

**RESOLUTION NO. 176-17**

**A RESOLUTION OF THE CITY COUNCIL OF THE CITY OF PLEASANTON, TEXAS ADOPTING THE CITY OF PLEASANTON'S ANIMAL CONTROL STANDARD OPERATIONS PROCEDURE MANUAL FOR THE PLEASANTON POLICE DEPARTMENT; REPEALING AND REPLACING ALL EXISTING RESOLUTIONS IN CONFLICT.**

WHEREAS, the City Council of the City of Pleasanton, Texas is charged with the responsibility of protecting the health, safety, and welfare of the citizens of Pleasanton, Texas with respect to the control and regulation of animals in the County, and

WHEREAS, the City Council of the City of Pleasanton, Texas deems it advisable to incorporate the Animal Control Standard Operations Procedure Manual into its City policies; and

WHEREAS, these rules and regulations have been developed to retain the professionalism and cooperation within the department; and

NOW, THEREFORE, BE IT RESOLVED BY THE CITY COUNCIL OF THE CITY OF PLEASANTON:

The City of Pleasanton Animal Control Standard Operations Procedure Manual shall be the official manual used for the protection of health, safety, and welfare for the City of Pleasanton, Texas residents.

PASSED, ADOPTED and APPROVED THIS 21<sup>st</sup> day of September, 2017.

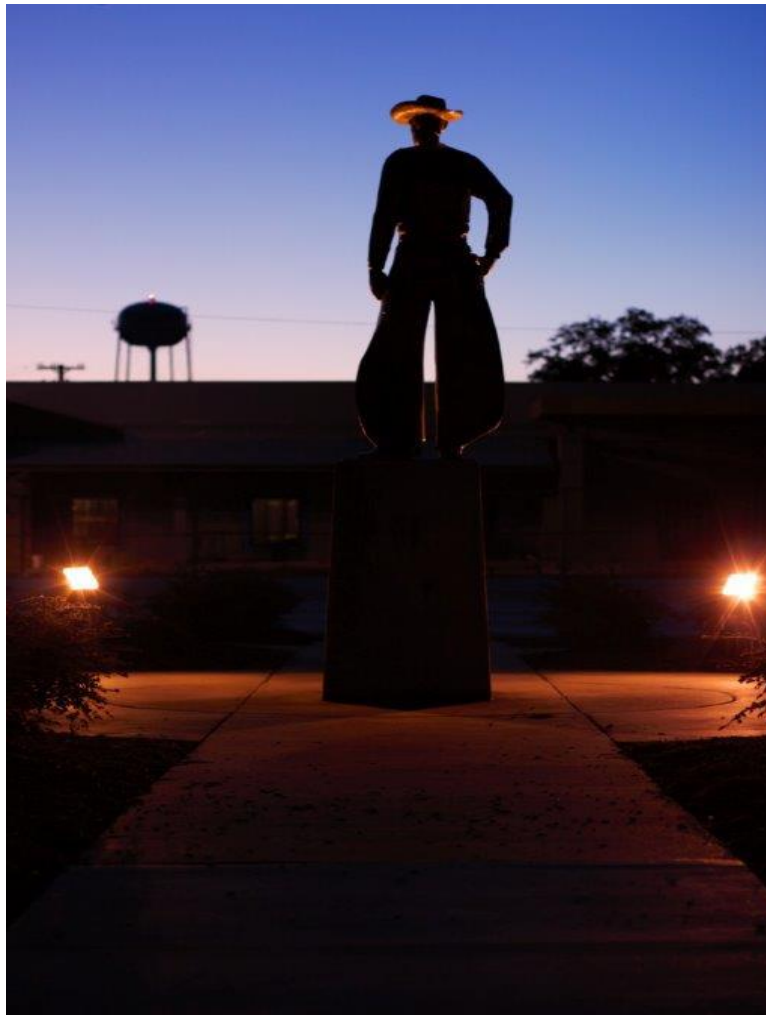
APPROVED:

  
\_\_\_\_\_  
Clinton J. Powell, MAYOR

ATTEST:

  
\_\_\_\_\_  
Andres Aguirre, CITY SECRETARY

# **City of Pleasanton**



## **ANIMAL CONTROL STANDARD OPERATIONS PROCEDURE MANUAL**



**Pleasanton Animal Control  
Standard Operating  
Procedures**

Page 2 of 50

Animal Control SOP  
01.11

Reference Standard(s):

Date Approved

Effective Date

Approved by:  
Ronald Sanchez Chief of Police

Reviewed by:  
Captain Johnny Gonzales

**TABLE OF CONTENTS**

- 1. Purpose.....Pg 5
- 2. Assignment of the Manual.....Pg 5
- 3. Mission Statement.....Pg 5
- 4. Goals and Objectives..... Pg 6
- 5. Position.....Pg 6
- 6. Code of Conduct.....Pg 6
- 7. Dress Code.....Pg 7
- 8. Animal Services and Departmental Responsibilities.....Pg 7
- 9. Other Governmental Agency Responsibilities.....Pg 8
- 10. Securing the Facility.....Pg 8
- 11. Vehicles.....Pg 9
- 12. Reports.....Pg 11
  - A. Bite or injury Cases
  - B. Any incident involving a dangerous dog declaration
  - C. Most cruelty cases
  - D. Stolen department property
  - E. Damage to City of Pleasanton property
- 13. Cleaning, Feeding, Washing Kennels.....Pg 12
- 14. Bite Incidents.....Pg 12
  - Quarantine Operational Procedures.....Pg 13
  - Daily handling of animals.....Pg 14
- 15. Reporting Positive Rabies Incidents.....Pg 17
- 16. Operations.....Pg 18
  - First Offenders of a non-dangerous nature
    - A. Non-Dangerous
    - B. First Offense
    - C. Citizen refuses to show ID
  - Considerations contact with owners 1<sup>st</sup> offense.....Pg 19
    - A. Warning Notices



**Pleasanton Animal Control  
Standard Operating  
Procedures**

Page 3 of 50

Animal Control SOP  
01.11

Reference Standard(s):

Date Approved

Effective Date

Approved by:  
Ronald Sanchez Chief of Police

Reviewed by:  
Captain Johnny Gonzales

**B. Citations**

Animal Rescue.....Pg 20

Complaints.....Pg 20

Emergency Call Outs.....Pg 21

Dead Animals.....Pg 21

Licensing of Dogs and Cats.....Pg 22

Vaccination Tag and Collar for Dogs.....Pg 22

17. Field Procedures/Responses.....Pg 22

    Failure to License.....Pg 23

    Animals running at large.....Pg 23

    Dogs Barking.....Pg 24

    Recording dog bites.....Pg 24

    Inadequate/Inhumane Conditions.....Pg 25

    Injured Animals.....Pg 27

    Hot Pursuit.....Pg 28

    Impounding Animals.....Pg 28

    Lost and found.....Pg 29

    Kennels and Pet Carriers.....Pg 29

18. Equipment.....Pg 29

19. Euthanasia.....Pg 29

    Euthanasia Procedures.....Pg 34

    Animal Hold Times.....Pg 36

    Record Keeping Requirements.....Pg 38

20. Exposure to Animal Diseases and Zoonosis.....Pg 38

    A. Zoonotic Diseases

    B. Direct Contact Diseases.....Pg 39

        1. Ringworm

        2. Demodectic Mange

        3. Sarcoptic Mange

        4. Cat Head Mange

    C. Direct Contact with Body Excretions.....Pg 40



**Pleasanton Animal Control  
Standard Operating  
Procedures**

Page 4 of 50

Animal Control SOP  
01.11

Reference Standard(s):

Date Approved

Effective Date

Approved by:  
Ronald Sanchez Chief of Police

Reviewed by:  
Captain Johnny Gonzales

1. Leptospirosis
2. Brucellosis
3. Roundworm
4. Salmonellosis
5. Hookworm and Whipworm

D. Bite and Scratch Diseases.....Pg 42

1. Rabies
2. Cat Scratch Fever
3. Tetanus
4. Insect Bites
5. Tick Infestation
6. Flea Infestation
7. Flies and Mosquitoes

E. Respiratory Diseases-Those diseases that can be communicated by breathing the casual agent.....Pg 44

1. Cryptococcoses
2. Psittacosis
3. Histoplasmosis
4. Listeriosis
5. Blastomycosis
6. Coccidioidomycosis
7. Toxoplasmosis

F. Ingestion.....Pg 46

1. Actinomycosis
2. Tularemia
3. Trichinosis
4. Botulism
5. Anthrax
6. Distemper
7. Infectious Hepatitis



**Pleasanton Animal Control  
Standard Operating  
Procedures**

Page 5 of 50

Animal Control SOP  
01.11

Reference Standard(s):

Date Approved

Effective Date

Approved by:  
Ronald Sanchez Chief of Police

Reviewed by:  
Captain Johnny Gonzales

8. Leptospirosis
9. Convulsions
10. Poisons

**I. Purpose**

- 1.01 This manual is a publication of the Pleasanton Police Department. It is issued with the authority of the Chief of Police and contains policies, procedures, rules, and regulations for department members assigned to Pleasanton Animal Control. Revisions, supplements, and page changes will be issued as necessary.
- 1.02 It will be the responsibility of every employee assigned to the unit to have knowledge of and abide by all of the policies, procedures, rules, and regulations contained in this manual. All personnel assisting with Animal Control duties will be provided with a copy of this manual. Revisions, supplements, and page changes will be distributed to each person who possesses a manual.
- 1.03 These procedures shall ensure that animals are handled in a humane manner at all times. They shall not be subjected to physical force other than as may be required in restraining the animal for safety of humans and/or animals.

**2. Assignment of the Manual**

- 2.01 All personnel assigned to Animal Control will be provided with a copy of this manual.
  - A. Each recipient will provide certification that they have read and understand the policies and procedures set forth in this manual.
  - B. Revisions, supplements, and page changes will be distributed to each person who possesses a manual.
  - C. Loss of the manual or any of its parts will immediately be reported to the Animal Control Supervisor.

**3. Mission Statement**



**Pleasanton Animal Control  
Standard Operating  
Procedures**

Page 6 of 50

Animal Control SOP  
01.11

Reference Standard(s):

Date Approved

Effective Date

Approved by:  
Ronald Sanchez Chief of Police

Reviewed by:  
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3.01 Pleasanton Animal Control promotes and protects the welfare of our citizens and animals. Our goal is to promote responsible pet ownership and to prevent the spread of animal borne diseases. In addition, we will provide services, care, registration, animal control and public safety for our community. We strive to promote adoptions of healthy, non-aggressive animals to the public, while providing temporary shelter for stray, unwanted or homeless animals.

3.02 To provide responsive, efficient, and high quality services that preserves and protects citizen and animal welfare.

**4. Goals and Objectives**

- 4.01
1. To **educate** the public in public safety and humane issues regarding animals.
  2. To **enforce** the City ordinances and State statutes pertaining to animals.
  3. To **assist** the public in resolving animal issues.
  4. To **protect** the safety and welfare of the citizens and animals of this community.
  5. To **prevent** the spread of animal illnesses and other zoonotic diseases.

**5. Position**

5.01 Our mission is achieved through shared values including professionalism, responsibility, commitment, integrity, accountability, and community partnerships.

5.02 Our success is directly related to the dedication, involvement, and support of every individual and organization associated with Pleasanton Animal Control Services.

**6. Code of Conduct**

6.01 Animal Control Officer is a professional career. It is your duty to represent both the Department and the City by maintaining professional appearance and conduct at all times.

6.02 Humane treatment of animals is demanded at all times. Intentional animal abuse will not be tolerated.



**Pleasanton Animal Control  
Standard Operating  
Procedures**

Page 7 of 50

Animal Control SOP  
01.11

Reference Standard(s):

Date Approved

Effective Date

Approved by:  
Ronald Sanchez Chief of Police

Reviewed by:  
Captain Johnny Gonzales

- 6.03 Sick, injured, and distressed animals are the responsibility of the Animal Control Officer.
- 6.04 The Animal Control Officer is to provide courteous, efficient, and friendly service to all parties you come in contact with – public and other City employees.
- 6.05 Courtesy, Service and Integrity is expected in dealing with the public and other City employees.
- 6.06 Gratuities, gifts, and tips are not to be accepted by officers or staff for job-related services performed. Officers and staff shall, instead, encourage those persons to make a donation to the Pleasanton Animal Shelter.
- 6.07 The Animal Control Officer is charged with keeping their vehicle, work area, and kennels clean at all times.
- 6.08 Each officer and staff member is to be in proper attire (as specified) whenever on duty. Personal cleanliness is a necessity for your protection and appearance. All personal grooming habits (hair style, shave, jewelry, etc.) shall project a professional image.
- 6.09 Each officer and staff member is to be security conscious at all times. Be certain that restricted areas are locked and/or properly secured.
- 6.10 Attitude has a direct impact on your effectiveness. A positive work attitude and a willingness to work cooperatively with other officers and staff are expected. Open communication is expected and encouraged.

**7. Dress Code**

- 7.01 Each employee has a direct influence on the public and it is the responsibility of each employee to create a good impression by maintaining a clean and well groomed personal appearance. Employees shall insure that they have a complete and clean uniform when reporting for duty. This department will provide uniform shirts and pants, and may provide other apparel as found necessary. Belts must be black with a small, plain buckle. All officers shall wear comfortable, black boots. A name tag must be worn if it is not sewn onto the shirt. Employees are responsible for the cleaning of the uniform.

**8. Animal Services Departmental Responsibilities**





**Pleasanton Animal Control  
Standard Operating  
Procedures**

Page 8 of 50

Animal Control SOP  
01.11

Reference Standard(s):

Date Approved

Effective Date

Approved by:  
Ronald Sanchez Chief of Police

Reviewed by:  
Captain Johnny Gonzales

- 8.01 The enforcement of City Ordinance, State and Federal laws pertaining to animals, fowl, and where applicable, public health.
- 8.02 Operation and maintenance of the Animal Control Facility including compliance with local, state, and federal regulations.
- 8.03 Provide humane treatment in the handling and care of animals.
- 8.04 Help to ensure the health and safety of the citizens of Pleasanton by protecting them from at large, sick, injured, or wild animals.
- 8.05 Enforce animal related City ordinances, provide various field services, and administer a general program to reduce animal nuisances and stray pet population.
- 8.06 Provide sheltering for stray and unwanted animals and provide various shelter services such as redemption, adoption, and receiving.
- 8.07 Provide community education and information programs to acquaint citizens with the operation of the Division of Animal Services and to secure support for the Division's goals and objectives.
- 8.08 Assist other governmental agencies and groups in the administration of animal related programs.

**9. Other Government Agency Responsibilities**

- 9.01 The Pleasanton Police Department shares animal related law enforcement authority concurrently with the Animal Control Division. PPD officers will assist Animal Control Officers (ACOs) in emergencies and vice versa.
- 9.02 The Pleasanton Municipal Court administers the citation system and processes all formal complaints delivered to them by the Animal Control Services Division or the police department.
- 9.03 The Pleasanton Animal Control Department is the primary agency responsible for communicable diseases such as rabies. The Animal Services Division will work with, and at times, under the direction of the Health Department, in matters pertaining to communicable diseases.



**Pleasanton Animal Control  
Standard Operating  
Procedures**

Page 9 of 50

Animal Control SOP  
01.11

Reference Standard(s):

Date Approved

Effective Date

Approved by:  
Ronald Sanchez Chief of Police

Reviewed by:  
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9.04 The Texas Parks and Wildlife Department is responsible for matters associated with wild animals.

**10. Securing the Facility**

10.01 The last employee to leave the building shall ensure all doors and gates are secured after the office is closed after normal business.

- A. All kennel doors shall be locked and secure.
- B. Entrance gate must be securely closed and locked.

**10.02 When entering and leaving the facility after hours, the officer is responsible for verifying the security alarm is set and all doors and gates are secure. Notify dispatch.**

10.03 Any unlocked doors or open gates discovered by an employee when arriving at the shelter after hours or at the start of a new day shall be reported to the supervisor. Do not enter an unsecured building, contact the police department and have them designate a police officer to check and secure the building.

**11. Vehicles**

11.01 The department will provide Animal Control Officers with a vehicle to carry out assigned job duties. The vehicle shall be maintained at an acceptable level of cleanliness inside and out. Officers are responsible for checking fluid levels and maintaining a proper amount of fuel in the vehicle at all times. Any and all vehicle maintenance problems should be addressed as soon as possible by notifying the supervisor. Any and all accidents shall be reported to the supervisor immediately without regard to the amount of damage. The City vehicle policy will address any other uses and regulations.

11.02 Routine maintenance of your vehicle is your responsibility. Items of concern include but are not limited to; fuel level, washing, tire pressure and condition, vehicle lights, etc. The following procedure is the guideline by which you are to maintain your vehicle.

11.03 Vehicle Exterior

- A. Overall Cleanliness and General Body Condition



**Pleasanton Animal Control  
Standard Operating  
Procedures**

Page 10 of 50

Animal Control SOP  
01.11

Reference Standard(s):

Date Approved

Effective Date

Approved by:  
Ronald Sanchez Chief of Police

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- a. Vehicles are to be washed on a routine basis to ensure a clean appearance.
- b. Windows and mirrors are to be cleaned to ensure safe visual acuity at all times.
- c. Inspect vehicle for any body damage that has not been noted prior. Notify your supervisor if any suspicious body damage is noted.

11.04 Tires

- A. Tires are to be visually inspected to ensure that there is no obvious damage; i.e. cuts, tears, worn spots, uneven tread wear, etc. Ensure that there is proper tread depth and air pressure. Any vehicle found to have tire(s) that are questionable is to have the vehicle immediately inspected at the appropriate city vehicle maintenance facility.

11.05 Lighting


- A. All vehicle lights (headlights, blinkers, high beams, emergency flashers, back-up lights) are to be inspected to ensure proper working condition. If a light is found to be out, you are to take it to the appropriate city vehicle maintenance facility for repair prior to assuming your normal patrol duties. If repairs cannot be made while you wait then you are to advise your supervisor.

11.06 Caution Lighting (light bar)

- B. The light bar is to be inspected and all functions tested. Any malfunctioning lights are to be reported to your supervisor.

11.07 Animal Cages

- A. All cages (those used for animal transport) are to be inspected daily and cleaned regularly.
- B. Cages holding carriers are to be inspected to ensure that they are secure and clean.
- C. All cage doors are to be inspected and function tested to ensure that both the interior and exterior doors are operating properly. This is to include securing mechanisms. Any malfunctioning doors are to be reported to your supervisor.

	<b>Pleasanton Animal Control Standard Operating Procedures</b>	Page 11 of 50	Animal Control SOP 01.11
	Reference Standard(s):	Date Approved	Effective Date
	Approved by: Ronald Sanchez Chief of Police	Reviewed by: Captain Johnny Gonzales	

#### 11.08 Vehicle Interior

- A. The interior of your vehicle is as important to maintain as the exterior. An accumulation of debris, can and will, eventually cause a safety hazard. The interior of your vehicle is to be cleaned out on a daily basis. Though this does not require you to wash the floorboards, clean the dashboard, etc., it does mean that all trash that you have accumulated throughout the day is to be disposed of properly. All paperwork is to be stored in a proper location and not stacked on the floorboards, etc.
- B. At no time are animals permitted in the cab of the vehicles.
- C. "Maintenance Stickers" – All vehicles are to have a sticker, provided by the city vehicle maintenance department, indicating when that vehicle is due for any routine maintenance. Ensure that the vehicle is not overdue for whatever service is indicated.
- D. Your vehicles interior is to be fully cleaned weekly or when found to be necessary.

#### 11.09 Vehicle Keys

- A. Those vehicles that are assigned to specific officers are permitted to retain the keys to that vehicle. Gas cards are to remain in the vehicles glove compartment at all times. All spare keys will be kept by the supervisor.

#### 11.10 Other Vehicle Procedures

- A. Animal Control vehicles are to be inspected at the beginning and end of each shift. The inspection includes checking the tires, horn, lights, compartments, and do a complete walk around inspection. After inspection is complete, the animal control officer shall immediately notify the animal control supervisor if anything out of the ordinary or any damage to a vehicle is found.

### 12. Reports

- 12.01 Animal Control Officers are responsible for proper completion of all photographs, report formats, the use of proper forms and the proper filing of these reports. All reports are to be legible, accurate and contain all necessary information. Incident reports are to be filled out on the standard report forms provided using the appropriate format. Incident Reports are mandatory for:



**Pleasanton Animal Control  
Standard Operating  
Procedures**

Page 12 of 50

Animal Control SOP  
01.11

Reference Standard(s):

Date Approved

Effective Date

Approved by:  
Ronald Sanchez Chief of Police

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- A. Bite or Injury Cases
- B. Any Incident Involving a Dangerous Dog Declaration
- C. Most Cruelty Cases (especially those that qualify and are Felony)
- D. Stolen Department Property
- E. Damage to City of Pleasanton Property (criminal mischief)

12.02 Witnesses should be asked their name, address and phone numbers for day and evening. This information is vital to subpoena witnesses.

12.03 Reports should be detailed for the following reasons:

- A. Discovery is facilitated
- B. Key elements/information needs to be brought out
- C. The ability to testify to key admissions or other evidence
- D. Detailed report allows prosecutor to assess the strength of the case and plea bargaining decisions.

**13. Cleaning, Feeding, Watering**

13.01 All kennels shall be cleaned daily, including Saturdays, Sundays, and holidays. Kennels shall be cleaned and disinfected with approved disinfectant. All dogs and cats shall be fed at least once per day and have ample supply of fresh water available.

**14. Bite Incidents**

14.01 All animal bites reported to City of Pleasanton Police Department personnel shall be immediately forwarded to an Animal Control Officer and the Animal Control Supervisor and or if after hours the on-call Animal Control Officer for investigation.

14.02 If an animal bite occurs after hours, the on-call Animal Control Officer shall be dispatched and make the location and adhere to the "Bite Incidents" policies.



**Pleasanton Animal Control  
Standard Operating  
Procedures**

Page 13 of 50

Animal Control SOP  
01.11

Reference Standard(s):

Date Approved

Effective Date

Approved by:  
Ronald Sanchez Chief of Police

Reviewed by:  
Captain Johnny Gonzales

14.03 High risk animals involved in bite incidents.

- A. High-risk animals (bats, raccoons, foxes, coyotes, and skunks) involved in an animal to human bite will be shipped for clinical testing. There is no approved quarantine period for high-risk animals.

14.04 Quarantine of dogs, cats, and/or ferrets involved in bite incidents.

- A. Animals (limited to dogs, cats, and ferrets) that have bitten and/or have otherwise possibly exposed a person to the rabies virus shall be quarantined for ten (10) days from the date of the bite (240 hours).
- B. If the animal is not in quarantine within forty-eight (48) hours, a warrant shall be obtained to seize the animal for quarantine. The owner of a bite animal is responsible of all costs of the quarantine.

14.05 Approved animal bite quarantine locations.

- A. Pleasanton Animal Control facility.
- B. A licensed veterinary clinic.
- C. Home quarantine (owned animals). Must be approved by the ACO Supervisor.
  - 1. Home quarantine can be approved on a case by case basis if the animal was current on rabies vaccination and was not a stray at the time of the bite. The home quarantine facility must prevent the animal from having contact with humans or other animals and be secure to prevent the animal from escaping. Even if all of these provisions happen the ability to home quarantine is at the discretion of the Animal Control Officer.
  - 2. An Animal Control Officer must observe an animal placed under home quarantine on the first and last day following the bite. The Animal Control Officer must have the owner complete a home quarantine authorization form at the time the home quarantine is approved.

14.06 Quarantine Operational Procedures



**Pleasanton Animal Control  
Standard Operating  
Procedures**

Page 14 of 50

Animal Control SOP  
01.11

Reference Standard(s):

Date Approved

Effective Date

Approved by:  
Ronald Sanchez Chief of Police

Reviewed by:  
Captain Johnny Gonzales


- A. When receiving animals for quarantine the following procedures must be followed:
- i. Before unloading the animal, prepare the cage for the animal, including the placement of food and water inside the cage.
  2. Carefully and humanely remove the animal from your truck. Cats should be in a trap or carrier; dogs should be placed on a catch pole.
  3. After bringing the animal into the shelter, make sure all doors are closed and secured.
  4. PLACE ANIMAL IN APPROPRIATE CAGE. THE PANEL SHOULD BE IN PLACE AND SECURED. THERE SHOULD BE NO ANIMALS IN THE KENNEL ACROSS FROM THE QUARANTINED ANIMALS KENNEL.
  5. After placing the animal in the cage, the door should be locked and a quarantine sign hung on the door.

14.07 Daily handling of the animal will be as follows:

- A. For cage cleaning- place food and water in the cage on the other side of the partition or guillotine door. Open the partition door and let the dog/cat move into the other cage, shutting the partition door behind them.
- B. Cages should be cleaned as per cleaning SOP.
- C. Make sure cages are securely locked and a quarantine sign is on the door.
- D. Initial daily observation log (should be initialed twice a day).
- E. If, at any time, there is a problem with an animal, notify the supervisor immediately.

14.08 At no time shall a quarantined animal be touched or handled by citizens or staff.

14.09 The Animal Control Officer or a PPD Officer will interview the bite victim to record the facts, observe the injury, and determine the severity of the bite. If the wound

	<b>Pleasanton Animal Control Standard Operating Procedures</b>	Page 15 of 50	Animal Control SOP 01.11
	Reference Standard(s):	Date Approved	Effective Date
	Approved by: Ronald Sanchez Chief of Police	Reviewed by: Captain Johnny Gonzales	

is serious, the ACO/PPD Officer should attempt to obtain permission from the victim to photograph the injury site.

14.10 The ACO/PPD shall interview witnesses to provide a complete investigation.

14.11 Bite incidents involving owned animals.

1. The Animal Control Officer will contact the owner of the animal, advise the owner of the Rabies Control Act, and direct the animal be placed into quarantine immediately. The Animal Control Officer will also advise to the owner:

- A. Stress the animal be quarantined within the allotted time and not be removed from the city.

- B. Inquire if the animal is currently vaccinated and licensed.

- 1) Verify that the vaccination is current with the owner's veterinarian.

- 2) If the animal is not current on vaccination, the Officer will issue a citation.

14.12 Bites by animals without ownership

1. If the animal appears unowned and is stray at the time of the bite, the animal **MAY** be held for seventy-two (72) hours, euthanized, and shipped for clinical testing.

2. The results of the testing shall be communicated to the victim within twenty-four (24) hours upon their receipt to the Animal Control Officer.

3. If all attempts to locate and impound a bite animal fail, an area patrol will be established to patrol the area daily. Traps may be set out to attempt to capture the animal. The area patrol will be under the direction of the Animal Control Officer and will continue for a minimum of 10 days. The Animal Control Officer will inform the supervisor daily of any progress in locating the animal. The bite victim shall be advised and kept informed as to the efforts to locate the animal.

14.13 Bite incidents involving owned, surrendered animals





**Pleasanton Animal Control  
Standard Operating  
Procedures**

Page 16 of 50

Animal Control SOP  
01.11

Reference Standard(s):

Date Approved

Effective Date

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Ronald Sanchez Chief of Police

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Captain Johnny Gonzales

1. All bite animals, bodies, and specimens will be given an intake or case number. All live bite animals will be placed in rabies observation or in a designated area assigned by the supervisor. Deceased bite animals will be placed in the refrigeration unit.

14.14 All bite animals and specimens will be labeled in a visible manner. Copies of the bite report will be physically attached to the cage of live animals.

14.15 In a situation where the Pleasanton Police Department/Animal Control Officer has been notified of a bite incident, and the victim has not been identified or located, the animal involved will be quarantined immediately and every effort will be made to locate the victim.

14.16 For the shipment of specimens for laboratory examination, refer and comply with the State Health and Safety Code and Rabies Control and Eradication Rules, 169.21.2 through 169.33.


14.17 Quarantined animal's paperwork.

1. When all paperwork is completed and the animal is quarantined, file the paperwork in the notebook labeled **COMPLETED BITE CASES**.
2. File bite reports in order by the date of the bite incident.

14.18 Negative rabies lab test results.

1. Contact victim within twenty-four (24) hours and explain results of either quarantine or specimen testing.
2. On animals clearing quarantine notify the victim the animal has been observed for the required time and appears to be healthy. As a result, no evidence exists indicating the animal transmitted rabies at the time of the bite.
3. On animals that are shipped for testing notify the victim the animal tested negative for rabies and the victim is in no danger.
4. Contact owner of animal, if known, after victim has been contacted.

14.19 Positive rabies lab test results.

	<b>Pleasanton Animal Control Standard Operating Procedures</b>	Page 17 of 50	Animal Control SOP 01.11
	Reference Standard(s):	Date Approved	Effective Date
	Approved by: Ronald Sanchez Chief of Police	Reviewed by: Captain Johnny Gonzales	

1. Victim must be contacted immediately and no longer than twenty-four (24) hours from positive rabies detection and notification.
2. The Animal Control Officer shall follow up with the victim within forty-eight (48) hours after the initial notification to insure that the rabies post-exposure treatment has been started and to answer any further questions the victim might have.
3. Contact owner of animal, if known, after victim has been contacted.
4. The Animal Control Officer will ensure no other exposures to the animal occurred and close out the bite report upon completion.


#### 14.20 Class C Citations

1. Animal owners whose animal does not have a current vaccination and has bit a person shall be issued a municipal citation.
2. Copies of issued citations shall be attached to the appropriate bite report.

## 15. Reporting Positive Rabies Incidents

15.01 When an animal tests positive and there is human exposure, immediately notify/or the following:

1. Contact Animal Control Supervisor
2. Contact the victim or victim's guardian (if child).
3. Confirm that the victim has been transported to a medical facility for treatment.
4. CONTACT A TEXAS PUBLIC HEALTH AND PREVENTION SPECIALIST  
DEPARTMENT OF STATE HEALTH SERVICES  
ZOONOSIS CONTROL – REGION 8  
112 JO CARPER DRIVE  
UVALDE, TEXAS  
TEL (830) 591-4385 - FAX (830) 278-1831

	<b>Pleasanton Animal Control Standard Operating Procedures</b>	Page 18 of 50	Animal Control SOP 01.11
	Reference Standard(s):	Date Approved	Effective Date
	Approved by: Ronald Sanchez Chief of Police	Reviewed by: Captain Johnny Gonzales	

15.02 Animals that test positive for rabies and there is a **pet exposure**, immediately contact the following:

1. Animal Control Supervisor
2. Public Health & Prevention Specialist
3. Department of State Health Services

Zoonosis Control - Region 8

112 Jo Carper Dr.

Uvalde, Texas 78801

Tel (830) 591-4385 - Fax (830) 278-1831

15.03 Animal Control will ensure that the exposed pet is properly isolated for the required 45 or 90 day period, depending on current rabies vaccination status, or is euthanized.

15.04 Animals that test positive for rabies with **no human or pet exposure**, immediately contact the following:

1. Animal Control Supervisor
2. Public Health & Prevention Specialist
3. Department of State Health Services

Zoonosis Control - Region 8

112 Jo Carper Dr.

Uvalde, Texas 78801

Tel (830) 591-4385 - Fax (830) 278-1831

## 16. Operations

16.01 First Offenders of a Non-Dangerous Nature



**Pleasanton Animal Control  
Standard Operating  
Procedures**

Page 19 of 50

Animal Control SOP  
01.11

Reference Standard(s):

Date Approved

Effective Date

Approved by:  
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Reviewed by:  
Captain Johnny Gonzales

- A. Non-Dangerous nature includes violation of ordinances other than dangerous dog, dog fighting, cock fighting, intentional animal cruelty or other ones that pose definite risk to the life/safety of animal/person, and dog bite cases.
- B. First offense, for purposes of these enforcement guidelines, shall mean the first instance known by or reported to the ACO concerning a particular individual/animal involved or allegedly involved in a violation of an ordinance. The way the ACO handles the first offense may establish a basis for all future ACO contacts with that person. The first offense situation provides the ACO opportunity to educate the person, to inform the person of our local ordinances and the reason for them. It is a time to work at preventing future problems before they occur. Contact with first offenders should be documented and filed so that the documentation can be retrieved if subsequent contacts are made.

**16.02 Considerations when Making Contact with Owner in First Offense Situations**

- A. Follow the ordinances – it is your job. The owner might know them, but he/she doesn't know them as you do. Explain the ordinances to the person, as you would like something explained to you, in a friendly, helpful manner.
- B. You will leave a lasting impression of Animal Control Services with that person – that of assistance rather than to punish.
- C. Many first offenders go on to be second, third, etc. time offenders. But for now, the first offender is just that, so treat them accordingly. If future problems develop, deal with them accordingly.

**16.03 Warning Notices**

- A. Warning Notices should be issued in lieu of verbal warnings. The Warning Notice provides the needed documentation to other ACO's, clarifies the nature of the violation to the suspect, provides the court with more than adequate proof that the suspect had knowledge of a later violation, and in most cases, provides enough information for a citation to be issued at a later date.

**16.04 Citations**



**Pleasanton Animal Control  
Standard Operating  
Procedures**

Page 20 of 50

Animal Control SOP  
01.11

Reference Standard(s):

Date Approved

Effective Date


Approved by:  
Ronald Sanchez Chief of Police

Reviewed by:  
Captain Johnny Gonzales

- A. A citation may be issued on the first offense if the officer observed a grievous violation of the ordinance which the officer feels requires more response. Details should be given in the officer's report. The officer shall attempt to make immediate contact with the suspect and issue the citation on the spot.
- B. Information necessary to complete the citation include suspect name, address, and DOB. Officers from time to time will be required to issue citations generated by petitions. A suspect is not required to sign or accept a citation. If a citizen refuses to sign the citation, explain that it is permissible, but that the citizen is required by law to furnish ID. If the person is willing to give identification, get as much information as possible and inform them that they will receive the citation by mail if they refuse to accept it in person.
- C. If the citizen refuses any cooperation, gives no ID, your options include:
1. Leave the area, attempt to obtain information from other sources, mail citation.
  2. Call PPD for backup to obtain ID. This is a last resort. Remember that the PPD Officer knows little information about the citation and must be informed upon their arrival.
  3. It is recommended that PPD be called out if there is a clear danger to you, the public, or to an animal, due to the actions of the suspect and the suspect refuses to alter the offending situation. If applicable, consult the manager of the housing division or apartment if unable to get enough information on the suspect. For citations, name, address, and DOB of violator is sufficient. [A SHELTER MANAGEMENT SOFTWARE REPORT MUST BE GENERATED FOR CITATIONS ISSUED.](#)

16.05 Animal Rescue

- A. Officers must use good judgment when acting to rescue an animal. In general, officers will not climb trees to rescue stranded animals. There are businesses that offer such services for a fee and the complainant or pet owner can be instructed to contact them. The rescue of animals in heavy traffic should not be attempted without assistance from Police

	<b>Pleasanton Animal Control Standard Operating Procedures</b>	Page 21 of 50	Animal Control SOP 01.11
	Reference Standard(s):	Date Approved	Effective Date
	Approved by: Ronald Sanchez Chief of Police	Reviewed by: Captain Johnny Gonzales	

Officers to control traffic. The progress of the animal can be monitored and rescue may be attempted as soon as it is in a safe position.

- B. The City of Pleasanton has carefully fostered good relationships with certain established animal rescue organizations. For animal rescue purposes, as this is commonly defined, the City will utilize only the services of the San Antonio Humane Society, San Antonio Animal Care Services or the Animal Defense League of Texas. No other agencies will be contracted with or utilized in any manner.

#### 16.06 Complaints

- A. Complaints are called into Animal Control from citizens. Active complaints which necessitate any follow up or reports should be done in order of priority. ALL CALLS/COMPLAINTS MUST BE DOCUMENTED ON THE CALL LOG. COMPLAINTS AND FOLLOW UPS NEED TO BE ENTERED INTO THE SHELTER MANAGEMENT SOFTWARE. Complaints that request a contact should be contacted within 24 hours either by telephone, in person, or by posting the door of the residence. Complaint priority is as follows:

1. Vicious animals posing an immediate threat to persons or animals
2. Injured animals
3. Animals in danger from abuse, neglect, or other conditions
4. Dead animals posing a traffic hazard
5. Bite reports
6. Confined strays
7. Trapped animals
8. Observed leash law violations by ACO/PPD
9. Routine leash law violations
10. Neglected or abandoned animals
11. Dead animals
12. Barking dog or noisy animal complaints

16.07 Unusual circumstances may warrant increasing the priority of a complaint. Use the priority as a basic guide and use common sense/good judgment when making a decision to deviate from the priority list.

#### 16.08 Emergency Call Out.

- A. Animal Control provides call back service after normal business and holiday hours when contacted by the Police Department. Response time



**Pleasanton Animal Control  
Standard Operating  
Procedures**

Page 22 of 50

Animal Control SOP  
01.11

Reference Standard(s):

Date Approved

Effective Date

Approved by:  
Ronald Sanchez Chief of Police

Reviewed by:  
Captain Johnny Gonzales

for the on-call officer is 45 minutes. The PPD will assist as needed with emergency call outs. Emergencies requiring a possible call out of an ACO include but are not limited to:

1. Confined stray animal with life threatening injury,
2. Animal posing an immediate threat to public safety,
3. Any situation that the PPD requires Animal Control to respond to.

B. The following examples are not considered an emergency warranting a call-out:

1. Barking Dogs,
2. Dead animals,
3. Unconfined animals,
4. Injured animals with owner present.

Once on location, the ACO will radio or call dispatch to notify them they are on location. The ACO must also notify dispatch when they are clearing the scene.


#### 16.09 Dead Animals

A. Animal Control is responsible for picking up dead animals within the City limits. If the animal is wearing identification, the owner of the animal should be notified by Animal Control within 24 hours either by telephone, in person, or by a door hanger. Keep the body and all collars, tags, etc for possible return to the owner for 24 hours. The description of the dead animal should be recorded on the log sheet.

If there is a request from an owner to pick up their dead animal, the owner should be advised to please place the animal in a plastic bag and set it on the curb for pickup.

#### 16.10 Licensing of Dogs and Cats



	<b>Pleasanton Animal Control Standard Operating Procedures</b>	Page 23 of 50	Animal Control SOP 01.11
	Reference Standard(s):	Date Approved	Effective Date
	Approved by: Ronald Sanchez Chief of Police	Reviewed by: Captain Johnny Gonzales	

- A. All dogs and cats within the City of Pleasanton over the age of four (4) months shall be licensed by the City EXCEPT THOSE WITHIN MUNICIPALITIES REQUIRING LICENSING, SHALL BE EXCLUDED, IF SO LICENSSED.
- B. License fees for dogs and cats shall be set by the City of Pleasanton from time to time and shall be collected by City of Pleasanton to help defray the expense of the administration of the provisions of this ordinance.

16.11 Vaccination Tag and Collar for Dogs

- A. Upon vaccination and licensing there shall be delivered to the owner of the dog a metallic tag stamped with the vaccination certificate number and the year in which issued.
- B. It is an offense for the owner for failure to have the dog wear the vaccination tag and license at all times when said animal is present in a public place. It shall be an offense for any person to remove said tag from the collar or harness without owner's consent.
- C. Dogs competing at or in training for approved dog club shows, or dogs participating with their owners or handlers in group obedience training classes, shall not be required to wear the collar, harness, or leash during such training or class periods.

**17. Field Procedures/ Responses**

17.01 Failure to License

- A. Explain the reason for the licensing and Rabies vaccination requirement such as for identification, that a license could save a pet's life by providing owner information in the event of injury, etc. ACO's may issue a citation or a written warning, allowing the owner to purchase a license at the present time or giving the owner up to 10 days to purchase the license and vaccinate the dog or cat against rabies. Explain that the written warning will be followed up at that time, and failure to comply will result in a citation. Advise the owner that they may return the written warning within the 10 days period along with a copy of the license receipt and the





**Pleasanton Animal Control  
Standard Operating  
Procedures**

Page 24 of 50

Animal Control SOP  
01.11

Reference Standard(s):

Date Approved

Effective Date

Approved by:  
Ronald Sanchez Chief of Police

Reviewed by:  
Captain Johnny Gonzales


name of the Veterinary Clinic where the dog or cat was vaccinated against rabies for confirmation. After a written warning is issued, follow up after the 10-day period and issue a citation if no compliance.

### 17.02 At Large

- A. Leash law violations are observed through response to complaints and through general patrol. An animal is at large and in violation of the leash law if it is not kept under restraint or confined to the realty or premises of the owner of such dog by a substantial fence of sufficient strength and height to prevent such dog or other animal from escaping there from or inside a house on such premises or secured on such premises by a leash consisting of a material of sufficient strength to prevent the dog from escaping from such premises.
- B. If possible, determine the owner of the dog and address, and return the dog home rather than impounding it. Explain our ordinances relating to Animal Control and the reason the animal was picked up. Issue a citation or a written warning at the end of your conversation. If the address is known and there is no owner or responsible person to take custody of the animal, post notice of impoundment, stating where the animal was observed at large and/or impounded, the date, time and ACO's name. When contact is made later with the owner, our ordinances should be explained, not just the impoundment/ redemption procedure.
- A. When possible, loose dogs should be returned to their owners and owner should be warned or cited for the violation. When it is not possible to return the dog home, the dog should be impounded and proper reporting completed. When responding to leash law complaints, the ACO should patrol the area and deal with any stray dogs observed.

### 17.03 Barking

Contact the owner; explain that a complaint was received and that you believe the owner should be aware that someone was disturbed about barking dogs in the area. Discuss the barking complaint with the owner and possibly suggest some advice on how to control it or books on the subject, obedience classes, etc. Never give out the complainant's information in any complaint. Explain the procedure should the barking continue to disturb persons in the neighborhood and that future violations could result in the issuance of a citation. If after a 24 hour period, the complainant wishes to pursue further action, he/she should be

	<b>Pleasanton Animal Control Standard Operating Procedures</b>	Page 25 of 50	Animal Control SOP 01.11
	Reference Standard(s):	Date Approved	Effective Date
	Approved by: Ronald Sanchez Chief of Police	Reviewed by: Captain Johnny Gonzales	

able to fill out a petition. The complainant should be advised that all parties signing the petition must be willing to appear in court if the pet owner contests the citation based on the petition. Signers of the petition must be at least 18 years of age and reside in separate households. Completed petitions must accompany a Police Report and be filed with the Municipal Court.

#### 17.04 Bites

- A. When recording bite complaint forms, instruct the complainant that any wound caused by an animal bite should be cleaned to its greatest depth with soap and water or an appropriate antiseptic and the victim's physician should be contacted to determine if a tetanus shot or other further treatment is needed. Advise the complainant that you will complete the investigation.
- B. If the animal is at large, attempt to locate and apprehend as soon as possible. Contact the victim and discuss the circumstances of the bite. Determine if there are other witnesses to the incident. Make a determination if the bite was provoked or unprovoked. Get physician, hospital, and/or treatment location information and verify the identity and/or location of the biting animal.
- C. Contact the owner of the animal, if known, AND ISSUE A QUARANTINE NOTICE ALONG WITH A NOTICE TO CONTACT AS WITHIN 24 HOURS IF THE OWNER IS NOT HOME. Determine if conditions are such that the animal can be quarantined at home successfully (*provided the dog is not going to be declared a dangerous dog due to this incident*) or if the animal must be quarantined at the City's kennel or a local veterinarian for the 10 day quarantine period. The animal is not to be taken from the owner's property or to be in contact with other animals or people for the 10 day quarantine period. If the dog is to be declared dangerous due to this incident, the dog must be quarantined at the City's kennel or a local veterinarian for the duration of the 10 day quarantine period.
- D. An impound history form should be filled out with the normal information along with noting the animal bite, the date the bite occurred, the location of quarantine and whether or not the owner intends to claim the animal at the end of the quarantine period. If the animal is to be surrendered at the end of the quarantine period, the animal's owner is required to fill in and sign the surrender information area. The animal owner will be responsible for all costs incurred during the quarantine period. If the



**Pleasanton Animal Control  
Standard Operating  
Procedures**

Page 26 of 50

Animal Control SOP  
01.11

Reference Standard(s):

Date Approved

Effective Date

Approved by:  
Ronald Sanchez Chief of Police

Reviewed by:  
Captain Johnny Gonzales

owner desires the animal to be quarantined at a veterinary clinic, the owner must provide Animal Control with the name, address and telephone number of the veterinary clinic. The ACO will advise the owner that the quarantined animal is not to be vaccinated, sold or destroyed during the 10 day quarantine period. The animal owner is to immediately contact Animal Control if the animal becomes sick or dies during the quarantine period. The animal must be picked up by the date given to the owner and all fees are to be paid at the time of redemption.

- E. The ACO is to contact the pet owner at the end of the home quarantine period to determine the health of the animal and to note that in a supplementary Police report. If the owner of the animal is unknown, the animal is to be held at the City's kennel for three days, after which the animal can be euthanized and the head sent in for rabies testing.

**17.05 Inadequate/Inhumane Conditions**

- A. Upon observing an animal that appears to be without adequate water, food, shelter or an animal that appears to be suffering and in need of veterinary care, attempt to contact the owner or custodian of the animal and explain the problem in a manner that suggests you are there to assist, not threaten. Your main objective is to have the problem corrected as soon as possible. After discussing the situation with the owner/custodian, issue a written warning or citation, outlining the points discussed and record the time period agreed upon for correction of the situation. If the follow up inspection shows the corrections to the situation, make note of them and enter the results in the Animal Control computer data base. If improvement has not been made or if the situation has not entirely been corrected, determine whether a second written warning should be issued or a second citation. Also enter these results in the database. If unable to locate the owner or custodian, take steps to temporarily correct the problem such as fill the empty water bowl or untangle the chain/rope. If the animal's life is not in immediate danger, attach a written correction notice to the door hanger with the date, time and explanation of the violations/observations. Direct the owner/custodian to contact you within 24 hours. If the owner/custodian contacts you within the 24 hour period, obtain their name, address, phone number, DOB. Explain the situation and violations, obtain a time period to correct the situation/violations and issue a written warning or citation obtaining the owner/custodian's signature if possible. Continue with the same follow up procedures. If the animal's life appears to be in



**Pleasanton Animal Control  
Standard Operating  
Procedures**

Page 27 of 50

Animal Control SOP  
01.11

Reference Standard(s):

Date Approved

Effective Date

Approved by:  
Ronald Sanchez Chief of Police

Reviewed by:  
Captain Johnny Gonzales

immediate danger, and you are unable to contact an owner/ custodian or other person responsible for the animal, do what is necessary within the law to save the animal.

Points to consider when observing what appear to be inadequate/ inhumane conditions are:

1. No Water – It is possible that the animal has been given water at other times during the day/night sufficient to the animal's needs. Because water is not available at the time(s) you are present, does not necessarily mean the animal is always without water, or that the animal does not receive sufficient water.
2. Shelter – If the animal is observed outside with no shelter or inadequate shelter, check for corroborating testimony from neighbors that the animal is most often without shelter during inclement weather. Find out if the animal is housed indoors at times or is always outside without shelter.
3. Vehicle – No food or water observed in a vehicle holding an animal does not necessarily mean the animal has not been recently fed or watered. Use a thermometer to ascertain the temperature inside the vehicle and obtain the official temperature of the day for your report.

If the animal is in a hot car, contact PPD and have the Police Officer stand by or assist with the removal of the animal, securely post the vehicle with a detailed notice of impoundment showing the date, time and reason for impoundment. Direct the owner/custodian to contact the Animal Control Officer immediately.

4. Thin – Because an animal is thin does not necessarily mean it has not been fed an adequate diet. There is the possibility that the thinness is due to old age, parasites or an illness currently treated by a veterinarian. When working an alleged inadequate/inhumane conditions case, remember that what you observe may not be the entire picture or situation. Investigate, ask question of neighbors, witnesses and the owner and document your findings. Make sure that the owner/custodian has had custody of the animal for the period in question or prior to the animal reaching the present



**Pleasanton Animal Control  
Standard Operating  
Procedures**

Page 28 of 50

Animal Control SOP  
01.11

Reference Standard(s):

Date Approved

Effective Date

Approved by:  
Ronald Sanchez Chief of Police

Reviewed by:  
Captain Johnny Gonzales


condition. Initially approach the owner/custodian in a helpful manner rather than accusing or threatening. You want the cooperation from the owner/custodian to correct the problem for the animal. A person viewing you as concerned for the animal is more likely to be willing to listen and take advice. Before removing the animal from the premises of the owner or private property for inadequate/inhumane conditions, investigate, then:

- A. Be certain that the situation is life threatening for the animal.
- B. Make all reasonable attempts to contact the owner/custodian.
- C. Determine if the removal of the animal requires a warrant

- B. IF THE ANIMAL IS ENCLOSED ON PRIVATE PROPERTY, IMPOUND THE ANIMAL, LEAVING A DETAILED NOTICE OF IMPOUNDMENT SECURELY FASTENED TO THE FRONT DOOR OF THE RESIDENCE. If there is no residence, attempt to secure the same to the doghouse, chain, tree or other area where the animal was seized and/or where the owner is believed to reside. Include date, time, reason for impoundment and requesting the owner/custodian to contact within 24 hours. IF THE ANIMAL IS ENCLOSED ON PRIVATE PROPERTY, ATTEMPT TO SECURE A WARRANT BY NOTIFYING THE MUNICIPAL COURT IMMEDIATELY.

#### 17.06 Injured Animals

- A. Injured animal calls should be handled as a priority call. When responding to injury calls, vehicles will be operated in accordance with all prevailing traffic regulations. When responding to injured animals on roadways, the Animal Control Officer's first concern is personal safety than that of the animal. Vehicle warning lights and flashers should be used as necessary.
- B. If owner is present, it is their responsibility to provide for veterinary treatment. Arrangements with the vet must be done by the owner. If the owner is not present or unavailable, the Animal Control Officer must decide if the animal requires immediate medical attention. Animals showing severe pain, uncontrolled bleeding, respiratory distress, shock, severe fractures or wounds will be humanely euthanized. Minor fractures or wounds can often wait for medical attention. **If the owner of the**

	<b>Pleasanton Animal Control Standard Operating Procedures</b>	Page 29 of 50	Animal Control SOP 01.11
	Reference Standard(s):	Date Approved	Effective Date
	Approved by: Ronald Sanchez Chief of Police	Reviewed by: Captain Johnny Gonzales	

**animal is known, an immediate effort should be made to contact them.**

- C. If alone or the animal is uncooperative or vicious, approach it with caution and try to muzzle it unless the animal is unconscious, having trouble breathing, has an injured mouth or requires medication. If the animal can stand but refuses a muzzle, attempt to secure the animal against a fixed object so the animal cannot effectively move its head.

#### 17.07 Hot Pursuit

An Animal Control Officer is entitled to follow an animal onto private property while in Hot Pursuit in order to effect an impoundment, citation or written warning. **The ACO may not enter into enclosed property or any structure without the owner's permission secured or a legal search warrant.**

#### 17.08 Impounding Animals


It is the department policy that, if possible, animals be returned home rather than impounded. ACO's must obtain signatures when impounding animals from private property. If the animal has tags, the ACO will call the owner. If the animal is claimed within 3 days of impoundment, the owner will be charged as follows:

- A. 1 DAY - \$25.00 UNALTERED OR ALTERED
- B. WITH EACH DAY OF IMPOUNDMENT, FEE WILL INCREASE BY \$2 FOR BOARDING.
- C. SEE ADOPTED CITY ORDINANCE FOR ALL OTHER APPLICABLE FEES

The owner will be required to obtain an animal tag if the animal doesn't have one. The impoundment form will be updated and information will be recorded in the database. If the animal is not claimed after three days, the animal becomes property of the City of Pleasanton. The animal will be checked for a microchip at the time of impound.

#### 17.09 Miscellaneous Circumstances

At times, there will be unusual and out of the ordinary situations occur. In these events it is the Animal Control Officer's discretion on how to handle these situations. Decisions will be made on a case by case basis. The ACO should

	<b>Pleasanton Animal Control Standard Operating Procedures</b>	Page 30 of 50	Animal Control SOP 01.11
	Reference Standard(s):	Date Approved	Effective Date
	Approved by: Ronald Sanchez Chief of Police	Reviewed by: Captain Johnny Gonzales	

always use the training, policy and ordinances to guide him/her in decision making.

#### 17.10 Lost and Found

Animals without tags or other owner identification that are impounded will be held at the shelter for three days after which they become property of The City of Pleasanton.

#### 17.11 Kennels and Pet Carriers

Animal kennels and pet carriers will be cleaned after each use. Cleaning will include disinfecting and rinsing out. This is important because it will help prevent infection or spread of disease. The ACO is responsible for keeping all equipment clean and tidy at all times.

### 18. Equipment

18.01 The ACO is responsible for the inventory, routine maintenance, repairs and cleaning of all authorized equipment that is issued to them. The equipment should include but is not limited to the following:

- A. CELL PHONE ALLOWANCE
- B. CATCH POLE
- C. CAT GRABBERS
- D. SNAKE TONGS
- E. TRANSFER CAGES
- F. LEASH (NYLON OR CABLE)
- G. CLIPBOARD
- H. CAMERA
- I. MUZZLE
- J. GLOVES

### 19. Euthanasia

19.01 Committed to ending the unnecessary euthanasia of adoptable animals in Pleasanton, the Pleasanton Animal Shelter takes the decision to euthanize any animal very seriously. Our commitment to the healthy and treatable animals in our care means that we are willing to pursue all reasonable efforts in order to provide for their well-being.



**Pleasanton Animal Control  
Standard Operating  
Procedures**

Page 31 of 50

Animal Control SOP  
01.11

Reference Standard(s):

Date Approved

Effective Date

Approved by:  
Ronald Sanchez Chief of Police

Reviewed by:  
Captain Johnny Gonzales

Euthanasia is not immediately considered for adoptable animals that have been relinquished to Pleasanton Animal Shelter. Animals that are deemed to pose an unacceptable danger to other animals, themselves or the public are candidates for euthanasia. Animals that are suffering mentally, emotionally or physically may be candidates for euthanasia.

19.02 Euthanasia for animals originally accepted into our adoption program is based on the following criteria:

A. Medically Necessitated Euthanasia:

Euthanasia is considered for animals who are suffering from a contagious, serious or chronic illness. Euthanasia may also be requested for injured animals that are suffering or cannot be treated with reasonable efforts to avoid unnecessary suffering. In the event of a medical emergency and/or to alleviate severe suffering, euthanasia may be performed.

Examples of conditions which may necessitate euthanasia are: fading/collapsing kittens, organ failure, feline leukemia, feline immunodeficiency, feline infectious peritonitis, chronic debilitation, certain congenital abnormalities or defects, or any serious/chronic illness with a poor prognosis or not reasonably responsive to treatment. Quality of life and risk to the health of other animals and humans will be considered in the decision.

B. Behaviorally Necessitated Euthanasia:

Euthanasia request for behavioral reasons may be generated by a concern that the animal poses an unmanageable threat to staff and public safety or to other animals or by a concern for the quality of life an animal is likely to achieve when behavior modification regimes cannot lessen the exhibition of severe distress.

C. Examples where euthanasia may be considered include:

- Injury Inflicted: Animals who at any time during their stay at the Pleasanton Animal Control Facility inflict injury to a person or another animal through biting or severe scratching (cats). Each injury incident will be immediately reviewed and assessed on an individual basis for ongoing safety considerations. An animal assessment will be made





**Pleasanton Animal Control  
Standard Operating  
Procedures**

Page 32 of 50

Animal Control SOP  
01.11

Reference Standard(s):

Date Approved

Effective Date

Approved by:  
Ronald Sanchez Chief of Police


Reviewed by:  
Captain Johnny Gonzales

by the ACO's. Dogs whose bites are considered isolated incidents may be returned to the adoption program after the required quarantine period and further behavior assessment.

- **Threatening Behavior:** Animals who at any time during their stay at the Pleasanton Animal Facility display threatening behavior with an intent to intimidate or harm a person or another animal. Each incident will be immediately reviewed and assessed on an individual basis to determine potential for escalation to causing injury. Assessment will be by ACO's. Animals whose threatening behaviors are considered isolated incidents will be observed regularly. Complete behavior re-assessment by the ACOs is required before re-entry to the adoption program.
- **Intolerance of Handling:** Animals, who cannot tolerate normal handling or kennel housing procedures, displayed by extreme fearfulness or extremely rough responses, requiring more than a reasonable amount of accommodation. Reasonable accommodations include, but are not limited to: slower handling, use of treats or other motivations, removal from kennel or cage for cleaning procedures, limiting contact to selected staff members, changing location for handling procedures, environmental enrichment, kennel shields, limited muzzling for medical procedures, etc.
- **Distress:** Animals who exhibit distress to the point of self-injury. This may take the form of not eating, self-mutilation, constant vocalization, constant pacing, elimination problems, etc. All efforts will be made to improve their environment in an attempt to provide some relief to the animal. If we cannot find a way to make the animal more at ease, euthanasia may be the kindest option to end this suffering.

D. If any of the above situations is considered symptomatic of an underlying treatable behavior or temperament issue, the animal will be removed from the adoption program. "Special needs" training can be considered only as current space and resources allow and will not be available in every situation. Complete behavior re-assessment by the Animal Shelter supervisor is required before re-entry to the adoption program.

19.03 When it has been decided to euthanize, the safety of the staff, as well as the comfort of the animal, is paramount and will be considered when determining how the procedure is performed. Staff will strive, under the direction of the

	<b>Pleasanton Animal Control Standard Operating Procedures</b>	Page 33 of 50	Animal Control SOP 01.11
	Reference Standard(s):	Date Approved	Effective Date
	Approved by: Ronald Sanchez Chief of Police	Reviewed by: Captain Johnny Gonzales	

manager of animal care, to use all modalities available to minimize the stress to the animal and to maximize safety of the staff.

All animals shall be handled with minimum stress while maximizing personal safety. Animals shall not be placed in cages or kennels with other breeds or species that are incompatible with the animal in question. The animals shall not be overcrowded in any cage or kennel.

The designated animal care staff member will get the animal from its kennel or cage and take the necessary time to calm the animal prior to the euthanasia procedure. The euthanasia process will be conducted in a manner humane and respectful to the animal. Euthanasia is performed solely by Certified Euthanasia Technicians, following the AVMA (American Veterinary Medical Association) guidelines. After the euthanasia is completed, the animal will continue to be handled in an appropriate and respectful manner.

- 19.04 A record of all euthanasia solution received and used by shelters shall be kept in a consecutively numbered bound book. The record for controlled substances shall meet the requirements of the DEA.
- 19.05 Stray animals with no sign of ownership shall be held for a period of 3 days (72 hours) (not counting the day the animal comes into the shelter or the days the shelter is closed to the public). All impounded stray animals **MUST** be scanned with the UNIVERSAL SCANNER for microchips and checked for tattoos, collars, and tags at the time of impound. If an animal comes in with an ID, it is the responsibility of the officer bringing the animal into research the information and try to find the owner at the time of impound. **If the animal is impounded on an emergency call-out and appears sick or injured and is microchipped or wearing an identification tag with owner information on it, the officer must attempt to make contact with the owner at the time of impound.** All attempts and information you receive must be documented in the Shelter Management System in narrative form.
- 19.06 Puller/Euthanizer
- A. The Puller/Euthanizer shall ensure the following:
1. The Puller and Euthanizer, first and foremost, will ensure that the correct amount of time has expired for the individual animal before it is



**Pleasanton Animal Control  
Standard Operating  
Procedures**

Page 34 of 50

Animal Control SOP  
01.11

Reference Standard(s):

Date Approved

Effective Date

Approved by:  
Ronald Sanchez Chief of Police


Reviewed by:  
Captain Johnny Gonzales

pulled or euthanized. Use the **Animal Hold Times** below to evaluate the differing hold times.

2. The Puller at no point is to pull an animal into the euthanasia room that has incorrect, missing, or problems with its paperwork. The Puller will be held accountable for a violation of this section.
3. Upon arrival to the euthanasia room, the Puller and Euthanizer will verify that the animal in question is in fact the animal that is properly identified on the cage card by checking the animal's description, sex, distinguishing characteristics, and any other form of identification tag or microchip. The animal will then be rescanned for a microchip by the Puller. Only after this process is completed and both the Puller and Euthanizer are completely satisfied that the dog has been positively identified is the process to continue.
4. The Puller will weigh and inform the Euthanizer of the weight of the animal. The weight **MUST** be recorded on the cage card along with the date. The Euthanizer will determine needle size and draw the correct amount of Fatal Plus solution into the syringe. The Puller will then ensure that the correct dosage of Fatal Plus solution has been drawn up by the Euthanizer and the correct needle size for the size and species of the animal is being used. The Euthanizer can then begin the injection process.
5. The Euthanizer must make sure the luer lock syringe is securely attached to the needle. Both Puller and Euthanizer **MUST** wear safety glasses while injecting is taking place.
6. Only one adult dog is brought into the euthanasia room at a time. Only after the euthanasia process has concluded can the next animal be brought into the room.

The Euthanizer will ensure that the amount of Fatal Plus solution has been properly documented both on the cage card and in their assigned euthanasia log book. The euthanasia log will then be properly calculated.

**Euthanasia Procedures:**

	<b>Pleasanton Animal Control Standard Operating Procedures</b>	Page 35 of 50	Animal Control SOP 01.11
	Reference Standard(s):	Date Approved	Effective Date
	Approved by: Ronald Sanchez Chief of Police	Reviewed by: Captain Johnny Gonzales	

Before euthanizing ANY animal in the shelter, approval from the Animal Services Supervisor must be received. However, in some cases, certain circumstances may be allowed without approval i.e. suffering animals, severely injured animals, etc. Let the Animal Services Supervisor know as soon as possible that euthanasia has occurred.

Due to the nature of this procedure, all discussions regarding euthanasia shall be done with discretion so that volunteers and the public are not affected. Discussions will be done behind closed doors or in private. During the procedure, it is the responsibility of the officer to ensure that the area being conducted for euthanasia is locked and closed off from the public. After the procedure is completed, the officer shall make sure that nobody from the public observes the officer removing the animal for disposal.


At least one Certified Euthanasia Technician shall be present.

The primary type of euthanasia performed at Animal Control Officer is intravenous (IV) injection. The intravenous injection process takes two people to perform. **DO NOT** attempt to perform intravenous injection without a holder to help with the process.

### **General**

Check supplies in the euthanasia kit before beginning euthanasia, be sure there are enough supplies to complete the number of animals scheduled for the day. Replace or restock any supplies that are low.

It is the responsibility of the person that is performing euthanasia as well as the person that is holding the animal for euthanasia to insure the correct animal is being euthanized. The person responsible for euthanasia is required to read the cage or kennel number, the description of the animal (breed, color, sex, and weight). It is the holder's responsibility to look at the card before he/she goes to retrieve the animal for euthanasia. When the animal is brought into the euthanasia room it is the responsibility of both people to review the card to insure the animal is the correct animal. All animals will be scanned for a microchip before

	<b>Pleasanton Animal Control Standard Operating Procedures</b>	Page 36 of 50	Animal Control SOP 01.11
	Reference Standard(s):	Date Approved	Effective Date
	Approved by: Ronald Sanchez Chief of Police	Reviewed by: Captain Johnny Gonzales	

euthanasia. If the description on the card does not match the animal brought into the euthanasia room, or if a microchip is found (Unless the animal is known to have a microchip but has been surrendered or if all means of finding an owner have been exhausted.) STOP the euthanasia process immediately and do not euthanize the animal. Check all the records to clear up any discrepancies before proceeding with the euthanasia process. If the discrepancies cannot be cleared up, the Animal Services Supervisor must be informed before euthanasia takes place.

It is important to muzzle an animal prior to the euthanasia process if necessary. Employees are to consider the safety of themselves and the individual assisting with the procedure. Gloves shall be worn at all times.


If an animal cannot be calmed enough to perform intravenous injection or if the Cephalic vein is too ruptured, use Xzylizine, Acepromazine, or a cocktail of these two drugs to sedate the animal in order to make the euthanasia process easier on the animal and the Euthanasia Technician. Use 1cc of Xzylizine per 100 pounds, or 1cc of Acepromazine per 10 pounds, or a combination of the two. Euthanasia Technicians can also use Ketamine: 1cc/ 10lbs. The Ketamine needs to be mixed with Acepromazine at 1ml/10ml of Ketamine.

At no time will any animal be cruelly treated or roughly handled during this process. It is the responsibility of the person or persons involved in the euthanasia to make the animal as comfortable as possible during this process. Any cruel or inhumane treatment of an animal will call for immediate adverse action.

When training another employee to euthanize animals, the new employee must remove the hair from the area of the Cephalic vein in order to expose the area for a better view of the injection site. There are clippers to be used for this purpose.

Other types of euthanasia are cardiac euthanasia, Intrahepatic (IH) and Intraperitoneal (IP) euthanasia.

Cardiac euthanasia without first sedating the animal with Xzylizine, Acepromazine, or a cocktail of these two drugs is strictly prohibited. Any

	<b>Pleasanton Animal Control Standard Operating Procedures</b>	Page 37 of 50	Animal Control SOP 01.11
	Reference Standard(s):	Date Approved	Effective Date
	Approved by: Ronald Sanchez Chief of Police	Reviewed by: Captain Johnny Gonzales	

employee found using this type of euthanasia method without first sedating the animal, will face adverse action proceedings after the effective date of this policy.

Feral and injured cats can be injected Intrahepatic (IH) or Intraperitoneal (IP) instead of using a drug for sedation. At no time should cats that are conscious and able to feel pain be euthanized by cardiac injection.

All euthanasia and sedation drugs should be administered in the amounts and under the conditions recommended by the manufacturer.

Denatured Sodium Pentobarbital; brand name Fatal Plus is used. The correct usage of this drug is as follows:

**Weigh ALL animals and notate weight on paperwork.**

Animals under three pounds = .25cc

Animals three to five pounds = .50cc

Animals five to ten pounds = .75cc

Animals ten pounds or more = 1.cc per 10 lbs. Body weight

All amounts of drugs used will be recorded and entered into the Euthanasia Notebook. In addition, the euthanasia notebook shall be kept in the euthanasia room to record all pertinent information.

After death has been verified place animal in a plastic bag and secure.

Using proper lifting technique transport bagged animals to the appropriate freezer.

Clean up area used for euthanasia.

Refill euthanasia kit and return it to the locked storage closet.



**Pleasanton Animal Control  
Standard Operating  
Procedures**

Page 38 of 50

Animal Control SOP  
01.11

Reference Standard(s):

Date Approved

Effective Date

Approved by:  
Ronald Sanchez Chief of Police

Reviewed by:  
Captain Johnny Gonzales

19.07 Animal Hold Times

- A. Dogs and cats with no identification collar/tag or microchip - hold 72 hours. Day of impound does not count as day one. Any days Pleasanton Animal Control is closed to the public does not count as a day.
- B. Dogs and cats with a collar - hold 5 days. Day of impound does not count as day one. Any days Pleasanton Animal Services is closed to the public does not count as a day.
- C. Dogs and cats with tags or a microchip - hold 10 days. Day of impound does not count as day one. Any days Pleasanton Animal Services is closed to the public does not count as a day.
- D. Prisoner animals - hold 10 days. Day of impound does not count as day one. Any days Pleasanton Animal Control is closed to the public does not count as a day.
- E. Hospitalized owners - case by case.

**19.08 RECORD KEEPING REQUIREMENTS**

- A. EACH EMPLOYEE ASSIGNED A FATAL PLUS BOTTLE IS RESPONSIBLE FOR KEEPING AND MAINTAINING A SEPARATE RUNNING INVENTORY LOG.**
- B. The running inventory log will include:
  - 1. The name of the drug.
  - 2. The name of the manufacturer.
  - 3. Some type of identification on the bottle that corresponds to that listed on the running inventory log. (Example: A50)
  - 4. Date the drug was received.
  - 5. The total amount of drug received in milliliters. (Full bottle 250cc or mL)
  - 6. The date of any transaction or activity.



**Pleasanton Animal Control  
Standard Operating  
Procedures**

Page 39 of 50

Animal Control SOP  
01.11

Reference Standard(s):

Date Approved

Effective Date

Approved by:  
Ronald Sanchez Chief of Police

Reviewed by:  
Captain Johnny Gonzales

7. Animal intake number of animal to whom the drug was administered.
  8. Species.
  9. Weight of animal.
  10. Reason for being euthanized (feral, sick, injured, time/space, etc.).
  11. Injection method.
  12. Initials of the person administering the drug (Euthanizer) and Puller.
  13. The amount of drug withdrawn from the bottle on that date followed by the amount remaining.
- C. On the first and third Monday of every month, each employee will submit their inventory log to the supervisor. The supervisor shall review and initial the entry log and return it back to the animal control officer.
- D. All completed inventory logs will be kept by the supervisor in a designated location for two years and must be readily available for inspection by authorized state or federal officials at any time.
- E. All invoices for Fatal Plus will be kept by the supervisor in a designated location for two years and must be readily available for inspection by authorized state or federal officials at any time.
- F. The cage cards for animals euthanized each day will be paper clipped together and filed in that months euthanasia folder.
- G. EXCEPT FOR WHEN EUTHANIZING, EMPLOYEES WILL KEEP THEIR ASSIGNED BOTTLE OF FATAL PLUS LOCKED IN THEIR ASSIGNED LOCKER AT ALL TIMES. IF AN EMPLOYEE MISPLACES THEIR KEYS TO THEIR LOCKER, THEY MUST NOTIFY THE SUPERVISOR IMMEDIATELY.
- H. It is to be understood that any deviation from the process outlined above shall result in severe disciplinary action up to and including termination.
- 19.09 No person shall administer euthanasia drugs to an animal in a registered animal shelter in Texas unless that person is a certified euthanasia technician (CET).





**Pleasanton Animal Control  
Standard Operating  
Procedures**

Page 40 of 50

Animal Control SOP  
01.11

Reference Standard(s):

Date Approved

Effective Date

Approved by:  
Ronald Sanchez Chief of Police

Reviewed by:  
Captain Johnny Gonzales

A person in training as a CET who is employed by a registered animal shelter, may administer a lethal drug or chemical restraint drug under the direct supervision of a certified euthanasia technician.

19.10 The ability to verify death: Each animal shall be checked to verify death. The verification is the responsibility of the certified euthanasia technician and shall be made by physical examination of the individual animal.

**20. Exposure to Animal Diseases and Zoonosis**

20.01 Animal Control Officers and staff members may be subject to various animal diseases and zoonoses throughout their career on a daily basis.

20.02 The diseases and zoonoses described below are some of the more common found in North America. This is a reminder that officers and staff must be aware of the possibility of exposure to these diseases and should be cautious when handling any animals.

20.03 Certain diseases manifest certain symptoms. These symptoms can be looked for in animals, although to correctly diagnose the disease will still be difficult since the primary cause agent usually wakens the animal to the point that other diseases take over and if not cause, contribute highly to the condition or death of the animal.

20.04 Diseases are classified by many methods with innumerable sub-classifications. Animal Services Officers should have a working knowledge of the following zoonotic and infectious diseases.

A. Zoonotic Diseases

1. Direct Contact with the animal is limited to dermatosis, or diseases and parasites that can be communicated by touching, lifting, or petting the animal.
2. Direct Contact with Body Excretions – These diseases and parasites that may enter the human body through the skin (dermatosis) and progress to diseases or parasites affecting almost any part of the body.
3. Bite and scratch Diseases are those communicated from the saliva or mouth of the animal or that which is carried on the feet of the animal from an infected environment.



**Pleasanton Animal Control  
Standard Operating  
Procedures**

Page 41 of 50

Animal Control SOP  
01.11

Reference Standard(s):

Date Approved

Effective Date

Approved by:  
Ronald Sanchez Chief of Police

Reviewed by:  
Captain Johnny Gonzales

4. Inhalation diseases are those that are communicated through the air from the animal to man who breathes the same air as does the animal or in some over affectionate person who kisses the animal.
5. Ingestion Diseases are those that are communicated by man's consumption of contaminated animal tissue or drinking tissue or drinking infected animal milk.

**B. Direct Contact Diseases**

1. Ringworm is caused by over twenty different species of fungi. Scaly patches especially in the head or neck region, progressing to the entire body. Lesions are more pronounced in dogs than cats. Patches and lesions will be devoid of hair. Scratching by the animal with toenails will produce long bleeding wounds and sores. Short haired breeds are more susceptible than long hair breeds.
2. Demodectic mange – is caused by several different species of mites and characterized by loss of hair, thickening and wrinkling of the skin, red patches in early stages turning to dark gray in older lesions. Occurs most frequently in young animals and rare in those over three years of age. More prevalent in short haired breeds and an infected mother can infect her litter before birth. In more advanced stages the skin is very tender and bleeds easily. Scratching is not as severe with this type of mange since itching is not as severe as in other types. Animals almost always become infected around the mouth first then transfer the mites to other parts of the body. Heavily infected animal stink from fatty tissue secretions.
3. Sarcoptic Mange – is also caused by mites and characterized by intense scratching by the dogs temporary hair loss, thickening of the skin with crust formation. Young dogs are more susceptible, however, older dogs can get it as well and breed and length of hair are no barrier to this particular mite. This type mange most often causes hair loss around the ears, eyes, chest and flanks.



**Pleasanton Animal Control  
Standard Operating  
Procedures**

Page 42 of 50

Animal Control SOP  
01.11

Reference Standard(s):

Date Approved

Effective Date

Approved by:  
Ronald Sanchez Chief of Police

Reviewed by:  
Captain Johnny Gonzales

Since this is apparently the most uncomfortable mange because of severe itching, dogs will violently scratch and bite infected areas causing open sores and bleeding. If an infected area around is rubbed hard, a violent scratching by the dog can be induced.

4. Cat Head mange – Often mistaken for dandruff, these mites are visible to the eye and are found on dogs, cars and poultry. Often characterized by dry scaly crusts on the head and bridge of the nose. The scales are grey and adhere lightly to the skin. Slight hair loss is evidence in these areas and an itching (scratching) is observed. Other types of dermatitis can be contracted by man from animals and their cause can be traced to LACeteria, fungi, nematodes and other parasites. However, symptoms are similar in that skin discoloration, mild hair loss, and itching almost always result.

**C. Direct Contact with Body Excretions**

1. Leptospirosis – Found in the urine of dogs, rats, cows, sheep, cats, pigs, raccoons, and horses, it can be communicated to man by direct contact with the urine of swimming in pools or ponds that the animal has urinated near or in. The organisms have lived and infected man or other animals in warm ponds outside the host as long as three weeks. Leptospirosis is characterized by severe vomiting and diarrhea, internal bleeding (bloody stools) hard coughing and runny eyes and nose. Death usually results from extreme dehydration. Leptospirosis enters the body through the skin after direct contact.
2. Brucellosis – Found in the urine and feces of cattle, horses, sheep, swine, and dogs; especially pregnant females just before and after delivery and aborted litters. The organisms have lived as long as one month outside the host in the soil and burlap in a moist and cool environment. The disease in animals is not easily recognized except in a high abortion rate of pregnant females and stillborn litters. Without laboratory equipment, diagnosis is not



**Pleasanton Animal Control  
Standard Operating  
Procedures**

Page 43 of 50

Animal Control SOP  
01.11

Reference Standard(s):

Date Approved

Effective Date

Approved by:  
Ronald Sanchez Chief of Police


Reviewed by:  
Captain Johnny Gonzales

easy, however, in man as well as the animal, the victim is lethargic, slow in movement of limbs, spastic, feverish and has headaches. The disease is seldom fatal but lasts for several weeks in man.

3. *Roundworm:* Large worms that inhabit the small intestines of the host, are excreted in feces to infect man by direct contact. In puppies the larvae migrate through the liver to the lungs where they are coughed up and return to the small intestines. Characterized by bloated bellies, frequent coughing and weight loss. The worms, although present, do not seriously affect older dogs. In man especially children, almost any vital organ can be affected including the brain.
4. *Salmehellosis:* Most outbreaks are attributed to ingestion of contaminated food and water. The organism can be communicated by direct contact with feces and urine of an infected animal. Characterized by fever, vomiting and very frequent diarrhea with or without, it affects animals of all ages especially if the animal is in a run down condition. Dehydration and depression accompany the disease but the most identifying symptom is rapid and explosive diarrhea. A dog or cat eating frogs or lizards will almost immediately become infected.
5. *Hookworm and Whipworm:* From the feces of dogs and cats that penetrated the skin of man and produces a severe dermatitis called "Creeping Eruption". The animal becomes inactive, has a rough coat and is anemic from blood loss in the intestines from blood sucking worms. Often fatal in young dogs and cats, older females can pass them onto the litter before birth and when nursing. Infections in man from feces of dogs and cats is the primary cause of preventing dogs and cats on the beaches. They can live up to 20 days 18 inches deep in sand or dirt and still infect man or another dog or cat.

D. Bite and Scratch Diseases



	<b>Pleasanton Animal Control Standard Operating Procedures</b>	Page 44 of 50	Animal Control SOP 01.11
	Reference Standard(s):	Date Approved	Effective Date
	Approved by: Ronald Sanchez Chief of Police	Reviewed by: Captain Johnny Gonzales	

Bites and scratches from animals exposes man to innumerable infections on the staph and strep group, especially those that do not survive in sunlight and oxygen. In one bite or scratch the possibility of introducing one or more of up to one thousand types of diseases is possible.

1. Rabies - Rabies is the most dangerous of all diseases. Two types, dumb and furious, can be communicated from any warm blooded animal. If untreated is fatal in all cases of man or animal. Raccoons can live longer than any other infected animal. Characterized by wild animals becoming tame, and tame animals becoming furious.

Look for changes in behavioral pattern of pets. In advanced state, throat is paralyzed, the animal has difficulty swallowing and salivates heavily, bites at anything, is restless especially in the front feet, often experiences paralysis of the hind legs.

Rabid bats simply fall to the ground while alive and present a threat to dogs, cats and bare feet of children until they die.

2. Cat Scratch Fever: Cat scratch fever in man frequently causes abnormal swelling of the wounded area. The wound becomes red and the area will swell several times larger than normal for a wound of that size. Too little is known about this disease and whether the disease can be communicated to another animal by a cat having infected claws. The contaminated cat apparently does not suffer any ill effects from this disease.
3. *Tetanus: (Lockjaw)* is usually associated with punctures of the skin in man from old rusty nails but is found in the feces of man and animals. A dog bite following licking the anus can introduce the spores in man and death has been known to result, if not treated. In animals wound contamination also causes lockjaw and is characterized by local stiffness of the jaw muscles, muscles of the hind legs and rarely muscles in the immediate area of the wound. Spasms develop especially in the head muscles and chewing becomes difficult. The ears become erect and the tail stiff. Walking becomes difficult and the animal assumes a



**Pleasanton Animal Control  
Standard Operating  
Procedures**

Page 45 of 50

Animal Control SOP  
01.11

Reference Standard(s):

Date Approved

Effective Date

Approved by:  
Ronald Sanchez Chief of Police

Reviewed by:  
Captain Johnny Gonzales

sawhorse stance. Temperatures will soar to 110 degrees and death follows.

4. *Insect Bites:* The bite of ticks, fleas and mosquitoes can introduce into man and animals untold diseases and parasites. These introduced agents can infect and severely damage almost any organ of the human or animal body that can culminate in death if not treated or the insect removed.
5. *Tick Infestation:* In addition of loss of blood, ticks are irritating and cause sores and bleeding in an animal. It attempts to rid himself of this pest. Diseases communicated by ticks vary from location and type of tick, however, they all produce varying degrees of anemia in its victim depending upon the number of ticks and the amount of blood lost. Of particular importance and frequently observed is paralysis of dogs caused by one or more ticks found in the head or neck region. This paralysis can result in other animals and man from toxic substances produced by the tick. In addition Rocky Mountain Spotted Fever, Babesiosis and Rickettsiosis are communicated from the tick.
6. *Flea Infestation* is the vector for most animal skin disorders as well as tapeworm and anemia. Highly irritating and in an effort to rid himself of the pests animals will bite and scratch infections. If inadvertently swallowed, a flea or its eggs can cause tapeworm in humans. Children are more susceptible to tapeworms than adults in that they are not as careful as adults about what goes in their mouths.
7. *Flies and Mosquitoes:* Virus and disease spread by flies and mosquitoes like the flea are too numerous to describe each one. However, in animals, the screwworm (larvae of the blowfly and green bottle fly) cause the death of over 25% of livestock that do not reach the market. The wound of a tick or flea bite combined with thousands of eggs deposited by a fly and hatching larvae, a cow can be killed in less than 2 weeks by screwworms. Sleeping Sickness (Encephalomyelitis) in man can be traced from an infected animal to man by the mosquito. There are several varieties of encephalomyelitis that can be communicated to man



**Pleasanton Animal Control  
Standard Operating  
Procedures**

Page 46 of 50

Animal Control SOP  
01.11

Reference Standard(s):

Date Approved

Effective Date

Approved by:  
Ronald Sanchez Chief of Police

Reviewed by:  
Captain Johnny Gonzales

including St. Louis E., Eastern Equine E., Japanese B E., and others. In addition, the mosquito that infects the larger breed of dogs have produced heartworms up to 18 inches in length. In the dog, a general run-down condition is observed with frequent coughing fits from Heartworm while EEE in horses produces a condition similar to drunkenness, swollen knees, runs in circles, jumps and falls.

E. Respiratory Diseases - Those diseases that can be communicated by breathing the causal agent.

1. *Cryptococcoses*: A fungus found in dust, soil and manure that once inhaled will produce a variety of central nervous system disorders in man and animals. A weak and run-down condition including a wasting away appearance with deep open non-healing abscesses that ooze a jelly-like pus. The open wound of an animal may be a source of infection by direct contact; however, it is better to destroy the animal rather than risk infection of other animals and/or man.
2. *Psittacosis*: Parrot Fever can be contacted by breathing the dust or direct contact with fecal matter of infected birds of the parrot family. The bird will have a general run-down condition with fuzzy feathers, with frequent coughing and sneezing and a runny diarrhea. In man, the disease symptoms are similar; however, in advanced stages man will suffer damage to the heart valves. Birds that can infected include parrots, parakeets, mynah birds, pigeons, cockatoos, and macaws.
3. *Histoplasmosis* is the most common fungus infection in man and dogs in North America. The fungus thrives best in high nitrogen soils and can be communicated by breathing only. The disease is characterized by lesions of the respiratory tract, swelling of the lymph nodes of the throat region, bloody diarrhea with a deep cough. The dog will have a high fever and a general run-down condition.



**Pleasanton Animal Control  
Standard Operating  
Procedures**

Page 47 of 50

Animal Control SOP  
01.11

Reference Standard(s):

Date Approved

Effective Date

Approved by:  
Ronald Sanchez Chief of Police

Reviewed by:  
Captain Johnny Gonzales

4. *Listeriosis (Circling Disease)* is found in most and can be communicated to man by breathing contaminated dust or by getting contaminated dust in the eyes especially around hay stacks and silos. In the United States, this disease is found in the winter months. It attacks the central nervous system. Infected animals seek isolation from other animals and seek corners or leans against posts, fences or trees. When walking it moves in circles in one direction. The ears droop and facial muscles twitch. There will be a heavy nasal discharge and salivation. The front legs will not function as readily as the hind legs and cattle will be observed with their front legs spread for better support.
5. *Blastomycosis* is caused by a fungus that infects dogs, horses, and man and is characterized by granular inflammation or lesions of the skin, lungs, and other organs of the body. The animal will become inactive and depressed and lose weight. Respiration becomes difficult and a nasal discharge is accompanied by a frequent cough. Nodules and abscesses will almost always affect the lungs and sometimes will appear almost any place on the skin. Chronic diarrhea results when the digestive tract is infected.
6. *Coccidioidomycosis* is caused by a fungus that thrives in low elevations soils of the south western part of the U.S. Cattle and dogs as well as man are most affected by this disease. Characterized by coughing with high fever and steady weight loss even though appetite may remain good. A general run-down and listless condition with heavy diarrhea. In later stages, lameness or stiffness of the joints are accompanied by skin disorders from abscesses to ulcers that do not heal.
7. *Toxoplasmosis*: A protozoan parasite that when inhaled by man or in animals, inhaled or transferred to the litter before birth by an infected female. An infected dog or cat in the house usually infects people in the house. Characterized by a weakening and wasting away of the animal with fever, shaking uncoordinated movement, paralysis and a bad temper. There may be red spots resembling measles on the stomach and inner thighs that develop





**Pleasanton Animal Control  
Standard Operating  
Procedures**

Page 48 of 50

Animal Control SOP  
01.11

Reference Standard(s):

Date Approved

Effective Date

Approved by:  
Ronald Sanchez Chief of Police

Reviewed by:  
Captain Johnny Gonzales

into lesions. Coughing and vomiting usually result in highly inflamed respiratory system. There is a high mortality rate in the newborn animals.

F. *Ingestion:* Those diseases that can be communicated from animal to animal or to man by accidental or intentional introduction into the mouth and digestive system. Most of those diseases can also be communicated to man by handling a contaminated animal, an open sore on the hands, arms or of the body that the animal, dead or alive, come in contact with can be a communication.

1. *Actinomycosis:* In cattle, horses, pigs and dogs. Characterized by swelling around the jawbone and other bones of the head with abscesses and lesions of the neck, legs and underbelly that exude a yellow granular pus. Open wounds and contaminated fresh meat are the primary means of communicating actinomycosis to man.
2. *Tularemia:* Found in almost all animals and man, infection appears most frequently from rabbits. No outward symptoms appear in the animal except a rapid deterioration. Death may result in less than one to 15 days after exposure. If in cleaning or dressing an animal the lymph nodes, spleen, lungs and liver will have small white or grayish yellow patches. The disease is suspected of being communicated by all methods including inhalation, however eating uncooked or inadequately cooked meat or handling contaminated meat especially with an open wound are two positive means of communication to man. Meat cooked at 200 degrees for ten minutes is usually adequate to kill the organism, however, large pieces of meat may not reach killing temperature in the center. Rare meat eaters should take cautions if eating while game or meat not sold through inspected markets.
3. *Trichinosis:* Found in most carnivorous (meat eating) animals including man. Communication to man most frequently comes from pigs; especially those being fed raw garbage and where rats have been found. Most times the disease will not kill the pig and



**Pleasanton Animal Control  
Standard Operating  
Procedures**

Page 49 of 50

Animal Control SOP  
01.11

Reference Standard(s):

Date Approved

Effective Date

Approved by:  
Ronald Sanchez Chief of Police

Reviewed by:  
Captain Johnny Gonzales

an infected pig will be slaughtered and pass meat inspection without detection. If symptoms develop (as often is the case in man) almost immediately after exposure (eating contaminated meat) stomach pains, heavy diarrhea, nausea and vomiting and a mild fever. Later stages include slight fever, tender and swollen muscles with muscles of the respiratory and digestive tracts extremely painful.

4. *Botulism:* A toxin present in improperly (unsterile) prepared food. Healthy animals may be infected in the intestinal tract until the animal dies or is slaughtered and through careless handling the carcass (meat) can be contaminated. It is highly infectious in chickens and waterfowl. Pigs, dogs and cats are not as susceptible as horses and cows to this disease. In horses and cows, symptoms are difficulty in chewing and swallowing, paralysis of major muscles and limbs, reduced or disturbed vision. In fowl, paralysis of the neck, wings and legs is often seen and give rise to the local name of limbs neck chickens. The organism has been found in hay and silage especially where rats were present and communicated to man by consumption or ill-prepared food – especially canned food.
5. *Anthrax:* Infected all animals to some degree and is communicated to man by consuming contaminated meat. In animals, after a period of excitement, they appear depressed with rapid heartbeat and labored breathing with staggering and convulsions. The respiratory and digestive tracts are highly inflamed with lesions and blood may ooze from the nose and anus. Bloody diarrhea with swelling of the neck region and stomach is present. In horses, dogs and pigs, lesions may appear on the tongue as well as the mouth, throat and tonsils.
6. *Distemper:* The most common of the infectious diseases which plague our nation's dogs. It is caused by a virus and it is a very highly contagious disease. The infection is airborne (like a cold) and can be spread on contaminated dishes, bedding, shoes and clothing because the virus is present in urine, saliva and eye and



**Pleasanton Animal Control  
Standard Operating  
Procedures**

Page 50 of 50

Animal Control SOP  
01.11

Reference Standard(s):

Date Approved

Effective Date

Approved by:  
Ronald Sanchez Chief of Police

Reviewed by:  
Captain Johnny Gonzales

nasal discharge of infected dogs. Once contaminated, articles or premises remain dangerous for a considerable time unless thoroughly cleaned and disinfected. Because it is so prevalent, it usually is a disease of young animals, although an old animal never before exposed could contract the disease just as easily. A dog that has suffered the disease and recovered possesses a life-long immunity. The incubation period may run from several days to fourteen days, although it may vary. Symptoms are extremely varied because the disease may attack any system in the body. Generally, a distemper-sick pup acts sleepy and doxy, and acts as if he has a "cold." He will not eat well, have runny nose and eyes and often a slight cough. He will have a fever and may also have diarrhea and vomit occasionally. Some animals apparently recover from this stage but fourteen to thirty days afterwards develop convulsions or fits; they lie on their sides and thrash legs, champ their jaws and salivate profusely. This is a most serious development and indicated that the virus has invaded the nervous system. Prognosis is apt to be poor because, while many of the animals survive, they may be left mentally retarded, paralyzed or they may have a permanent muscle twitch (called chorea). Some dogs make a perfect recovery; however, curiously, most dogs that have the nervous type of infection eat ravenously. This is no cause for optimism however.

7. *Infectious Hepatitis:* Like distemper, hepatitis is caused by a virus and it is highly contagious. Unlike distemper, it is not airborne. It is easily transmitted by direct contact through infected dogs or articles contaminated with urine or saliva. Recovered animals may shed the virus in their urine for long periods of time even though the "carrier" appears normal and healthy. If a pup gets distemper and hepatitis together, he will not usually survive. Hepatitis is a very acute disease characterized by sudden onset, high fever and very marked depression. Affected pups may vomit, have sore throats and grunt with pain when picked up under the chest. This disease is often difficult to differentiate from distemper. Hepatitis in dogs affects primarily the liver and blood



**Pleasanton Animal Control  
Standard Operating  
Procedures**

Page 51 of 50

Animal Control SOP  
01.11

Reference Standard(s):

Date Approved

Effective Date

Approved by:  
Ronald Sanchez Chief of Police

Reviewed by:  
Captain Johnny Gonzales

vessels. Because it is such an acute condition, dogs may appear normal in the morning and be dead by nightfall.

8. *Leptospirosis:* This disease in dogs is caused by spirochete-like organisms that are also present in other animals (rats) and can be transmitted to man. These spirochete-like organisms are called *Leptospira Canicola* and *Leptospira Icterohaemorrhagiae* and they attack primarily the dog's kidneys. The organisms may be spread in the urine of infected animals and one form of the disease is spread by contamination with rat urine. There is a larger percentage of males affected than of females. This is probably due to the males inquisitive sniffing habits which cause him to be exposed to infected urine. Unless the dog is properly treated, the urine of the recovered animal spreads the *Leptospira* for many months. Damage done to the kidney by this disease may again trouble the animal during old age when kidney function becomes less efficient.
9. *Convulsions:* This symptom is very startling and rather awesome. Our first reaction is sympathy for the poor dog having the convulsion; however, if the animal has already fallen down and is not apt to become tangled in furniture, fall down the stairs or otherwise injure himself, the best course is to leave him alone. The convulsion will soon pass and the dog can easily be handled. If the animal is in a situation where he may injure himself, it may be advisable to hold him down. If this is done, be careful to keep the fingers away from his mouth as severe bite wounds may result. During convulsions the dog will not be vicious or attempt to attack you. He is too busy with troubles of his own and usually oblivious to what is going on about him. Convulsions are most commonly caused by a virus infection of the brain – especially distemper; however, other irritating factors may be influencing the condition. Ear infections, parasite infestations, epilepsy, etc., may also be involved. Do not worm dogs that have convulsions. This may be exactly the wrong thing to do and may even cause the animal's death.



**Pleasanton Animal Control  
Standard Operating  
Procedures**

Page 52 of 50

Animal Control SOP  
01.11

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10. *Poisons:* Unfortunately most dogs wolf their food down without regard to taste or smell – especially if they have been taught by their owner to jump and catch food thrown to them. It is also possible for a person to conceal a poison inside meat, bread or dog food and the dog swallows this hand-out without being able to smell or taste this position. Insecticides sprayed on a yard that a cat walks in and subsequently licks and grooms itself can make the cat violently ill or if not kill it. Livestock can suffer the same fate if fertilizers and insecticides contaminate the drinking water, range or salt licks. Raccoons, opossum and other wildlife suffer from insecticide poisoning following county and city mosquito control spray operations. If hungry enough, any animal will eat contaminated food without regard for its own safety.