the owner, keeper or harborer's property; or,
3. Has been previously found to be potentially dangerous, the owner or keeper received notice of such and the dog again aggressively bites, attacks, or endangers the safety of human beings or domestic animals without provocation.

**Potentially dangerous dog means a dog that when unprovoked:**

1. Inflicts bites on a human being or domestic animal or other animal protected under federal, state or local rules, either on public or private property; or,
  2. Chases or approaches a person upon a street or a public grounds in a menacing fashion or apparent attitude or attack, a dog with a known propensity, tendency, or disposition to attack without provocation, to cause injury or otherwise threaten the safety of humans, domestic animals, or other animals protected under federal, state or local rules; or,
  3. An offspring, older than eight weeks, later born to a dog found to be a dangerous dog.
7. **ACO's Report** E-mail the bite report, photographs and the dangerous dog declaration sheet to your supervisor and copy every supervisor including the division manager with your recommendation for review.

**8. Supervisor Responsibilities**

A supervisor will be assigned to coordinate all dangerous/potentially dangerous cases for the division. to review and determine if the information in the report is sufficient to support's the ACO's recommendation. If the supervisor concurs with the ACO's

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recommendation he or she will forward the recommendation and report to the division manager for review and final decision on the declaration. The supervisor will be responsible for reviewing the officer's recommendation, bite report, photographs and all pertinent information relevant to the case and present the file to the division manager for review and final decision.

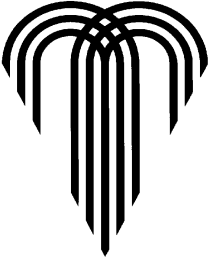
9. **Division Manager Responsibilities** The final decision to make a declaration rest with the division manager only. After the decision is made, the supervisor will prepare the declaration letter for the manager's signature. The supervisor or the officer who investigated the bite case will be responsible to serve the declaration letter to the dog owner.

10. **Declaration Appealed.** If the declaration letter is appealed, the supervisor will contact the hearing officer to have the hearing scheduled. Once the hearing is scheduled, the supervisor will notify the dog owner along with the officer who handled the bite case of the hearing date. The officer who responded to the call will be required to testify at the hearing by following the script for testifying before the hearing officer. It is the officer's responsibility to be prepared for the hearing once you are notified. If you need assistance with the testimony script, please check with your supervisor. At the appeal hearing, the supervisor will introduce the declaration letter into evidence stating the date it was declared and served to the dog owner etc and then have the ACO testify before the hearing officer. After the hearing, the supervisor will update the dangerous/potentially dangerous dog master file with the disposition etc.

11. **Please Note: Dogs that have been declared potentially dangerous or dangerous will have to be kept at the Kansas City animal shelter until the owner complies with the city code before it is released to the owner.**

12. **Additionally, we recognize that there are pet owners who will initially comply with the requirements but fails to obtain their annual license or certification from us in subsequent years. Likewise, there are also pet owners who would not comply and hide their dogs from us.**

**To ensure on-going compliance from those initial compliers, annual inspections will be conducted. A renewal notice will be sent to the pet owner followed by inspection to ensure they obtain their annual licenses. To obtain compliance from those who fail to comply, monthly follow-up inspections will be conducted to check for compliance. If the dog is not located and we determine that the pet owner no longer resides at the address or the dog is deceased, the case will be closed. If the dog is located and not in compliance, it will be impounded and kept at the shelter giving owner five days to comply after which the dog would be disposed of accordingly.**

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|  | <b>ANIMAL HEALTH &amp; PUBLIC SAFETY DIVISIONAL PROCEDURE</b>                                |                                   |
|   | <b>PROCEDURE #G-22</b>   | <b>Effective Date: 1/25/12</b>    |
|   | <b>Subject: Animal(s) at Large/<b>Stray Confined</b>-Process for Animal Control Officers</b> | <b>Revised: Revised 10/5/2017</b> |
|   | <b>Approved by: Patrick Egberuare</b>  | <b>Page 1 of 1</b>                |

**PURPOSE:**

To establish a policy for Animal Control Officers, when dealing with animals at large.

**Animal at Large**

1. **KCMO Animal Health & Public Safety Officers (ACOs) are to patrol the area and try to locate the animal(s) in question. Travel at least two or three blocks in each direction patrolling for the animal(s).**
2. **ACOs will contact the calling party while patrolling the area. After contact with the citizen has been made, the ACO should ask questions such as “When was the last time you saw the animal?” or “Do you know what direction the animal was traveling in?”**
3. **If you cannot locate the animal, you are to give your disposition to the dispatcher and mark your activity sheet accordingly. (i.e. - spoke to complainant, patrolled area, impound, unable to locate, etc.)**

**Stray Confined**

**ACOs will call and notify the calling party of their expected arrival time. Upon arrival, officers will scan the animal for a microchip. If one is found, please attempt to locate the owner so as to return the animal to the owner. If none is found, please take the animal to the shelter.**

**Stray on Highway**

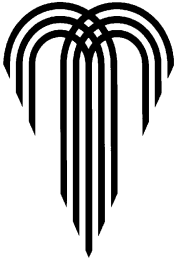
ACOs are to use extreme caution when responding to strays on highway. Do not pursue or attempt to capture strays on highway or use your emergency lights to block traffic. Monitor the movement of the dog and attempt capture only when safe to do so. In extreme cases, you may contact PD to handle traffic.

**Documentation Requirement for This Case Type**

Enter detailed notes in PetPoint. You are not to complete an investigation report on animal at large and stray confined *only* if there is cruelty. Information to be entered in PetPoint includes, but is not limited to the following: The animal’s breed, name if known, sex, color, any suspected health related issues or injuries. Locations found/seized, and date/time of pickup.

**This will insure that ACO's are doing all that they can to establish communication with the citizens and find the animal. This will also help with the citizen satisfaction survey.**

**Supervisors will randomly contact citizens to follow-up on animal at large calls and the officer's actions.**

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|  | <b>ANIMAL HEALTH &amp; PUBLIC SAFETY DIVISIONAL PROCEDURE</b>  |   |
|   | <b>PROCEDURE #G-27</b>   | <b>Effective Date: December 5, 2016</b> |
|   | <b>Subject: Procedures for Communicating Case Information between Animal Health &amp; Public Safety Staff and KC Pet Project</b> | <b>Revised: 9/1/2017</b>                |
|   | <b>Approved By: Patrick Egberuare</b>  | <b>Page 1 of 1</b>                      |

**PURPOSE:**

To establish procedures for communicating case information between Animal Health & Public Safety Staff (AHPS) and KC Pet Project (KCPP).

- AHPS officers will thoroughly complete the Animal Intake Forms. Form will include all known owner names and contact information. The animal’s breed, name if known, sex, color, reason for rescue and any known or suspected health related issues and/ or possible injuries to the animal will also be included on the intake form. The case number, location found/seized, and date/time of pickup will be included. AHPS officers will scan each animal for a microchip and if one is found, will note the microchip number on the intake form. AHPS officers will note any other identification the animal may have such as tattoos or license or rabies tag. The intake form will be given to a member of KCPP’s Intake Team at time the animal is dropped off.
- To ensure cruelty-neglect violations are resolved before returning impounded animals to their owners, AHPS officers are to clearly mark on the Animal Intake Forms a “Do Not Release”, for all animals brought to the shelter for cruelty and neglect violations. This will alert KCPP staff that animals impounded for cruelty-neglect should never be released if notes are not entered in PetPoint stating that a re-inspection has been conducted, violations abated, animal to be released to the owner etc.
- As stated in AHPS Procedure #G-18 (drop off/intake process for animal control officers at the shelter) #3, KCPP staff will confirm all the information on the Intake form is correct. KCPP Staff will ask the AHPS officer to modify the intake form as necessary (KCPP employees will not take verbal direction from AHPS officers and will not modify the intake form on behalf of AHPS officers), complete the portion of the form to be completed by receiving facility, and provide the AHPS officer with a copy of the intake form. As part of the regular vaccination and initial exam process, KCPP staff will again scan the animal for a microchip.



- KCPP staff will enter the intake form information into PetPoint. After business hours, AHPS officers will attach a copy of the intake form to the cage the animal is placed in.

INFORMATION TO BE ENTERED INTO PETPOINT BY AHPS STAFF:

The following information will be entered into the case detail, memo, or the activity section of PetPoint immediately upon drop off of the animal at the Shelter:

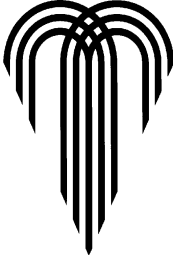
- **Cruelty Investigation information** - Reason why the animal was impounded and “see investigative report”. (Example: K9 was impounded for cruelty, please see investigative report.) If there is a hold on the animal, add “owner to contact Patrick or supervisor on duty prior to release or owner’s house needs to be inspected prior to release.” If recheck is needed, please immediately update PetPoint with results.
- **Animal at large Impound (Stray or owned) and Stray Confined only** - Please enter detailed notes in PetPoint. *(Just as an FYI, you no longer are required to complete an investigation report on animal at large and stray confined **only** if there is cruelty involved).*
- **Re-checks on Adequate Care (14-16a) and Abuse (14-16b)**
- **For all animals impounded for adequate care, cruelty and neglect cases that the violations have been abated upon re-checks etc, please enter notes in PetPoint to alert KCPP staff that the violation (s) have been abated and the animal (s) should be released to the owner.**
- **Do Not Release animals** -Please state reason. Example, cruelty etc. If recheck is needed, please immediately update PetPoint with results.
- **Bite Quarantine animals on “Do Not Release”** - (Example: Animal not to be released to owner. Animal is deemed dangerous or potentially dangerous or animal has been ordered to be euthanized). Include the date the owner was notified and by whom.

With regard to animals serving bite quarantine and/or animals that have been declared dangerous or potentially dangerous, AHPS will utilize the following additional procedures:

- AHPS officers will investigate and complete bite reports. *(please note that it may take up to three days to conduct and to complete a bite investigation and report)* Bite Reports will be forwarded to the following KCPP staff: Teresa Johnson, Executive Director, Shannon Wells, Director of Operations, and Peggy Oertwig, Investigative & Compliance Specialist via e-mail no more than three days after

the animal is seized. If by the fourth day, designated KCPP staff has not received a report, e-mail Patrick Egberuare, Division Manager or Derrick Jones, Assistant Manager to check on the status of the report.

- AHPS officers will clearly note on the Animal Intake Form the date that the bite occurred, as well as in AHPS's Case Activities or Case Memo section in PetPoint, and also on the Bite Report.
- Investigative reports cannot be released if the case is under investigation. After the investigation is completed and the case is filed, the report can be released. Pertinent information such as names/contact/personal information etc. will be redacted from the report. KCPP staff will continue to utilize the Sunshine Law request process by e-mailing Derrick Jones and Marilyn Barnett for a copy of the report. Please allow up to three business days to obtain a copy.
- The subject line for each Bite Report forwarded by e-mail will contain the words Bite Report and the Animal Control Case Number.
- AHPS will notify KC Pet Project by e-mail that an animal is not be released to the owner at the end of its quarantine period by sending an e-mail to Teresa Johnson, Shannon Wells and Peggy Oertwig. The subject line of the email will state "Do Not Release" and will include the Animal Control case number.
- Only AHPS staff will convey news of a "Do Not Release" to pet owners. Information entered into PetPoint by AHPS will include the date and manner in which the information was conveyed to the pet owner.
- KCPP should not release animals impounded for [adequate care, cruelty and neglect cases](#) if notes are not entered in PetPoint stating that a re-inspection has been conducted, violations abated, animal to be released to the owner etc.

|   |   |                              |
|---|---|------------------------------|
|  | <b>ANIMAL HEALTH &amp; PUBLIC SAFETY DIVISIONAL<br/>PROCEDURE</b> |                              |
|   | <b>PROCEDURE# G-28</b>  | <b>Effective Date: DRAFT</b> |
|   | <b>Subject: Livestock</b>   | <b>Revised:</b>              |
|   | <b>Approved By: Patrick Egberuare</b>                             | <b>Page 1 of 2</b>           |

**PURPOSE:**

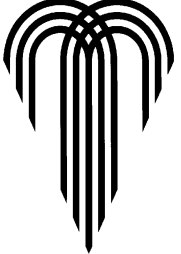
It is the policy of the Animal Health & Public Safety Division of the Neighborhood and Housing Services to handle complaints about livestock as defined in Chapter 14, Section 12; in a consistent and professional manner.

**All calls concerning livestock are to be handled in the manner described below:**

1. Special Investigator's shall respond and handle the calls.
2. If no Special Investigators are available, then an Animal Control Officer (ACO) will be dispatched to the address to verify that there is livestock on the property.
3. Officers shall send the investigators an email advising of the complaint received and forward their report to the investigators.
4. If there is a call for livestock at large, and no investigator is available to take the call, the responding officer shall attempt to contact the owner, remain on scene until arrival of the investigator or supervisor.
5. If holiday and the officer cannot locate the owner of the animal, please contact our contractor to respond.
6. Officers are not to give out any information concerning livestock complaints on whether or not there is a violation at the property location.
7. Investigators will determine if there is a violation at the property location.

I. **Special Investigator's/Animal Control Officer's Respond and Report.** ACO must respond to the scene and gather as much information as possible. Information to be included in the report but is not limited to the following:

- p. Owner's name;
- q. address involved;
- r. obtain the driver's license or social security card information;
- s. obtain the date of birth of the owner;
- t. obtain the sex of the owner;
- u. obtain the race of the owner;
- v. obtain the color of the eyes of the owner;
- w. obtain the hair color of the owner;
- x. gather the phone number;

|   |   |                              |
|---|---|------------------------------|
|  | <b>ANIMAL HEALTH &amp; PUBLIC SAFETY DIVISIONAL<br/>PROCEDURE</b> |                              |
|   | <b>PROCEDURE# G-28</b>  | <b>Effective Date: DRAFT</b> |
|   | <b>Subject: Livestock</b>   | <b>Revised:</b>              |
|   | <b>Approved By: Patrick Egberuare</b>                             | <b>Page 2 of 2</b>           |

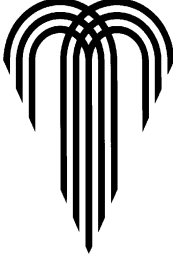
- y. obtain an email of the owner;
- z. caller's or witnesses information if available;
- aa. description of the animal(s) involved
- bb. color of the animal(s) involved;
- cc. sex of the animal(s) involved;
- dd. type of animal(s) involved;
- ee. breed of animal(s) involved;
- ff. approximate age of the animal(s) involved;
- gg. number of animal(s) involved;
- hh. take photographs of the conditions and of the animals;

**II. Investigators will then issue Livestock Notification Extension Form.**

1. The owner will be officially placed on notice for the violation(s) of the ordinance. Complete the form.
2. Have the owner sign the form.
3. The owner will have (14) days to correct violation from the date of notification of the form.
4. Notify the owner of the (PMAB) process.
5. If violation(s) is not corrected, Special Investigators will then begin enforcement by issuing a ticket and or taking action to remove the animal.

**111. Property Maintenance Appeals Board Process (PMAB)**

- a. Property owner(s) would be notified of the appeal process at the time they are placed on notice of the violation.
- b. Appeal is only applicable to the distance requirement for keeping of livestock.
- c. Notify owner to request a hearing by completing an application at Neighborhood Preservation division, located at 4900 Swope Parkway, 4<sup>th</sup> Floor.
- d. A fifty dollars (\$50) non-refundable application fee is due at the time the application is filed. No cash or credit cards are accepted. A picture I.D. will be required.
- e. If applicant fails to apply for the (PMAB) application process within the (14) days then he/she shall be disqualified from the process.

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|---|---|------------------------------|
|  | <b>ANIMAL HEALTH &amp; PUBLIC SAFETY DIVISIONAL<br/>PROCEDURE</b> |                              |
|   | <b>PROCEDURE# G-29</b>  | <b>Effective Date: DRAFT</b> |
|   | <b>Subject: Small Animals and Fowl</b>                            | <b>Revised:</b>              |
|   | <b>Approved By: Patrick Egberuare</b>                             | <b>Page 1 of 2</b>           |

**PURPOSE:**

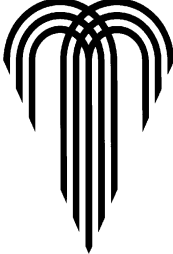
It is the policy of the Animal Health & Public Safety Division of the Neighborhood and Housing Services to handle complaints about small animals & fowl as defined in Chapter 14, Section 15 in a consistent and professional manner.

**All calls concerning small animals & fowl are to be handled in the manner described below:**

8. Special Investigator's shall respond and handle the calls.
9. If no Special Investigators are available, then an Animal Control Officer (ACO) will be dispatched to the address to verify that there are small animals or fowl on the property.
10. Officers shall send the investigators an email advising of the complaint received and forward their report to the investigators.
11. If there is a call for small animals or fowl at large, and no investigator is available to take the call, the responding officer shall attempt to contact the owner, remain on scene until arrival of the investigator or supervisor.
12. Officers are not to give out any information concerning fowl complaints on whether or not there is a violation at the property location.
13. Investigators will determine if there is a violation at the property location.

**III. Special Investigator's/Animal Control Officer's Respond and Report.** ACO must respond to the scene and gather as much information as possible. Information to be included in the report but is not limited to the following:

- ii. Owner's name;
- jj. address involved;
- kk. obtain the driver's license or social security card information;
- ll. obtain the date of birth of the owner;
- mm. obtain the sex of the owner;
- nn. obtain the race of the owner;
- oo. obtain the color of the eyes of the owner;
- pp. obtain the hair color of the owner;
- qq. gather the phone number;

|   |   |                              |
|---|---|------------------------------|
|  | <b>ANIMAL HEALTH &amp; PUBLIC SAFETY DIVISIONAL<br/>PROCEDURE</b> |                              |
|   | <b>PROCEDURE# G-29</b>  | <b>Effective Date: DRAFT</b> |
|   | <b>Subject: Small Animals and Fowl</b>                            | <b>Revised:</b>              |
|   | <b>Approved By: Patrick Egberuare</b>                             | <b>Page 2 of 2</b>           |

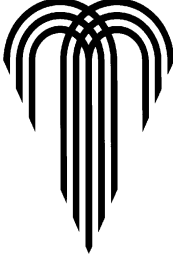
- rr. obtain an email of the owner;
- ss. caller's or witnesses information if available;
- tt. description of the animal(s) involved
- uu. color of the animal(s) involved;
- vv. sex of the animal(s) involved;
- ww. type of animal(s) involved;
- xx. breed of animal(s) involved;
- yy. approximate age of the animal(s) involved;
- zz. number of animal(s) involved;
- aaa. take photographs of the conditions and of the animals;

**IV. Investigators will then issue Small Animal/Fowl Extension Notification Form as well as Small Animal/Fowl Permit Application Form**

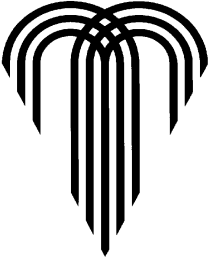
- 6. The owner will be officially placed on notice for the violation(s) of the ordinance. Complete the form.
- 7. Have the owner sign the form.
- 8. The owner will have (14) days to correct violation from the date of notification of the form.
- 9. If violation(s) is not corrected, Special Investigators will then begin enforcement by issuing a ticket and or taking action to remove the animal.
- 10. If the permit application is approved, owner would be issued a permit for an initial period of one year.
- 11. The one year permit is subject to renewal after one year and every five (5) years thereafter.

**111. Property Maintenance Appeals Board Process (PMAB)**

- a. **Please note:** Only the decision to renew the initial one year permit that was issued to the owner may be appealed to the PMAB
- b. The applicant or the homes association or registered neighborhood organization that serves the site may file an appeal.
- c. A hearing can be requested by completing an application at Neighborhood Preservation division, located at 4900 Swope Parkway, 4<sup>th</sup> Floor.

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|---|---|------------------------------|
|  | <b>ANIMAL HEALTH &amp; PUBLIC SAFETY DIVISIONAL<br/>PROCEDURE</b> |                              |
|   | <b>PROCEDURE# G-29</b>  | <b>Effective Date: DRAFT</b> |
|   | <b>Subject: Small Animals and Fowl</b>                            | <b>Revised:</b>              |
|   | <b>Approved By: Patrick Egberuare</b>                             | <b>Page 3 of 3</b>           |

- d. A fifty dollars (\$50) non-refundable application fee is due at the time the application is filed. No cash or credit cards are accepted. A picture I.D. will be required.
- e. If applicant fails to apply for the (PMAB) application process the (14) days then he/she shall be disqualified from the process.

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|  | ANIMAL HEALTH & PUBLIC SAFETY DIVISIONAL PROCEDURE |                          |
|   | PROCEDURE #G-30                                    | Effective Date: 1/3/2018 |
|   | Subject: Wildlife inside a Residence               | Revised:                 |
|   | Approved by: Patrick Egberuare                     | Page 1 of 1              |

**PURPOSE:**

To establish a policy for Animal Control Officers when dealing with wildlife inside a residence.

ACOs will call and notify the calling party of their expected arrival time. Upon arrival, officers will search inside the residence for the wildlife. (We do not search the attic, only the living areas). If one is found, capture and assess the condition of the animal. If it is healthy, relocate the animal to a safe area. If it is injured, take it to the Nature Center for appropriate treatment and care.

For wildlife in the attic or large scale nuisance wildlife issues, advise the owner to contact pest control. Officers are not permitted to dismantle/knock holes etc to private property to access animals inside walls.

Documentation Requirement for this Case Type

Enter detailed notes in PetPoint. You are not to complete an investigation report on wildlife inside a residence. Information to be entered in PetPoint includes, but is not limited to the following: The animal's species, any suspected health related issues or injuries. Location found/seized, and date/time of pickup.

Please Note: We do NOT respond to uninjured wildlife in their natural habitat. If the animal is outside and is not sick or injured, we will not respond. Resident may contact the Wildlife Hotline at 855 WILDHELP or the website at [www.wildlifehotline.com](http://www.wildlifehotline.com) for information. The Wildlife Hotline is a free, volunteer based service, available 24 hours a day, 7 days per week for all wildlife related questions and concerns.





**ANIMAL HEALTH AND PUBLIC SAFETY  
SUPERVISOR OBSERVATION LOG**

Officer Name: \_\_\_\_\_ Supervisor's Name: \_\_\_\_\_  
Location: \_\_\_\_\_ Case#: \_\_\_\_\_ Date: \_\_\_\_\_ Time: \_\_\_\_\_

**Field Observation:**

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**Investigation report/petpoint notes review :**

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**ANIMAL HEALTH AND PUBLIC SAFETY  
SUPERVISOR OBSERVATION LOG**

Officer Name: \_\_\_\_\_ Supervisor's Name: \_\_\_\_\_  
Location: \_\_\_\_\_ Case#: \_\_\_\_\_ Date: \_\_\_\_\_ Time: \_\_\_\_\_

**Field Observation:**

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**Investigation report/petpoint notes review :**

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