



**CITY OF SAN ANTONIO
ANIMAL CARE SERVICES
DEPARTMENT**

Policy Title	ACS Hours of Operation
Policy Number	37-09-001
Initial Effective Date	1/7/2013
Revision Number(Date)	V.03(12/30/2015)
Policy Owner	Assistant to the Director

Purpose

To describe the hours of operation for noted animal-related services at the shelter, holiday hours, and emergency service hours.

Primary Audience¹

- | | | |
|---|---|---|
| <input checked="" type="checkbox"/> All ACS Staff | <input type="checkbox"/> Education/Outreach | <input type="checkbox"/> Shelter Operations |
| <input type="checkbox"/> Administration | <input type="checkbox"/> Field Division | <input type="checkbox"/> Other: |
| <input type="checkbox"/> Clinic Operations | <input type="checkbox"/> Live Release | |

I. Policy Details

1. 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, Adoption & Foster/Rescue	Animal Intake
Monday	11:00am–7:00pm	CLOSED*
Tuesday	11:00am–7:00pm	11:00am–7:00pm
Wednesday	11:00am–7:00pm	11:00am–7:00pm
Thursday	11:00am–7:00pm	11:00am–7:00pm
Friday	11:00am–7:00pm	11:00am–7:00pm
Saturday	11:00am–5:00pm	11:00am–5:00pm
Sunday	11:00pm–5:00pm	CLOSED*

*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.

Policy Authorization

Signature: Kathy Davis
Name (Title): KATHY DAVIS (ACS DIRECTOR)

Date: 12/30/15

¹ While every employee is responsible for adhering to all policies, the primary audience section of this policy simply identifies those divisions whose operations will heavily rely on the content of this policy.