ANIMAL CARE SERVICES DEPARTMENT

"SOUTHSIDE AUXILARY SHELTER"

100- GENERAL OPERATION POLICY

200- HOLD PERIODS/ACCESS TO SOUTHSIDE AUXILARY SHELTER

300- SHELTER MEDICINE

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500- MEDIA POLICY

ACS
CITY OF
SAN ANTONIO
ANIMAL CARE SERVICES

100 Southside Auxiliary Shelter General Operation Policy

Mission: Encourage responsible pet ownership by promoting and protecting the health, safety and welfare of the residents and animals of Bexar County through education, enforcement and community partnership and to find homes for every healthy, treatable, rehabilitateable animal that comes into our care.

Philosophy: Animals coming into the facility are our responsibility. We will carry out our functions with the utmost excellence and perform them in a caring and humane manner.

Purpose: To provide the Citizens of San Antonio an Animal Care Services Department that carries out its functions, as established by City Ordinance, in a professional manner utilizing the best practices of our profession. This manual is intended to provide guidelines for general operations as well as the policies and procedure for each departmental division.

Program Information: Animal Care Services is responsible for the enforcement of Chapter 5 of the City's Animal Code to ensure public health and safety, while meeting the community's expectations. In order to do so, the department offers various valuable services to promote responsible pet ownership through community outreach, animal placement programs, legislation and enforcement. In FY 2005-06, the Bexar County Rabies Control Fund, Animal Control Division of the General Fund and the Animal Care Division of the Public Health Support Fund merged to create a new Animal Care Services Fund. The fund monitors all expenditures and revenues associated with department's operation. This change made Animal Care Services its own department which now reports directly to the City Manager's Office.

Chapter 5 of the City Code addresses animals. This chapter was revised in 2006 by the city council. To view a copy of the ordinance, visit the following link for further information:

http://www.municode.com/Resources/gateway.asp?pid=11508&sid=43

100 GENERAL OPERATIONS

Location:
2634 Stealth San Antonio, Texas 78235

Telephone:
The Southside Auxiliary Shelter has a designated phone that is to be used for in house calls only (210-355-3152). All calls are maintained through the main Animal Care Services location. That phone number is 210-207-4738.

Hours of Operations:
Southside Auxiliary Shelter has scheduled staff 7 days a week.

Access:

Rescue Access:
**Access Form needs to be completed. Once filled out, your name will be placed on a master list and forwarded to the BDA for approved access. Special accommodations can be made after hours.*

Monday- Friday	11:00 a.m. – 5:00 p.m.
Saturday	11:00 a.m. - 5:00p.m.
Sunday	By Appointment Only. *Staff available: 7 a.m. – 3 p.m.*

Return to Owner Public Access:
**All visits must be cleared with Animal Care Services staff at 151shelter. Animal Care Services staff will advise the Southside Auxiliary Shelter to meet citizens at the gate.*

Monday- Friday	11:00 a.m. – 5:00 p.m.
Saturday	11:00 a.m. – 5:00 p.m.
Sunday	Closed.

Adoptions:
**No adoptions will be completed at the Southside Auxiliary Shelter. Once adoption process is completed at the 151 shelter; release can be completed at the Southside Auxiliary Shelter.*

General Public Unannounced Access:
Citizen at Gate: Security is to call Southside Auxiliary cell phone number and inform staff of visit. Staff member is to meet citizen at the gate to allow on property.

Citizen at Shelter: Allow citizen on property. Animal Care Services employee is to advise ACS 151 Management of unannounced visit.

Animals Housed:
Only canines are to be housed at the Southside Auxiliary Shelter as described in Section 200.

Animal Holding Period:
Stray animals without identification are held for a minimum of three (3) days not counting the day of impoundment or days closed to the public. Stray animals with identification are held for a minimum of five (5) days. Un-weaned, critically ill, or seriously injured domestic animals are not housed at the Southside Auxiliary Shelter and will be transferred directly to the Main ACS Facility for evaluation by the clinic staff.

Euthanasia:
Per the lease agreement with BDA, Animal Care Services will not euthanize any animals at the Southside Auxiliary Shelter.

INTAKE PROCESS

General
Officers will drive to the front of the Southside Auxiliary Shelter to unload canines. Visual kennel and Dry erase board with layout of facility will direct officers to the appropriate kennel and run.
All animals entering Southside Auxiliary Shelter will be secured, checked for identification, tattoos and scanned for a microchip. Each animal will be given an animal ID number, and an impoundment number. A picture is taken and a kennel card created and printed. *The departmental vaccination protocol will also be followed – as all animals are vaccinated upon intake.*

- Each adult dog is confined to one kennel. Two dogs that enter the shelter together and are compatible spayed/neutered or of the same sex may be housed together. (Please see Humane Housing Practices).

- Nursing mothers and their young can be housed at the SSAS but if they are they should be housed together, preferably in a large run isolated to reduce stress.

- Puppies under 4 months of age will not be housed at the Southside Auxiliary Shelter.

Strays

- Secure Animal immediately in a run on a leash prior to initial inspection.
- Check for identification. License, ID tag, rabies tag. Scan for microchip. Check collar for identification on outside and inside.
- Document information in tag screen and memo if necessary.
- Initial observation and evaluation is performed on the animal by qualified staff and appropriately noted in animal profile window.
- All canines that enter the facility are to be vaccinated with dhpp and trivalent vaccine.
- Animals infested with fleas and ticks will be sprayed with a pyrethrin dip according to manufacture's directions.
- Daily evaluation sheet in completed on each animal to check for eye discharge, nasal discharge, diarrhea and discolored urine.

CLEANING KENNELS

General

Not only does a thorough and effective cleaning of the animal shelter prevent the spread of communicable diseases, but it creates a better environment for animals, staff and visitors. Animals enter the shelter from different locations with unknown medical histories and varied past exposure to disease. Cleaning animals' runs correctly ensures a healthy, less stressful stay. Separate brushes, mops and other supplies will be provided for each of these areas. The products to use, and the rotation of the disinfectants, shall be determined by the Shelter Manager, explained in detail to shelter staff and a copy of Standard Operating Procedures supplied.

- Dog Runs. All dog runs should be cleaned and disinfected during the morning cleaning shift and spot cleaned throughout the day.
- Place canine on opposite side of run.
- Remove all blankets and toys.
- Remove all food and water dishes.
- Remove solid waste.
- Spray run with water to rinse remaining debris.
- Spray disinfectant, scrub let stand at least 10 minutes.
- Rinse run with fresh water.
- Wash and disinfect dishes and toys.
- Squeegee floors.
- Place fresh blankets, toys and bed.
- Place fresh drinking water.
- Place dog on clean side and repeat on opposite side of run.

Areas throughout Shelter

- Germs and bacteria are tracked by human and animal traffic throughout any shelter. Routine cleaning of the following areas must be done:
- Office areas
- Hallways
- Exercise yards or other outside animal areas
- Carriers and transport cages
- Employee clothing
- Tools, such as poop scoopers
- Ventilation and heating ducts
- Storage areas
- Door knobs, phones, keyboards and other frequently handled items.

FEEDING

General

Though an animal's stay at Southside Auxiliary Shelter is temporary, it is important that they are provided a regular feeding schedule of quality food.

- Adult dogs of normal weight are fed once daily.
- Underweight adult dogs are to be fed twice daily or more often depending on the circumstances.
- Mother with litters are to be fed puppy dry food twice daily. If puppies are old enough to start eating on their own canned and dry food will be placed as well.
- Puppies without mother are to be fed canned food if unable to eat dry puppy food.
- Senior dogs or dogs with missing teeth are to be fed canned food.
- Fresh water is given daily.

All animals that enter the facility are fed and watered immediately upon their arrival.

Guide to quantity of food:
(This is simply a guide and variations to feeding may apply)

Weight of dog	Dry Food amount per day
5lbs	½ to 2/3 cups
10 lbs	¾ to 1-1/8 cups
20 lbs	1-1/3 to 1-3/4 cups
40 lbs	2-1/4 to 3 cups
60 lbs	3 to 4-1/4 cups
80 lbs	3-3/4 to 5-1/4 cups

100 lbs 4-1/2 to 6-1/4 cups

Inventory of Animals:

Inventory of Shelter animals is done at least twice daily using quick kennel software. Kennel barcodes are scanned to the appropriate barcode on the animals kennel card. If animals are shown on our missing/receiving report they are manually inventoried and placed in the appropriate cage number. Laundry washed, disinfected and sanitized daily.

200 Southside Auxiliary Shelter Hold Periods/Access Policy

Southside Auxiliary Shelter Space Background

The "Southside Auxiliary Shelter" will be placed into operation October 18, 2010 (GN). Its purpose is to provide shelter space to house stray dogs delivered to the ACS shelter and currently roaming San Antonio's streets. In May of 2010, the COSA City Council approved the use of the Brooks City Base Facility and the City signed a two-year lease in order to use the space.

Animal Holding Periods/Tiered Housing

The following are hold times for animals to be housed at Southside Auxiliary Shelter. All holding periods are consistent with state law and the COSA Code of Ordinances.

Animal Holding Periods

- Stray Animals – 3 days (72 hour holding period)
- Stray Animals (SAPD/BCSO) – 5 Days (120 hour holding period)
- Owned Animals (SAPD/BCSO) – 5 DAYS (120 hour holding period)
- Left Door Knocker (LDK) – 3 days (72 hour holding period)
- Micro-chip – 5 days (120 hour holding period)
- Identification tags – 5 days (120 hour holding period)
- Observation animals – 10 days from incident
    - (240 hour holding period)
- Cruelty animals – According to case (case by case decision)

Animals will be housed at Brooks, using a Tier system as follows:

Tier	Animal Hold Status	Description
1	Observation/Rabies Quarantine	These animals are canines that have bitten and must be quarantined for 240 hours from the time of the bite. These canines typically have an owner or can be identified by neighborhood residents as an unowned stray dog.
2	Animal Cruelty Cases/Hearing Pending	Owned dogs in cruelty cases are generally are known and the disposition of these animals is decided by a municipal court judge.
3	Sweep Dogs	This will allow animals from a particular area to be housed as a group, making it easier for citizens and staff to locate an animal in the event a citizen claims ownership.
4	Stray Animals	ACS will house strays picked up as a result of officer daily patrols. These animals may be from multiple council districts. If an animal is identified with tags or a microchip, the animal will be housed at the Southside Auxiliary Shelter.
N/A	Sick/ Injured animals	Animals in need of immediate medical attention will not be housed at Southside Auxiliary Shelter at any time for any reason.
N/A	Puppies	Puppies under 4 months of age will not normally be housed at Brooks, unless with their mom.
N/A	Cats or Kittens	No cats or kittens will be housed at the Southside Auxiliary Shelter.

Tier 1 Observation/Rabies Quarantine

1. Animals will be housed at the Southside Auxiliary Shelter as space permits. Staff will isolate an area in compliance with state law.

2. Owners will turn in their dog for shelter quarantine to the ACS shelter staff located at 4710 State Highway 151 ("Highway 151 Shelter") and will be given a

date to redeem their animal, along with a quote of the appropriate fees they are responsible for paying upon their dog's release.

3. Once turned in to ACS, the dog will be visually examinated by the local rabies designee or a veterinarian and transported to the Southside Auxiliary Shelter for quarantine.

4. Dog owners may visit their animals once access is granted at the Southside Auxiliary Shelter.

5. When the dog's quarantine period is complete, ACS will transport the animal to the Highway 151 shelter for pick up.

6. Pictures of quarantined animals will not be posted on any websites.

Tier 2 Animal Cruelty Cases pending a hearing

1. Animals may be housed at the Southside Auxiliary Shelter while awaiting a disposition hearing conducted by a municipal court judge.

2. Once a warrant for seizure is executed and the animal is appropriately examined by ACS veterinarians, the animal may be transported to the Brooks Shelter.

3. After the judge has issued an Order of Disposition and if the animal(s) is awarded to ACS, the animal(s) will be dispositioned according the judge's order. Those animals ordered to be placed into the Rescue/Foster and Adoptions programs will be transported to the Highway 151 shelter for housing, in accordance with ACS Rescue/Foster and Adoption protocol.

4. In order to protect the integrity of pending animal cruelty cases, animal pictures or whereabouts will not be posted on the ACS website.

Tier 3 Sweep Dogs

1. ACS will conduct sweeps in problem areas, within city council districts.

2. Shelter space at SSAS will be utilized for animals coming from sweep areas.

3. ACS will post the sweep areas on the website, the ACS lobby at 4710 Highway 151 and stray hold buildings, to make the public aware that their dog may be housed at the Southside Auxiliary Shelter. Citizens will also be able

to access Southside Auxiliary Shelter animals by way of their personal computer, the COSA Link Centers, COSA Public Library and the ACS Kiosk Station; *located in the front lobby of the Administration Building.*

4. When a dog's hold time is completed, it may be selected to enter one of the ACS live release programs. In turn, the animals will be transported to the Highway 151 shelter and housed there until they are adopted or transferred. If the animal is not selected for any of the live release programs, the animal will be transported to the Highway 151 shelter where it will be humanely euthanized by injection if the animal is not selected for Live Release. No dog will be euthanized at the Southside Auxiliary Shelter.

Tier 4 Stray Animals

1. Strays will be housed at the Southside Auxiliary Shelter, in accordance with all ACS paperwork and identification protocols.

2. All strays will be held for the mandatory hold time.

3. The public will have access to strays housed at Brooks through a personal computer, the COSA Link Centers, COSA Public Library and the ACS Kiosk Station; *located in the front lobby of the /Administration Building.*

Live release of animals

Access to Southside Auxiliary Shelter Animals

Access to the Southside Auxiliary Shelter is limited, which means the public's ability to view animals housed at the Southside Auxiliary Shelter may be limited as well. The Southside Auxiliary Shelter will be open by appointment to the general public, rescues and transfer partners as a convenience to those searching for animals that may be at the Southside Auxiliary Shelter, ACS has established a link on the ACS website that will shorten the time it takes for citizens to search through animals housed at the Southside Auxiliary Shelter. That process is as follows:

1. A person looking for a lost pet or seeking one for adoption can click the link on the ACS home page.

2. The "Have you lost a pet" link will allow citizens to view a page that details the animal's information, as well as where the animal is being housed.

3. This website can be accessed through personal computer, the COSA Link Centers, COSA Public Library and the ACS Kiosk Station; *located in the front lobby of the /Administration Building.*

Sleeve System
The ACS colored sleeve system will be used at Brooks Shelter in the same manner as it is at the Hwy 151 Shelter. That system is as follows:

Color	Type of Hold
Green	Adoption
Black	Supervisor or citizen, during mandatory hold period
Orange	Rescue or foster hold
Red	Dangerous Dog/OB
Yellow	Stray/no hold

Animals Selected to be housed at the Brooks Shelter

Dogs impounded by field staff

1. All dogs impounded by Animal Care Officers are directly transported to the SSAS.

2. The Animal Care Specialist scheduled at the SSAS will complete a cursory exam to allow the canine to stay or be transported to Animal Care Services 151 Shelter.

3. If the canine has been identified as owned, Animal Care Officers will alert the ACS employee on duty and record the results in their Chameleon notes. The officer will also assess the circumstances of the impoundment and place that information in the notes.

4. Canines identified as owned are not always transported to Animal Care Services 151 Shelter. It is based on space availability.

Dogs impounded by shelter staff

1. Shelter staff will obtain information from the releasing agent/person, as to whether the animal has an owner and document this information in Chameleon.

2. Shelter Supervisor, Animal Care Specialists and Shelter Veterinarians will select the animals that will be housed at the Southside Auxiliary Shelter.

3. Those animals will be place on the transport vehicle or in a holding area, to await transport.

4. Prior to any animal leaving the Higway 151 shelter, a staff veterinarian will conduct a visual and physical exam and approve the transport of the animal.

ACS Kiosk
As a convenience to citizens, ACS will utilize kiosk(s) where citizens can search the Southside Auxiliary Shelter for their pet. Citizens will also be able to view additional photos, taken by Southside Auxiliary Shelter staff to confirm that the animal is indeed theirs or one they may want to adopt. The kiosk is located in the ACS lobby area and is clearly marked "Southside Auxiliary Shelter."

Additionally, citizens will be able to view their animals at all City Link Centers and public libraries.

Selection and Placement of animals into ACS Live Release Program
All animals housed at the Southside Auxiliary Shelter are eligible for the Live Release Program. Animals will be selected for placement via return to owner, adoption, or transfer. The process is as follows:

1. ACS staff will promote the existence of the Southside Auxiliary Shelter by advising every citizen they assist at the ACS Highway 151 facility, that if they are unable to find their lost pet or find a pet for adoptions, they can view the dogs at the Southside Auxiliary Shelter at the ACS kiosk stations.

2. Trained ACS staff will walk the shelter daily assessing each animal's viability for the Live Release programs and make daily recommendations to the Foster/Rescue Coordinator(s) and Adoptions Supervisor (Ensure pictures are provided and webcam video, if available).

Dogs identified by their owner
Although the Southside Auxiliary Shelter will offer limited access to the general public, citizens and owners will have access to view the dogs through their personal computer, COSA Link Centers, COSA Public Library and the ACS Kiosk Station; *located in the front lobb of the Administration Building.*

A citizen that identifies their animal will perform the following:

1. The owner will fill out an "ACS Lost Pet Form" and present it to staff members. The staff member will write the Animal ID number on the form.

2. The staff member will immediately place the animal on hold, pending identification by the owner. They will then contact the Southside Auxiliary Shelter staff to make the appropriate arrangements.

3. The Southside Auxiliary Shelter staff will either take a second photo, displaying a full body view of the animal or communicate with Highway 151 staff by web cam.

4. Once the owner confirms that the animal is theirs, ACS staff will transport the dog to the Highway 151 Shelter for the owner to redeem, provided the owner is able to pay the applicable fees. Special consideration will be given to citizens wishing to visit the Brooks facility.

5. All owners that have identified a dog need to email ACS_Save_a_Life@sanantonio.gov and let staff know that there is a possible animal that could be theirs. ***This is for after hours and for people who are not at the ACS Facility.***

Dogs Wanted by a rescue/transfer partners
Agencies authorized to walk the shelter

ACS believes it is important that the animals housed at the Southside Auxiliary Shelter be given every opportunity to be viewed by the public, humane organizations or returned to their owners. Due to guidelines set out by the Brooks Development Authority, ACS will schedule access, and also provide an escort to groups and individuals seeking access. Furthermore, for those not able or willing to travel to Brooks, ACS will provide transport for the animals from the Southside Auxiliary Shelter to the Highway 151 Shelter. That process is as follows:

1. ACS will allow rescue/transfer partner(s) to walk the Southside Auxiliary Shelter. All shelter walkings will be scheduled through the Foster/Rescue Coordinator and communicated to ACS employees working in the Southside Auxiliary Shelter. *Courtesy phone call to 355-3152.*

2. The partner agency will appoint individual(s) to represent their organization and select animals. Any person(s) selected must be approved by the ACS director or designated appointees.

3. Partner agency representative walking the shelter will be accompanied by an ACS staff member.

4. Once the person(s) is approved, they will be added to an authorization letter from the Director to BDA allowing them permission to access the facility on Brooks City Base.

5. Agency representatives are only allowed to use their authorization to access the Southside Auxiliary Shelter for prearranged/scheduled meetings. ACS is granting access to agency representatives for the sole purpose of accessing the Southside Auxiliary Shelter.

   Authorized agency representatives, are prohibited from using their authorization to Brooks City Base for any other purpose.

6. Prior to entering the Southside Auxiliary Shelter property to view a dog, the partner agency must first schedule an appointment. ACS will make every effort to accommodate partner agency needs; however, they will limit access to specified hours during normal hours of operations. Early or late viewing may be allowed on a case by case basis.

7. When a partner agency selects a dog it would like to be transferred, the agency representative must fill out a Live Release form. The form will be filled out in triplicate, with one copy given to the requestor, one to a live release staff member/cashier and one to be referenced by shelter staff. If the agency is willing to transfer multiple animals, they will inform ACS staff after they have completed their walk through.

8. ACS staff will place holds on all identified animals. *A limit of 3 holds will be placed on one animal from 3 different requestors. If the first requestor fails to come through, the next requestor in line will receive the animal. The number of*

holds an agency is able to place will be limited to the highest number of dogs the agency can pull from the Highway 151 Facility at any one time.

9. Once the animal has reached its "release date," the animal may be picked up from the Southside Auxiliary Shelter by prearranged and approved appointment. All appointments will be made through the foster/rescue coordinator. Animals may be transported to the Highway 151 Shelter upon request.

10. Animals transported from the Southside Auxiliary Shelter to the Highway 151 Shelter will be held for pick up. All rescue /transfer partners will adhere to the agreed upon date for pick up.

11. ACS Rescue Coordinator will contact the rescue agency in advance of the release date and schedule pick up, as per ACS Rescue Policy. All *Rescue Groups must have an approved application.*

Owner Reclaims

Those who choose to drive to the Southside Auxiliary Shelter:

1. Owners who have identified an animal they believe to be theirs will be allowed to view the animal in person at the Southside Auxiliary Shelter by appointment.

2. The owner will fill out a Live Release form and present it to a staff member at the Highway 151 Shelter.

3. ACS staff working at the Highway 151 Shelter will contact the Southside Auxiliary Shelter staff to inform them that an owner is enroute and give the animal ID number for that animal, as well as the make, model and license plate of the car the owner is driving.

4. An Owner may choose to pay all applicable fees, prior to driving to the Southside Auxiliary Shelter, in order redeem their dog and not return to the Highway 151 Shelter. Only owners that have proof of current rabies vaccination may do this. An Owner without proof of current rabies vaccination may schedule an appointment to return to ACS at the next available transport time or after to redeem their animal. At that time, they have the option to have their animal vaccinated at the Highway 151 shelter or receive a citation that will be voided

once ACS receives proof of vaccination. Applicable fees for rabies vaccination at the Highway 151 Shelter will apply.

5. ACS staff will meet the owner at the entrance gate and escort the owner to the Southside Auxiliary Shelter.

Those who chose not to drive to the Southside Auxiliary Shelter:

1. If an owner chooses not to drive to Brooks to see the animal, an appointment will be arranged to allow Brooks Shelter staff to either take a second photo displaying a full body view of the animal, or communicate with Highway 151 staff by web cam.

2. Once the owner believes the animal is theirs, ACS staff will transport the dog to the Highway 151 Shelter for the owner to redeem, provided the owner is able to pay the applicable fees and provide proof of current rabies vaccination as described above.

ACS Rescue/Transfer Partner email address
Partner agencies frequently view animals and desire to place holds on certain animals during times when staff is not available. For that reason, ACS is establishing an email address for our partner agencies to send requests for holds. That process is as follows.

1. A partner agency wanting to place an animal on hold can send an email to the ACS Save a Life email address (ACS_Save_a_Life@sanantonio.gov), 24 hours a day.

2. Every morning at 7 a.m. and prior to any disposition, ACS staff performing euthanasia will review the email and place a hold on each animal.

3. Upon arrival, ACS Live Release staff will contact the requesting organization to arrange a release date and pick up.

Citizens wanting to adopt a dog housed at Southside Auxiliary Shelter
ACS is an open adoption facility and as such will allow the public to select dogs housed at the Southside Auxiliary Shelter to be placed on adoption hold. The process is as follows:

1. Citizens will able to view dogs housed at the Southside Auxiliary Shelter through a personal computer, the COSA Link Centers, COSA Public Library and the ACS Kiosk Station; *located in the front lobby of the Administration Building.*

2. Once a citizen has identified an animal it wants to adopt, the citizen will write the animal ID number and present it to ACS staff.

3. The staff member will immediately place the animal on hold pending identification by the owner and contact the Southside Auxiliary Shelter staff.

4. In order to adopt the animal, the citizen must comply with the ACS adoption policy. Please go to the Highway 151 Shelter to fill out an Adoption Profile and begin the process.

   If transport needs to be arranged, the facility staff can arrange to do so.
   Any dog adopted from the SSAS must be vaccinated, sterilized, microchipped, and licensed. If all of these conditions are met, an adopter may choose to pay all applicable fees, prior to driving to the Southside Auxiliary Shelter, *in order pick up their dog and not return to the Highway 151 Shelter. Only Adopters that have successfully completed the adoption process and paid all applicable fees may do this. Optionally, an adopted may schedule an appointment to return to ACS at the next available transport time or after to pick up their animal.*

5. General Public may visit the SSAS. The process to enter the SSAS is once the citizen is at the security gate, security is to call Southside Auxiliary cell phone number and inform staff of visit. Staff member is to meet citizen at the gate to allow on property.

Transport Process

1. ACS will transport multiple animals from the Southside Auxiliary Shelter to the Highway 151 Shelter 7 days a week. This method will allow for the transport trailer to be used in the most efficient manner.

2. Due to the limitations of this method, groups and individuals will be asked to work their schedules around daily transports; however, as a convenience to all, animals awaiting pick up will be given first priority on transports running from the Southside Auxiliary Shelter to the Highway 151 Shelter.

Fees/Payments

1. Any citizen adopting or redeeming an animal housed at the Southside Auxiliary Shelter will be subject to paying all applicable fees as prescribed in the COSA Code of Ordinances.

2. ACS is not charging fees to agencies partnering with ACS to transfer and rescue animals.

300 Definitions:

Disease: any condition negatively affecting the health and well-being of an animal or human.

Severe: describes a disease, disorder, or injury that is fatal AND/OR causes pain that cannot be medically controlled AND/OR requires extensive medical or surgical intervention for resolution.

Major Bone: the primary weight-bearing bones of the fore and hind limbs, including the scapula, humerus, radius, ulna, pelvis, femur, tibia. Fractures of digits, meta-carpals/tarsals, fibula, patella, etc. are NOT included.

Fracture: a separation of two or more bone ends such that the normal weight-bearing function is impaired.

Stabilize: to minimize further injury and to relieve pain and inflammation

Definitive treatment: procedures that, when correctly accomplished, lead to complete resolution.

Chronic: disease conditions that have been present for approximately more than one week.

Acute: disease conditions that have been present for approximately seven days or less.

Contagious: disease conditions that can readily spread among animals and/or humans.

Zoonotic: disease conditions that can be spread from animal to human; such as, rabies, sarcoptic mange and dermatophytosis ("ringworm").

Considerations:

- **Ownership** – if evidence suggests that an animal is owned (i.e., valid tags, microchip), Animal Care Services (ACS) will attempt to contact the owner as soon as possible.

- Procedures are based upon animals not having other complicating medical problems. Veterinarians attending to additional problems (eg. aggressive behavior, severe parasitism, heartworm disease, distemper, diarrheal diseases, etc.) may consider euthanasia as a treatment option.

- Rescue groups, adopters, and re-claiming owners will be responsible for providing definitive treatment to their animal.

- Asilomar Accords will be used to define Untreateable/Unhealthy

- Foster parents of injured or young animals will bring animals to ACS for treatment of any medical problems that occurred during their custodianship of the animal. They will be given the name, address, and phone number of an approved emergency animal clinic for after hour emergency treatment and will seek approval for treatment prior to taking their foster in. ACS will inform fosters that ACS may euthanize any sick or injured animal that they are fostering [ACS is the owner of any fostered animal until such animal is released to either an approved rescue organization or adopter]. Fostering does not ensure that animals will be definitively treated.

Procedures:

Assessment and initial treatment at ACS headquarters (Hwy 151) – any animal presenting with any disease, disorder or injury must be evaluated by an ACS veterinarian or contract veterinarian as soon as possible. NO diseased or injured animal can be impounded at an offsite (eg. Brooks, Brackenridge, rescue, foster, etc.) location prior to a veterinary assessment.

1. Vaccination – Animals will be vaccinated against contagious diseases in order to protect the entire shelter population.
    - All dogs will be vaccinated upon intake against distemper virus, bordetella, parvovirus, and any other disease as deemed necessary by the Chief Veterinarian.
    - All cats will be vaccinated upon intake against rhinotracheitis, panleukopenia (age appropriate), calicivirus and any other disease as deemed necessary by the Chief Veterinarian.

- Livestock, horses, and exotic animals will be vaccinated as deemed necessary by the Chief Veterinarian.
- Upon adoption, dogs and cats will be tested against common diseases and vaccinated against rabies virus (if at least 12 weeks old). Fosters will bring the animal back to ACS as requested by ACS veterinarians. Owners of animals less than 12 weeks old will bring the animal back to ACS or provide proof that a rabies vaccine has been given by a liscensed veterinarian.

2. Highly contagious diseases
   - Animals presenting with signs of distemper, parvovirus, rabies, feline upper respiratory complex, or other contagious or zoonotic diseases may be euthanized at intake.
   - Animals presenting with signs of minor highly contagious diseases (uncomplicated conjunctivitis, kennel cough, etc.) may be isolated from other susceptible animals or may be euthanized at intake.

3. Fractured limbs
   - Simple, closed, non-displaced or minimally displaced fracture to a single limb
     - Chronic or Acute Fractures
       - May be treated with one or more types of analgesics as necessary to control pain.
       - May be treated depending on severity, Colorado State University Pain Scale, Body Condition Score, grade of lameness, other evidence of complicating disease/injury and medications/resources available.
       - May be euthanized at intake if the injury or such is in pain or beyond reasonable medical help.
   - Multiple/comminuted fracture to a single limb, open fracture to one or more limbs, fractures to multiple limbs

4. Injuries
   - May be treated with one or more types of analgesics as necessary to control pain.
   - May be treated depending on severity, Colorado State University Pain Scale, Body Condition Score, grade of lameness, percentage of hairloss, other evidence of complicating disease/injury and medications/resources available.
   - May be euthanized at intake if the injury or such is in pain or beyond reasonable medical help.

5. Respiratory or gastrointestinal diseases (non-contagious)
6. Central Nervous System Signs
    - Any animal presenting with CNS signs may be euthanized as these are often severe injuries and/or may indicate infection with distemper or rabies.
    - May be euthanized depending on severity.
7. Other conditions
    - Asilomar Accords may be used to determine treatment
    - May be treated depending on severity, Colorado State University Pain Scale, Body Condition Score, grade of lameness, percentage of hairloss, other evidence of complicating disease/injury and medications/resources available.
    - May be euthanized at intake if the injury or such is in pain or beyond reasonable medical help.

Division: ACS Operations/Clinic Operations	O.D. No. 400 Page No. Effective Date:
Subject: **Humane Housing**	Revised: October 18, 2010

400 Humane Housing Policy

Animal Care Services employs humane housing as a standard for housing all animals in our shelters. The housing standards outlined in this policy are the optimal standards and are subject to augmentation through approval by the assistant director or director. Animal Care Services adopted the humane housing standards to ensure that all animals are maintained in a state of good or improving health, while housed at our shelter. As stated earlier, this policy serves as a guideline and does not take into account issues that may require these guidelines to be augmented or reduced as the department finds it necessary.

Humane Housing Task Force for Southside Auxiliary Shelter

The Humane Housing Task Force is comprised of the chief veterinarian, the shelter operations manager and other appointed staff. That group is responsible for evaluating the level to which the humane housing standards are being followed and the reasons for that level. The task force will advise the assistant director and keep he/she apprized of any issues that need to be addressed. The task force will submit weekly reports as requested by the assistant director as well as conduct meetings that are documented with notes and an agenda. This group will also be responsible for ensuring the housing is implemented as outlined in this policy. The members will handle any emergencies and inform the assistant director of such emergencies as soon as possible. The Task Force will also hold emergency meetings, if members agree it is warranted. The Assistant Director will either attend or be given a report of the meeting's activities and any items requiring action by the Director's Office. No one will have the authority to change what is described below, without direct or written consent from the assistant director or director. If there is a change, the assistant director will meet with the task force, communicate the meeting's outcome by e-mail, and then publish an augmented version of the policy.

Housing of Dogs

Extra small dogs (<10lb): 12.0 sq. ft. (1.1 m^2) = 2 dogs based on co-housing requirements
Small dogs (11-20 lb): 18.0 sq. ft. (1.67 m^2) = 1 dog per run
Medium dogs (21-40 lb): 24.0 sq. ft. (2.2 m^2) = 1 dog per run
Large dogs (41-60 lb): 32.0 sq. ft. (3 m^2) = 1 dog per run
Extra large dogs (61-80 lb): 40.0 sq. ft. (3.7 m^2) = Housing requirements not sufficient for Southside Auxilary Shelter and must be transported to ACS
Giant breeds (>80 lb): 48.0 sq. ft. (4.5m^2) = Case by Case

HOUSE TOGETHER

- Males with males, females with females. Dogs of different sexes will not be housed together, unless a veterinarian confirms both are sterilized
- Dogs impounded the same day.
- Dogs impounded as part of a pack or same location
- Bitch with her puppies

HOUSE SEPARATELY

- Pregnant bitches
- Dogs that have a current rabies tag, city license tag or microchip
- Dogs with any any aggression concerns
- Adult bully breeds
- Diseased or contagious animals
- Injured animals

Intake to differentiate similarly appearing dogs:
Right now, if dogs of a similar color and physical description are housed in the same kennel run, an employee cannot be 100% sure which dog is which, without asking the person responsible for impounding the animal or the kennel worker that placed the animal in the kennel run. This could lead to mistakes, when the animal is pulled for transfer, adoption or euthanasia. For that reason, staff is authorized that, if they are not able to determine which dog is to be pulled, to leave the animal in the kennel, until they are able to verify with a supervisor, which animal should be pulled. Staff may not leave the animal in the kennel and do nothing. Such an act would cause stagnation in animal movement and work in direct contravention to what is intended.

Therefore, we shall once again identify dogs with either a pink collar (female) or blue collar (male) with the animal ID written in permanent marker (i.e. Sharpie) on the tag. Obviously, aggressive or feral animals cannot have collars; however, these are behavioral candidates that need to be housed singly on intake anyway.

Feeding
Dogs, no matter what their temperament or relationship will be fed separately on either side of the guillotine door. This means that the two dogs in the kennel will be fed on two different sides of the guillotine door. The door will remain shut until both animals have finished their bowl. Feeding will begin at 3 pm and the dog will be allowed to eat while isolated from its kennel mate. The feed bowls will be pulled and guillotine doors opened at 5 pm. Dogs that have not eaten their food by the end of the shift should be offered canned food. If the animal will not eat either canned or dry food, then the caretaker will notify the supervisor and/or veterinarian for possible medical intervention.

Health Problems/Disease

No animal shall be housed at Southside Auxiliary Shelter that is ill or injured that hasn't been seen by a staff or contracted veterinarian. The Humane Housing task force will meet weekly with the Assistant Director to discuss and report shelter health and space issues.

Implementation of augmented housing from the field:

1. Field Operations, through the dispatcher or otherwise, will notify Shelter Operations via email/phone or personal contact that an officer is in route to the shelter and describe the condition of the animals on their vehicle (number, types of animal and **if any need medical care**). **Animals in need of medical care must be brought to the attention of veterinary staff, immediately upon officer arrival.**
2. The officer will be met by the assigned personnel. Staff assigned to assist the officer identifying the right kennel run to place a dog, will be identified by a schedule posted on ACS SharePoint site. This person will be announced daily in roll call by Field Division and via email to ACS37 via Shelter Staff.
3. In the event assigned personnel does not meet the officer, the officer is responsible for finding the appropriate personnel, prior to unloading their animals in the following order: Specialist, Animal Care Attendant, Kennel supervisor/Field Supervisor, Vet Tech, Assistant Director or Humane Housing Task Force.

We have also implemented the use of an Incident Report for each kennel that will document anything such as dogs fighting, dogs mating, diseased animals placed with healthy and even more subtle changes, such as, shoulder mounting, crouching in the corner, or not eating due to fear of the other animal without an overt aggression.

Animal Care Services
Policies & Directives

OFFICIAL

Division:	All ACS Divisions	O.D. No.	500
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		Effective Date:	
Subject:	**Southside Auxilary Shelter Media Contact Policy**	Revised:	October 18, 2010

500 Southside Auxilary Shelter Media Contact Policy

1. Media requesting access to the ACS Southside Auxilary Shelter location must contact Brooks Development Authority at (210) 845-2405 for pre-approval.

2. Once secured, B.D.A. staff will coordinate arrival and escort of each media member with the Animal Care Services PIO, Director or their designee.

3. No media will be allowed on Southside Auxilary Shelter without prior approval of the Brooks Development Authority *and* on site escort by an approved ACS staff member.

4. Brooks's security may choose to stay with media after accompanying members to the ACS site; however, it is the sole responsibility of approved ACS staff to escort media while they are on property.

5. Non-authorized members of the media should be immediately reported to Brooks City Base security by calling 911.