



CORONA ANIMAL SERVICES & ENFORCEMENT PROCEDURE MANUAL

Mission Statement

Our mission is to provide quality service and protection to our community by promoting a safe, healthy and caring environment for lost, stray or homeless animals in the City of Corona.

We safeguard the public and animals; by promoting community interaction, education and proactive problem solving.

We promote and foster a regard in our community, towards respect and understanding for all life.

Value Statement

We value the integrity and commitment of each employee and volunteer for providing a level of superior service to our community, while fostering humane care to those animals entrusted to us, in an atmosphere of open and honest communication, predicated by trust in and respect for each other.

Service Themes

We enhance lives in our community, by bringing people and animals closer together.

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100 Office Procedures

100.1 Licensing

All dogs over the age of four months that reside in the City of Corona must be licensed. Licensing fees are set by the Corona City Council.

100.1.1 Dog License guidelines

See Corona Municipal Code Section 6.12 for full code.

Only rabies vaccinations administered by a licensed veterinarian using a vaccine approved for use by the State of California will be accepted for the purpose of licensing a dog. A dog license must not exceed the expiration date of the rabies vaccination. Animal Services employees will record vaccination certificates to the licensing file for each dog. Animal Services & Enforcement are not required to keep a physical copy of the vaccination certificate.

Acceptable proof of sterilization must include a Certificate of Sterility signed by a veterinarian, or a previous license from another animal control agency. Animal Services employees will record sterility certificates to the licensing file for each dog. Animal Services employees are not required to keep a physical copy of the sterility certificate.

Reduced licensing rates are available only for dogs that have been sterilized & whose owner's total household income does not exceed the minimum set forth in Section 20511 of the Revenue and Taxation Code.

Owner must fill out and return the City of Corona Income Qualified Assistance Program form with required attachments. No more than two dogs at any residence may be licensed at this reduced rate.

No fee shall be required for a license for any Service Dog. The owner of a Service Dog must fill out and sign an application for a Service Dog Tag, and the application must be reviewed and approved by the supervisor prior to issuance of the dog license or Service Dog tag. Per ADA, service dogs must be spayed or neutered. The ADA defines a service animal as any guide dog, signal dog or other animal individually trained to aid an individual with a disability, including a physical, sensory, psychiatric, intellectual, or other mental disability. The work or tasks performed by a service animal must be directly related to the individual's disability (28 CFR 35.104; Health and Safety Code § 113903). Service animal also includes a miniature horse if the horse is trained to do work or perform tasks for people with disabilities, provided the horse is housebroken, is under the handler's control, the facility can accommodate the horse's type, size and weight, and the horse's presence will not compromise legitimate safety requirements necessary for safe operation of the facility (28 CFR 35.136(I)). Dogs whose sole function is to provide comfort or emotional support do not qualify as a Service Dog.

Police Dogs & Working K-9s: Police K9 dogs will be issued a dog license at no charge once the dog's rabies vaccination has been verified and recorded. In addition to the dog handler's information, the information and contact numbers for the agency that owns the dog will also be included in the licensing record.

If a resident of Corona wishes to license their dog without receiving a rabies vaccination for the dog, they must first get approval from the Riverside County Department of Animal Services. Complete instructions and a handout to give to citizens can be found on the G: drive > AC >, Licensing Masters titled "Rabies Vaccination Exemption Form". Once a citizen has received authorization from the appropriate authority, a license may be issued to the dog owner for not more than one year at a time. Any dog licensed with this

exemption is not allowed to run at large or be led about on any public property on a leash at any time, and the dog must be restricted to the securely enclosed yard of the owner.

Dog licenses are not transferable to another dog. An owner may only transfer the license to a member of their immediate family with both parties present.

The dog owner has the right to transfer ownership to any person of their choosing:

If the new owner lives in the City of Corona, they must purchase a new license under their name/address.

If an individual is a transient or does not possess an address, they may license a dog using a post office box or the animal shelter's address. Notes will be added to the license record that indicates the resident does not have an address, and if possible, where they can be found. Any alternative contact information that the individual provides will be included in the record, including the names and contact information for any other persons the dog may be released to if the owner is not available. An individual may maintain current dog licenses for no more than three dogs at any time.

100.1.2 License Office Duties

Animal Services employees working in the License Office duties include, but are not limited to:

- a) Issue Dog licenses (Public counter, Mail and email (animal-services@coronaca.gov), www.CoronaCA website)
- b) Run license reports in Chameleon (see section 100.1.6), Issue License Renewal notification (Renewals are automatically sent if an email address is provided)
- c) Rabies Letters – Data entry
 - a. All rabies certificates are to be input into the Chameleon Software Program in a timely manner.
- d) A Notice of Violation (NOV) is sent after notification has been received of a rabies vaccination being administered to a dog being maintained within the City of Corona.
 - a. After 30 days of receipt of notification, if the dog owner has not licensed their dog, they may be issued an Administrative Citation for non-license.
- e) Temporary License follow-ups
 - a. Temporary licenses allow the dog owner 2 weeks to submit a current rabies certificate. If after 2 weeks from the date of issuance of a temporary license and the dog owner has failed to obtain a license, an Animal Services employee will contact the dog owner to verify that the dog is still the property of the owner, record that information, and issue a citation for failure to license the dog.
- f) Answer phone calls and transfer calls when available
- g) Check and return phone messages
 - a. Check and return phone messages before shelter opens for the day, during the day when workload allows, and after the shelter closes.

100.1.3 License procedures for Chameleon

1. Determine dog owners' residence address.
2. Obtain all pertinent information from the owner:
3. Name, phone contacts, and email address if applicable
4. All information pertaining to the dog
5. Current rabies vaccination certificate
6. Sterility certificate, if necessary
7. Length of license duration desired
 - a. A license may not exceed the expiration date of the rabies vaccination for the dog

- b. The shortest minimum licensing period is one year
- 8. Enter the collected information into the Chameleon Software Program.
 - a. Only rabies vaccinations administered by a licensed veterinarian using a vaccine approved for use by the State of California will be accepted for licensing a dog. A dog license must not exceed the expiration date of the rabies vaccination. Animal Services employees will record the vaccination certificates to the licensing file for each dog.
 - b. Acceptable proof of sterilization must include a Certificate of Sterility signed by a veterinarian, or previous license from another animal control agency. Animal Service employees will collect and attach sterility certificates to the licensing file for each dog.
- 9. Collect the appropriate fees
 - a. The waiving of any fees is at the discretion of the supervisor
- 10. Print receipts and give the original copy of the receipt to the citizen. If the transaction was paid for with a credit card, obtain the citizens signature on the finance copy of the receipt

100.1.4 License procedures for Online License Purchases

When checking online licenses for the previous day(s), print out the following:

- 1. Chameleon Beach Web License Transactions for the previous day(s)
 - a. Log on to Chameleonbeach.com and under the License Services tab, search for the online license purchases for the previous day(s).
 - i. New users must register to obtain access.
 - b. Go through each license and check to see if it is current or temporary.
 - i. For current licenses, print out a copy of the receipt and mail to owner.
 - ii. Provide tag if necessary
 - iii. For temporary licenses, do not print out a copy of their license since the dog owner failed to provide the necessary document(s).
- 2. Patron Data Conflicts Report
 - a. Update the Person ID information as indicated on the report.

100.2 Dispatching

The Animal Services Dispatcher acts as a vital link between the community and Animal Services & Enforcement. Prompt and effective communication is paramount for the safety of the community and that of all Animal Services employees. All calls coming into the Animal Shelter are answered by the Dispatcher. Communications with Animal Control Officer II (ACOII) take precedence over any other task.

100.2.1 Dispatcher responsibilities

Animal Services employees working in the Dispatch Office duties include, but are not limited to:
Sign into Cisco phone system by 0800 hours every business day.

- a) Check messages and return calls from 0730-0800 every business day.
- b) At 0800 change phone status to “ready” (green light) and begin answering all phone calls coming into the Animal Shelter.
- c) When applicable, generate calls for service to dispatch ACOII’s with information pertaining from the incoming phone call or phone message.
- d) Noisy Animal Complaints
 - a. Refer caller to www.CoronaCA.gov > Animal Services > Noise Complaints, see section 300.4.3
- e) Zoning Overage Complaints

- a. If reporting party is complaining of a zoning overage on a property, advise the caller in order to make a complaint they must have the address of where the overage is.
- b. Obtain from reporting party as much info as possible. How many animals are there? Descriptions? Does the reporting party know the owner's name? etc....
- c. Generate a call for service and include any information you have in the remarks/memo section. Let the reporting party know that an ACO will be dispatched to the location given and verify if there is an overage.
- d. If there is an overage, the ACO will give the pet owner a reasonable amount of time (not to exceed two weeks) to remove all animals over the zoning amount.
- e. A follow up call may be generated in the Chameleon Software Program by the ACO
- f) SeeClickFix Complaints
 - a. Generate a call for service and dispatch an ACO
 - b. The supervisor will acknowledge the call on the SeeClickFix website once it has been received. The supervisor will then close out the SeeClickFix call by logging onto the SeeClickFix website once the call has been completed.
- g) Notices that must be scanned into the "G" Drive:
 - a. ACO's posted notices
 - b. Aggressive Incidents issued
 - c. Citations (admin, licensing, and court)
 - d. Approved chicken permits
 - e. Bite Reports
 - f. Investigation Reports (597 PC) that have been issued
 - g. Completed Notice to obtain grooming warnings
- h) Any caller reporting wildlife sightings are to be referred California Department of Fish and Wildlife.
- i) Animal Bites
 - a. Quarantine reports are required to be completed when a bite/scratch has occurred. Obtain as much of the following information as possible:
 - b. Identification of the person bitten
 - c. What type of exposure occurred?
 - d. The type of treatment for the wound
 - e. Identification of the biting animal and owner information, if known.
 - f. Quarantine follow-up date
 - g. Explain to the victim the steps you are going to be taking to ensure the biting animal will be quarantined. They will be notified by mail once the animal has reached the end of the quarantine period stating if the animal is in good health.
 - h. Generate a call for service
 - i. Upon successful quarantine and release, prepare and mail notification to the victim and file.

102.2 Answering Telephone Calls

- a) Incoming calls from the public are to be answered between 0800-1700 hours.
- b) Incoming calls from CPD Dispatch are to be answered between 0730 – 1800 hours.
- c) When answering a telephone call from the public the dispatcher will:
 - a. Answer stating "City of Corona Animal Services & Enforcement Dispatch. This is 'NAME', how may I help you?"
 - b. All calls will be handled in a professional manner.
 - c. Due to the high volume of calls, it is important to screen every call that comes in by first determining if the City has the authority or jurisdiction over the caller's concern. If the

City does not have jurisdiction, refer the caller to the appropriate agency and provide a phone number if available. If the City does have jurisdiction, the dispatcher will:

- d. Obtain the caller's name and call back number. This will enable staff to re-contact the caller if the call is interrupted, or if a call back is required later.
 - e. Determine if there is an immediate threat to public safety.
 - f. Obtain all relevant information regarding the call, with as much detail as possible.
 - i. If it is determined that an ACO needs to respond, the information is entered into the Chameleon Software Program and a call for service is generated.
 - g. If the caller is requesting to speak with the Licensing Office, the caller will be transferred to extension 4802. Licensing personnel will answer the transfer if available.
 - h. If the caller has requested to speak with Front Office Personnel, the caller will be transferred to extension 3618.
 - i. If the caller is requesting a call back from an ACO, the Dispatcher shall:
 - i. Obtain all relevant information from the caller.
 - ii. Advise the caller the information will be given to the appropriate ACO.
 - iii. Notify the ACO that they have a phone message either by email or by phone.
 - j. When the caller seeks additional information that the dispatcher is unable to answer, and is requesting to speak to supervision the Dispatcher shall:
 - i. Obtain all relevant information from the caller.
 - ii. Advise the caller the information will be given to supervision and will return their call when available.
 - iii. Send a voice mail or an email to supervision advising them of the message received.
- d) Front office personnel will handle calls being transferred as follows, but not limited to:
- a. Owners sign off questions.
 - b. Lost & Found pets
 - c. Adoptions
 - d. Rescue Groups
 - e. Donations
 - f. Work release
 - g. Vet hospitals
 - h. Animal Trap rentals

102.3 Calls requiring an ACO to respond

ACO must respond to the following calls:

- a) Immediate threat to public safety
- b) Animal Bite involving a human or animal
- c) Injured – sick – abandoned animal
- d) Loose dog or loose vicious dog
- e) Loose livestock
- f) Trapped domesticated animal
- g) Wildlife threatening the public
- h) Making contact with owner-informant-victim
- i) C.M.C. violations
- j) Suspected Neglect to an animal
- k) Suspected Cruelty to an animal
- l) Quarantine - Quarantine Release
- m) Dead animal pick-up (excluding animals w/known owners)
- n) Patrol request-Trap Request
- o) Recheck for a past dispatched calls

- p) Requested agency assist
- q) Owner sign off pick up (fees to be given to the pet owner over the phone)

If it is determined that an ACO needs to respond, the dispatcher will generate a call for service in the Chameleon Software Program:

- a) All relevant information given by the caller will be entered in the Chameleon Software Program.
- b) Determine which side of the city the caller is located.
 - a. A side = West side of City (West of Main Street)
 - b. B side = East side of City (East of Main Street)
 - c. C side= Area of City between Lincoln & Rimpau
 - i. C side is only relevant when 3 ACO's are in service
- c) Add any additional information into the notes section. This information is important for the ACO to complete the call.
- d) If there is an immediate threat to public safety, or if CPD/CFD is requesting an ACO to respond, the ACO must be notified by cell phone that a priority call has been added into the Chameleon Software Program.
- e) If two ACO's are required to respond, the dispatcher must notify each officer by cell phone.

102.4 All other calls

- a) Beehive/swarm not on City property
 - a. The caller may be given additional information that will assist them.
- b) Deceased animal on the freeway
 - a. The caller will be directed to the appropriate authority to notify.
- c) Wildlife sighting not a threat to public safety.
 - a. Refer the caller to California Department of Fish & Wildlife website at www.wildlife.ca.gov
- d) Call of concern outside of City jurisdiction
 - a. The caller will be given the contact number for their area.

200: Sheltering Procedures

200.1 Stray Animal Intake

The shelter staff will make every effort to assist the public in a polite and courteous manner during the intake process. If a staff member is approached by a member of the public before or after business hours, they will attempt to assist them if they are able.

- a) When receiving a stray animal into the shelter from the public, first verify jurisdiction. If the animal was found within the city limits of Corona, the animal will be accepted at the shelter. If the animal was found outside the City of Corona, shelter staff will refer the customer to the appropriate agency. In unusual circumstances shelter staff may accept an animal from outside of the city with supervisions approval.
- b) Once the decision is made to accept the animal into the shelter, obtain the “finders” contact information which includes:
 - a. Name
 - b. Address
 - c. Identification Number
 - d. This information will be verified by documentation. Preferred documentation is a government issued photo-ID, but documents such as utility bills may be accepted.
 - e. Contact number ex. cell or home.
- c) Staff will ascertain and note when, where and in what condition the animal was found.

Once this information is obtained, a staff member will accept the animal for impoundment and take the following steps, (noting that the temperament of the animal may impact the timeline of events).

- a) Inspect the animal for any ownership information, including scanning the animal twice during the impounding process for a microchip, using a universal microchip scanner.
 - a. If ownership information is found, every attempt to contact the owner, including a phone call and sending the owner an impound letter, will be taken as required by CMC 6.08.050.
- b) All the ownership and follow up information will be documented in the Chameleon Software Program under the animals I.D. record.
- c) If the animal has any form of ownership ID (even if it's a "dead end") the animal will be available for adoption after the conclusion of the tenth business day, not including the day of impound. If the animal does not have any form of ownership ID, the animal will be available for adoption after the conclusion of the sixth business day, not including the day of impound. Per CMC 6.08.060 and CMC 6.12.160.
- d) Examine the animal for any illness/injuries
 - a. If it is determined the animal needs to be seen by a veterinarian immediately (obvious pain/injury or severe illness) an Authorization for Veterinarian Services form will be filled out, an approved veterinarian will be contacted to verify availability, and the animal will be transported as soon as possible to the veterinarian for treatment. The animal will be scanned while at the veterinarian for a possible microchip.

200.1.1 Impoundment of domestic dogs and cats

- a) If ownership information is not found and the animal appears to be healthy, the animal will then be given currently approved vaccines. Flea/tick treatment may be given at this time if deemed appropriate. All dogs/cats housed inside the building shall have flea/tick medication applied, if it is safe to do so for the animal. Vaccinations will be administered in a safe environment out of public view. Accurate records will be kept in the animal's impound record.
 - a. If ownership information was found, the animal is not vaccinated at this time.
- b) A photograph of the animal will be taken, which can later be used for identification and adoption purposes.
- c) The weight of the animal will be taken and documented on the animals I.D. record.
- d) Note in the Chameleon Software Program any information relating to the animal such as: temperament, illness, injury, collar, or ID worn, and if the animal appears to not be leash trained.
- e) Assign and house the animal in an appropriate kennel/housing, with food, water, and appropriate bedding material.
- f) The steps up to this point should be conducted as soon as possible if shelter staff members are able to handle the animal in a safe manner. If the animal cannot be handled safely to complete these tasks, then the animal shall be housed immediately, where it can be evaluated later, under more controlled conditions and away from public access.
- g) All the information regarding the impoundment of an animal will be documented into the Chameleon Software Program as soon as reasonably possible, including the animals' current location (kennel or vets office). A copy of the animal's kennel card will be attached to the animal's kennel/housing.

200.2 Owner Sign Off

The Corona Animal Shelter will accept owner sign off animals only from residents of the City of Corona, when permitting. Proof of residency must be provided prior to owner sign off. Written authorization from the owner with a copy of the owner's ID may be accepted if the owner is not available. Proof of residency

must include the person's name and a current City of Corona address, such as a current government ID, a recent utility bill, a current car registration or similar documentation.

- a) An ACT or ACO will offer the resident other resources and encourage them to use the Animal Shelter as a last resort.
- b) An ACT will evaluate the animal for any dangerous behaviors or major health problems prior to accepting the animal for adoption. If the animal is unsuitable for adoption for these reasons, the owner will be given the opportunity to request that the animal be euthanized.

200.2.1 Owner Sign Off for Adoption

If the decision is made to accept the animal for adoption the following will occur:

- a) The owner of the animal must read and sign an Owner Waiver & Release form prior to the animal being accepted into the shelter.
- b) The owner will be charged an Owner Sign Off fee as set by the Corona City Council which is to be collected prior to the animal being accepted into the shelter. This fee may be waived at the discretion of the Animal Control Supervisor.
- c) The owner will be requested to provide any vaccine/medical records for the animal. If the animal does not have a current rabies vaccine, the current dog owner may be asked to update the rabies vaccine prior to the owner sign off.
- d) Once these steps have been completed, the animal will be accepted for intake (See Intake Section 201.1.1 A-C) and will be available for adoption immediately.

200.2.2 Owner Sign off for Euthanasia

- a) The owner will be required to provide the reason for the euthanasia request (dangerous behavior or major health issue).
- b) The owner (or authorized agent) must read and sign an Owner Waiver & Release form.
- c) The owner will be charged an Owner Sign Off fee as set by the Corona City Council, which is to be collected prior to the animal being accepted into the shelter. This fee may be waived at the discretion of the supervision.
- d) Once the animal is accepted into the shelter for euthanasia, it will be euthanized as soon as reasonably possible or may be housed in an appropriate kennel temporarily, until such time allows for euthanasia.

200.3 Animal Behavior Assessment Procedure

200.3.1 Animal Behavior Assessment Guidelines

Every dog held at the animal shelter will undergo an assessment, except for dogs turned in by their owner for aggressive behavior towards humans. If at any time during the assessment process an animal becomes dangerous, immediately suspend the assessment procedure, and document the reason.

Assessments will be conducted by trained ACT's, ACO's, and Animal Care Attendants. Trained volunteers may assist in the assessment process.

200.3.2 Animal Behavior Assessment Form

The Animal Behavior Screen in the Chameleon Software Program will be documented under the animal's ID record.

200.3.3 Sociability Assessment

The Sociability Assessment is to be completed during the impounding process. If the dog fails the Sociability Assessment, then suspend testing for at least one day. A second Sociability Assessment will be scheduled by adding an entry with the appropriate date in the shift log. This second Sociability Assessment is to be completed within two days of the first

assessment. Two employees must be present for this assessment. If the dog passes the Sociability Assessment, then conduct the Behavioral Response Assessment.

200.3.4 Behavioral Response Assessment

The Behavioral Response Assessment is to be completed as soon as possible and may be done by one employee. If the dog passes the Behavioral Response Assessment, then a Dog-to-Dog Assessment may be conducted.

200.3.5 Dog to Dog Assessment

The Dog-to-Dog Assessment may be completed as soon as possible and will require the participation of at least two employees. This assessment may not occur during every impoundment depending on the dog's temperament as well as the current dog's that are impounded at the time of assessment.

200.3.6 Feral Cat Assessment

Feral Cat Assessments are to be placed with the impound card on the kennel. They are to be conducted every day for 5 consecutive days. First Assessment is to be done by the employee impounding the cat. Note observations made by the cat daily while cleaning the kennel. After the form is completed, it will be attached to the cat's impound record.

200.3.7 Canine Incidents

A Canine Incident will be documented in the Chameleon Software Program under the animal's I.D. record by any employee who observes problematic or questionable behavior by a dog at the animal shelter. This information will be permanently attached to the animal's I.D.

200.3.8 Feline Incident Report

A Feline Incident will be documented in the Chameleon Software Program under the animal's I.D. record by any employee who observes problematic or questionable behavior by a cat at the animal shelter. This information will be permanently attached to the animal's I.D. record.

200.3.9 Assessment Records

All animal assessment documentation is public record and is subject to disclosure. This information will be permanently attached to the animal's I.D. record.

200.4 Adoption Process

200.4.1 Prior to Adoption

During the stray-holding period, animals will be evaluated for their suitability for adoption. Staff will note in the Chameleon Software Program of any canine/feline incidents or other observations that a potential adopter should be aware of (i.e.: food aggression, animal aggression, not suitable for small

children, hyperactivity, medical issues, etc.). All Canine incidents and Feline incidents must be documented in a timely manner and must always be completed before the end of an employee's shift.

An appropriate rescue group or authority may be contacted regarding animals with special needs (major medical issues, still nursing, permit needed to keep, exotic, etc.).

Any animal deemed suitable for adoption will be available for the public to view, prior to the animal's available date.

When the shelter opens on the first day the animal is available for adoption, and more than one person is interested in adopting the animal, a random lottery drawing to determine who gets to adopt that animal will be conducted.

An animal will not be reserved for a specific person or group to adopt prior to the available adoption day.

200.4.2 Adoption

Once an animal is selected for adoption the following paperwork will be filled out:

- a) Adoption Contract, printed from the Chameleon Software Program, will be signed by the staff member and the new owner.
 - a. If an animal needs to be spayed/neutered prior to being adopted, an Authorization for Veterinarian Services form will be used.
 - b. If the animal needs to be spayed/neutered, a contracted veterinarian will be contacted, and an appointment will be set for the next available business day.
 - i. Animal Services staff will transport the animal to the veterinarian's office on the scheduled day and the new owner will pick up and take ownership of the animal at the time and date determined by the veterinarian. Ownership of the animal will not transfer to the new owner until after the surgery has been performed.
 - c. If the animal has already been spayed/neutered, then the new owner will take possession/ownership of the animal immediately after all the fees have been paid.
- b) Vaccination Records will be printed from the Chameleon Software Program.
 - a. If the animal does not currently have any vaccinations, staff will need to vaccinate prior to the animal leaving the facility.
- c) Impound records will be updated with the new owner's information.
- d) The new owner will be charged the set fees as determined by Corona City Council.
- e) The new owner will be provided the following:
 - a. Adoption Contract
 - b. Vaccination Records
 - c. Any medical records pertaining to the animal, while it was in the care of Corona Animal Services
 - d. If available, the new owner will also be offered a "goodie bag" with miscellaneous items to care for animal.
- f) All paperwork will be explained to the new owner and any questions will be answered to the best of the ability of the shelter staff assisting in the adoption process.

200.4.3 Adoption Returns

Animals adopted from Corona Animal Services may be returned for any reason at no charge within seven business days of the customer taking custody of the animal. The customer may elect to adopt another animal at no additional charge in place of the returned animal. This adoption must take place the same day the other animal is returned and will only apply to animals that are currently eligible for adoption. If the customer does not wish to adopt another animal at that time, then the fees from the returned adoption

will be refunded. To facilitate this, a Claim Form will be filled out by the shelter employee and given to the supervision for processing. The shelter employee will inform the customer that the refund can take up to 30 business days. If the adopter declines the refund of the adopting animal, it will not apply to the next adopter wanting to adopt the animal.

200.5 Redemptions

- a) All provisions of release set forth by the impounding officer (yard checks, issuance of any citations and/or grooming notices etc.) will be met prior to the release of an animal.
- b) When an owner wishes to redeem an animal from the shelter, they must provide proof of ownership.
 - a. Animals will only be released to the documented owner or to the owner's agent with written permission from the owner, along with a photocopy of the owner's and agent's photo-ID.
 - b. After proof of ownership is established, the person will then be charged all fees and penalties pertaining to the housing and care of the animal as determined by the Corona City Council and California State Law.
- c) If the owner does not have the ability to pay the fees, a payment plan may be offered. A Promissory Note form will be completed.
 - a. Any request to waive fees must be approved by supervision.
- d) Once the paperwork has been completed and fees have been collected, the animal will be released to the owner.

200.6 Euthanasia

- a) All Euthanasia will be performed by an ACT, ACO or the Animal Control Supervisor, who have attended and obtained certification from an approved State Humane Association of California training course.
 - a. All employees performing euthanasia must complete at least 8 hours of training specified in the Euthanasia Curriculum within one relative year beginning after assignment date.
- b) All animals, pre and post euthanasia, shall be handled with dignity and respect. Every effort will be taken to make the process as stress free on the animal as possible by using the least amount of restraint that is safe.
- c) Euthanasia logs will be kept up to date and all drugs accounted for.

200.6.1 Treatment Pre & Post Euthanasia

It is the policy of Animal Services that all animals in our care are to be given the utmost respect and humanely handled prior to, during, and post euthanasia.

After death has been confirmed, animals will be placed on a rolling cart or carried humanely to the cooler for storage. Deceased animals are not to be kept in any location at the shelter other than the cooler for an extended period. If the animal is too heavy for one employee to safely move, assistance will be asked for and given.

200.6.2 Euthanasia Steps

- a) All stray animals will be scanned for a microchip prior to euthanasia.
 - a. If a microchip is found in a stray animal, the animal will be held for the additional days, and all required attempts to contact the owner will be made.

- b) If euthanasia has been requested by an animal's owner, an Owner Waiver & Release form must be signed by the owner.
- c) Euthanasia drugs are strictly regulated by the Drug Enforcement Agency. All drugs used in the performance of euthanasia must be accounted for. Records must be accurately maintained.
 - a. Drugs must be kept in the approved double-locked cabinets or safe.
 - b. Impound number, date, animal species, and method of injection along with the employee's name must be noted on the appropriate drug log sheet as well as being entered in the Chameleon Software Program under the Outcome Information section of the kennel screen.
- d) All needles are to be placed after usage in a sharp's container.
- e) All ER Room doors are always to be locked unless an Animal Services staff member is present in the room.

200.7 Maintenance

The Animal Shelter, its grounds, all buildings, dog, and cat kennels are to be kept clean and free of clutter. All doors shall be kept unblocked and freely accessible. All Animal Services employees will notify supervision of any facility repairs needed.

200.7.1 Building Maintenance

When building/kennel repair or maintenance is needed, the City's Building Maintenance Service Request tool shall be utilized. Any maintenance or repairs will be handled by City Facility Maintenance personnel, or a Licensed Repair Contractor the City recommends.

Supervision is to be notified of any repairs requested.

200.7.2 Kennels

Daily animal care provided by the shelter staff should include but is not limited to:

- a) Observe all animals in the morning and note any physical, behavioral, or medical changes.
- b) All kennels are to be cleaned daily.
- c) All animals are to be fed daily, and in no case any animal shall be deprived of food or water, unless directed by a veterinarian.
- d) Animals that require medication shall be medicated as needed, or as directed by a veterinarian with accurate records being maintained. All medications will be maintained in a locked cabinet unless they require refrigeration.

200.7.3 Dog Kennel Cleaning Procedures

All dog kennels are to be cleaned daily. Every attempt shall be made to ensure that this is done prior to the Animal Shelter's public operating hours. Spot cleaning of dog kennels is to be done throughout the day when needed.

General Cleaning Procedures:

- a) When it is safe to do so, a dog will be isolated from the area being cleaned. Dogs are not to ever be sprayed or hosed down.
- b) Soiled bedding will be removed and replaced. Bedding may be withheld for dogs that are destructive, to prevent drains from becoming blocked. Biscuits, leaves and other foreign objects must be removed. All feces will be sprayed down the center drain.

- a. Soiled bedding is to be placed in the laundry area. If the bedding is soiled beyond use, it will be placed in a dumpster for disposal.
- c) Feeders in empty kennels will be removed, sanitized, and replaced.
- d) Disinfectant must remain on cleaned surfaces for a minimum of 10 minutes before being thoroughly rinsed. Extra precautions must be taken to ensure that the water dish has no trace of disinfectant remaining.
 - a. If a kennel needs to be bleached; a pump sprayer with a solution of 1-part bleach to 30 parts water will be used and allowed to remain on surfaces for 30 minutes before being thoroughly rinsed.
- e) Center kennel drains in empty kennels will be checked for and cleared of blockages.
- f) After rinsing, squeegee the kennel removing all water from the floor.
- g) Center drain flushers will be turned on daily, one at a time to allow solid waste to be adequately flushed into the sewer system.

200.7.4 Cat Cage Cleaning Procedures

All cat cages are to be cleaned daily. Every attempt shall be made to ensure that this is done prior to the Animal Shelter's public operating hours. Spot cleaning of cat cages is to be done throughout the day when needed.

General Cleaning Procedures:

- a) Remove and dispose of all paper, litter, and debris in the cage.
- b) Apply disinfectant to all surfaces, including the cage door, and allow it to set for ten minutes then wipe off residual disinfectant with a clean wet towel.
- c) Clean and replace litter, ensure food is given daily, and clean water is provided.
- d) Sweep and mop cat room daily.
- e) Empty cat cages must be set up and prepared for incoming cats.

200.7.5 Feral Cat Kennel Cleaning

All feral cat cages are to be cleaned daily. After the first day of impoundment, Feral Cat Assessments will be conducted daily by the staff member that is cleaning the cat's cage.

General Cleaning Procedures:

- a) Isolate cat from area being cleaned.
- b) Replace newspaper, litterbox, food, and water.

200.7.6 Quarantine Dog Kennel Cleaning

All quarantine dog kennels are to be cleaned daily using the procedures outlined in 200.6.1 Dog Kennel Cleaning Procedures in addition to the following:

- a) All doors leading into and out of quarantine kennels are to remain locked after kennels are cleaned.
- b) General Assistants and Volunteers are not to clean quarantine dog kennels.
- c) When it is safe to do so, a dog will be isolated from the area being cleaned. Dogs are not to be sprayed or hosed down.

200.7.7 Daily Cash Box Summary

Please reference Administrative Policy 300.03: Cash Receipting for the submittal of deposits to the Finance Department, and Administrative Policy 300.10: Electronic Revenue Collection. The following steps shall be taken to close the daily cash box:

- a) There are 3 tabs at the bottom of the workbook.
 - a. Start Up Cash – This tab is used at the end of the day to set up the boxes with the beginning cash balance of \$400.00. Highlighted yellow cells need to have data entered by the cashier.
 - b. Summary – This tab is used to record the amounts and the final count of cash, coin, and credit card transactions for date of specified activity. Highlighted yellow cells need to have data entered by the cashier. As activity occurs, record the transactions on this sheet.
 - c. Checks – This tab is used as a calculator of checks received throughout the day. When an amount is entered anywhere in the highlighted area, a running total will automatically be calculated at the top of the page. This total also automatically records on the summary sheet.
- b) Counting down the Drawers – Begin with the “Startup Cash” tab. Begin by counting each coin denomination separately. Roll all excess coins and set aside. Leave enough coin in each denomination to begin a new day. The combined coin total and bills need to add up the start up cash total of \$400.00. Print 2 copies of the Startup Cash Box sheet. Sign each copy. One will be folded and inserted into the cash box and the other will be turned in with your money.
- c) Remaining balance of money from cash box – go to “Summary” tab – Begin in the top section labeled “cash”. Count each denomination beginning with the largest. Enter the amount for each denomination. The total for the currency and cash will automatically calculate. The total for checks and credit cards will be automatic from the associated sheets accumulating the totals. Supervision must be notified any time a cashier is over or short. Any time a cashier is over/short, they must obtain the signature of the supervisor on the Daily Cash Register Summary sheet.
- d) Printing of Excel spreadsheets for the end of day balancing – Print one of each of the following, with the exception start up cash.
 - a. Start Up Cash - print 2 (one should be put in cash drawer)
 - b. Summary
 - c. Checks
- e) Print one each of Corona Cash Central Reports:
 - a. Batch Transaction Report by Account
 - b. Batch Transaction Report (Close Report)
 - c. Close Batch
- f) Print one each of Chameleon Reports:
 - a. Account code for today
 - b. Cash box closing for today

200.8 Riverside County Sheriff Alternative Sentencing Program (RASP)

Animal Services employees who are responsible to oversee the participants in the work release program are ACT's, ACA's and the Animal Control Supervisor. These employees will attend the Riverside County Sheriff's Department Alternative Sentencing Program Class.

- a) Participants in the program are to be treated with professional respect. Disobedience or disruptive behavior by participants will not be tolerated.
- b) Animal Services employees must enforce all RASP policies, rules, and regulations. A user manual is available, and all employees are to be familiar with this manual.
- c) All shelter employees are to be aware of all RASP participant activity while they are assigned to the Corona Animal Shelter. RASP participants are not permitted to loiter inside the shelter.
- d) All doors inside the shelter are to remain closed during RASP participant's hours.
- e) If you witness criminal activity by a participant, supervision must be notified immediately.
- f) RASP participants are to remain on the property during the hours they are working. They are not to retrieve items from their vehicle, unless they ask an ACT, ACA or supervision.

- g) RASP participants shall have no down time, whenever possible, and be kept busy during the hours they are to be working.
- h) RASP participants are to be given their breaks during the day.

200.8.1 New RASP participants

Animal Services employees briefing a new RASP participant must:

- a) Provide new participants the Work Release Program Rules & Regulation paperwork. Participants will read all paperwork given to them.
- b) Participants must complete, sign, and return jobsite rules, which include:
 - a. Signature and Name
 - b. Address
 - c. Phone number
 - d. Prescriptions-Medication and/or Health Concerns they would like to disclose.
- c) New participants must have acceptable Identification, as stated in the RASP user manual.
 - a. A copy is to be made of the participants' identification and be kept on file.
- d) New participants are to be walked through the shelter and be briefed on what areas they have access to and areas they are to avoid.
- e) Participants are to be instructed what duties they are responsible for daily while assigned to the shelter.

200.8.2 Daily Processing of RASP Participants

A designated Animal Services employee shall:

- a) Ensure that participants are signed in no later than 0800 hours; late participants will not be accepted.
- b) Upon sign-in, the participant will be provided a color-coded kennel key in exchange for identification. The key must be returned at the end of their shift in exchange for their identification.
- c) Participants are to work 8 hours, unless otherwise approved by the Animal Control Supervisor.
- d) Every Friday morning a designated Animal Services employee must email a copy of the RASP roster to the Riverside County Sheriff's Department.

200.9 Rescues

200.9.1 Adoptable Dogs/Cats

All rescues can adopt on the 1st and 2nd day an animal is available for adoption, but all fees will apply. (One person per household can draw) Rescues would have the option to use the city's contracted vet or their own vet for spays/neuters.

If a rescue pulls on the 3rd day or thereafter, there will be no fees other than the microchip fee. Rescues would have the option to use the city's contracted vet or their own vet for spays/neuters.

Any rescue that does not return a spay/neuter certificate within 30 days, will no longer be allowed to adopt/pull from us until all requirements are met.

200.9.2 Rescue only dogs/cats

Animals that need medical care, maternal needs or have behavioral issues can be designated as "Rescue Only" with supervisor approval only.

Rescue only animals will be available on the first day of adoption unless immediate maternal needs or medical care is needed.

If the animal can be safely transported to the vet and/or is medically able to be spayed/neutered, there will not be a charge to the rescue if they decide to use a city contracted vet, with supervisor approval only.

Holds for rescue only animals can be placed with supervisor approval only.

Any rescue that does not return a spay/neuter certificate within 30 days, will no longer be allowed to adopt/pull from us until all requirements are met.

If the rescue only dog/cat can be safely microchipped, microchip fees will apply.

200.10 Play Yard

- a) You must enter the double gated transition area and securely close the gate before removing the dog leash.
- b) Always enter and exit the play yard through the double gated transition area with the dog on leash.
- c) Only dogs that are past their stray hold date and free from medical issues are allowed in the play yard with another dog (unless the dogs were impounded together).
- d) Dogs that are not past their stray hold date can be in the play yard if there are not any other dogs in the play yard.
- e) Females in heat are not allowed in the play yard.
- f) Dogs must be older than 6 months to enter the play yard.
 - a. This is the age at which their immune system is strong.
- g) Do not shout, scream, or antagonize the dogs that are in the play yard.
- h) Dogs that are exhibiting unacceptable behavior, including but not limited to fence fighting, excessive barking, or other aggressive behavior, are to be immediately removed from the play yard.
- i) Only dogs with Green Dots on their kennel cards allowed in the play yard.
- j) No dog(s) are to be left alone in the play yard.
- k) Always clean up after the dog(s).
- l) At least 3 staff members and/or 3 trained volunteers or a combination of both are to conduct a play yard session. 2 staff members and/or 2 trained volunteers or a combination of both must always be in the play yard.
- m) Note on each dog's "Animal ID" in Chameleon whether they do well in play groups and/or what dogs they get along with.
- n) "Meet-and-greets" are not allowed in the play yards.
- o) Staff and trained volunteers may provide balls and toys for the dog(s) to play with. Note on the dog(s) "Animal ID" in Chameleon whether they like to play with the ball or toys.

200.11 Community Cat Program (Trap/Neuter/Spay/Release)

As a part of the Community Cat Program - Trap/Spay/Neuter/Release program, some confirmed feral cats from the City of Corona will be trapped and surgically sterilized to render them incapable of producing offspring. Following the surgery an Animal Care Attendant, Animal Care Technician, Animal Control Officer or a City of Corona Volunteer will return the cat to the geographical area within the City of Corona that it inhabited prior to being trapped.

Purpose: To establish a written policy and/or procedure for the return of feral cats to the geographical area that they inhabited prior to their trapping and spay or neutering.

Definition of Feral: Means any domestic animal without owner identification of any kind whose usual and consistent temperament is extreme fear and resistance to contact with humans. A feral animal is totally unsocialized to humans.

Guidelines for qualification of TNR: The cat should be a healthy weight and body condition. The cat should not be showing any signs of illness.

Surgical Sterilization: When the cat has been held the appropriate number of days and the cat is deemed feral or unsocialized an appointment will be made by an Animal Care Attendant, Animal Care Technician or an Animal Control Officer to a contracted veterinarian hospital. In Chameleon the date and hospital will be noted. The assigned person for transporting animals to the vet will transport the cat in the morning. The cat will be transported in a trap or a feral cat box. Unless the veterinarian is willing to keep the cat overnight, staff or volunteers will pick the cat back up when the surgery is completed and transport them back to the shelter overnight. The cat is to be ear tipped when under anesthesia at the veterinarian. Ear tipping is essential because it is a distinguishing feature between a sterilized community cat and an unsterilized community cat.

Record Keeping: Upon releasing the cat to the appropriate geographical location, note in the Chameleon Software Program the date and time that the cat was released.

Payment for the Veterinarian: An Authorization for Veterinarian Services form is to be issued with the appropriate fee based on gender. If the cat's gender is unknown at the time of transport, the vet slip will be updated upon pick up.

200.11.1 Impounding the Cat

It is very important that the exact address is noted on the Chameleon impound. Do not put cross streets. If the cat seems to be feral upon impound the cat is to be put in the appropriate cages for feral cats. The cat shall be held for the appropriate amount of time according to the City of Corona Animal Shelter & Enforcement policy. If a cat is impounded with a tipped ear the cat is to be immediately released back at the address it was impounded from.

200.11.2 Releasing Cat(s):

- a) If possible do not return cats less than 24 hours after surgery.
 - a. An exception would be lactating mothers. They should be returned as soon as they have recovered.
- b) If possible, return the cat to the exact location where it was trapped.
 - a. Cats should never be returned more than 300 feet from the exact trapping location.
- c) Make sure the spot chosen to release the cat does not encourage it to run toward a dangerous condition, such as a busy street or dogs.
- d) Double check that the cat does not have any residual effects from the surgery, like bleeding or grogginess.
- e) If returning both a mother and one or more kittens, release the kittens first and then the mother. Doing so allows the kittens to follow the mother to safety.

200.12 Foster Program Policy

Foster animals are to be fostered due to:

- a) underweight/underage
- b) needs more socialization
- c) pregnant/nursing

- d) Animals are to be out of stray hold in order to be fostered unless approved by supervisor.
- e) Any animal on medications or treatments are to finish all medication and treatments prior to entering a foster home.
- f) To foster an animal, the interested person must work for the city of corona.
- g) The foster parent is to read, fill out and sign “foster agreement” prior to fostering any animal in need and is to do what is stated in agreement.
- h) The foster parent is to be given all supplies needed in order to care for the animal that is being foster and is allowed to request more supplies when needed.
- i) When animals are ready to be returned from their foster care, the foster parent is to communicate to staff the animal’s temperament, address any issues or fill out “foster questionnaire”.

300: Field Services

300.1 Vehicles and Equipment

All Animal Services trucks should have and maintain the following equipment:

- a) Two snare poles – 5 foot
- b) One snare pole - 3 foot
- c) Leashes
- d) Infrared Thermometer
- e) Identification chip scanner
- f) Snake Tongs/Snake Bucket
- g) Trash Bags
- h) A minimum of two cat carriers
- i) Net
- j) Snappy snare
- k) Stretcher
- l) Bolt Cutters
- m) Caution Tape
- n) Gloves
- o) Towels - blankets
- p) Cat and dog food
- q) Assigned tranquilizer kit in the assigned truck for their daily shift
- r) Pole syringe
- s) Proper forms for daily shift
- t) iPad
- u) Work Issued Cell Phone

ACO’s should carry the following equipment on their person:

- a) Ballistic Vest (either worn in an outside carrier or underneath uniform shirt). See CPD Policy 1024.
- b) Duty Belt
- c) RCB baton and baton holder if certified to carry.
- d) Harris Radio
- e) Work issued keys
- f) Business Cards

Animal Services Vehicles:

- a) Trucks shall be inspected before leaving the shelter at the beginning of each shift.
- b) The employee who operates a truck shall keep it fueled and washed.

- c) All Animal Services employees who use an Animal Services truck shall sanitize all compartments after an animal has been transported if there is biological waste left behind.
- d) Carriers or traps placed in a truck shall be removed and disinfected after each use.
- e) Deceased animals picked up each day shall be placed in the cooler during the shift or at the end of the shift.
- f) No animals, deceased or alive, are to be left in a truck compartment overnight.
- g) Citizens are not to ride in city vehicles without the prior approval of supervision. The department has a procedure in place should a citizen request a Ride-Along. See Corona Police Department Policy Manual Section 410 for more information.

300.2 Education vs Enforcement

ACO's can use their own discretion when contacting a dog owner. The ACO can issue a verbal warning, a written warning, or issue a Criminal/Administrative Citation.

If issuing a verbal warning, the following information will be obtained and entered in the Chameleon Software Program:

- a) Dog owners name
- b) Current address
- c) Phone contact numbers
- d) Animals name –breed-color-sex-age

If issuing a written warning:

- a) Obtain as much information as possible pertaining to the dog owner.
- b) Document what corrections need to be made.
- c) Give the owner the hard copy either in person or posted.
- d) Information will be entered the Chameleon Software Program

If an Administrative Citation is issued, the following must be written on the citation:

- a) Information of the person in violation
- b) Animal information (if necessary)
- c) Check the box pertaining to the CMC code being violated.
- d) Have the violator sign the citation and issue the violator the pink & blue copies.
 - a. If no contact is made with the dog owner at their residence, post a written warning notice on the front door explaining why contact was attempted. An administrative citation may also be posted on the front door of the residence if contact was attempted but unsuccessful be sure to write "POSTED" on the "Received By" line of the citation. If the citation is posted, a photo shall be taken with a work issued cell phone of the work issued iPad and documented in Chameleon.
- e) An ACO may request that a citation to be held in the office to give the owner time to correct the offense. Clearly write the date that the citation is to be held until in the "Correction Required By" section.
- f) Citation information will be entered the Chameleon Software Program by the AS&E dispatcher.
- g) At the end of shift, submit all notices and citations to the Animal Services Dispatcher.

300.3 Use of Force

When encountering a stray animal, the ACO should begin by observing the animal and evaluating the lowest safe level of restraint required. Escalation of force should not occur until other methods have failed. Levels of escalating force are as follow:

- a) Verbal
- b) Physical (hands)/Cage
- c) Leash/Cage
- d) Snare pole
- e) Trap
- f) Chemical Capture
- g) RCB – to be used in accordance with CPD Policy 820.5

300.3.1 Chemical Capture

If all other means of capture have been exhausted, and/or public safety is at imminent risk, or the animal's well-being is in jeopardy, chemical capture may be used.

- a) Use caution and keep in mind the public will likely witness or record this event.
- b) Only animal service employees who have been trained in chemical capture may tranquilize an animal in the field
- c) Supervision must be notified prior to the discharge of any chemical dart
- d) It is preferable to have at least two ACO's present when utilizing chemical immobilization. If a second ACO or the AS&E Supervisor is not available, CPD Dispatch can be contacted to ask for police assistance.
- e) All tranquilized kits shall be kept in a secured container, stocked with the appropriate equipment. All equipment shall be cleaned and maintained regularly
- f) Verify the expiration dates of chemical immobilization drugs in the kit.
- g) Drug logs shall be filled out accordingly.
- h) Every dart discharged shall be recovered. Supervision must be notified without delay of any dart not recovered.
- i) If a dart is discharged, all pertinent information is to be noted in the memo page of the animal ID.
- j) Any domestic animal chemically captured shall be transported to a veterinarian for treatment and an Authorization for Veterinarian Services form must accompany the animal.
- k) If a vehicle goes in for service, all tranquilizer equipment must be removed and kept in a safe place while the vehicle is out of service for maintenance.

300.4 Reports

ACO's complete and file many reports, such as:

- a) Police Reports
- b) Quarantine Reports
- c) Noisy Reports
- d) Cruelty – Neglect Reports - filed as misdemeanors or felonies

300.4.1 Police Reports

Police Reports are required for many incidents:

- a) Prosecution with the District Attorney
- b) Documented crimes, not wanting prosecution
- c) Noisy Animal Complaints

All reports must include:

- a) Corona Police Incident Number (if any)
- b) Suspect-Witness-Victim legal names
- c) Address

- d) Phone contact numbers
- e) Driver's license number or ID Number
- f) Date of Birth
- g) Initial Police Report must be filled out
 - a. If filing for a misdemeanor, an Arrest Report number must be obtained from Corona PD Dispatch, and a District Attorney Form filled out and turned in with the report. You must have a suspect's name, what crime they have possibly committed, and an Identification Number and obtain an Incident Number.
- h) Obtain an Incident Number from Corona PD Dispatch. All Incident Numbers are to be included in the notes section of the Activity Number in the Chameleon Software Program.
- i) Attach photos to your report, and any supporting documentations to strengthen your case.
- j) Submit all reports, via Spillman, to supervision for approval.
- k) All reports must be completed by the end of the shift unless authorized by supervision.
- l)

300.4.2 Quarantine Reports

Quarantine reports are required to be completed when an animal bite has occurred. All reports must contain:

- a) Identification of the person bitten
- b) What type of exposure occurred/ description and location of wound?
- c) The treatment of the wound
- d) Identification of the biting animal and owner information
- e) The reporter taking the information
- f) Quarantine follow-up
- g) If available, photograph of the victim's wounds and perpetrating animal
- h) Explain to the victim the steps you are taking to ensure the biting animal will be quarantined. They will be notified by mail that the animal was in good physical health upon the end of the quarantine period.
- i) The ACO will contact the owner of the biting animal. If it is determined the animal can be quarantined at home in a safe environment, the animal owner will be given a Home Quarantine Procedure Handout containing guidelines regarding home quarantine. An Official Quarantine Notice will be issued to the animal's owner. The owner will sign and date the paperwork and be given a date as to when an officer will return to check on the health of the animal and be released from quarantine. This is usually 10 days from the date of exposure. The yellow copy of this form is given to the animal owner.
- j) If the animal cannot be kept at home, it may be quarantined at the shelter for safekeeping, and housed in the quarantine or isolation kennels only.
- k) All Home-Quarantined animals must be released from quarantine by an ACO in the field, never release an animal from quarantine over the phone.
- l) The owner may be given the option of either home/shelter quarantine, or humane euthanasia. If euthanasia is preferred, the owner must sign an Owner Waiver & Release form. All fees if any shall be collected at this time.
- m) If an exposing animal is euthanized or dies during the quarantine period, a tissue sample is to be obtained by the assigned ACO handling the call. It shall be packaged accordingly, and supervision will be notified for transportation to the Riverside County Health Department along with a copy of the bite report. After Riverside County Health Department has completed the testing, they will notify Animal Services & Enforcement. A notice is then sent to the victim with results of the testing.

- n) If the biting animal was not located to properly quarantine, a patrol of the area for the 10-day quarantine period shall be conducted until the animal and/or pet owner is identified, or the quarantine period has expired.

Quarantine exposure requiring testing not including domestic dogs or cats are:

- a) Bat
- b) Skunk
- c) Opossum
- d) Raccoon
- e) Any wildlife susceptible to rabies transmission

300.4.3 Noisy Reports

Noisy Animal Complaints

- a) All first noisy complaints must be filed online by the reporting party. If the reporting party calls into AS&E to inquire about the noisy animal process, they should be directed to the online form.
 - a. Both the 1st & 2nd complaint must come from a reporting party that lives at the property listed in the complaint, not a landlord, property Management Company, etc.
 - b. The online form states in two separate places that the reporting party cannot be anonymous.
 - c. The online form is located on the CoronaCA.gov via the Animal Services and Enforcement webpage. The reporting party would click the “Noisy Dog Complaint” section and follow the steps to submit the online form.
- b) Once the online form is submitted by the reporting party, a copy of the form is emailed to the designated noisy animal officer and a copy could be sent via email to the reporting party per their request.
 - a. When the online form is emailed to the noisy animal officer, the officer shall reach out via landline or email to ask further questions and to inform the reporting party that the complaint has been received and to inform them of the complaint process. Once the reporting party has been informed that their first complaint has been acknowledged, a first complaint sequence shall be generated for the noisy animal officer to respond to the residence of the noisy animal.
- c) The noisy animal officer will attempt to make contact with the noisy animal owner to inform them of the complaint and to inform them of the process.
 - a. When the noisy animal officer is able to make contact with the owner of the noisy animal, education on the process and steps they can take to avoid further complaints should be given.
- d) If the noise has not improved or has become worse, the reporting party can call into AS&E to report the second complaint to the noisy animal officer that is handling the complaint. Once the reporting party calls into AS&E and if the noisy animal officer is not in the office, an email should be sent to the officer to inform them that the reporting party would like to make a further complaint.
- e) A second complaint must be made at least 10 days but no longer than six months from the date that initial contact was attempted with the noisy animal owner.
 - a. AS&E dispatch should not be taking the second complaint from the reporting party.
 - b. The second noise complaint must come from the same reporting party and not a representative or family member of the reporting party.

- f) Once contact is made by the noisy animal officer with the reporting party who wants to continue with the second complaint, two calls shall be generated into Chameleon, and they are as follows:
 - a. The first generated call should be for the delivery of logs to the household of the reporting party. The reporting party shall be informed that they have ten days to fill out the complaint logs and then delivery them back to AS&E via mail or hand delivery. If contact is not made with the reporting party, the logs shall be posted on the residence and a photo should be taken as proof of delivery.
 - b. The second generated call shall be for the noisy animal officer to attempt contact with the noisy animal owner to inform them that a second call has been generated and further education should be given to the dog owner to avoid the noisy animal hearing process. If contact is not made with the noisy animal owner, the letter shall be posted on the residence and a photo should be taken as proof of delivery.
 - c. If the handling noise officer believes it is best to send the logs the reporting party via mail, they shall do so. One copy of the logs will be sent via certified mail and the other copy will be sent via regular mail.
 - d. If the handling noise officer believes it is best to send the second noisy animal notice to the dog owner via mail, they shall do so. One copy of the notice shall be sent via certified mail and the other copy will be sent via regular mail.
 - e. The second noisy animal notice as well as the logs can both be found in the “G” Drive.
- g) Once the reporting party returns the logs to AS&E, the noisy animal officer will generate a call to respond to the noisy animal residence to listen for noise. Once the call is completed, the noisy animal officer will generate a police report for the complaint and forward the report to supervision for approval.
- h) Once the noisy animal police report is generated in Spillman and approved, supervision may reach out to the reporting party or parties to ensure the complaint is still a nuisance and if the reporting party or parties would like to proceed with the noisy animal hearing. The noisy animal complaint may or may not result in supervision requesting a noisy animal hearing.
- i) If supervision proceeds with the noisy animal hearing, they will do so under CMC 6.11.040

300.4.4 Cruelty – Neglect Reports

If an ACO responds to a reported possible neglect or cruelty call, it is up to that ACO to handle all reports in a timely manner related to the crime being committed. The responding ACO shall:

- a) Notify supervision
- b) Document all evidence relating to the crime scene
- c) Complete Initial Police Crime Report – See 300.4.1
- d) Impound the animal and transport to the veterinarian for examination, treatment and documentation of injury or illness and current condition of the animal.
- e) Post a post seizure notice and photograph
- f) Document all information regarding the animal in the Chameleon Software Program and email the Animal Control group.
- g) Contact Riverside County District Attorney’s Office about your case, if needed.
- h) Make your case as strong as you can with them.
- i) Ask for suggestions on what other information they may need for prosecution.
- j) Find out who is handling your case.

300.5 Field Impounding

Per CMC 6.08.050 the owner or keeper (if known) of all animals that impounded will be notified in writing within one business day by one of two methods:

- a) By personal delivery to an owner, keeper or other responsible party who resides at or occupies the premises where the animal is kept or
- b) By posting the premises where the animal is kept, posted on the front door or primary entrance to the premises, or at a location which is visible from the street and which is as close to the front door or primary entrance to the premises as is reasonably possible, and time and date-stamped photographic evidence of the posting shall be taken and preserved as part of the file for the matter. The notice must include:
 - a. Name and address of owner
 - b. Description of the animal
 - c. Where the animal was picked up
 - d. Date and time
 - e. Officers name and ID
- c) After impounding any LIVE animal from the field, enter the animal into the Chameleon Software Program with as much information as possible including owner information if an owner is known. Include in the notes section with anything pertaining to the animal such as disposition, collar, leash trained or injuries if not life threatening. If an animal requires medical attention, it shall be transported directly to a veterinarian for treatment. ACO's are responsible for conducting initial Animal Behavior Assessments on dogs impounded from the field. Other appropriately trained staff members may assist with the assessments.
 - a. Every animal impounded must be scanned twice during the impounding process for a microchip, alive or deceased.
 - b. Transport any LIVE animal impounded directly to the shelter at your earliest convenience and place in an appropriate kennel after vaccinating, weighing, and taking a photo, if needed and update the kennel in the Chameleon Software Program.
 - c. Always place incoming animals in a clean kennel as well as making sure there is water in the kennel or cage.
 - d. If an animal impounded has any type of identification and you can retrieve owner information, attempt to notify the pet owner and if possible, make arrangements with the pet owner to return their pet.
- d) Dogs placed in "after hours" holding kennels by PD, shall be followed up by the ACT's, ACO's or ACAs. If no information is left on the kennels, staff shall contact CPD Dispatch.
- e) Cats being impounded must be evaluated for illness and age. This decides what area they are to be placed in. Healthy cats 2 pounds or over can go into main cat room. Healthy friendly kittens less than 2 pounds, very pregnant friendly cats and injured cats coming back from vet go in cages in the photo room. Sick cats are to be impounded and placed in the backroom. Feral cats are to be impounded in the feral cat room area. go in feral cat area. Kittens that are newborn or severely ill are to be euthanized if an appropriate rescue or surrogate cannot be found.
 - a. Consult with an ACT or ACA on housing of an ill or quarantined cat.

300.6 Injured Animals

If the animal has a known owner, efforts shall be made to contact the owner as soon as possible and the following actions should be taken if no owner can be contacted in timely manner:

- a) Any injured animal impounded will be added into the Chameleon Software Program and the ACO will determine which vet to transport. The ACO will call the possible vet that the injured animal is being transported to and let the vet's office know that you are requesting to transport an injured animal. Let the vet's office know the type of injury or injuries and give a description of the animal. The animal will be scanned while at the veterinarian for a possible microchip.
- b) Chameleon Software Program should be updated with the injury of the animal and the vet that the injured animal was transported to.
- c) An Authorization for Veterinarian form with the animal's ID number will always be given to the vet with an authorized amount limit of \$125.00. Anything exceeding \$125.00 will need

supervision approval. After hours emergency vet visits are an authorized amount limit of \$150.00. Anything exceeding the authorized amounts will need supervision or lead approval.

- d) If an injured animal is impounded and is in grave condition, the ACO has the discretion to humanely euthanize the animal. The Chameleon Software Program will be updated with euthanasia as the outcome, and the animal will be removed from the database.
- e) Any sick or injured animal impounded that has a known owner, the ACO shall notify the animal owner immediately.

300.7 Seizures

300.7.1 Pre-Seizure Notices

A Pre/Post Seizure Notice is a notice given to an animal owner when there is reason to believe neglect, cruelty or abandonment is involved, and the neglect is not an immediate threat to the animal's well-being, but corrective action must be taken by the owner.

Pre/Post Seizure Notice is posted when:

- a) Investigation where there is no food – water – shelter available or visible.
- b) Vet treatment may be needed
- c) Grooming must be completed
- d) Possible abandonment
- e) Include as much information as necessary. If you see the animal(s) list all of them, it is best to include the term “Any and all animals”. There may be animals not visible.
- f) Check outside faucet to verify if the water utility has been shut off or contact can be made with the City of Corona DWP Department to verify if utilities have not been shut off or if the resident has requested a stop or move of service.
- g) Post the Pre/Post Seizure Notice where it will be seen, on the front door or the garage and photograph it. Include the reason the animal may be impounded, and the corrections required. Include the date that you will be returning to the location.
 - a. All Pre/Post Seizure Notices shall be noted on the Daily Shift Log.
- h) Enter all information into the Chameleon Software Program.
- i) Pre/Post Seizure Notices are to be given to the Animal Services Dispatcher at the end of the day.

300.7.2 Notice of Intent to Seize

A Pre/Post Seizure Notice is given to an animal owner if there is an immediate safety or health issue to the animal or public.

An animal may be impounded from its yard if:

- a) Owner is unable to confine due to fencing issues.
- b) Animal neglect or cruelty can be immediately identified
- c) Public safety
- d) Known abandonment
- e) A Pre/Post Seizure Notice will be posted on the front door and photographed. Include the reason the animal was impounded, and the corrections required the dog owner will need to comply with prior to redeeming his animal. (ex. Replace old wooden panels, add welded wire, make fencing higher, make yard dig proof, all if applicable)
- f) Photograph the animal and any other photos supporting the Pre/Post Seizure.
- g) All reasons the animal was seized will be entered into the Chameleon Software Program as well as the requirements needed for the animal to be released.
- h) All neglect/cruelty calls will be verified and closed out in person. Neglect/Cruelty calls will not be closed out via phone calls.

- i) The ACO will give the pet owner a reasonable amount of time to make the proper corrections if there is not an immediate threat to the animal or public safety. The pet owner can ask for an extension, but it is up to the ACO handling the call to grant it.
- j) All fees pertaining to the impoundment will be paid by the owner prior to being released.

300.8 Animal Bites

See section 300.4.2 on Reports

- a) All domestic bites that occur to a human must be verified by the ACO to determine if the skin is broken, unless a bite report is received from a medical facility.
- b) All domestic bites that are due to be released from quarantine must be visually verified by an ACO at the end of the 10-day quarantine.
 - a. No quarantines shall be released over the phone.
- c) For any domestic bite that occurs in our city and the animal resides in a different city; the ACO must contact that agency and advise them that an animal from their jurisdiction has bitten someone in our city.
- d) All Animal Services & Enforcement staff shall be notified via email of any bites summarizing the bite incident.

300.9 Aggressive Animals Incident Form

Prior to any aggressive animal being returned to its owner, an ACO will first verify that the confinement is secure, and all requirements are met.

Animal owner will be issued and must sign an Aggressive Animal Incident form. This documents the incident that occurred, and shall contain:

- a) Owners' information
- b) Animal information
- c) Circumstances of the incident
- d) Corrective measures required to be completed
- e) Sign and date
- f) A copy is given to the animal owner, and the incident will be documented into the Chameleon Software Program. A copy is given to AS&E Dispatch who will scan and save into the G Drive > AC > Scansnap > Aggressive Incidents folder.

300.10 Potentially Dangerous or Vicious Dog

If it is determined that an animal has met the requirements of Potentially Dangerous/Vicious Hearing Section CMC 6.04.020(S) or CMC 6.04.020 (AB), the responding ACO shall:

- a) Take into custody the offending animal.
- b) Notify and explain the procedure regarding a Potentially Dangerous/Vicious Dog Hearing
- c) If there are any witnesses to the incident, ask them to fill out a Citizen Complaint form or take a statement.
- d) Complete an Incident Report see section 300.4.1
- e) Complete paperwork pertaining to the Potentially Dangerous/Vicious Dog Hearing. Templates of the Potentially Dangerous Report are in the G Drive > AC > PD-Vicious Hearings folder.
- f) Gather as much evidence needed to strengthen your case and submit finding to supervision.
- g) Report should be completed within 3 days of the incident.

300.11 Rattlesnake Handling

Per California Department of Fish and Wildlife Biologist, any healthy rattlesnake trapped in towns or cities is to follow:

- a) Release within a 5-mile radius and not on anyone's property without the property owner's permission.
 - a. Per California Department of Fish and Wildlife, it is illegal to relocate rattlesnakes outside of a 5-mile radius without a California Department of Fish and Wildlife permit. It is not illegal to decapitate a rattlesnake.
- b) Transfer to a rattlesnake handler with a current California Department Fish and Wildlife permit.
- c) Euthanize or decapitate the rattlesnake.
 - a. The deceased rattlesnake is to be double bagged and placed in the DOA freezer.

300.11.1 How to Handle Rattlesnakes:

- a) Keep a safe distance
 - a. Large snakes can strike about 1/3 to 1/2 of their own body length
 - b. Small snakes can strike about 1/2 to 2/3 of their own body length
 - c. Very small snakes can strike their whole-body length
- b) Always be aware of your surroundings (objects, other animals, location, etc.)
- c) Move slowly and deliberately
 - a. Hasty moves can result in accidents and/or irritating the snake.
 - b. Slow and smooth movements result in safe handling
- d) Do not get overconfident
 - a. Grabbing a rattlesnake by its tail or behind the head are techniques that should only be done by professionals with proper extensive training
- e) Never put hands in front of rattlesnakes.
- f) Always be cautious of surroundings and equipment

Tools to Contain a Rattlesnake:

- a) Snake bucket or thick clear heavy-duty plastic bag.
 - a. Just always remember to poke holes in the lid for air ventilation.
- b) When placing a rattlesnake in a snake bucket, do so with the assistance of snake tongs.
 - a. Once the rattlesnake is inside, release the grip of the tongs when you feel the rattlesnake has calmed down. Remove the tongs and close the lid (twist top to tighten or press to close). Same technique shall be used when placing the rattlesnake inside a clear heavy-duty plastic bag. Once the rattlesnake is at the bottom of the clear heavy-duty plastic bag, tie a knot at the top to prevent the rattlesnake from escaping.

300.11.2 Disposing of a Rattlesnake:

- a) Be cautious if you decapitate the rattlesnake, the head can still bite (venomous heads need to be handled with extreme caution to prevent a bite or contact with the venom)
- b) Euthanasia technique is to be used if the rattlesnake is secured inside a clear heavy-duty plastic bag. Use snake tongs to control the head with one arm and use the second arm to inject the rattlesnake with a syringe with the proper amount of euthanasia solution.
- c) Disposal of the remains needs to be placed in a secure area (freezer for deceased animals); double bagged.

300.12 Standby

- a) ACO's are to get reporting party info from PD Dispatch and call the reporting party back for further info.

- b) It is up to the ACO to submit their overtime in Telestaff and Timetracker within 2 days.
- c) All calls the ACO's handle will be entered into the Chameleon Software Program.
- d) For all serious calls, such as dog bites involving a minor, supervision will be notified via email as well as emailing the Animal Control Group. In extreme cases, supervision will be notified by phone ASAP.
- e) PD assistance is available if needed while on a call. Contact PD Dispatch and request assistance when needed.
- f) The standby ACO shall respond in a timely manner without delay to resolve the situation.

Calls that ACO's on standby must respond to are:

- a) Animals with severe injuries
- b) Animal bites involving a human
- c) Loose aggressive animals
- d) Venomous snakes
- e) Agency Assist

Whenever an ACO on Standby is requested to respond to a callout, they will respond. If the ACO feels that the callout was not justified, they will notify supervision in person or by email.

300.13 Deceased Animals

All deceased animals picked up in the field will be placed in a bag and all deceased domestic animals shall be scanned for a microchip in order to identify ownership. If owner information is attained, the ACO will notify the pet owner and will make arrangements with the pet owner if the pet owner wants the deceased body.

Animals that are picked up deceased will be entered into the Chameleon Software Program as an impound and removed from the database by the end of the shift with the appropriate disposition.

300.13.1 Owners Deceased Animals:

The ACO may use discretion in waiving fees.

When a fee is collected, the ACOII shall make the entry into Cash Central, and a printed copy of the receipt will be mailed to the owner. The ACO will not collect fees for cremation.

If a deceased animal is too heavy to lift into the Animal Services truck, the ACO may ask for assistance if available.

If the owner requests cremation, they must visit the animal shelter and fill out the necessary paperwork in a timely manner. Fees for cremation will be paid directly to the crematorium by credit card or a check. The animal's body must be properly packaged and clearly marked for cremation in the cooler. The front office personnel shall be notified an animal is ready for cremation pick up.

300.14 Daily Patrol

An ACO will be in full uniform ready to work at the start of each assigned shift. Upon starting a shift, an ACO will check email, review the previous day's shift log, inspect their assigned vehicle, and begin responding to calls for service, conducting or assisting with Animal Assessments, or patrolling no later

than 45 minutes from their assigned start time. An ACO is expected to spend much of their shift in the field. An ACO must clear any extended office time through supervision.

Prior to the end of shift, the ACO will refuel their assigned vehicle, remove all animals, and ensure the vehicle is clean and ready for use for the next shift. An ACO may return to the shelter to finish daily paperwork no sooner than one hour prior to the end of an assigned shift.

300.14.1 Lunch Breaks

- a) ACO's will coordinate with Dispatch and each other to take lunches in a timely manner.
- b) ACO's will notify Dispatch at the start of their 30-minute lunch break and make an entry in the Chameleon Software Program.
 - a. If an ACO's lunch break is interrupted by a priority call, the ACO will respond and submit an overtime request for the time lost or reconvene their lunch break.
- c) An ACO will notify Dispatch at the end of their 30-minute lunch break and update the entry into the Chameleon Software Program.