

<b>37-09: SCHEDULE &amp; COMPENSATION</b>	<b>POLICY TITLE:</b>	<b>37-09-001: ACS Hours of Operation</b>
	<b>EFFECTIVE DATE:</b>	1/07/2013
	<b>REVISED DATE:</b>	07/08/2015
<b>POLICY SUMMARY:</b>	Identifies the regular hour of operations for ACS.	
<b>PURPOSE:</b>	To describe the hours of operation for noted animal-related services at the shelter, holiday hours, and emergency service hours.	
<b>DESIRED OUTCOME:</b>	To ensure that all animals are properly and humanely cared for and that the public has adequate and ample opportunity to conduct business at Animal Care Services (ACS).	
<b>RESPONSIBLE PARTY:</b>	All ACS Staff	
<b>POLICY OWNER:</b>	Assistant to the Director	

## POLICY DETAILS

### HOURS OF OPERATION

Animal Care Services (ACS) will maintain a fully staffed animal care operation capable of providing shelter services 7 days a week and field services 24 hours a day, 7 days a week. The shelter, located at 4710 Highway 151, is open for animal-related services as follows:

Day of Week	Owner Reclaim, & Foster/Rescue	Animal Intake	Adoption
<b>Monday</b>	11:00am–7:00pm	CLOSED*	11:00am–6:30pm
<b>Tuesday</b>	11:00am–7:00pm	11:00am–7:00pm	11:00am–6:30pm
<b>Wednesday</b>	11:00am–7:00pm	11:00am–7:00pm	11:00am–6:30pm
<b>Thursday</b>	11:00am–7:00pm	11:00am–7:00pm	11:00am–6:30pm
<b>Friday</b>	11:00am–7:00pm	11:00am–7:00pm	11:00am–6:30pm
<b>Saturday</b>	11:00am–5:00pm	11:00am–5:00pm	11:00am–4:30pm
<b>Sunday</b>	11:00pm–5:00pm	CLOSED*	11:00pm–4:30pm

\*ACS may take in animals who exhibit elevated levels of pain, disease, injury, or behavioral concerns on case-by-case basis as determined by ACS Veterinarian or on-site Manager.

**HOLIDAY HOURS**

ACS is closed for all city holidays as approved by City Council; however, the ACS Director may modify operating hours as he/she deems necessary. Every effort is to be taken to notify the public of modified operating hours or shelter closure including, but not limited to: proper signage on campus, media press release and social media networks.

**EMERGENCY SERVICE HOURS**

ACS responds to animal emergencies every day of the year. The public should call the City's customer service number (3-1-1) should they encounter an emergency situation. A situation is considered an emergency in which an animal is in danger or is creating a danger.

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**POLICY AUTHORIZATION**

Signature:  Date: 7/10/15  
Name: **Kathy Davis**  
Title: ACS Director