

Request for

Competitive Sealed Proposal

TAC -1202 Addendum 3

Animal Shelter Operations

NIGP Commodity Code(s):

962-06-00 Animal Care, Animal Health, Animal Shelter, Animal Production (Breeding), Animal Training Services, etc. (Including Pet Services, All Types)

962-10-00 Animal Trapping Services

962-25-00 Disposal and Removal, Dead Animals

Submit proposals (sealed) to:

Deputy City Clerk

City of Tulsa

175 E. 2ND St.

Suite 260

Tulsa, OK 74103



CITY OF
Tulsa
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ATTACHMENTS FOLLOW THE SOLICITATION

Issued March 25, 2020

Addendum #3

Please note the following changes which have been made for clarification to this Invitation for Sealed Bid. **This addendum must be listed as Addendum #3 on Form #6 Acknowledgment of Receipt of Addenda/Amendments** of the bid package as verification that you have received and are aware of the information contained herein.

CHANGES/QUESTIONS/CLARIFICATION:

CHANGE:

1. The due date for submitting a proposal has been extended to Wednesday, April 08, 2020.
2. The direction for recording Addendum #2 was corrected to:
"This addendum must be listed as Addendum #2 on Form #6 Acknowledgment of Receipt of Addenda/Amendments . . ."

Issued March 12, 2020

Addendum #2

Please note the following changes which have been made for clarification to this Invitation for Sealed Bid. **This addendum must be listed as Addendum #2 on Form #6 Acknowledgment of Receipt of Addenda/Amendments** of the bid package as verification that you have received and are aware of the information contained herein.

CHANGES/QUESTIONS/CLARIFICATION:

CHANGE:

Answers for questions 37 and 38 were unclear or incorrect as published in Addendum 1 and have been corrected as given here.

QUESTIONS/CLARIFICATION:

37. Question: Will the Management Organization (MO) keep administration fees for (pet) licensing?

Response: Pet licensing fees are currently collected by the City's Finance Department; however, the subject of facilities generated revenue may be negotiated.

38. Question: Is (pet) licensing a function of Animal Control Operations?

Response: Animal Control Operations i.e., ACO field services, do not currently issue pet licenses. At this time, pet licensing along with business licensing is managed by the City's Finance Department. Pet licenses may be purchased at the shelter or at City Hall.

Issued March 11, 2020

Addendum #1

Please note the following changes which have been made for clarification to this Invitation for Sealed Bid. **This addendum must be listed as Addendum #1 on Form #6 Acknowledgment of Receipt of Addenda/Amendments** of the bid package as verification that you have received and are aware of the information contained herein.

CHANGES/QUESTIONS/CLARIFICATION:

CHANGE:

1. The last day to submit a proposal has been extended to **Wednesday, April 01, 2020**
2. The fourth bullet point under section 3 Context has been changed.

Received \$132,000 of specific use grant funding from Watershed Animal Fund, enabling the City to microchip every animal released by TAW and to hire a Community Outreach & Volunteer Coordinator and a Pet Diversion Specialist/Hotline Coordinator. This was part of a \$715,000 grant given to The Coalition for Tulsa Pets.

QUESTIONS/CLARIFICATION:

1. **Question: There is a requirement that facilities be ADA compliant. Is the building currently in compliance**

Response: The Animal Shelter was evaluated and addressed in conjunction with a 2013 ADA Self-Evaluation and Transition Plan Update ([see https://www.cityoftulsa.org/media/1198/2013-adaupdate.pdf](https://www.cityoftulsa.org/media/1198/2013-adaupdate.pdf)). The report specific to the Animal Shelter is attached. Substantial renovation or construction would likely result in additional compliance requirements, which would be factored into the costs of construction.

2. **Question: Can I please have a breakdown of intake numbers by species and also by type (owner surrender, stray, seized, etc.)**

Response: - See Attachment A

3. **Question: Can I have a breakdown of what owner surrenders were classified as (unhealthy/untreatable, treatable-manageable, treatable-rehabilitatable, or healthy)?**

Response: Currently, that information is not recorded at intake and is unavailable.

4. **Question: Can you provide the official live release rate?**

Response: See Attachment A

5. **Question: Under Medical Services, #6 on page 7 it talks about medical staff meeting certification and/or licensing requirements. Does it also dictate what staff is needed? For example, do you have to have licensed vet techs or is it just saying if you have them they need to meet requirements?**

Response: The Request for CSP does not specify what staff is needed. To the extent medical staff is required to meet the objectives, they must meet applicable licensing and certification requirements.

6. **Question: Under heading "F" – Public Services, #4 on page 8 – Can you provide more information on what you are looking for with the customer satisfaction survey? Is this something you anticipate people filling out**

onsite, online, both, direct mail outreach?

Response: An operator would have flexibility to design customer feedback tools that meet the objectives of capturing the voice of the customer to inform continuous improvements.

7. **Question: Under heading “F” – Public Services, #5 on page 8 – It says develop and implement a plan to achieve 80% or higher for all animals. By when do you expect to hit 80%? Year one? Year two?**

Response: There is no specific target date. An operator would have flexibility to develop an ambitious, but realistic, plan and timetable.

8. **Question: Under heading “F” – Public Services, #6 on page 8 For licensing, will the payment processor have to be city approved?**

Response: Treasury staff would consider this as an operational agreement similar to ASM Global managing the BOK and Cox Convention Centers, Billy Casper Golf managing municipal golf courses, etc., in which the third-party management companies have their own processing agreements, which do not require City Approval. Those management companies do, however, maintain separate bank accounts with BOK, in which revenues are deposited and from which operations are funded. The structure of this arrangement is part of the City’s overall “family” of accounts that our Finance group would also have access to and general oversight of.

9. **Question: Under heading “F” – Public Services, #11 on page 8 – The initial response to a complaint must occur within 24 hours – can that initial response be automated?**

Response: - When Tulsa Animal Welfare (TAW) receives an inquiry via telephone or KANA System, the initial response is provided by our Dispatchers. The citizen is either answered immediately by the Dispatcher or an Animal Control Officer (ACO) is dispatched to respond in person the same day. If an ACO is dispatched, the call is entered in Chameleon where it is time-stamped, recording time of dispatched, arrival, and cleared. KANA System calls receive a response on the KANA System. Emailed inquiries are forwarded to the appropriate person for same day response. With regard to shelter-specific communications, an operator would have flexibility to design responsive customer feedback protocols that meet the objectives of responsiveness and transparency.

10. **Question: Under heading “F” – Public Services, #12 on page 8 – If low cost spay neuter is available to the public on a daily basis, does there still need to be spay/neuter assistance vouchers through periodic campaigns?**

Response: An operator would have flexibility to provide services and designing programs that meet the objectives of supporting no- and low-cost spaying and neutering, and thereby reducing the unwanted animal population and shelter intake. The City recognizes that vouchers may not be the only, or even most effective, means of accomplishing the objectives.

11. **Question: Under heading “G” – Administrative Services, #4 on page 9 – Can you provide the current Continuity of Operations Plan?**

Response: - See Attachment B

12. **Question: Pg. 10 – project schedule – clarification – does this mean when managing agency could take over?**

Response: Correct. If the Respondent anticipates a transition period or phased assumption of management responsibilities, those should be noted as well.

13. Question: Would managing agency be responsible for collecting fees associated with enforcement – such as impounds/return to owner fees? And would those fees be payable to the city or to managing agency?

Response: Yes, and it is anticipated that a contract with a private operator will provide that fees collected by the operator will support shelter operations. Fees would be subject to Animal Welfare Commission recommendation and City Council approval.

14. Question: Things like trap rentals – are those-sort of supplemental services required and how much room is there for us to design & decide what those look like?

Response: The City is looking for a well-rounded animal shelter operation and comprehensive animal welfare system. An operator would have flexibility to design specific approaches and components, in close coordination with the City's field services personnel.

15. Question: Same question for adoption and volunteering policies – design and implementation negotiable or prescribed?

Response: Similarly, an operator would have flexibility to design specific approaches and components of shelter operations, in close coordination with the City and grant funders.

16. Question: Kennel staff includes ACO positions- those are not excluded. What is the difference between them and field ACO's? Can I see job descriptions?

Response: - See Attachment C

17. Question: Budget – can I get a budget with actuals included? Can we get more detail on budget line items – “other services”, “consulting services” for example.

Response: - See Attachment D

18. Question: Clarification – Field Services/Investigations – not part of what a managing agency is responsible for, but the housing and observation of animals picked up by them is?

Response: Correct, as well as close coordination and physical space for field service operations.

19. Question: Why is TAW currently only doing 15 surgeries per day?

Response: - Currently, TAW only has one Vet Tech to help in surgery. While TAW only schedules 14 surgeries per day, other surgeries are typically added, which allows at least 16-18 surgeries completed per day. The existing workload of the Veterinarian includes but is not limited to caring for sick and injured animals, evaluating the in-house population, treating fosters and taking care of administrative tasks to help the surgery tech to do more. When TAW had a second Registered Vet Tech it was scheduling 20-22 and completing about 25.

20. Question: What are the current staff position salary ranges and compensation packages?

Response: - See Attachment E

21. Question: Are retirement accounts or other incentives currently available to staff?

Response: Current employee benefits are described on the Human Resources page of [the City web site](https://www.cityoftulsa.org/government/departments/human-resources/employment/employee-benefits/).
<https://www.cityoftulsa.org/government/departments/human-resources/employment/employee-benefits/>

22. Question: Which party is responsible for:

a. Building and grounds maintenance and/or improvement?

Response: An operator would be responsible for day-to-day building and grounds maintenance and basic improvements that are 'operational' in nature. The City would be responsible for larger capital expenditures, such as new roofs, HVAC systems, etc., subject to appropriations. Defining the distinction between the two would be a subject of a management agreement.

b. For electric, utilities, waste removal, IT and any additional systems, accounts and related fees?

Response: An operator would be responsible for these costs.

23. Question: Will the City ensure that the existing or any new building meets all City, State, and Federal codes for staff, public, and handicap access and use?

Response: Facilities constructed in whole or part with City funds (and facilities constructed in the city, generally) must be code compliant. The costs of compliance would be a part of the project budget.

24. Question: What is process for submitting change of protocol or system, such as this?

Response: It can be addressed in a management agreement or in coordination with the City's designated contract administrator.

25. Question: Are fees collected for adoptions and animal reclamation kept by the provider?

Response: It is anticipated that a management agreement with a private operator would provide that fees collected by the operator will support shelter operations. Fees may be subject to Animal Welfare Commission recommendation and City Council approval.

26. Question: What is the City's stance on no-kill sheltering and building toward a No-Kill community as called for by its constituents?

Response: It is a goal to improve the live release rate for animals that come into the City's animal welfare system. Ultimately, the City's goal is to reach a 90% plus live-release rate, which is considered industry standard. The City has other goals as well, such as ensuring that neighborhoods are safe from loose and dangerous animals. We must make progress on both, and neither can be pursued in a vacuum.

27. Question: Are there State or City requirements for vaccination or basic veterinary care for animals upon entry to a shelter facility?

Response: Shelter facilities operated on behalf of a municipality are governed by regulations promulgated by the Oklahoma Department of Agriculture, Food & Forestry. <https://www.oda.state.ok.us/pets/petbreederslawrules.pdf>. Animals are addressed in Title 2 of Tulsa's Revised Ordinances, as it may be amended from time-to-time.

https://library.municode.com/ok/tulsa/codes/code_of_ordinances?nodeId=CD_ORD_TIT2AN.

- 28. Question: How does the City and Commission view Return-To-Field programming, for cats not suitable for adoption, a proven and pivotal program when any community is aspiring to reach No-Kill?**
Response: This is a subject of ongoing public debate and discussion with the Animal Welfare Commission. It will be addressed publicly, as a legislative matter, not through a shelter management contract.
- 29. Question: Are there any regulations or ordinances that would be prohibitive to Return-To-Field practices?**
Response: Animals are addressed in Title 2 of Tulsa's Revised Ordinances, as it may be amended from time-to-time.
https://library.municode.com/ok/tulsa/codes/code_of_ordinances?nodeId=CD_ORD_TIT2AN.
- 30. Question: What is the status of The City's animal ordinances?**
Response: Animal ordinances are under revision on which the MO must work with our commission to complete the update and maintain.
- 31. Question: Are drafts of the new and revised animal ordinances available for distribution?**
Response: We will distribute the draft ordinances if available before the addendum is issued.
- 32. Question: Are animals to be owner surrendered to be received into the shelter immediately?
Or is the Coordinator able to attempt to keep families and their pets together by providing educational resources and other information?**
Response: Appropriate diversion is allowed and encouraged, as long as it is genuinely effective and does not result in increased abandonment, cruelty, or neglect. The operator will not be able to refuse a surrendered animal if diversion or retention efforts are unsuccessful.
- 33. Question: Regarding the recent \$715,000 grant from Watershed Animal Fund: How long is the grant funding for Community Outreach & Volunteer Coordinator and a Pet Diversion Specialist/Hotline Coordinator positions?**
Response: To clarify, \$715,000 refers to grant funding to The Coalition for Tulsa Pets, which includes Tulsa Animal Welfare as well as SPACA and the Humane Society of Tulsa. The City of Tulsa's portion of that amount is \$132,000. The grant agreement is attached.
- 34. Question: Of the 10,807 animals is there a break out detailing the number of wildlife and/or livestock and/or exotic animals?**
Response: - See Attachment A
- 35. Question: Can shelter statistics for the past three years be provided to include an animal "intake type" break out (Owner surrender, stray, etc.); outcome type break-out?**
Response: - See Attachment A
- 36. Question: Is the City open to a three-year contract, with a two-year renewal clause to be triggered upon the third year of contracted services?**
Response: Art. 10 § 26 of the Oklahoma Constitution provides that no

municipality shall be allowed to become indebted, in any manner, or for any purpose, to an amount exceeding, in any year, the income and revenue provided for the year without assent of three-fifths of the voters. In other words, the City cannot legally obligate funds now for future years, which is the origin of the requirement for annual renewals. We can define terms that will carry forward and provide for a relatively simple renewal process, but we cannot commit funds for multiple years. If there is a commitment of significant private investment in shelter facilities, the City would consider the possibility of a lease of the facilities and grounds, which might address some of the same concerns.

37. Question: Will the Management Organization (MO) keep administration fees for (pet) licensing?

Response: Pet licensing fees are currently collected by the City's Finance Department; however, the subject of facilities generated revenue may be negotiated.

38. Question: Is (pet) licensing a function of Animal Control Operations?

Response: Animal Control Operations i.e., ACO field services, do not currently issue pet licenses. At this time, pet licensing along with business licensing is managed by the City's Finance Department. Pet licenses may be purchased at the shelter or at City Hall.

39. Question: Is the MO required to maintain license records?

Response: Yes, the current system is Chameleon Software Products which may be maintained or replaced.

40. Question: Is the use of Chameleon software mandatory or preferred?

Response: Neither. An operator would have flexibility to implement and manage a system that best accomplishes the goals of a well-run shelter and animal welfare system. An ability to capture and retain legacy data currently in Chameleon would be preferred. Any new system must be accessible and functional for field personnel as well.

41. Question: What amount of revenue is generated from pet licensing?

Response: The approximate number of annual licenses is 5,000 at \$5.00 each.

42. Question: Will the MO be responsible for canvassing neighborhoods which experience pervasive animal control reports?

Response: No.

43. Question: Should the MO be ready to assume operation on July 1, 2020?

Response: While starting in July seems a little optimistic, it is possible

44. Question: Does the City have overpopulation ordinances such as Trap-Neuter-Return (TNR)?

Response: The City does not have an ordinance which mandates TNR.

45. Question: Will the MO be responsible for disposal of large animal disposal?

Response: No, the disposal responsibilities will be limited to those animals from the shelter and Animal Control operations.

46. Question: Is operation of a Public Information Call Center within the scope of work?

Response: The center has not been created but is expected within a year

- 47. Question: Will the Animal Shelter MO be required to respond to open records requests?**
Response: Records kept in the facility are subject to open records requests; the MO is required to designate a records custodian who will receive and respond to requests.
- 48. Question: How many volunteers currently support the shelter?**
Response: There are approximately 33 volunteer that donate time to daily operation and another 80 who foster parent adoptable animals.
- 49. Question: Is the MO required for coordinating volunteers?**
Response: Yes
- 50. Question: Will the City maintain the facility and repair the facility during the agreement period?**
Response: The MO is responsible for operational repairs.
- 51. Question: Will all of the equipment stay with the shelter?**
Response: Generally, all equipment with the exception of that which is proved under lease or through a restricted Grant. A Shelter status and inventory will be conducted and furnished as part of the agreement.
- 52. Question: Is use of the security system required?**
Response: Yes, the MO must keep the building secure at all times and must maintain or improve current level of security.
- 53. Question: Will dispatch of Animal Control ACO field personnel remain at the shelter?**
Response: No. The dispatch function remains with the City.
- 54. Question: Will workspace for ACO personnel be required at the shelter?**
Response: Yes. Accommodation for vehicles and personnel is required.
- 55. Question: Will the building be leased to the MO?**
Response: No. The building will remain City of Tulsa property, but its use will be given to the MO under terms of the operation agreement.
- 56. Question: What provisions has the City made for building repairs?**
Response: There are \$4.8 million in funds allocated to improve the shelter and while there are immediate needs we must maximize the investment.
- 57. Question: Are there any plans in process to increase parking capacity?**
Response: The City owns most of the land south of the facility. It is possible to make additional parking available.
- 58. Question: Has the City requested an assessment of current shelter management from an outside agency?**
Response: Yes, Humane Society of the United States (HSUS) provided an assessment in 2008 and University of Wisconsin-School of Veterinary Medicine made an assessment in 2019.

I. STATEMENT OF PURPOSE:

With this Competitive Sealed Proposal (CSP) request, the City of Tulsa (City) seeks one or more community partners to operate some, or all, of the City's Animal Welfare System.

Partner proposals will be evaluated and compared to a City Team proposal for improved performance, in a managed competition framework.

II. INSTRUCTIONS FOR SUBMITTING A PROPOSAL:

A. General Requirements

1. The proposal **must** be received by **5:00 p.m. on Wednesday, April 08, 2020, Central Daylight Time**. Proposals must be sealed in an envelope or box clearly labeled "**TAC1202 Animal Shelter Operations**".

Proposals arriving late will be returned unopened.

2. Proposals must be delivered sealed to:

**Deputy City Clerk
City of Tulsa
175 E. 2nd St.
Suite 260
Tulsa, OK 74103**

3. All interested Respondents (Sellers) are required to register with the Buyer, in order to receive updates, addenda or any additional information required. The City is not responsible for any failure to register.
4. Inquiries to the Buyer requesting clarification regarding this CSP request or the content herein must be made via e-mail and must be received prior to the end of the business day on **March 2, 2020**.

Terry Thomas, Senior Buyer
tthomas@cityoftulsa.org

Any questions regarding this CSP request will be handled as promptly and as directly as possible. If a question requires only clarification of CSP request instructions or specifications, it will be handled via e-mail, or verbally. If any question results in material changes or additions to the CSP request, those changes or additions will be forwarded to all registered Respondents as quickly as possible by addendum.

5. Respondents shall designate a contact person, with appropriate contact information, to address any questions concerning a proposal. Respondents shall also state the name and title of individuals who will make final decisions regarding contractual commitments and have legal authority to execute a contract on the Respondent's behalf.
6. Proposals will be opened on the morning after the due date, at 8:30am, at the:

**Standards, Specifications, and Awards Committee Meeting
175 East 2nd Street, 2nd Floor
City Council Chamber**

7. Mandatory Pre-proposal Meeting: Attending one of the two pre-proposal meetings is required for a response to be considered for award.

The meetings will be held at the City of Tulsa Animal Shelter, 3031 N Erie Ave, Tulsa, Oklahoma 74115

The meetings are scheduled for:

Wednesday, February 26, 2020, at 10:30 AM Central Standard Time and,

Monday, March 02, 2020, at 1:30 PM Central Standard Time.

B. General Notifications

1. With this Competitive Sealed Proposal request, the City reserves the right to do the following:
 - a. To conduct oral or written discussions with Respondents, after proposals are received, concerning technical and Price aspects of the proposals and/or to allow Respondents to revise their proposals, including Price;
 - b. To evaluate, after proposals are received, the relative abilities of Respondents to perform, including their technical or professional experience and/or expertise;
 - c. To conduct a comparative evaluation, after proposals are received, of the differing Price, service, quality, contractual factors, technical content and/or technical and performance capability of the proposals;
 - d. To negotiate mutually agreeable terms, except for price, in a contract;
2. The City of Tulsa notifies all possible Respondents that no person shall be excluded from participation in, denied any benefits of, or otherwise discriminated against in connection with the award and performance of any contract on the basis of race, religious creed, color, national origin, ancestry, physical disability, sex, age, ethnicity, or on any other basis prohibited by law.
3. All Respondents shall comply with all applicable laws regarding equal employment opportunity and nondiscrimination.
4. All Respondents shall comply with the Americans with Disabilities Act (ADA) and all proposals and any subsequent contract shall include the following statement:

“Contractor shall take the necessary actions to ensure its operations in performance of this contract and its

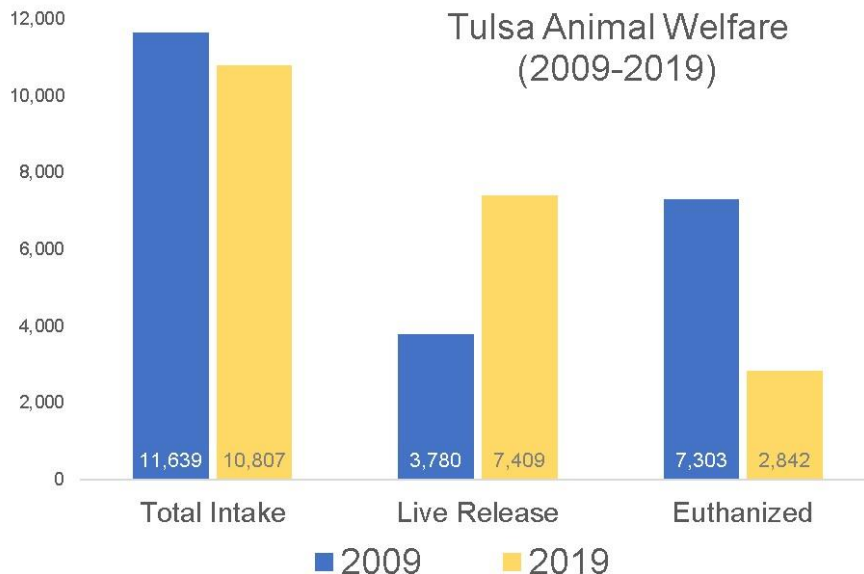
employment practices are in compliance with the requirements of the Americans with Disabilities Act.”

It is understood that the program of the Respondent is not a program or activity of the City of Tulsa. The Respondent agrees that its program or activity will comply with the requirements of the ADA. Any costs of such compliance will be the responsibility of the Respondent. Under no circumstances will the Respondent conduct any activity which it deems to not be in compliance with the ADA.

5. Although it is the City’s intent to choose only the most qualified Respondents to interview, the City reserves the right to choose any number of qualified finalists for interview and/or final selection.
6. This Competitive Sealed Proposal request does not commit the City of Tulsa to pay any costs incurred in the submission of a proposal or the costs incurred in making necessary studies and designs for preparation thereof, or contract for service or supplies.

III. CONTEXT:

The City of Tulsa’s animal welfare system operates under considerable legal, financial, and practical constraints. Notwithstanding these limitations, the City – along with numerous community partners – has made strides over the last decade to transform our outmoded system of animal *control* to a more modern system of animal *welfare*.



Intakes at the shelter and euthanasia rates are down, and live releases are up.¹

¹ Intake includes domestic pets and wildlife from City of Tulsa and Tulsa County Sheriff’s Office. Live release includes return to owner, adoption, release to rescues and other agencies, release to habitat/wildlife.

In 2018 the City re-committed to an aggressive program of investment and improvement. Just in 2019, the City:

- Increased the Tulsa Animal Welfare (TAW) budget by 36%.
- Added 12 new field and shelter positions, with vehicles and equipment.
- Expanded shelter and field service hours.
- Received \$132,000 of specific use grant funding from Watershed Animal Fund, enabling the City to microchip every animal released by TAW and to hire a Community Outreach & Volunteer Coordinator and a Pet Diversion Specialist/Hotline Coordinator. This was part of a \$715,000 grant given to the Coalition for Tulsa Pets.
- Formalized partnerships with the Coalition for Tulsa Pets and Pawsitively Tulsa.
- Created and appointed an Animal Welfare Commission, to provide advice and advocacy to improve the City's animal welfare system.
- Presented comprehensive draft Animal Welfare ordinance amendments for public comment and Commission recommendations.
- Approved an additional \$2.1 million for shelter improvements, adding to approximately \$2.7 million allocated and available from the first Improve Our Tulsa program.

While we pursue continuous improvement, challenges persist, namely that we are still not doing enough:

- To maintain safe and sanitary conditions at the shelter.
- To establish and follow consistent protocols.
- To enforce and facilitate spaying and neutering.
- To enforce animal cruelty laws.
- To enforce pet licensing and to encourage responsible pet ownership.
- To change public attitudes and behaviors regarding irresponsible breeding and intact animals.
- To control loose and dangerous animals.

We have an obligation to maintain high expectations and to subject our operations to regular scrutiny. We must also be open to the possibility that there are better ways to approach this important work, internally and/or working with community partners.

IV. SCOPE OF WORK:

The City of Tulsa requires a full range of animal welfare and related services ("Animal Services"), including animal safety and welfare services, shelter management, medical care, spay and neuter services, adoptions, and public education within the city of Tulsa.

Animal Services include, but are not limited to the following:

A. Coordination with City Personnel and the Animal Welfare Commission

Effective shelter operations depend on close working relationships with field personnel and other City staff, and field personnel cannot do their work effectively without the direct support of animal shelter management.

1. Respondent will coordinate with a designated City Contract Manager on issues of applicable City policy and interpretation of the management agreement.
2. Respondent will work closely with City personnel, including the Tulsa Police Department, Legal Department, Working In Neighborhoods, and Municipal Court, to ensure compliance with and enforcement of federal, state, and local laws.
3. Respondent will coordinate with and support City of Tulsa animal control field personnel, who will maintain responsibilities for field services, including but not limited to law enforcement, emergency dispatch, and patrol response to animal injuries, rescues, bites, impound, bite quarantines, dangerous animal notices or designations, public nuisance animals, investigation and prosecution of animal cruelty, abuse or neglect cases, animal evacuation during emergencies or disasters, and reporting and coordination with other local, state and national agencies.
 - i. Respondent will hold animals, including dead animals, as needed for cruelty and abuse cases.
 - ii. A shelter veterinarian may make initial determinations of cruelty or abuse to initiate and support investigations.
 - iii. Respondent will provide physical space for field services personnel to park vehicles, transfer animals, dispatch calls, complete and file reports, and interact with shelter staff.
4. Respondent will support the work of the City of Tulsa Animal Welfare Commission and provide data, reports, and staff support as requested.

B. Facilities Development and Expansion

Inadequate facilities are at the heart of many of the challenges of the City's animal welfare system. Significant emphasis will be placed on the demonstrated ability of the Respondent to optimize and leverage approximately \$4.8 million in public funds approved by voters for expansion and improvement of animal welfare facilities. Creative ideas and approaches to maximize the impact of the public's investment are encouraged.

1. At a minimum, Respondent will work closely with Engineering Services and other City staff and City contractors to plan, design, and implement the rehabilitation and expansion of animal shelter facilities.

C. Maintenance and Enhancement of Professional Relationships

Respondent will maintain and enhance cooperative and mutually beneficial working relationships with other agencies, rescue organizations, non-profit animal services organizations, philanthropic foundations, and volunteers.

D. Shelter Services

The City's animal shelter is a highly visible aspect of City government. It must be clean and welcoming, emphasizing excellent customer service and responsiveness to constituent concerns. Shelter services include, but are not limited to, the intake of stray, injured or lost animals, inventory management, owner relinquishments, euthanasia, animal sheltering, feeding, cleaning, grooming, foster care, animal enrichment activities, and coordination with other local, state, and national agencies.

1. Respondent will meet and remain in good standing with all licensing and inspection requirements pertaining to Animal Shelters. See Commercial Pet Breeders and Animal Shelter Law and Rules published by the Oklahoma Department of Agriculture, Food, and Forestry Office of General Counsel.
2. Respondent will provide shelter and care for all stray and unwanted animals, including livestock and wildlife, 24 hours a day, 7 days a week, with public service hours designed to benefit the public and facilitate the services established in this agreement, including coordination with other agencies (state and local governments, rescue organizations, non-profit animal services organizations, etc.) where appropriate.
3. Respondent will establish protocols and procedures in accordance with the Guidelines for Standards of Care in Animal Shelters published by The Association of Shelter Veterinarians.
4. Respondent will keep shelter facilities and kennels secure from unauthorized entry or exit.
5. Respondent will maintain kennel and animal care facilities in a humane and sanitary condition at all times, in accordance with Guidelines for Standards of Care in Animal Shelters.
6. Respondent will hold lost and stray animals for the requisite time period as required by applicable law and policy prior to adoption, release to an animal rescue organization, or euthanasia.
7. Respondent will provide shelter and care for domestic animals under rabies quarantine and impounded animals from animal abuse, cruelty or neglect according to applicable law and policy.
8. Respondent will provide animal food that meets nutritional and medical needs of animals, which may be subject to City approval.
9. Respondent will make every reasonable effort to identify each animal's rightful owner, including scanning for identification chips, and to return the animal to its owner prior to release.
10. Respondent will provide for lawful and humane euthanasia and disposal of animals as deemed necessary, including animals determined by the Respondent to be unhealthy or untreatable. Such determination will be made according to standards set forth in the Asilomar Accords, whereby an unhealthy animal has signs of disease, injury or a behavioral characteristic that could pose a health or safety risk. An untreatable animal is one that cannot become healthy when given medical, foster or other care (e.g. behavioral modification).

11. Respondent will perform behavior and kennel enrichment programs to provide every animal with an opportunity to be socialized for adoption and reduce stress while in the shelter environment.
12. Respondent will provide a modern information system for the purposes of tracking animal intake and disposition, medical conditions and treatment, behavioral notes, and other data relevant to the management of animals and inventory of supplies.

E. Medical Services

Medical services include, but are not limited to animal exams, vaccinations, microchipping, dispensation of medications, disease prevention, spay or neuter surgeries, specialty surgeries (e.g. enucleations, amputations and wound repairs), emergency care of injured animals, euthanasia and coordination with other local, state and national agencies.

1. Respondent will register and maintain current premise permits and veterinary licensing requirements as established by the Oklahoma Veterinary Board.
2. Respondent will provide veterinary and technician care necessary to facilitate the services established in this agreement.
3. Respondent will be licensed to dispense and supply shelter and field services staff with the controlled substances necessary for performance of field captures and euthanasia, including the monitoring, security, and strict inventory control of such substances.
4. Respondent will maintain compliance with the Guidelines for Standards of Care in Animal Shelters.
5. Respondent will dispose of dead animals in a lawful manner using appropriate facilities and/or an appropriately qualified and licensed disposal company.
6. Respondent will provide Medical Services staff that meets certification and/or license requirements set forth by the State of Oklahoma, specifically for veterinarians and registered veterinary technicians.
7. Respondent will microchip and spay/neuter all animals available for adoption prior to pick up by owner, where appropriate or required.
8. When there is reasonable belief of a person's or an animal's exposure to rabies, Respondent will immediately notify public health personnel in accordance with State and City requirements, and submit animals as required to the Public Health Laboratory at the Oklahoma State Health Department.

F. Public Services

Public Services include, but are not limited to, a public information call center, a professionally branded website and social media accounts, reunification of lost animals with owners, animal adoptions, animal transfers to rescue partners, adoption promotions, licensing services, spay/neuter assistance, vaccination and microchip clinics, media inquiries, citizen complaint resolution, public records requests, public education and outreach, and coordination with other local, state and national agencies. Services also

include the proper handling of financial transactions associated with fees, donations, and contract payments, as well as related audit and reporting requirements.

1. Respondent will offer public hours seven days a week, on a schedule designed to benefit the public and facilitate the services established in this agreement. The animal shelter is currently open to the public Monday through Saturday from noon to 6:00 p.m., and on Sunday from noon to 4:00 p.m.
2. Respondent will provide method(s) for customers to find and claim lost pets.
3. Respondent will promote adoption and spaying/neutering through a variety of outreach strategies, including public education and outreach opportunities that contribute to decreasing pet overpopulation and increasing the live release rate.
4. Respondent will ensure customers are provided with exceptional customer service by achieving a positive customer satisfaction rating according to a survey to be developed with City approval. Respondent must include a customer feedback component to ensure continuous improvement.
5. Respondent will develop and implement a plan to achieve a live release rate of 80% or higher for all animals (as determined by reunion with their owners, adoption into a new home, or transfer to a rescue partner) each fiscal year.
6. Respondent will manage the daily operations of convenient online pet licensing including, but not limited to the processing of licensing transactions from pet owners, processing licensing sales, tags and vaccination reports, entering licensing, vaccination data and citations in the system of record.
7. Respondent will issue replacement tags to pet owners whose license tags are lost, stolen or damaged, for the applicable fee.
8. Respondent will process 100% of license renewal requests within 14 days of receipt.
9. Respondent will provide periodic low-cost vaccination, spay/neuter, and microchipping clinics.
10. When possible, Respondent will transfer animals to non-profit animal rescue or adoption organizations at the request of the rescue or non-profit organization, in accordance with established criteria and guidelines.
11. Respondent will develop and maintain acceptance, tracking and resolution procedures for complaints received regarding Animal Services. Respondent will provide initial response (e.g. phone call, email, in-person visit) to citizen complaints within 24 hours of receipt, with the intent to resolve the matter within a reasonable period. Respondent will provide periodic updates to City until complaints are resolved.
12. Respondent will provide spay/neuter assistance vouchers through periodic campaigns to decrease pet overpopulation and improve pet health.

13. Respondent will properly handle the collection, deposit, remittance, and refund of all moneys associated with service fees, fines, donations, and contract payments.

G. Administrative Services

Administrative Services include, but are not limited to, contract management, personnel requirements and human resources, record-keeping and reporting, data management and security, technology and communications, facilities and equipment, cash handling and accounting, and continuity of operations.

1. Respondent will designate a manager with authority to oversee the administrative requirements of the contract, ensure the delivery of all contracted services, resolve issues, manage the outcomes of requested services for the City, and serve as the primary point of contact to the City.
2. Respondent will provide for all administrative and support functions necessary to provide the services described herein.
3. Respondent will maintain system(s) for data and records management, which must include sufficient measures to maintain confidentiality and data security.
4. Respondent will maintain a Continuity of Operations Plan (COOP) for the provision of Animal Services in the event of a natural disaster or other significant unanticipated event that might otherwise disrupt services.
5. The Respondent selected to provide the services herein shall interview and consider all current shelter staff for employment.

V. DELIVERABLES:

The products, reports, and plans to be delivered to the City will include the following reports, to be provided within 30 days of close of the requested time period.

A. Monthly

1. Number of animals impounded, including intake/disposition data, and live release rates
2. Euthanasia statistics for all animals by type
3. Summary of citizen complaints and related resolutions
4. Revenues and expenditures by account

B. Quarterly

1. Licensing, license renewal requests, and processing times
2. Vaccination, spay/neuter, and microchipping clinics, with results
3. Spay/neuter surgeries performed
4. Spay/neuter voucher distribution and use, if applicable
5. Public education and outreach activities, with results
6. Customer satisfaction rating

C. Annually

1. Medical services staff training and certifications
2. Euthanasia Technician staff training and certifications

VI. RESPONDENT AND PROPOSAL REQUIREMENTS

To be considered, interested Respondents should submit or address the following:

- A. One (1) unbound original and one (1) bound copies of the proposal plus one electronic (1) copy on CD, DVD, or USB flash drive.
- B. A description of the Respondent's qualifications and experience and that of key personnel assigned to this project (and that of each firm proposed as part of the Respondent's team). It is noted that equipment, material and staff shall be provided by the Respondent, except for equipment and fixtures currently at the TAW shelter.
- C. A description of previous projects that Respondent's firm has conducted for organizations of similar size and complexity. Provide contact names and telephone numbers of references from these organizations.
- D. Provide a project schedule, identifying beginning and ending dates of work, as well as project target dates.
- E. At the discretion of the City, one or more Respondents may be invited to be interviewed for purposes of clarification or discussion of the proposal.
- F. Any expenses incurred by the Respondent(s) in appearing for an interview or in any way providing additional information as part of the response to this Competitive Sealed Proposal request are solely the responsibility of the Respondent. The City of Tulsa is not liable for any costs incurred by Respondents in the preparation of proposals or any work performed by the Respondent prior to the approval of an executed contract by the City of Tulsa. The City assumes no responsibility or liability for any costs you may incur in responding to this CSP request, including attending meetings or contract negotiations.

VII. EVALUATION OF PROPOSALS:

A panel consisting of not less than five City of Tulsa officials and knowledgeable community members selected by City officials will evaluate proposals. Selection shall be determined to be in the best interest of the City as evaluated by the City of Tulsa. The approval of the selected Respondent will be subject to the final determination of the City and will be contingent on the successful completion of a contract between the City and the successful Respondent.

VIII. TIME FRAME FOR REVIEW:

The time frame for review of proposals is expected to be three (3) to six (6) weeks, but the City reserves the right to vary the period as necessary to meet its objectives. At the discretion of the City, one or more Respondents may be invited to be interviewed for purposes of clarification or discussion of their proposals.

IX. AWARD OF PROPOSALS:

The operator of the public's animal shelter must be adept at organizational management and logistics, and also able to balance strongly held opinions and diverse community interests. A shelter manager must be capable of managing a complex operation within budgetary and legal constraints, while also managing and fostering positive relationships with passionate and strong-willed volunteers and rescue organizations.

The City evaluates proposals based on the general criteria identified in Tulsa Revised Ordinance (TRO) Title 6, Chapter 4, and listed below:

1. The ability, capacity and skill of the Respondent to perform the contract or provide the service required,
2. Whether the Respondent can perform the contract or provide the service promptly or within the time specified, without delay or interference,
3. The character, integrity, reputation, judgment, experience and efficiency of the Respondent,
4. The quality of performance by Respondent of previous contracts or services,
5. The previous and existing compliance by the Respondent with laws and ordinances relating to the contract or service,
6. The sufficiency of the financial resources and ability of the Respondent to perform the contract or provide the service,
7. The quality, availability and adaptability of the Services offered by Respondent to the particular use required,
8. The ability of the Respondent to provide future maintenance, support and service related to Respondent's offer,
9. Where an earlier delivery date would be of great benefit to the Using Department, the date and terms of delivery may be considered in the Proposal award,
10. The degree to which the Proposal submitted is complete, clear, and addresses the requirements in the CSP request specifications,
11. If a point system has been utilized in the CSP request specifications, the number of points earned by the Respondent.
12. The total cost of ownership, including the costs of supplies, materials, maintenance, and support necessary to perform the item's intended function.
13. If an evaluation committee performs the evaluation, the recommendation of such committee.

X. MISCELLANEOUS:

- A. Your response to this CSP request will be considered part of the contract, if one is awarded to you.
- B. All data included in this CSP request, as well as any attachments, are proprietary to the City of Tulsa.
- C. The use of the City of Tulsa's name in any way as a potential customer is strictly prohibited except as authorized in writing by the City of Tulsa.

D. Your proposal must clearly indicate the name of the responding organization, including the Respondent's e-mail address and web site information, if applicable, as well as the name, address, telephone number and e-mail address of the organization's primary contact for this proposal. Your proposal must include the name, address, telephone number and e-mail address of the Respondent and/or team of Respondents assigned to the City account.

E. The City is bound to comply with Oklahoma's Open Records Act, and information submitted with your proposal, with few exceptions, is a matter of public record. For specifics on the Oklahoma Open Records Act, see:

<https://libraries.ok.gov/law-legislative-reference/library-laws/statutes-open-records/>

The City shall not be under any obligation to return any materials submitted in response to this CSP request.

The City expects to enter into a written Agreement with the chosen Respondent that will incorporate this CSP request and your proposal. In addition to any terms and conditions included in this CSP request, the City may include in the Agreement other terms and conditions as deemed necessary.

F. Seller and its subcontractors must obtain at Seller's expense and keep in effect during the term of the Purchase Agreement, including any renewal periods, policies of General Liability insurance in the minimum amounts and Workers' Compensation insurance in the statutory limits required by law. Intended or current amounts should be submitted in response.

SELLER'S INSURER MUST BE AUTHORIZED TO TRANSACT BUSINESS IN THE STATE OF OKLAHOMA.

Seller will have 10 days after notification of selection for contract award by City to provide proof of such coverage by providing the assigned Project Buyer, shown in the "INSTRUCTIONS FOR SUBMITTING A PROPOSAL" section of this document, with a Certificate of Insurance. The Certificate of Insurance must be completed with the following information:

- A. Your name
- B. Insurer's name and address
- C. Policy number
- D. Liability coverage and amounts
- E. Commencement and expiration dates
- F. Signature of authorized agent of insurer
- G. Invitation for Bid number

The Seller shall not cause any required insurance policy to be cancelled or to permit it to lapse. It is the responsibility of Seller to notify City of any change in coverage or insurer by providing City with an updated Certificate of Liability Insurance. Failure of Seller to comply with the insurance requirements herein may be deemed a breach of the Purchase Agreement. Further, a Seller who fails to keep required insurance policies in effect may be deemed to be ineligible to bid on future projects, ineligible to respond to invitations for bid, and/or ineligible to engage in any new purchase agreements.

INTEREST AFFIDAVIT

STATE OF _____)
) ss.
COUNTY OF _____)

I, _____, of lawful age, being first duly sworn, state that I am the agent authorized by Seller to submit the attached Proposal. Affiant further states that no officer or employee of the City of Tulsa either directly or indirectly owns a five percent (5%) interest or more in the Respondent's business or such a percentage that constitutes a controlling interest. Affiant further states that the following officers, including any Trustee, and/or employee of the City of Tulsa own an interest in the Respondent's business which is less than a controlling interest, either direct or indirect.

By: _____
Signature

Title: _____

Subscribed and sworn to before me this _____ day of _____, 20_____.

Notary Public
My Commission Expires: _____
Notary Commission Number: _____
County & State Where Notarized: _____

The Affidavit must be signed by an authorized agent and notarized

NON-COLLUSION AFFIDAVIT

(Required by Oklahoma law, 74 O.S. §85.22-85.25)

STATE OF _____)
) ss.
COUNTY OF _____)

I, _____, of lawful age, being first duly sworn, state that:

(Seller’s Authorized Agent)

- 1. I am the authorized agent of Seller herein for the purposes of certifying facts pertaining to the existence of collusion between and among Respondents and municipal officials or employees, as well as facts pertaining to the giving or offering of things of value to government personnel in return for special consideration in the letting of any contract pursuant to the Proposal to which this statement is attached.
- 2. I am fully aware of the facts and circumstances surrounding the making of Seller’s Proposal to which this statement is attached, and I have been personally and directly involved in the proceedings leading to the submission of such Proposal; and
- 3. Neither the Seller nor anyone subject to the Seller’s direction or control has been a party:
 - a. to any collusion among Respondents in restraint of freedom of competition by agreement to Propose at a fixed price or to refrain from responding,
 - b. to any collusion with any municipal official or employee as to quantity, quality, or price in the prospective contract, or as to any other terms of such prospective contract, nor
 - c. in any discussions between Respondents and any municipal official concerning exchange of money or other thing of value for special consideration in the letting of a contract.

By: _____
Signature

Title: _____

Subscribed and sworn to before me this _____ day of _____, 20____.

Notary Public
My Commission Expires: _____
Notary Commission Number: _____
County & State Where Notarized: _____

The Affidavit must be signed by an authorized agent and notarized

AFFIDAVIT OF CLAIMANT

STATE OF _____)
) ss.
COUNTY OF _____)

The undersigned, of lawful age, being first duly sworn, on oath says that this contract is true and correct. Affiant further states that the work, services or materials will be completed or supplied in accordance with the contract, plans, specifications, orders or requests furnished the affiant. Affiant further states that (s)he has made no payment directly or indirectly of money or any other thing of value to any elected official, officer or employee of the City of Tulsa or any public trust of which the City is a beneficiary to obtain or procure the contract or purchase order.

By: _____
Signature

Name: _____

Company: _____

Title: _____

Subscribed and sworn to before me this _____ day of _____, 20____.

Notary Public

My Commission Expires: _____

Notary Commission Number: _____

**The Affidavit must be signed by an authorized agent and
notarized**

ACKNOWLEDGMENT OF RECEIPT OF ADDENDA/AMENDMENTS

I hereby acknowledge receipt of the following addenda or amendments, and understand that such addenda or amendments are incorporated into the Bid Packet and will become a part of any resulting contract.

List Date and Title/Number of all addenda or amendments: (Write "None" if applicable).

Sign Here ►

Printed Name:

Title:

Date:

RESPONDENT INFORMATION SHEET

Respondent's Legal Name: _____
(Must be Respondent's **company name** exactly as reflected on its organizational documents, filed with the state in which Respondent is organized; not simply a DBA.)

State of Organization: _____

Respondent's Type of Legal Entity: (check one)

- | | |
|----------------------------------------------|--------------------------------------------------------|
| <input type="checkbox"/> Sole Proprietorship | <input type="checkbox"/> Limited Liability Company |
| <input type="checkbox"/> Partnership | <input type="checkbox"/> Limited Liability Partnership |
| <input type="checkbox"/> Corporation | |
| <input type="checkbox"/> Limited Partnership | <input type="checkbox"/> Other: _____ |

Address: _____
Street City State Zip

Website Address: _____ **Email Address:** _____

Sales Contact:

Name: _____

Street: _____

City: _____

State: _____

Phone: _____

Fax: _____

Email: _____

Legal or Alternate Sales Contact:

Name: _____

Street: _____

City: _____

State: _____

Phone: _____

Fax: _____

Email: _____

Price Sheet Summary

Please present a Fee Schedule for each year's services:

Year 1: \$ _____

Year 2: \$ _____

Year 3: \$ _____

Year 4: \$ _____

Year 5: \$ _____

5-YEAR TOTAL	\$ _____
--------------	----------

Company Name: _____

Date: _____

Signature: _____

Name Printed: _____

Title: _____

City of Tulsa General Contract Terms

It is anticipated that the City of Tulsa will enter into a contract with the selected Respondent for an initial term ending one (1) year from the date of its execution by the City's Mayor, with four (4) one-year renewals available at the option of the City. Contracts entered into by the City of Tulsa generally include, but are not limited to, the following terms:

1. **Renewals.** Contractor understands and acknowledges that any future contracts or renewals are neither automatic nor implied by this Agreement. The continuing purchase by City of the Services set forth in this Agreement is subject to City's needs and to City's annual appropriation of sufficient funds in City's fiscal year (July 1st to June 30th) in which such Services are purchased. In the event City does not appropriate or budget sufficient funds to perform this Agreement, this Agreement shall be null and void without further action by City.
2. **No Indemnification or Arbitration by City.** Contractor understands and acknowledges that City is a municipal corporation that is funded by its taxpayers to operate for the benefit of its citizens. Accordingly, and pursuant to Oklahoma law, City shall not indemnify nor hold Contractor harmless for loss, damage, expense or liability arising from or related to this Agreement, including any attorneys' fees and costs. In addition, Contractor shall not limit its liability to City for actual loss or direct damages for any claim based on a breach of this Agreement and the documents incorporated herein. City reserves the right to pursue all legal and equitable remedies to which it may be entitled. City will not agree to binding arbitration of any disputes.
3. **Intellectual Property Indemnification by Contractor.** Contractor agrees to indemnify, defend, and save harmless City and its officers, employees and agents from all suits and actions of every nature brought against them due to the use of patented, trademarked or copyright-protected appliances, products, materials or processes provided by Contractor hereunder. Contractor shall pay all royalties and charges incident to such patents, trademarks or copyrights.
4. **General Liability.** Contractor shall hold City harmless from any loss, damage or claims arising from or related to the performance of the Agreement herein. Contractor must exercise all reasonable and customary precaution to prevent any harm or loss to all persons and property related to this Agreement.
5. **Liens.** Pursuant to City's Charter (Art. XII, §5), no lien of any kind shall exist against any property of City. Contractor agrees to indemnify and hold the City harmless from all claims, demands, causes of action or suits of whatever nature arising out of the services, labor, and material furnished by Contractor or Contractor's subcontractors under the scope of this Agreement.
6. **No Confidentiality.** Contractor understands and acknowledges that City is subject to the Oklahoma Open Records Act (51 O.S. §24A.1 *et seq.*) and therefore cannot assure the confidentiality of contract terms or other information provided by Contractor pursuant to this Agreement that would be inconsistent with City's compliance with its statutory requirements there under.
7. **Compliance with Laws.** Contractor shall be responsible for complying with all applicable federal, state and local laws. Contractor is responsible for any costs of such compliance. Contractor shall take the necessary actions to ensure its operations in performance of this contract and its employment practices are in compliance with the requirements of the Americans with Disabilities Act. Contractor certifies that it and all of its subcontractors to be used in the performance of this agreement are in compliance with 25 O.S. Sec. 1313 and participate in the Status Verification System. The Status Verification System is defined in 25 O.S. Sec. 1313 and includes, but is not limited to, the free Employee Verification Program (E-Verify) available at www.dhs.gov/E-Verify.

8. **Right to Audit.** The parties agree that books, records, documents, accounting procedures, practices, price lists or any other items related to the Services provided hereunder are subject to inspection, examination, and copying by City or its designees. Contractor shall retain all records related to this Agreement for the duration of the contract term and a period of three years following completion and/or termination of the contract. If an audit, litigation or other action involving such records begins before the end of the three year period, the records shall be maintained for three years from the date that all issues arising out of the action are resolved or until the end of the three year retention period, whichever is later.
9. **Governing Law and Venue.** This Agreement is executed in and shall be governed by and construed in accordance with the laws of the State of Oklahoma without regard to its choice of law principles, which shall be the forum for any lawsuits arising under this Agreement or incident thereto. The parties stipulate that venue is proper in a court of competent jurisdiction in Tulsa County, Oklahoma and each party waives any objection to such venue.
10. **No Waiver.** A waiver of any breach of any provision of this Agreement shall not constitute or operate as a waiver of any other provision, nor shall any failure to enforce any provision hereof operate as a waiver of the enforcement of such provision or any other provision.
11. **Entire Agreement/No Assignment.** This Agreement and any documents incorporated herein constitute the entire agreement of the parties and supersede any and all prior agreements, oral or otherwise, relating to the subject matter of this Agreement. This Agreement may only be modified or amended in writing and must be signed by both parties. Notwithstanding anything to the contrary herein, the City does not agree to the terms of any future agreements, revisions or modifications that may be required under this Agreement unless such terms, revisions or modifications have been reduced to writing and signed by both parties. Contractor may not assign this Agreement or use subcontractors to provide the Goods and/or Services without City's prior written consent. Contractor shall not be entitled to any claim for extras of any kind or nature.
12. **Equal Employment Opportunity.** Contractor shall comply with all applicable laws regarding equal employment opportunity and nondiscrimination

The undersigned agrees to the inclusion of the above provisions, among others, in any contract with the City of Tulsa.

Company Name: _____

Date: _____

Signature: _____

Name Printed: _____

Title: _____

Attachments

TAC -1202
Animal Shelter Operations



Attachments

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ATTACHMENT - A

Intake numbers by species, type (owner surrender, stray, seized, etc.)
and number of wildlife and/or livestock and/or exotic animals?

Animal Shelter Yearly Report

MONTH: 2017

		Dogs	Puppies	CANINE	Cats	Kittens	FELINE	OTHER	TOTAL
Intake									
	Other	291	32	323	34	8	42	7	372
Impounded	Owner surrender	29	0	29	30	2	32	5	66
by city	Stray	1158	223	1381	466	257	723	330	2434
	Total	1478	255	1733	530	267	797	342	2872
Admitted by	Owner surrender	1006	414	1420	485	363	848	35	2303
citizens	Stray	1531	813	2344	592	979	1571	12	3927
	Total	2537	1227	3764	1077	1342	2419	47	6230
Born at TAW		0	51	51	0	55	55	6	112
TCSO		183	69	252	29	45	74	3	329
Total Intake				5800			3345	398	9543

Outcome		Dogs	Puppies	CANINE	Cats	Kittens	FELINE	OTHER	TOTAL
Adopted		1344	776	2120	618	982	1600	55	3775
Redeemed/RTO		592	28	620	24	1	25	9	654
Released to	rescue	369	195	564	89	111	200	8	772
rescues	transfer	459	274	733	0	7	7	0	740
Released to habitat/vet/sale/OTH		20	5	25	8	3	11	278	314
Live Release		2784	1278	4062	739	1104	1843	350	6255

Died (in clinic/foster/kennel)		16	49	65	16	123	139	7	211
Euthanized	COT	1321	144	1465	866	384	1250	24	2739
	TCSO	<u>68</u>	<u>14</u>	82	<u>11</u>	<u>4</u>	15	<u>0</u>	97
	Total	1389	158	1547	877	388	1265	24	2836
Total Outgo		4189	1485	5674	1632	1615	3247	381	9302

Census	December 31, 2016
	December 31, 2017

Animals held for observation	123	10	133	14	6	20	2	155
Adoptions returned			0			0		0

Citations issues - shelter	ACO calls
Citations issued - field	

Dogs & Cats
65% Live Release
31% Euthanasia
All
66% Live Release
30% Euthanasia

Fees collected for other (Coggins, disposal)
 Fees collected for adoption & RTO S/N
 Fees collected for licenses issued at shelter
 Fees collected for rabies vaccinations
 Fees collected for impound and food and care
 Fees collected for donations
 Fees collected for retail sales
TOTAL FEES TURNED INTO FINANCE DEPT. \$0.00

Fees collected for
Sterilization Deposits:

Kennel Statistics ReportIntakes from 01/01/17 to 12/31/17

		DOG	PUPPY	CAT	KITTEN	OTHER	TOTAL
BORN	TOTAL	0	51	0	61	6	118
CONFISCATE	TOTAL	321	32	38	8	10	409
EUTH REQ	TOTAL	56	0	10	0	2	68
OWNER SUR	TOTAL	748	400	443	334	25	1,950
OWNR RETRN	TOTAL	92	11	21	5	0	129
OWNR SUR-O	TOTAL	48	1	25	10	9	93
RETURN	TOTAL	116	19	28	28	0	191
STRAY	TOTAL	2,817	916	1,061	1,008	343	6,145
STRAY NO H	TOTAL	<u>1</u>	<u>175</u>	<u>1</u>	<u>269</u>	<u>0</u>	<u>446</u>
	subtotal	4,199	1,605	1,627	1,723	395	9,549
		5,804		3,350			
DISPO REQ	TOTAL	0	0	0	0	2	2
DISPO STRY	TOTAL	4	2	1	0	2	9
FOSTER	TOTAL	61	278	121	840	0	1,300
VET CARE	TOTAL	<u>0</u>	<u>1</u>	<u>1</u>	<u>0</u>	<u>0</u>	<u>2</u>
		65	281	123	840	4	1,313
		346		963			
TOTAL		4,264	1,886	1,750	2,563	399	10,862
		6,150		4,313			

Kennel Statistics ReportOutcomes from 01/01/17 to 12/31/17

		DOG	PUPPY	CAT	KITTEN	OTHER	TOTAL
ADOPTION	TOTAL	1,347	779	621	987	54	3,788
OWNR TK HM	TOTAL	17	1	3	0	0	21
REHAB	TOTAL	0	0	0	0	26	26
RELOCATE	TOTAL	0	0	0	0	246	246
RESCUE GRP	TOTAL	371	198	92	111	8	780
RTO	TOTAL	593	28	24	1	9	655
STOLEN	TOTAL	2	0	5	0	0	7
TRANSFER	TOTAL	459	274	0	7	0	740
VET RELEASE	TOTAL	<u>2</u>	<u>4</u>	<u>0</u>	<u>3</u>	<u>5</u>	<u>14</u>
		2,791	1,284	745	1,109	348	6,277
		4,075		1,854			
EUTH	TOTAL	1,390	160	878	389	25	2,842
		1,550		1,267			
DIED	TOTAL	20	60	20	164	9	273
DISPOSAL	TOTAL	22	4	3	0	6	35
FOSTER	TOTAL	55	295	92	840	0	1,282
LOST EXP	TOTAL	0	0	0	1	0	1
MISSING	TOTAL	<u>6</u>	<u>0</u>	<u>13</u>	<u>4</u>	<u>1</u>	<u>23</u>
		103	359	128	1,009	16	1,614
TOTAL		4,284	1,803	1,751	2,507	389	10,735

Kennel Statistics ReportIntakes from 01/01/18 to 12/31/18								
		DOG	PUPPY		CAT	KITTEN	OTHER	TOTAL
BORN	TOTAL	0	56		2	98	0	156
CONFISCATE	TOTAL	299	78		29	4	5	415
EUTH REQ	TOTAL	58	2		10	0	0	70
OWNER SUR	TOTAL	754	420		375	352	29	1,930
OWNR RETRN	TOTAL	115	16		46	7	1	185
OWNR SUR-O	TOTAL	90	25		52	26	5	198
RETURN	TOTAL	100	26		34	13	0	173
STRAY	TOTAL	2,933	1,113		1,068	961	114	6,189
STRAY NO H	TOTAL	2	178		6	338	1	525
subtotal		4,351	1,914		1,622	1,799	155	9,841
		6,265			3,421			
DISPO REQ	TOTAL	4	0		0	0	3	7
DISPO STRY	TOTAL	3	3		1	0	4	11
FOSTER	TOTAL	47	249		121	850	1	1,268
VET CARE	TOTAL	2	2		0	0	0	4
		56	254	0	122	850	8	1,290
		310			972			
TOTAL		4,407	2,168		1,744	2,649	163	11,131
		6,575			4,393			
Kennel Statistics ReportOutcomes from 01/01/18 to 12/31/18								
		DOG	PUPPY		CAT	KITTEN	OTHER	TOTAL
	TOTAL	1	0		0	0	0	1
ADOPTION	TOTAL	1,377	878		695	1,000	76	4,026
OWNR TK HM	TOTAL	6	2		1	0	0	9
REHAB	TOTAL	4	0		0	0	1	5
RELOCATE	TOTAL	0	0		0	0	19	19
RESCUE GRP	TOTAL	520	400		77	76	20	1,093
RTO	TOTAL	691	39		29	2	6	767
STOLEN	TOTAL	1	2		0	0	0	3
TRANSFER	TOTAL	269	249		19	14	0	551
VET RELEASE	TOTAL	15	3		6	4	3	31
	live exit	2,884	1,573		827	1,096	125	6,505
		4,457			1,923			
EUTH	TOTAL	1,431	155		821	317	32	2,756
		1,586			1,138			
DIED	TOTAL	31	93		23	185	6	338
DISPOSAL	TOTAL	27	2		3	0	6	38
FOSTER	TOTAL	58	259		95	949	0	1,361
LOST EXP	TOTAL	2	0		0	0	0	2
MISSING	TOTAL	11	10		46	12	0	74
TOTAL		4,445	2,087		1,815	2,559	169	11,075

2019	intake	live release	euthanasia
Dogs	4,924	3,394	1,545
Puppies	1,855	1,641	104
Cats	1,664	955	739
Kittens	2,196	1,326	475
Birds	12	12	0
Cow	1	1	0
Goat	6	5	1
Horse	13	11	0
Pig	11	11	0
Rabbit	44	27	16
Hamster	21	20	0
Guinea Pig	19	19	0
Ferrett	1	1	0
Hedgehog	31	30	0
Snake	3	3	0
Wildlife	<u>7</u>	<u>3</u>	<u>4</u>
	10,808	7,459	2,884

2018	intake	live release	euthanasia
Dogs	4,351	2,884	1,431
Puppies	1,914	1,573	155
Cats	1,622	827	821
Kittens	1,799	1,096	317
Birds	59	57	2
Sheep	3	3	0
Goat	2	1	0
Horse	15	8	1
Pig	17	4	13
Rabbit	27	25	1
Guinea Pig	8	8	0
Gerbil	1	1	0
Chincilla	1	1	0
Rat	1	0	1
Snake	4	3	0
Wildlife	20	8	10
	9,844	6,499	2,752

2017	intake	live release	euthanasia
Dogs	4,199	2,791	1,390
Puppies	1,605	1,284	160
Cats	1,627	745	878
Kittens	1,723	1,109	389
Birds	29	29	0
Cow	4	3	1
Goat	8	6	1
Horse	10	10	0
Pig	10	10	0
Rabbit	26	17	1
Hamster	1	1	0
Guinea Pig	14	14	0
Ferrett	1	1	0
Snake	8	8	0
Wildlife	276	254	20
Turtle	5	5	0
	9,546	6,287	2,840

	2019	2018	2017
Confiscate	492	415	409
Owner Surrender	2,969	2,556	2,431
Stray	7,225	6,714	6,591
Born	125	156	118

ATTACHMENT - B

Continuity of Operations Plan/Emergency Operation Plan

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2019 Organization Chart

Jean Letcher

Manager

Mandy Molloy
Senior Admin. Asst.

Melanie Foster
Veterinarian
Daphne Grace
Veterinary Tech.
Tonia Laxton
Veterinary Assist.
Sarah Howe
Shelter Flow
Coordinator
Vacant
Diversion
Specialist
Vacant
Veterinary Tech.
Vacant
Animal
Placement
Coordinator

Susan Stoker
Field Supervisor
Animal Control Officer II
Curt Mullin
Animal Control Officer II
Donald Campbell
Animal Control Officer II
Charlotte Chasteen
Animal Control Officer II
Rachel Fritz
Animal Control Officer II
Denver Rice
Animal Control Officer II
Emily Guffey
Animal Control Officer II
Lyndsey Robison
Animal Control Officer II
Amanda Creekmore
Animal Control Officer II
Christian Hughes
Animal Control Officer II
Vacant
Animal Control Officer II
Vacant
Animal Control Officer II
Vacant

Charity Curtis
Kennel Supervisor
Animal Control Officer I
Josh Moore
Animal Control Officer I
Vacant
Animal Control Officer I
Vacant
Kennel Main. Worker
Carol Beaver
Kennel Main. Worker
Amanda Brown
Kennel Main. Worker
Brooke Spears
Kennel Main. Worker
Marcavious Behn
Kennel Main. Worker
Sarah Garfield
Kennel Main. Worker
Vacant

Jason Wilson
Senior Investigator
Peter Theriot
Senior Investigator

BASIC PLAN

1. PURPOSE

- A. This plan has been developed to provide a comprehensive (multi-use) emergency management program for the City of Tulsa Animal Welfare Shelter. It seeks to mitigate the effects of hazards, prepare for measures to be taken which will preserve animal life in the City of Tulsa and to minimize injury to animals, enhance response during emergencies and provide necessary assistance, and to establish a recovery system in order to return the City of Tulsa Animal Welfare Shelter to its normal operation.
- B. This plan attempts to define who does what, when, where, and how in order to mitigate, prepare for, respond to and recover from the effects of natural disasters and other major incidents/hazards.

2. SITUATION AND ASSUMPTIONS

A. Situation

- 1. The City of Tulsa Animal Welfare Shelter is located at 3031 N. Erie Avenue in Tulsa, Oklahoma. The shelter is located north of Apache Street on Erie Avenue, a no outlet street. Erie Avenue is located between Sheridan Road and Yale Avenue.
- 2. The City of Tulsa Animal Welfare Shelter is exposed to many hazards, all of which have the potential for disrupting the community, causing damage and creating animal casualties. Potential hazards which may occur in or around the City of Tulsa Animal Welfare Shelter are floods, tornadoes, winter storms, summer drought, civil disorder, dam failure, hazmat incident-fixed facility, hazmat incident-transportation, nuclear incidents, power failure, radio logical incident- transportation, bomb threat, subsidence and fire.

B. Assumptions

- 1. The City of Tulsa Animal Welfare Shelter will continue to be exposed to the hazards above, as well as others, which may develop in the future.
- 2. City of Tulsa Animal Welfare Shelter officials will continue to recognize their responsibilities with regard to the safety of animals and exercise their authority to implement this emergency operations plan in a timely manner when confronted with real or threatened disasters.
- 3. If properly implemented, this plan will reduce the disaster impacts or prevent disaster-related losses.

3. CONCEPT OF OPERATIONS

A. General

- 1. It is the responsibility of management to undertake comprehensive management of emergencies in order to protect animal life and city property from the effects of hazardous events. This plan is based upon the concept that the emergency functions performed by various groups responding to an emergency will generally parallel their normal day-to-day functions. To the extent possible, the same personnel and material resources will be employed in both cases.

2. Day-to-day functions that do not contribute directly to response actions to an emergency may be suspended for the duration of the emergency. The resources and efforts that would normally be required for those functions may be diverted to the accomplishment of emergency tasks by the Incident Commander.
3. A comprehensive emergency management plan is concerned with all types of hazards, which may develop in the animal community. As shown below, it is more than an operations plan because it accounts for activities before, during and after the disaster.

B. Phases of Management

1. Mitigation

Mitigation activities are those which eliminate or reduce the probability of a disaster occurring. It also includes those long-term actions which lessen the undesirable effects of unavoidable hazards.

2. Preparedness

Preparedness actions serve to develop the response capabilities needed in the event as emergency should arise. Planning, training and exercises are among the activities conducted under this phase.

3. Response

Response is the actual providing of emergency services during a crisis. These actions help reduce casualties and damage and speed recovery. Response activities learning, evacuation, rescue and similar operations.

4. Recovery

Recovery is both a short-term and long-term process. Short-term operations seek to restore vital services to the community and to provide for the basic needs of the public. Long-term recovery focuses on restoring the community to its normal or improved state of affairs. Examples of recovery actions include twenty-four hour a day response, adoption and pet locator functions.

4. TASK ORGANIZATION AND RESPONSIBILITIES

A. General

Most sections within the Animal Shelter have emergency functions in addition to their normal duties. Consequently, each section within the shelter will be responsible for establishing and maintaining a priority list of equipment to be evacuated in the event the shelter is required to relocate. Specific responsibilities are outlined under "Task Assignments" and amplified in function specific annexes in this plan.

B. Organization

1. See Appendix 1, Organization Chart.
2. The Emergency Management Team, see Appendix II, is made up of the following positions as assigned to the coordinators listed below:
 - A. On-Scene Commander: Animal Welfare Shelter Manager.
 - B. Operations Coordinator: Shelter Supervisor.
 - C. Equipment Coordinator: Field Supervisor.
 - D. Communication Coordinator: Administrative Assistant.
 - E. Public Relations Coordinator: Investigator.
 - F. Administrative Coordinator: Office Assistant III.
 - G. Volunteer Coordinator: Animal Placement Coordinator.
 - H. Clinic Coordinator: Staff Veterinarian.

Note: In the event one or more of the above listed officials is incapacitated or otherwise unable to function, their assistant will replace them or their duties will be performed by the Coordinator next in succession of authority.

C. Responsibilities

1. ON-SCENE COMMANDER

Manager Animal Shelter

- A. Develop and prepare and Emergency Management Plan.
- B. Establish the level of the Emergency.
- C. Implement the Emergency Evacuation Plan.
- D. Coordinating the Units response to an emergency.
- E. Assignment of duties.
- F. Collection and evaluation of pertinent information.
- G. Coordinating with "TEAMA".
- H. Closing out emergency operations.
- I. Establish priority list of items to be evacuated from his/her office.

2. OPERATIONS COORDINATOR

Shelter Supervisor

- A. Assume the position of On-Scene Commander if needed.
- B. Ensuring that subordinates are familiar with their responsibilities.
- C. Develop necessary systems and forms for tracking animals.
- D. Supervise and coordinate activities between the staging area and the animal facility.
- E. Reporting to the On-Scene Commander.
- F. Coordinate evacuation of visitors, employees and animals from the shelter, by priority.
- G. Establish a priority list of items to be evacuated from his/her office.
- H. Supervise care and cleaning of animals and animal areas in the temporary shelter.

3. EQUIPMENT COORDINATOR

Field Supervisor

- A. Assume the position of the Operations Coordinator if needed.
- B. Assume the position of On-Scene Commander if needed.
- C. Establish a priority list of items to be evacuated from his/her office.
- D. Supervise the evacuation of field equipment (trucks, traps and other field equipment) from the shelter.
- E. Supervise the establishment of the field operations area.
- F. Reporting of conditions and needs to the On-Scene Commander.

4. COMMUNICATION COORDINATOR

Administrative Assistant

- A. Assume the position of Operations Coordinator if needed.
- B. Assume the position of On-Scene Commander if needed.
- C. Establish a list of equipment to be evacuated from his/her office.
- D. Coordinate and establish communications at the relocation site.

5. PUBLIC RELATIONS COORDINATOR

Investigator

- A. Assume any position within the Emergency Management Plan as needed.
- B. Coordinate information releases to the Director of Communications.
- C. Establish a large animal holding area within the temporary shelter.
- D. Act as the bomb squad liaison.

6. ADMINISTRATIVE COORDINATOR

Office Assistant III

- A. Make proper notification to On-Scene Commander upon becoming aware of any natural disaster or major hazards/incidents.
- B. Make a proper notification over public address system when requested by the On-Scene Commander.
- C. Supervise the evacuation of the front office and lobby area.

7. VOLUNTEER COORDINATOR

Animal Placement Coordinator

- A. Create and maintain a list of volunteers willing to assist in the evacuation of the shelter and/or assist at the temporary shelter.
- B. Organize and supervise volunteers.
- C. Organize communication with rescue/transfer groups.

8. CLINIC COORDINATOR

Staff Veterinarian

- A. Supervise the evacuation of the Veterinary Clinic.
- B. Supervise the relocation of sick and/or injured animals to the temporary site.
- C. Provide veterinary care of sick/injured animals at the temporary site.
- D. Provide care for all exotic animals.

ANNEX A
BOMB THREATS

1. The purpose of this Annex is to identify and reduce/remove the threat to the health and safety of employees, visitors and animals at the City of Tulsa Animal Welfare Shelter in the event that a bomb or bomb threat are reported at the City of Tulsa Animal Welfare Shelter.

A. Employees

1. Receiving a bomb threat over the telephone:
 - A. Be courteous.
 - B. Pretend difficulty in hearing.
 - C. Take notes using the bomb threat checklist (Appendix 1).
 - D. Call 911, Tulsa Police Department, after the caller hangs up.
 - E. After the caller hangs up, and you have called 911, complete the bomb threat checklist.

2. Task Assignments for bomb search of the Animal Shelter:

(These tasks are assigned differently from the Basic Plan assignments)

- | | | |
|----|--------------------------|------------------------|
| A. | Bomb Search Commander: | Animal Shelter Manager |
| B. | Kennel Area Coordinator: | Kennel Supervisor |
| C. | Office Area Coordinator: | Field Supervisor |
| D. | Personnel Coordinator: | Field Supervisor |
| E. | Bomb Squad Liaison: | Investigator |

3. Responsibilities

- A. Bomb Search Commander:
 1. Coordinate with the Tulsa Police/Fire Departments.
 2. Coordinate with City Officials and Press.
 3. Assign tasks to animal shelter employees.
 4. Supervise the bomb search.
 5. Order the evacuation if needed.
 6. Establish evacuation priorities (people, animals and equipment).
 7. Establish staging area, if other than established area.

- B. Kennel Area Coordinator:
1. Report to Bomb Search Commander.
 2. Assign search areas to employees (all animal-holding areas, euthanasia room, wash bay and all unsecured rooms in kennel area).
 3. Ensure that when an area is cleared by the searcher assigned, it is secured and marked as clear.
 4. Supervise the evacuation of animals, if the Commander orders evacuation of the animals.

- C. Office Area Coordinator:
1. Report to Bomb Search Commander.
 2. Assign search areas to employees (offices, clinic, rest rooms, squad room and lobby).
 3. Ensure that when an area is cleared by the searcher assigned it is secured and marked as cleared.
 4. Release employees to the Personnel Coordinator, when search assignments are completed.
 5. Make arrangements to forward calls to 411.

- D. Personnel Coordinator
1. Report to Bomb Search Commander.
 2. Supervise the evacuation of all civilians from the shelter.
 3. Account for all employees at the staging area.
 4. Secure the shelter during the search, no one should be allowed to enter the shelter during the search.
 5. Release employees to the staging area when they have completed all assigned tasks.
 6. Determine any sensitive documents that may need to be removed from the shelter and assign an employee to evacuate and control the documents removed.

- E. Bomb Squad Liaison
1. Reports results of internal bomb search to Tulsa Police Department Bomb Squad Supervisor.
 2. Assists employees in searching.

B. Reporting:

1. All bomb threats must be reported to the 911 Communication Center.

2. Most bomb threats are false alarms intended to create a disturbance at a specific location.
 - A. For this reason, the decision of how to react must be carefully considered by the appropriate officials.
 - B. The Police and/or Fire Department will evaluate all bomb threats received at the Animal Welfare Shelter.
3. The decision to evacuate the building will be made by the Bomb Search Commander.
4. Animal Welfare Shelter employees will be notified and informed of the recommended course of action as required.

C. Search

1. Employees should examine their work area for strange or suspicious items.
 - A. Most bombs are placed on the floor, in a chair or on a desktop, therefore the first level of search should be from the ground up to desktop level.
 - B. The second level area to be searched is from the desktop height to your eyesight level.
 - C. The last area to be searched is from eyesight level to the ceiling.
2. Take all your personal belongings with you when you have completed your search and are leaving the shelter.
3. DO NOT change any environmental settings in your search area (do not turn on or off lights, do not turn on or off any electrical items, do not turn on or off computers, leave everything like it was prior to receiving the threat).
4. What looks commonplace to an outsider may be out of place or strange to an employee.
 - A. Any suspicious item should not be touched or disturbed in any way, by any Animal Welfare Shelter employee.
 - B. Bombs can be made to detonate in any number of ways: by touch, light, movement, sound, vibration, altitude, heat or cold, etc.
 - C. If a suspicious item is located in your search area, note or mark (without disturbing the item in any way) the location of the item in a manner you can easily describe to another person (Bomb Squad).
 - D. The Tulsa Police Department Bomb Squad will examine all suspicious items located during a search.
5. Report all suspicious items and their location to the Bomb Search Coordinator.
6. When you have completed a search of your area it should be secured and no one should be allowed to enter that area except for Tulsa Police Department Bomb Squad personnel.
7. Cleared areas will be marked by hanging an orange door-hanger on the doorknob on the room or by taping the door-hanger in a position where anyone entering that area can easily see it.

8. Report to the Personnel Coordinator that you have finished searching your area.

D. Evacuation

Personnel

1. All employees will be told to evacuate the building by the Bomb Search Commander.
2. If evacuation is ordered, leave the building at the nearest exit and report to the staging area assigned.
 - A. The Bomb Search Commander will determine the staging area, unless otherwise notified, the staging area is located on the south side of the fenced City Storage Area just south of the Animal Welfare Shelter. This area is lower than ground level of the shelter and will provide the most protection in the event of an explosion.
 - B. Operations Commander will be assigned to make sure that all employees and visitors have been evacuated and are accounted for at the staging area.

Animals

1. Animals will only be evacuated if the Bomb Search Commander, the Tulsa Police Department Bomb Squad Commander and the Division Commander agree that the evacuation will not endanger the safety of any person assigned to participate in the evacuation.
2. If animals are to be evacuated the Bomb Search Commander will set the priority of the animals to be evacuated, the relocation site and will assign the personnel to perform this task.
 - A. The normal order of animals to be evacuated will be:
 - (1) Rabies Suspect animals
 - (2) Court Order animals
 - (3) Known owner animals
 - (4) Animals that have been adopted
 - (5) Stray animals
 - B. The Bomb Search Commander will determine the evacuation relocation site for any animals removed from the shelter.
 - C. Animal Control Officers will normally perform the evacuation of the animals. Prior to the removal of animals from their pens, the pen number and description will be verified by the cage card. A paper collar will be placed on the animal with the animal ID number written in sharpie.

BOMB THREAT CHECKLIST

The designated evacuation area is south of the Animal Welfare Shelter and south of the fenced City maintenance area. When told to evacuate all employees and visitors will report to the Operations Commander at this location.

WRITE OUT THE ENTIRE MESSAGE EXACTLY AS RECEIVED:

QUESTIONS TO ASK CALLER

What kind of bomb is it? Time? Anti-handling Other When will it explode?

Where is it placed? What does it look like? What is your name?

What is your address?

CALL 911 IMMEDIATELY AND THEN COMPLETE THE REMAINDER OF THIS FORM

Time of call Telephone Number Callers identity Male—Female
Estimated Age Caller's Location Local Long Distance Cell Phone Landline

CALLER'S VOICE

Loud
High Pitch
Raspy
Intoxicated

Soft
Deep
Pleasant
Other

SPEECH

Fast
Distinct
Stutter
Slurred
Lisp
Slow
Distorted
Nasal
Other

LANGUAGE

Excellent
Fair
Foul
Good
Poor
Other

ACCENT

Local
Foreign
Race
Not Local
Regional
Other

If voice is familiar, who did it sound like?

Explain

Unusual use of words?

MANNER

Calm
Rational
Coherent
Deliberate
Righteous
Irrational
Incoherent
Emotional
Laughing
Stutter
Angry

BACKGROUND NOISE

Office Sounds
Factory
Bedlam
Animals
Quiet
Mixed
Street Traffic
Airplanes
Trains
Voices
Party
Other

NOTICE
TULSA ANIMAL WELFARE & SHELTER
3031 N ERIE AVE
918-596-8000, #6

Animal owner/resident at _____

- Your _____ has bitten someone
- You are allowing your _____ to run loose
- You have too many _____
- You are illegally keeping _____
- Your animals are not being properly cared for
shelter food water
- Other _____

THIS IS IN VIOLATION OF CITY ORDINANCES

- You must contact Animal Welfare
 - You do not need to contact Animal Welfare.
- Please correct the violation listed above. This is a courtesy notice.

TO OBTAIN INFORMATION ABOUT AN IMPOUNDED ANIMAL CONTACT ANIMAL WELFARE AT 918-596-8010

Date _____ Time _____

Officer _____

Officer cell # _____

Remarks _____

ANNEX B

HAZARDOUS MATERIALS

1. The purpose of this annex is to identify and reduce/remove the threat to the health and safety of employees, visitors and animals at the City of Tulsa Animal Welfare Shelter from an accident involving hazardous materials. This annex covers both fixed-site and transportation accidents.

2. **SITUATION AND ASSUMPTIONS**

See Section II, Basic Plan

3. **CONCEPT AND ASSUMPTION**

General

A. Employees

1. An employee being notified of a Hazardous Materials Incident that effects the safety of the employees, visitors or animals at the City of Tulsa Animal Welfare Shelter shall notify the Animal Welfare Shelter Manager or his/her designated representative as soon as possible.
2. In the event of a Hazardous Materials Incident, the City of Tulsa Emergency Management Agency will activate the tornado sirens. When the Animal Welfare Shelter Manager is sure the siren could not be weather related (Call 911, listen to radio, call TEAMA etc.) they shall go inside the building or automobile immediately and turn on a radio or computer to receive more information, updates will be provided through the Emergency Alter (Broadcast) System and News Media.
3. Shelter employees will assume the duties and responsibilities that they have been assigned by their respective supervisor.
4. Task Assignment for Hazardous Material Incidents at the Animal Welfare Shelter.
 - A. See Basic Plan 4, B, 2
5. Responsibilities:
 - A. See Basic Plan 4, C, 1-5

B. Reporting

1. All Hazardous Materials incidents shall be reported to the 911 Communications Center.
2. Animal Welfare Shelter employees and visitors will be notified and informed of the recommended course of action by the Incident Commander as soon as possible.
3. Any Animal Welfare Shelter employee receiving information of a Hazardous Material Incident that might effect the shelter shall report to the Incident Commander as soon as possible.

C. Evacuation

1. All employees and visitors will be told to evacuate the building by the Incident Commander.
2. If evacuation is ordered, leave the building at the nearest exit and report to the staging area assigned.

- A. The Incident Commander will determine the staging area, unless otherwise notified, the staging area is located on the south side of the fenced City Storage Area just south of the Animal Welfare Shelter.
 - B. Operations Commander will be assigned to make sure that all employees and customers have been evacuated and are accounted for as the staging area.
3. If animals are to be evacuated the Incident Commander will set the priority of the animals to be evacuated, the relocation site and will assign the personnel to perform this task.
- A. The normal order of animals to be evacuated will be:
 - (1) Rabies Suspect animals
 - (2) Court Order animals
 - (3) Known owner animals
 - (4) Animals that have been adopted
 - (5) Stray animals
 - B. The Incident Commander will determine the evacuation relocation site for any animals removed from the shelter.
 - C. Animal Control Officers will normally perform the evacuation of the animals. Prior to the removal of animals from their pens, the pen number and description will be verified by the cage card. A paper collar will be placed on the animal with the A number written in sharpie.

ANNEX C

EARTHQUAKE

1. The purpose of this annex is to identify and reduce/remove the threat to the health and safety of employees, visitors and animals at the City of Tulsa Animal Welfare Shelter from an accident involving earthquakes.

2. **SITUATION AND ASSUMPTIONS**

See Section II, Basic Plan

3. **CONCEPT AND ASSUMPTION**

General

A. Employees

1. An employee being notified of an Earthquake that effects the safety of the employees, visitors or animals at the City of Tulsa Animal Welfare Shelter shall notify the Animal Welfare Shelter Manager or his/her designated representative as soon as possible.
2. In the event of an Earthquake, the City of Tulsa Emergency Management Agency will activate the tornado sirens. When the Animal Welfare Shelter Manager is sure the siren could not be weather related (Call 911, listen to radio, call TEAMA etc.) they shall go inside the building or automobile immediately and turn on a radio or computer to receive more information, updates will be provided through the Emergency Alter (Broadcast) System and News Media.
3. Shelter employees will assume the duties and responsibilities that they have been assigned by their respective supervisor.
4. Task Assignment for Earthquake Incidents at the Animal Welfare Shelter.
 - A. See Basic Plan 4, B, 2
5. Responsibilities:
 - A. See Basic Plan 4, C, 1-5

B. Reporting

1. All Earthquake incidents shall be reported to the 911 Communications Center.
2. Animal Welfare Shelter employees and visitors will be notified and informed of the recommended course of action by the Incident Commander as soon as possible.
3. Any Animal Welfare Shelter employee receiving information of an Earthquake that might effect the shelter shall report to the Incident Commander as soon as possible.

C. Evacuation

1. All employees and visitors will be told to evacuate the building by the Incident Commander.
2. If evacuation is ordered, leave the building at the nearest exit and report to the staging area assigned.

- A. The Incident Commander will determine the staging area, unless otherwise notified, the staging area is located on the south side of the fenced City Storage Area just south of the Animal Welfare Shelter.
 - B. Operations Commander will be assigned to make sure that all employees and customers have been evacuated and are accounted for as the staging area.
3. If animals are to be evacuated the Incident Commander will set the priority of the animals to be evacuated, the relocation site and will assign the personnel to perform this task.
- A. The normal order of animals to be evacuated will be:
 - (1) Rabies Suspect animals
 - (2) Court Order animals
 - (3) Known owner animals
 - (4) Animals that have been adopted
 - (5) Stray animals
 - B. The Incident Commander will determine the evacuation relocation site for any animals removed from the shelter.
 - C. Animal Control Officers will normally perform the evacuation of the animals. Prior to the removal of animals from their pens, the pen number and description will be verified by the cage card. A paper collar will be placed on the animal with the A number written in sharpie.

ANNEX D

FLOODS

1. The purpose of this annex is to identify and reduce/remove the threat to the health and safety of employees, visitors and animals at the City of Tulsa Animal Welfare Shelter from an incident involving Floods.

2. **SITUATION AND ASSUMPTIONS**

3. **CONCEPT AND ASSUMPTION**

General

A. Employees

1. An employee being notified of a Flood that effects the safety of the employees, visitors or animals at the City of Tulsa Animal Welfare Shelter shall notify the Animal Welfare Shelter Manager or his/her designated representative as soon as possible.
2. In the event of a Flood, the City of Tulsa Emergency Management Agency will activate the emergency sirens. When the Animal Welfare Shelter Manager is sure the siren is weather related (listen to radio, news, TEAMA, etc.) he/she shall go inside a building or automobile immediately and turn on a radio or computer to receive more information, updates will be provided through the Emergency Alert (Broadcast) System and the News Media.
3. Shelter employees will assume the duties and responsibilities that they have been assigned by their respective supervisor.
4. Task assignments for Floods at the Animal Welfare Shelter.
 - A. See Basic Plan 4, B, 2
5. Responsibilities
 - A. See Basic Plan 4, C, 1-5

B. Reporting

1. All Flood Incidents shall be reported to the 911 Communications Center.
2. Animal Welfare Shelter employees and visitors will be notified and informed of the recommended course of action by the Incident Commander, as required.
3. Any Animal Welfare Shelter employee receiving information of a flooding situation that might effect the shelter shall report to the Incident Commander as soon as possible.

C. Evacuation

1. All employees and visitors will be told to evacuate the building by the Incident Commander.
2. If evacuation is ordered, leave the building at the nearest exit and report to the staging area assigned.
3. If animals are to be evacuated the Incident Commander will set the priority of the animals to be evacuated, the relocation site and will assign the personnel to perform this task:

- A. The normal order of animals to be evacuated will be:
- (1) Rabies Suspect animals
 - (2) Court Order animals
 - (3) Known owner animals
 - (4) Animals that have been adopted
 - (5) Stray animals
- B. The Incident Commander will determine the evacuation relocation site for any animals removed from the shelter.
- C. Animal Control Officers will normally perform the evacuation of the animals. Prior to the removal of animals from their pens, the pen number and description will be verified by the cage card. A paper/plastic collar will be placed on the animal with the A number written in sharpie.

ANNEX E

TORNADO

1. The purpose of this annex is to identify and reduce/remove the threat to the health and safety of employees, visitors and animals at the City of Tulsa Animal Welfare Shelter from an incident involving a Tornado.

2. **SITUATION AND ASSUMPTIONS**

See Section II, Basic Plan

3. **CONCEPT AND ASSUMPTION**

General

A. Employees

1. An employee being notified of a Tornado that affects the safety of the employees, visitors or animals at the City of Tulsa Animal Welfare Shelter shall notify the Animal Welfare Shelter Manager or his/her designated representative as soon as possible.
2. During inclement weather, the Animal Welfare Shelter Manager shall monitor weather reports. In the event of a Tornado, the City of Tulsa Emergency Management Agency will activate the sirens; the sirens will sound for 3 minutes. When the Animal Welfare Shelter Manager is sure the siren is weather related (listen to radio, news, TEAMA, etc.) he/she shall go inside a building or automobile immediately and turn on a radio or computer to receive more information, up dates will be provided through the Emergency Alert (Broadcast) System and the News Media.
3. Shelter employees will assume the duties and responsibilities that they have been assigned by their respective supervisor.
4. Task assignments for Floods at the Animal Welfare Shelter.
 - A. See Basic Plan 4, B, 2
5. Responsibilities
 - A. See Basic Plan 4, C, 1-5

B. Reporting

1. All Tornado Incidents shall be reported to the 911 Communications Center.
2. Animal Welfare Shelter employees and visitors will be notified and informed of the recommended course of action by the Incident Commander, as required.
3. Any Animal Welfare Shelter employee receiving information of a Tornado situation that might effect the shelter shall report to the Incident Commander as soon as possible.

4. Upon becoming aware that a tornado warning has been issued an announcement shall be made over the public address system in the Animal Welfare Shelter stating the following:
“May I have your attention please? A tornado warning has been issued for Tulsa. Please take cover in the designated shelter area in the animal shelter. The designated shelter area is the small dog adoption area, room 149. Room 149 is located in the center of the animal shelter. Follow the “Dog Holding Area” signs to the dog holding area, marked with a red and white sign “Tornado Shelter Area” located above the door.”

C. Evacuation

1. All employees and visitors will be told to evacuate the building by the Incident Commander.
2. If evacuation is ordered, leave the building at the nearest exit and report to the staging area assigned.
 - A. The On-site Commander will determine the staging area, unless otherwise notified; the staging area is located in the parking lot located on the West side of the Animal Welfare Shelter.
 - B. The Operations Coordinator will be assigned to make sure that all employees and visitors have been evacuated and are accounted for at the staging area.
3. If animals are to be evacuated the Incident Commander will set the priority of the animals to be evacuated, the relocation site and will assign the personnel to perform this task:
 - A. The normal order of animals to be evacuated will be:
 - (1) Rabies Suspect animals
 - (2) Court Order animals
 - (3) Known owner animals
 - (4) Animals that have been adopted
 - (5) Stray animals
 - B. The Incident Commander will determine the evacuation relocation site for any animals removed from the shelter.
 - C. Animal Control Officers will normally perform the evacuation of the animals. Prior to the removal of animals from their pens, the pen number and description will be verified by the cage card. A paper/plastic collar will be placed on the animal with the A number written in sharpie.

D. Immediate Shelter Location

1. If a tornado is eminent, all visitors and employees will take immediate shelter in the small animal adoption room, room number 149. Room 149 is located in the center of the animal shelter. Follow the “dog holding area” signs to the dog holding area marked with a red and white sign “Tornado Shelter Area” located above the door.

ANNEX F

SEVERE WEATHER

1. The purpose of this annex is to identify and reduce/remove the threat to the health and safety of employees, visitors and animals at the City of Tulsa Animal Welfare Shelter from an incident involving Severe Weather.

2. **SITUATION AND ASSUMPTIONS**

See Section II, Basic Plan

3. **CONCEPT AND ASSUMPTION**

General

A. Employees

1. An employee being notified of Severe Weather that affects the safety of the employees, visitors or animals at the City of Tulsa Animal Welfare Shelter shall notify the Animal Welfare Shelter Manager or his/her designated representative as soon as possible.
2. Shelter employees will assume the duties and responsibilities that they have been assigned by their respective supervisor.
3. Task assignments for Severe Weather at the Animal Welfare Shelter.
 - A. See Basic Plan 4, B, 2
4. Responsibilities
 - A. See Basic Plan 4, C, 1-5

B. Reporting

1. The Tulsa Area Emergency Management Agency will advise the Mayor of all Severe Weather advisories issued by the National Weather Service that could effect employee safety and well-being. The Mayor may implement Personnel Policies Procedures sections 811.11—811.14 regarding inclement weather or emergency work policy.
2. Off duty employees hearing of inclement weather shall contact their supervisor prior to reporting to work to determine if an emergency work policy has been implemented.

C. Evacuation

1. All employees and visitors will be told to evacuate the building by the Incident Commander.
2. If evacuation is ordered, leave the building at the nearest exit and report to the staging area assigned.
 - A. The On-site Commander will determine the staging area, unless otherwise notified; the staging area is located in the parking lot located on the West side of the Animal Welfare Shelter.
 - B. The Operations Coordinator will be assigned to make sure that all employees and visitors have been evacuated and are accounted for at the staging area.

3. If animals are to be evacuated the Incident Commander will set the priority of the animals to be evacuated, the relocation site and will assign the personnel to perform this task.
 - A. The normal order of animals to be evacuated will be:
 - (1) Rabies Suspect animals
 - (2) Court Order animals
 - (3) Known owner animals
 - (4) Animals that have been adopted
 - (5) Stray animals
 - B. The Incident Commander will determine the evacuation relocation site for any animals removed from the shelter.
 - C. Animal Control Officers will normally perform the evacuation of the animals. Prior to the removal of animals from their pens, the pen number and description will be verified by the cage card. A paper collar will be placed on the animal with the A number written in sharpie.

ANNEX G

CHEMICAL, BIOLOGICAL, RADIOLOGICAL, NUCLEAR, EXPLOSIVE (CBRNE) INCIDENT

1. The purpose of this annex is to identify and reduce/remove the threat to the health and safety of employees, visitors and animals at the City of Tulsa Animal Welfare Shelter from an incident involving Chemical, Biological, Radiological, Nuclear or Explosive agents or material.

2. **SITUATION AND ASSUMPTIONS**

See Section II, Basic Plan

3. **CONCEPT AND ASSUMPTION**

General

A. Employees

1. An employee being notified of an CBRNE Incident that affects the safety of the employees, visitors or animals at the City of Tulsa Animal Welfare Shelter shall notify the Animal Welfare Shelter Manager or his/her designated representative as soon as possible.
2. When the Animal Welfare Shelter Manager is advised of an CBRNE incident he/she will notify the 911 Communications Center.
3. Task assignments for Severe Weather at the Animal Welfare Shelter.
 - A. See Basic Plan 4, B, 2
4. Responsibilities
 - A. See Basic Plan 4, C, 1-5

B. Reporting

1. The Tulsa Area Emergency Management Agency will advise the Mayor of all CBRNE Incidents that could effect employee well being or safety.
2. Off duty Employees hearing of an CBRNE Incident shall contact their supervisor prior to reporting to work to determine if an emergency work policy has been implemented.

C. Evacuation

1. All employees and visitors will be told to evacuate the building by the Incident Commander.
2. If evacuation is ordered, leave the building at the nearest exit and report to the staging area assigned.
 - A. The On-site Commander will determine the staging area, unless otherwise notified; the staging area is located in the parking lot located on the West side of the Animal Welfare Shelter.
 - B. The Operations Coordinator will be assigned to make sure that all employees and visitors have been evacuated and are accounted for at the staging area.

3. If animals are to be evacuated the Incident Commander will set the priority of the animals to be evacuated, the relocation site and will assign the personnel to perform this task.
 - A. The normal order of animals to be evacuated will be:
 - (1) Rabies Suspect animals
 - (2) Court Order animals
 - (3) Known owner animals
 - (4) Animals that have been adopted
 - (5) Stray animals
 - B. The Incident Commander will determine the evacuation relocation site for any animals removed from the shelter.
 - C. Animal Control Officers will normally perform the evacuation of the animals. Prior to the removal of animals from their pens, the pen number and description will be verified by the cage card. A paper collar will be placed on the animal with the A number written in sharpie.

4. **NUCLEAR INCIDENT**

Special Considerations

A. Notifications

1. 911 Operators Checklist is provided in the dispatch office.
2. This checklist should be used by anyone receiving a call advising of a Nuclear Incident.

B. Evacuation

1. Wind direction and speed must be considered and any evacuation shall be in an upwind direction from the suspected radioactive material.
2. Employees and visitors must evacuate to a decontamination station.

C. Nuclear Material

1. Employees or visitors must not handle and material suspected of being radioactive.
2. No supplies, food, equipment, personal items or any other material shall be taken from the Animal Welfare Shelter when evacuating.
3. The location of suspect material shall be noted and reported to Emergency Response Personnel (Tulsa Police Department Hazmat Team) as soon as possible.

D. Decontamination

1. Decontamination is vital to prevent the spread of radioactive contamination and to reduce the threat to the person contaminated.

2. Personnel contamination of radioactive material is accomplished in four ways: Wet, Strip, Flush and Cover.
 - A. Wet down the individual to be decontaminated to cause the radioactive material (contamination) to adhere to clothing and skin, thus reducing aerosolization and the potential for ingestion.
 - B. Strip contaminated clothing from the victim.
 - C. Flush with large amount of fresh water (and soap if available) to remove and remaining contamination form the skin and hair.
 - D. Cover the victim for protection and modesty.
3. Control run-off for radioactive contamination.
4. Contaminated persons will be required to remove clothing and surrender all personal property to decontamination personnel.

E. Protection

1. The best protection from radiation is Time, Distance and Shielding.
2. Evacuation should be made as soon as notified.
3. Distance is also critical for reducing radiation exposure dose. While alpha particles only travel a little over an inch and beta particles travel only yards in the air, gamma rays will travel extensive distances. As a result gamma rays pose the greatest threat to exposure, however gamma radiation is the least likely type of radiation to be encountered.
4. The Animal Welfare Shelter provides shielding from radiation, if the radioactive material is located in the building, leave the building.
5. If the Radioactive Material is outside the building, as soon as possible, seek cover behind any car, truck, building or any substantial object that can be located between you and the radioactive material.

F. First Aid

1. Exposure to radiation can not be detected by our senses. It can only be detected and identified with special instruments.
2. Radiation effects on the human body will not be seen for days, week or months, except in a case of extreme exposure.
3. Since the degree of radiation injury may not be initially apparent, triage criteria will need to be based on conventional injuries and complaints, therefore first aid will be to treat conventional injuries as they would be threatened under normal conditions.

5. BIOLOGICAL INCIDENT

Special Considerations

A. Notifications

1. 911 Operators Checklist is provided in the dispatch office.

2. This checklist should be used by anyone receiving a call advising of a Biological agent incident.

B. Evacuation

1. Wind direction and speed must be considered and any evacuation shall be in an upward direction from the suspected biological agent or material.
2. Employees and visitors must evacuate to a decontamination station.

C. Biological Agents

1. By definition, the use of biological weapons is the use of microorganisms (bacteria, viruses and fungi) or toxins (poisons produced by living organisms) to produce death or disease in humans, animals and plants.
2. Biological agents used as a weapon will normally be disseminated as either a liquid or a solid aerosol, with the agent being subjected to the environment, however spraying a biological agent directly on food or clothing is also a method of dissemination.
3. All living biological agents have a definite time period between when the victim is subjected to the agent and when the symptoms begin to appear. This is referred to as the incubation period, the time when the agent is reproducing in the body and defeating one's natural defense systems.
4. The incubation period can be as short as a few hours, days and in some cases, weeks. Even toxins, which do not grow and reproduce, may take hours to produce symptoms.
5. Biological agents enter the body through inhalation or ingestion, a break in the skin or other body opening or orifices. When used as a weapon, inhalation through the lungs is usually the targeted portal of entry.

D. Decontamination

1. Decontamination is vital to prevent the spread of biological contamination and to reduce the threat to the person contaminated.
2. Personal decontamination of biological agents is accomplished in four ways: Wet, Strip, Flush and Cover.
 - A. Wet down the individual to be contaminated to cause the biological agent (contamination) to adhere to clothing and skin, thus reducing aerosolization and the potential for ingestion.
 - B. Strip contaminated clothing from the victim.
 - C. Flush with large amount of water (and soap if available) to remove any remaining contamination from the skin and hair.
 - D. Cover the victim for protection and modesty.
3. Control run-off for biological contamination.
4. Contaminated persons will be required to remove clothing and surrender all personal property to decontamination personnel.

E. Protection

1. Protection from biological agents can be as simple as wearing a HEPA (High Efficiency Particle Absorbing) mask combined with your clothing and good sanitation measures.
2. SCBA (Self-contained Breathing Apparatus) is the best respiratory protection. HEPA filter masks protect the respiratory system well. Any good dust-filtering mask will provide respiratory protection against biological agents.
3. Clothing worn in a suspected contaminated area should be removed and sealed in a plastic bag.
4. Good sanitation measures, including not eating or drinking in the immediate area of any suspected contamination. You should avoid touching anything in a contaminated area and wash hands with soap and water if the hands become contaminated.

F. First Aid

1. If, after being exposed to a possible biological agent you start showing flu-like symptoms, seek medical attention immediately.
2. All medical personnel should be informed that you might have possibly been exposed to a biological agent.

G. Secondary Devices

1. With any NBC Incident the threat of the terrorist setting a secondary device is growing greater everyday.
2. Secondary devices are used to attack the first responders, Police, EMSA, Fireman and possibly Animal Control Officers.
3. Always use precautions regarding unknown objects in the work place and at any NBC Incident.

6. CHEMICAL INCIDENT

Special Considerations

A. Notifications

1. 911 Operators Checklist is provided in the dispatch office.
2. This checklist should be used by anyone receiving a call advising of a Chemical agent incident.

B. Evacuation

1. Wind direction and speed must be considered and any evacuation shall be in an up-wind direction from the suspected chemical agent.
2. Employees and visitors must evacuate to a decontamination station.

C. Chemical Agents

1. Chemical agents are the most likely types of agents to be used by a terrorist.

2. They are extremely toxic, and are either readily available, or not difficult to make.
3. Chemical agents are generally liquid when in canisters; some boil at low temperatures and become gases.
4. They normally will be disseminated as aerosols or as a gas. And thus will dissipate with time.
5. They are influenced by weather conditions (temperature, wind speed, wind direction, humidity and air stability).
6. Chemical agents are classified by how they effect the body, the four main classifications are; Choking Agents, Blood Agents, Blister Agents and Nerve Agents.

D. Signs and Symptoms

1. Because several chemical agents act rapidly, recognizing the signs and symptoms of chemical agent exposure is the most important method of protection an individual can utilized.
2. Nerve Agents (GA) (GB) (BD) and (VX) are our biggest threat, they are readily available, fast acting and very toxic.
3. The acronym; SLUDGE, is a good way to remember the symptoms of nerve agent poisoning:

S-Salivation	(Drooling)
L-Lacrimation	(Tearing)
U-Urination	
D-Defecation	
G-Gastrointestinal	(Stomach pain and gas)
E-Emesis	(Vomiting)
4. Other symptoms that might be observed in a victim or reported by a victim are; pin pointed pupils, dimness of vision, tightness of chest, twitching, tachycardia, convulsions and incontinence.
5. Symptoms for Choking Agents (CG) (CI) include: coughing, choking, tightness of chest, burnt skin and degradation of clothing.
6. Symptoms of Blood Agents (AC) and (CK) are: flush color, gasping for air, reddish lips (blue in dark-skinned people), and frothing of the mouth.
7. Symptoms of Blister Agents (H) (L) and (CX) are: burning eyes, coughing and skin blistering (after 6-24 hours).
8. Animal Control Officers should be extremely aware when approaching a scene where mass animal casualties have been reported. These chemical agents will affect animals the same way they effect man.

9. We can detect chemical agents with our senses; the smell at a possible chemical incident would be an important clue to detecting an agent. The agents are reported to smell like:
 - A. Mustard agents—Garlic or Horseradish
 - B. Phosgene—Freshly mowed hay
 - C. Blood agents—Bitter almonds
 - D. Lewisite—Geraniums
 - E. Nerve agents—Fruity (Juicy fruit gum)

E. Decontamination

1. Decontamination is the reduction or removal of chemical agents.
2. Decontamination may be accomplished by removal of these agents by physical means or by chemical neutralization or detoxification.
3. Decontamination of skin is the primary concern, but decontamination of eyes and wounds must be done when necessary.
4. The first and most important step in decontamination, which is without equal, is the timely physical removal of the chemical agent.
5. Decontamination should be done within the first minute or two after exposure.
6. Simple soap and water is effective (this is not the best, but it is good) for rapid chemical agent removal.
 - A. Remove the person from the contamination area.
 - B. remove contaminated clothing from the victim.
7. The second step in decontamination is chemical deactivation.
8. Chemical deactivation is the neutralization of the chemical agent by diluting it with another chemical that breaks down the toxic agent.

F. Protection

1. Most chemical agents are used as liquids or gases; we must protect the respiratory tract and the skin from contact with agents.
2. The most common way to protect the respiratory system from chemical exposure is by using a mask.
3. Standard clothing, to some extent can protect the skin.

G. First Aid

1. Choking Agents (CG) (CI)
 - A. First aid for choking agents is leave contaminated area and let contamination evaporate.

2. Blood Agents (AC) (CK)
 - A. First aid for blood agents is leaving the contaminated area. Antidotes are available for use by medical personnel.
3. Blister Agents (H) (L) and (CX)
 - A. First aid for blister agents is immediate removal of the agent from the affected skin, flush with water or diluted bleach.
4. Nerve Agents (GA) (GB) (GD) and (VX)
 - A. First aid for nerve agents is immediate removal of the agent from the affected skin, flush with water or diluted bleach. The antidotes for nerve agents are Atropine and 2-PAMCI, they can be administered by medical personnel.

7. BUILDING

Special Considerations

- A. The Animal Welfare Shelter is equipped with 4 air handling systems that include four electric exhaust fans.
 1. This system is designed to replace the air in the building two times every hour with fresh air from outside the building.
 2. This system, in the event of NBC contamination inside the building, would spread the contamination throughout the interior of the building and vent the contamination out of the building.
- B. The air handling system would need to be shut down in the event of an NBC incident.
 1. This would be accomplished by turning off the power supply to the system.
 2. The power supply for the air handling system is located in the Mechanical Room that is located adjacent to the wash bay on the north side of the building.
 3. The control panel for the air handling system is located on the north wall in the Mechanical Room.
 4. The panel is labeled MDP (Main Distribution Panel) and is Grey in color.
 5. The four breaker switches that need to be turned off are, the bottom 2 on each side of the panel and are marked AHU-1, AHU-2, AHU-3 and AHU-4, as indicated in the picture below.

ANNEX H

TEMPORARY ANIMAL SHELTER

1. The purpose of this Annex is to identify when, where and how the Animal Welfare Shelter will need to be relocated in a temporary location. To establish temporary location and route to the location.
2. **SITUATIONS AND ASSUMPTIONS**
See Section 2, Basic Plan
3. **CONCEPT AND ASSUMPTIONS**
See Section 3, Basic Plan
4. **TASK ORGANIZATION AND RESPONSIBILITIES**
 - A. Task Assignments for a Temporary Animal Shelter .
 1. See Basic Plan 4, B, 2
 - B. Responsibilities:
 1. See Basic Plan 4, C, 1-5
5. **RELOCATION**
 - A. When to Relocate.
 1. Anytime the Mayor, Chief of Police or any other person, with the authority, orders the Animal Welfare Shelter Manager to evacuate, relocate and establish a temporary Animal Shelter.
 2. Anytime the Mayor, Chief of Police or any other person, with the authority, orders the Animal Welfare Shelter to establish a temporary shelter in an area of town that has suffered a disaster where the residents, of the effected area, have to temporarily evacuate their homes, but can not take their animals with them.
 3. Anytime the Mayor, Chief of Police or any other person, with the authority, orders the Animal Welfare Shelter Manager to establish a temporary animal shelter; to aid and assist another community with an animal related disaster.
 - B. Where to Relocate.
 1. Tulsa Pavilion and F150 Barn, 1701 S Louisville Avenue.
 - (A) Assigned personnel and equipment will leave the shelter and go South on Erie Avenue to Apache Street. Turn West (right) on Apache and go to Yale Avenue. Turn South (left) on Yale and go to 15 Street. Turn West (right) onto 15 Street and go to Louisville Avenue. Turn South (left) on Louisville and go to 17 Street. Turn East (right) onto 17 Street and proceed straight to the Pavilion.
 - C. Map to Relocation Site.
 1. See appendix 3.

6. EQUIPMENT

A. General

1. To establish a temporary animal shelter; many logistical details have to be considered and defined. The foremost consideration is the amount of equipment that will be required to establish a temporary animal shelter. This section will detail the equipment, other logistical concerns and establish the procedures to accomplish the task.

B. Logistical Concerns

1. Equipment

- A. Tents
- B. Donations
- C. Identify Manufactures, Distributers and Donors
- D. Animal capture equipment
- E. Animal cages
- F. Leashes, harnesses
- G. Generator
- H. Portable lights
- I. Flashlights and extra batteries
- J. Signage
- K. Office supplies
- L. Laptops

2. Transportation

- A. Animal Control Vehicles
- B. Identify sources for boats, helicopters, off road vehicles and any other type of transportation that might be needed

3. Personnel

- A. Animal Welfare Shelter
 1. Animal Control Officer call out roster
 2. Public Relations Officer
 3. Rescue Teams
 - A. Small animal
 - B. Large animal
- B. Volunteers
 1. Foster Homes

C. Other Resources

1. **American Humane Association (AHA)**

NATIONAL HEADQUARTERS

1400 16th Street NW, Suite 360, Washington, DC 20036

Phone: (866) 242-1877

WEST COAST HEADQUARTERS

12711 Ventura Boulevard, Suite 180, Studio City, CA 91604

(818) 501-0123

LOIS POPE PALM BEACH OFFICE

241 Bradley Place, Suite C, Palm Beach, FL 33480

(561) 537-5887

2. **Humane Society of the United States (HSUS)**

1255 23rd St, NW, Suite 450, Washington, DC 20037

202-452-1100 or 866-720-2676 Monday through Friday 8 am to 11 pm or Saturday and Sunday 9 am to 6 pm Eastern time.

3. **American Red Cross**

1-800-RED-CROSS

4. **Global Alliance for People and Animals**

Los Arrayanes 333, Valdivia, Región de los Ríos, Chile

+56 63 225 8772

5. **Humane Society International (HIS)**

Humane Society International (global headquarters)

1255 23rd Street, NW, Suite 450, Washington, DC 20037

Phone: 202-452-1100 (or, from North America, 866-614-4371) Monday—Friday 8:00 a.m. to 11:00 p.m., Saturday—Sunday 9:00 a.m. to 6:00 p.m., Eastern time.

6. **International Fund for Animal Welfare**

International Operations Center

290 Summer Street, Yarmouth Port, MA 02675 United States

Tel:+1 (508) 744 2000 Tel:+1 (800) 932 4329

Email: info@ifaw.org

International Headquarters

1400 16th Street NW Suite 510 Washington DC 20036 United States

Tel:+1 (202) 296 3860

FAX:+1 (202) 296 3802

Email: info@ifaw.org

7. **World Animal Protection**
Nelson Tower Building, 450
Seventh Avenue, 31st floor New York, NY 10123
+1 (0) 646-783-2200
Info@worldanimalprotection.us.org
8. **ASPCA**
212-876-7700
9. **Disaster Animal Rescue Team (DART)**
616-225-2525
10. **Red Rover**
3800 J Street, Suite 100 Sacramento, CA 95816
916-429-2457
11. **Veterinary Medical Assistance Teams**
1931 N Meacham Road, Suite 100 Schaumburg, IL
1-800-248-2862
12. **National Animal Care and Control**
40960 California Oaks Road #242, Murrieta, CA
913-768-1319
13. **National Animal Rescue and Sheltering Coalition**
336-496-2772
14. **Best Friends Animal Society**
5001 Angel Canyon Road, Kanab, Utah
435-644-2001
15. **Code 3 Associates**
1456 Skyway Drive, Longmont, CO
303-772-7724
16. **Petsmart**
19601 N 27th Ave, Phoenix, AZ
800-423-7387

4. Food
 - A. Personnel
 - B. Animals
5. Communications
 - A. Mobile Radios
Animal Control Vehicles with Mobile Radios: 2016506, 2016507, 2016508, 2016586, 2016584, 2010755, 2010752, 2010753, 2010754, 2017622, 2016591, 2010756, 2003134, 2006073
 - B. Portable Radios
 - C. Cellular Phones
 - D. Land line phones and lines
 - E. Laptop computer
 - F. Printer
 - G. Fax and copy machines
6. Medical needs for personnel
 - A. Vaccinations list
 - B. First aid kits
7. Medical needs for animals
 - A. Veterinarian
 - B. Veterinarian Technician
 - C. Medical Supplies
8. Dead Animal Pickup
 - A. Identify agencies for large animal pickup
 - B. Identify agencies for small animal pickup
9. Technical Animal Rescue
 - A. Identify resources, Fire Department, AHS
 - B. Swift Water
 - C. Ravine
10. Networking (Mutual Aid)
 - A. FEMA
 - B. TPD
 - C. TFD

11. Reporting
 - A. Emergency Animal Relief Report (news release)
 - B. Situation Report (Incident Commander)
12. Business Office
 - A. Intake forms
 - B. Release forms
 - C. Request for animal rescue forms
 - D. Found dog forms
 - E. Found cat forms
 - F. Lost dog forms
 - G. Lost cat forms
 - H. Door hangers
 - I. Animal daily care forms
 - J. Donations received forms
 - K. Volunteer duty roster forms
 - L. Shift situation report forms
 - M. Supply request forms
 - N. Emergency release forms
 - O. Volunteer agreement and release of liability forms
 - P. Disaster response volunteer intake forms

ANNEX I

VOLUNTEERS

1. The purpose of this Annex is to identify volunteers that will assist the Animal Welfare Shelter in the event of an emergency and to provide a list of the volunteers and their contact numbers.
 - A. Procedures
 1. In the event that volunteers are required to aid the animal shelter in an emergency the following procedures will be initiated.
 - A. The Incident Commander will determine if volunteers are to be utilized.
 - B. The Incident Commander will direct the Operations Commander to initiate the Volunteer callout.
 - C. The Operations Commander will contact the Volunteer Coordinator.
 - D. The Volunteer Coordinator will contact the volunteers that arrive at the shelter.
 2. Volunteer Coordinator will provide a signup sheet.
 - A. All volunteers will sign in on the signup sheet.
 - B. The Volunteer Coordinator will give a copy of the signup sheet to the Operations Commander.
 3. The Operations Commander will determine task assignments for Volunteers.
 - A. The Operations Commander will provide the Volunteer Coordinator with a list of tasks to be performed by the volunteers.
 - B. Volunteers will report to the Volunteer Coordinator for assignments.
 - C. The Volunteer Coordinator will assign specific tasks to each volunteer.
 - D. Volunteer Coordinator will report to Operations Commander when all assigned tasks are completed.
 - E. The Operations Commander will release the Volunteer Coordinator and volunteers at his/her discretion.
 - B. Volunteer Roster
 1. Volunteer Coordinator, Tiane Christy
 - A.

ANNEX K

Animal Welfare Shelter Evacuation Plan

SCOPE: Preparation for and response to possible disasters that may impact the Tula Animal Welfare Shelter.

1. Reason for this plan:

The City of Tulsa is committed to ensuring that animals are treated in a humane, ethical manner, with the highest standard of care according to federal and state regulations and policies.

This plan is intended to provide the City of Tulsa Animal Welfare Shelter staff a general plan of action in the event of an emergency or disaster with potential impact to animals housed at the shelter.

The intent of this plan is to protect and manage the animals at the facility in the event of an emergency.

However, under no circumstances should employees put themselves at risk at any time in attempting to implement animal protection procedures.

This plan supplements the Tulsa Animal Welfare Shelter Emergency Action Plan.

All personnel should follow the procedures in the Emergency Action Plan and use this plan as a supplement to specifically address animal needs in the event of an emergency.

2. Plan Statement:

All personnel must comply with the Tulsa Animal Welfare Shelter Emergency Action Plan.

The sections in this plan detail how emergencies will be handled within the animal welfare facility.

OVERVIEW OF ANIMAL CARE AND SUPPORT NEEDS

Animal health checks and health maintenance:

Animals should be checked daily to confirm they are healthy.

These observations may be performed by the staff Veterinarian or other qualified clinic personnel.

The staff Veterinarian will triage sick or injured animals and determine a treatment plan.

Food and water supplies:

Food and water are critical to maintaining health.

Having the appropriate food for the species, in adequate quantities, is one goal of this plan.

If the usual food is not available, professional judgement must be applied to identify acceptable substitutes which are available.

Potable water is especially important, as many animals can survive for several days with little food, but may succumb within one to two days without water.

Sanitation:

For purposes of animal health and welfare, adequate sanitation must be provided.

Cages of some species must be changed often while others may go several days without inducing health or environmental problems.

The goal of this plan is to approximate the normal sanitation schedules with available resources.

Increasing cage change intervals, spot cleaning instead of whole cage changes, changing bedding instead of cage changes, hand washing some equipment or deferring activities, such as floor mopping, may be required.

The staff Veterinarian or his/her designee will decide which sanitation activities are performed in order to provide the greatest benefit to the animals if it is not possible to perform all normal activities due to disaster/emergency conditions.

Environmental support (ventilation, temperature control, utilities):

Maintenance of an appropriate environment is essential to the well-being of animals.

Ventilation problems may include loss of or diminished air supply or exhaust, loss of pressure differentials in critical areas, unacceptable temperature variations, contamination with agents such as chemicals or smoke, or loss of utilities such as electricity needed for lights or powered equipment.

Ventilation problems should be addressed by the staff Veterinarian or Kennel Supervisor with goals of maintaining at least some air movement in animal housing spaces and keeping temperatures as close to the acceptable range as is possible.

The minimal standard is to prevent animal deaths or contamination of the environment.

Personnel to provide care:

Personnel with adequate training are essential to maintaining the animal shelter.

They may be unable to work in facilities due to damage or dangerous conditions, physical obstructions or interruption of work.

The Animal Welfare Shelter Manager or designee will deploy available personnel to maintain animal health and well-being under the direction of the staff Veterinarian or Kennel Supervisor.

Personnel may be asked to perform duties outside their scope of normal responsibilities in order to protect animal health or well-being.

As soon as possible after a disaster or prior to the incident, when possible, a list of current/essential personnel that may need to access the Animal Welfare facility will be provided to the Tulsa Police Department dispatch so they may further distribute it to county, state or federal authorities that may control access, including road closures.

EVACUATION OF ANIMALS:

Disaster preparedness can mean the difference undue loss and suffering of animals, which can compound trauma to human victims, and successful evacuation and care for both people and animals.

Evacuation Space: Short-Term and Long-Term Housing

Tulsa Animal Welfare has a back-up facility specifically prepared to evacuate all animals in the event of an emergency.

The Tulsa Pavilion located at 1701 S. Louisville Ave. has considerable space usable for temporarily housing animals.

The Pavilion could house most species of evacuated animals.

Decision-Making of Evacuation

Evacuation will be considered based on the details of the disaster, type of animal, feasibility of evacuation or relocation.

The decision to evacuate animals will be made in consultation with the staff Veterinarian and/or Animal Welfare Shelter Manager.

Scenarios where evacuation of an animal may be appropriate include:

Evacuation following an emergency that resulted in damage to the animal facility rendering it unsuitable for the continued housing of animals.

Pre-evacuation in the event of an impending disaster.

If there is an immediate threat to human health or safety—PERSONNEL MUST NOT ATTEMPT TO EVACUATE THE ANIMALS!

Concern for animals is secondary to human life.

Personnel should not place themselves in danger to remove animals from a building.

If you are working with animals near their cages and time permits, put the animal back in their in cages.

If you are in the middle of surgery, euthanize the animal if there is time.

If evacuation of the animals (which may be practical) is being considered to avoid the hazard, evacuation procedures, places and routes should be followed.

In the event relocation is required, the animals will be moved to the off-site housing area.

Since not all animals may be able to be evacuated, the staff Veterinarian or shelter Manager should decide, in advance if possible, which are the most critical to save.

The Animal Welfare Shelter Manager should be prepared to communicate priority to animal shelter staff in an emergency.

In the event of a catastrophic emergency, injured or affected animals will be triaged by staff clinic personnel.

Treatment will occur on site if possible or after evacuation to a predetermined site.

Those animals with injuries too severe to recover will be humanely euthanized.

NOTE:

Any animal evacuated from the animal shelter should have cage card information taped onto the cage with clear tape and/or cage card information written directly onto the cage with permanent marker as soon as possible.

If able, all evacuated dogs should have a neck band or collar with animal ID number and cage identification written in permanent maker.

After an evacuation of personnel, the Animal Shelter Manager should report to the Incident Command Post to make the Incident Commander aware of the situation and then work together to determine when it is safe to return to the area with the animals.

SHELTERING IN PLACE

The term “shelter-in-place” means to seek immediate shelter and remain there during an imminent event instead of evacuating.

There are occasions when the option to evacuate the area cannot be considered.

Unless otherwise instructed to evacuate, sheltering in a pre-determined safe location is the preferred method of safely waiting out events.

Process calmly to the location designated for the area you are located.

Windows, doors and HVAC systems in the designated area should be closed.

A second definition of “Sheltering-in-place” may be used to describe when animal shelter personnel decide ahead of time to come to or remain in the facility for longer than a normal shift.

For example, when extreme weather is predicted, such as snow or ice which may prevent transportation or limited access to the animal shelter to provide care as required by Federal Law, the Animal Welfare Shelter Manager will ensure that personnel support supplies such as food, water and bedding are available for the individuals remaining at the facility.

If such a decision is made, the Animal Welfare Shelter Manager will notify City of Tulsa Security of the exact area where personnel remain.

Generally, the amount of feed kept in-house (including food in cages, food in feed supply bins and food in storage areas) is projected to be an adequate supply to allow for any potential delays in shipment.

In the event that such a situation is likely during the workday, the Animal Welfare Shelter Manager will closely monitor weather conditions.

Animal Welfare Shelter staff will be reassigned work tasks to assure that all critical tasks are completed (feed, water, security of animals) and then nonessential personnel will be sent home (timing to be consistent with recommendations from weather bulletin sources).

For after-hours emergencies, the Animal Welfare Shelter Manager should call City of Tulsa Security.

Prior to a winter storm, when possible, cages will be topped off with food and fresh water.

Animals which are usually fed once per day may be given full dishes of food.

Rodent cage hopper and bird bowls may be filled to the maximum and full water bottles provided the day before the expected storm.

Water may be held in large clean containers (large plastic garbage cans) in the facility.

When serious inclement weather is forecast, some of the Animal Shelter staff members who live close to the facility may be assigned to come to work.

NATURAL DISASTERS—FLOODS, EARTHQUAKES, TORNADOS, WILDFIRE:

Surgical procedures should not be conducted if there is advance notice of a potential disaster.

In addition to the Tulsa Animal Welfare Shelter Emergency Action Plan, the following should be considered for animals.

Procedures and animal handling during or after a flood, earthquake, tornado or wildfire:

If possible, leave rooms where hazardous materials and anesthetic agents are located.

If possible, turn off all gas lines and cylinders.

If you are working with animals near their cages and time permits, put the animal (s) back in their cage (s).

If you are in the middle of surgery and are required to evacuate, euthanize the animal if there is time.

After the area has been deemed safe by Incident Commander, Animal Shelter staff will be permitted inside the building to assess the need for evacuation and relocation of animals or humane euthanasia, if necessary.

HVAC LOSS:

Essential animal facility HVAC systems have backup that automatically transfer on.

If the cat rooms and kennel environment cannot be maintained within temperature parameters, the animals may need to be located.

Overheating:

- 1) Move animals to rooms that are not overheating or to the hallway if it is cooler.
- 2) If the whole animal facility is overheating, mobile cooling stations can be utilized to reduce the heat load.
- 3) If an animal rooms cannot be cooled, the staff Veterinarian will make the decision to relocate or euthanize the animals if they are in distress.

Loss of Heat:

- 1) Move animals to rooms that have heat or to the hallway if it is warmer.
- 2) Use only oil or electric auxiliary heaters in animal rooms that have no heat.
- 3) If animal rooms cannot be warmed or there is no warm place within the animal facility, staff Veterinarian will make the decision to relocate or humanely euthanizes the animals if they are in distress or danger.

EMERGENCY SUPPLIES

The Animal Welfare Shelter Manager will keep on hand enough food and water to provide proper care for animals in the event of a disaster.

The animal shelter maintains an adequate feed supply to meet the needs of a temporary disaster predicted for our region.

Additional supplies that should be kept on hand include:

Drinking water and food for staff

Flashlights and extra batteries

Utility knife

Sturdy, comfortable shoes and clean socks

Heavy duty work gloves

Sanitation needs (such as toilet paper, bleach, plastic bags, plastic buckets)

Duct tape

Blank cage cards, markers, pens and pencils

Area maps

First aid kit

A full list of Animal Shelter key personnel contact information will be maintained by the Animal Welfare Shelter Manager and provided to City of Tulsa Security and Tulsa Police Department.

ANNEX L

TEMPRARY ANIMAL HOUSING DURING A DISASTER

Tulsa Pavilion

The Tulsa Pavilion located at 1750 S Louisville Ave, is the designated off-site facility in case of a disaster or emergency evacuation. The attached F-150 barn will serve as a livestock holding area as well as a storage facility.

The west entrance will be utilized as the citizen and volunteer entrance. Staff will enter and exit via the north entrance.

The north entrance will be the only entrance used to unload animals brought in by Animal Control Officers in the field.

Arena

The Pavilion arena floor is approximately 21,008 square feet and will serve as the “exercise area” for dogs. Each exercise pen will be set up separately and are designed to hold only one dog at a time. Multiple dogs will be allowed in the pen together if they are from the same household and small enough to be accommodated in the same pen.

This area is only accessible to volunteers and Animal Welfare staff on a regular basis. Citizens are only allowed in this area if accompanied by staff or a qualified volunteer.

Depending upon the time of year, the Pavilion floor may be dirt or concrete.

Kennel Workers or designated workers will assemble ten (10) 12x12 pens. No more than 10 pens should be erected to control the noise level in the arena.

The pens shall be erected at least 10 feet apart to keep dogs from making nose to nose contact with one another.

The arena will be walked multiple times daily by Kennel Workers to pick up trash and check each pen for structural integrity. Kennel Workers will repair or replace any pens or parts of pens as soon as a defect is detected.

Each green and yellow tagged dog shall be placed in an exercise pen for a minimum of 10 minutes twice daily.

Dog owners will be allowed in this location only if accompanied by a staff member or qualified volunteer.

Shelter Staffing:

The off-site shelter shall be staff by qualified Animal Welfare personnel and appropriately trained volunteers.

Manager

The Tulsa Animal Welfare Shelter Manager shall remain at the off-site facility during normal working hours.

The Tulsa Animal Welfare Shelter Manager will ensure proper staffing levels at both main and off-site facilities.

Field Supervisor

The Field Supervisor may change hours, shifts and days off or assign overtime if needed to cover for personnel shortages.

The Field Supervisor will assign Animal Control Officers to daily tasks each morning. If the main facility is in use, Kennel Workers, Animal Control Officer I's and the Kennel Supervisor may not be available at the off-site facility.

Shelter Supervisor

Shelter Supervisor will ensure a proper number of Officers and workers will be assigned each day to each facility if needed.

The Shelter Supervisor may change hours, shifts and days off or assign overtime if needed to cover for personnel shortages.

Veterinarian

Veterinary Technician

Veterinary Assistant

Front Office/Receiving

The front office area will be located directly inside the west entrance of the Pavilion.

Items needed to effectively stock this section:

<i>Walkie-Talkie</i>	<i>Folding tables</i>	<i>Muzzles</i>
<i>Digital camera</i>	<i>Easel stands for signage</i>	<i>Zip ties</i>
<i>Pens</i>	<i>Signage</i>	<i>Binders</i>
<i>Pencils</i>	<i>Wristbands</i>	<i>Transfer cages</i>
<i>Highlighters</i>	<i>Storage containers</i>	<i>Bug spray</i>
<i>Tape</i>	<i>Laptop computer</i>	<i>Cage cards</i>
<i>Stapler</i>	<i>Microchip scanner</i>	<i>Sign in sheets</i>
<i>Note pads</i>	<i>Batteries</i>	<i>First aid kit</i>
<i>Blank paper</i>	<i>Folding chairs</i>	<i>Toilet paper</i>
<i>Labels</i>	<i>Trash bags</i>	<i>Trash cans</i>
<i>Handwashing liquid</i>	<i>Clipboards</i>	<i>Paper clips</i>
<i>Duct tape</i>	<i>Leashes</i>	<i>Scotch tape</i>

The front office staff shall ensure the west doors are unlocked each morning at 10 am to the general public. Volunteers who are scheduled for work may enter the facility starting at 8 am through with west doors.

Volunteers shall be shown to the Volunteer Coordinator or designee as soon as they arrive.

If a citizen brings in an animal found outside the disaster zone, the citizen should be directed to drop the animal off at Tulsa Animal Welfare during regular business hours.

If a citizen brings in an animal found within the disaster zone, the staff will log the animal into the Chameleon system. A photo will be taken and the animal moved to the decontamination station. Staff will gather as much information about the location the animal was found and possible address/owner if known and will enter this into the system.

If a citizen calls or arrives at either shelter inquiring about an animal in need of rescue, staff will fill out an Animal Rescue Request Form. The form will be given to the appropriate rescue personnel.

If a citizen calls or arrives at either shelter stating they have found an animal in the disaster zone and have taken it to a home or shelter not affiliated with Tulsa Animal Welfare, staff will fill out a Notice of Found Animal. The form will be filed in a 3 ring binder accessible to the public and located at the front desk of both facilities. Notice of Found Animal will be communicated between shelters by office staff.

If a citizen calls or arrives at the Animal Shelter stating they have an animal in need of rescue within the disaster zone, staff will fill out an Animal Rescue Request Form. The form will be communicated to the off-site shelter by office staff.

Animal Welfare Officers and Kennel Workers

Animal Welfare Officers and Kennel Workers assigned inside the off-site facility will be responsible for the cleaning, feeding and watering of all animals, assisting volunteers and citizens and other duties as assigned.

Animal Welfare Officers assigned to work outside the facility are responsible for assisting state, county and local law enforcement, fire personnel and citizens to secure and transport animals to the off-site facility.

Animal Welfare Officers and Kennel Workers must remain in full uniform at all times while on duty.

Volunteer Coordinator

The Volunteer Coordinator is responsible for the daily registration, job assignment, training and wrist band identification of each volunteer. Wrist bands shall be removed by the Volunteer Coordinator at the end of the shift.

Each wristband will contain the volunteer name and area assigned.

Volunteers must be signed in when entering the facility by the Volunteer Coordinator. Volunteers must be given a specific shift and tasks to complete, may not stay at the facility or grounds after completing their shift and must check out with the Volunteer Coordinator before they leave the premises.

Volunteer Coordinator will ensure no volunteers are permitted to enter the premises between the hours of 1930 and 0800 hours.

Volunteer Coordinator will ensure animal enrichment items are available for volunteers to give out to animals in their care.

Volunteer Coordinator will ensure all volunteers complete and sign the Volunteer Waiver.

Items needed to effectively stock this section:

<i>Walkie-Talkie</i>	<i>Folding table</i>	<i>Muzzles</i>	<i>Sign in sheets</i>
<i>Pens</i>	<i>Pencils</i>	<i>Binders</i>	<i>Note pads</i>
<i>Wristbands</i>	<i>Highlighters</i>	<i>Storage containers</i>	<i>First aid kit</i>
<i>Tape</i>	<i>Laptop computer</i>	<i>Stapler</i>	<i>Blank paper</i>
<i>Folding chairs</i>	<i>Labels</i>	<i>Trash can</i>	<i>Trash can liners</i>
<i>Hand sanitizer</i>	<i>Clipboards</i>	<i>Paper clips</i>	<i>Leashes</i>
<i>Collars</i>	<i>Scotch tape</i>	<i>Duct tape</i>	<i>Animal Enrichment items</i>

Volunteers

Volunteers are an integral part of our team, supporting our goals, participating in activities and adhering to the Animal Welfare mission.

Volunteers shall be treated with respect and with gratitude for their contribution by all employees.

The Animal Welfare Shelter Manager or Volunteer Coordinator shall maintain a database with contact information of volunteers trained in animal handling. The Manager or Volunteer Coordinator will be responsible for contacting the volunteers in the case of an emergency.

Unless specifically trained and assigned, volunteers may pass through but not work in the following areas:

Triage/Clinic/Isolation *Livestock* *Exotics*

Rabies observation dogs/cats *Staff break/rest area*

Volunteers are allowed in the following areas:

Stray dogs/cats *Volunteer break/rest area* *Storage*

Reception/Intake *Animal Decontamination* *Exercise Arena*

Volunteers may assist citizens looking for their lost animals, cleaning cages, walking dogs, taking photographs, posting on social media, decontamination and other duties assigned.

Cleaning

Arena (Concrete)

Feces will be picked up with a pooper scooper and disposed of in a plastic garbage bag. Soiled concrete will be mopped with a mop bucket containing a bleach solution.

Arena (Dirt)

Feces will be shoveled with a rounded shovel and disposed of in a plastic garbage bag. Urine, if pooled, will be shoveled with a rounded shovel and disposed of in a plastic garbage bag. If urine is not pooled, a leaf rake shall be used to rake over the urine to combine it with the other dirt.

Feral boxes

Remove the soiled material from the feral box and wipe clean with paper towels. Submerge the feral box in a *Rescue* solution for 10 minutes and let air dry.

Cat cages

Place cat in feral box and place slip cover on box. Remove feral box. Remove litter box, food and water containers, soiled linens and any other material used in the cage. Wipe cage clean with a *Rescue* solution and place feral box back in cage. Place food and water and clean linen in cage. Remove slip cover and secure cage door.

Green and yellow tagged dog cages

Remove dog, food and water bowls, soiled linens and any other material used in the cage. Wipe clean with *Rescue* solution. Place food and water and clean linen in cage. Place dog back in cage.

Red tagged dog cages

Use extreme caution. Remove dog with control stick and have ACO hold dog while cleaning. Remove food and water bowls and any other material used in the cage. Wipe clean with *Rescue* solution. Place clean food, water and linen in cage. Place dog back in cages.

Receiving

Public receiving must be cleaned periodically throughout the day with a mop and bucket of *Rescue* solution. Special attention must be made in the "wet" areas.

Clinic

Isolation

Staff break/rest area

Lockers are provided in the staff break/rest area. Linens and cots are provided for after hours or break time rest. After using cots and linens, the Officer using it must dispose of the soiled linens in a soiled linen can and wipe down cot with a bleach solution.

Laundry

Soiled linens will be transported by a Field Officer or designee to the main shelter facility or designated facility in large plastic bags. Linens will be bagged and washed separately from each section i.e. clinic, isolation, cat/dog, staff. Clean linens will be transported back to the Pavilion and handed out accordingly.

Dishes

Food and water dishes will be washed with hot soapy water, rinsed clean, sprayed with *Rescue* solution and left to air dry.

Front Office

Disinfectant wipes for the front desk area shall be used periodically throughout the day.

ACO Intake

After bringing in an animal from the field and urine, blood, feces or other bodily fluids are deposited on the floor, the Officer must scoop and dispose of feces and mop urine, blood or other bodily fluids with a bleach solution.

Kennel Intake

After receiving an animal, if urine, blood, feces or other bodily fluids are deposited on the floor, the Officer must scoop and dispose of feces and mop urine, blood or other bodily fluids with a bleach solution.

Decontamination

Only Decontamination team members are responsible for the cleaning of the room after each shift. If blood, urine, feces or other bodily fluids are deposited on the floor, a team member must scoop and dispose of feces and mop up urine, blood or other bodily fluids with a bleach solution.

Livestock Pens

Livestock pens do not need to be cleaned unless the animal stays 1 week. After 1 week, the animal will be transferred to a clean holding area while the pen is cleaned. The animal will be placed back in the pen as soon as it has been cleaned.

Triage

Exotic

Decontamination (Small animal) (Not for major chemical or radiological incidents)

Decontamination personnel should receive proper PPE against likely biological, physical and chemical hazards that may be present such as EColi in floodwaters, and, potentially, rabies virus in rescued animals. PPE that may need to be worn when handling animals include nitrile or polyvinyl chloride gloves, heavy cloth gloves, tight fitting goggles, face shield, long sleeve shirt and pants, N-95 particulate respirator, protective over-garment and protective footwear.

Decontamination stations will be prepared before any animals arrive. Three stations will be established.

Station 1 (Hot Zone)

This station will contain 2 bins. One bin is for the disposal of contaminated leashes, collars and other items worn by animals at the time of rescue. It is important to discard these items, as they may be heavily contaminated and may trap contaminants against the skin or hair coat of the animal.

However, before any items are removed, a photograph of the animal should be taken while it is still wearing its original collars and any other identifiable items.

The photographs can then be uploaded onto the existing online database where owners can search for their missing animals. Items with the animal's name or address should not be discarded but stored in a safe location in the hot zone in a bag with the animal ID number written on the outside of the bag. The animal ID number must also be written on the paper ID collar.

The second bin should contain clean leashes and other restraining devices, including collars, harnesses and muzzles. At a minimum, all dogs must be kept on a leash and all cats must be placed in a harness or other restraint.

Once the contaminated items have been removed and replaced by clean items, personnel assigned to station 1 may then transfer the animal to station 2.

Station 2 (Clean Zone)

Station 2 will consist of a large tarp laid on the ground; 2 large basins with shallow, rigid walls; and a water source connected to a hose with a spray bottle.

Cleaning materials should consist of a detergent solution, such as liquid dish detergent and various scrub brushes.

The tarp beneath the basins serves to catch water dripping from the animal as it is transferred between basins.

The basins should be large enough to accommodate 1 animal and 2 people, since it may be necessary in some cases for the washers to enter the basin to restrain the animal.

As some animals may be reluctant to enter these basins, the walls of each basin should be just high enough to contain the wash and rinse water so that it does not spill over and contaminate the surroundings.

Prior to the washing, if necessary, the eyes of the animal should be flushed with saline solution to remove debris and chemical contaminants.

An artificial tears gel may then be applied if there is a concern about eye irritation when the animal is washed with soap or detergent.

Washing is done by spraying the animal with appropriately diluted detergent solution from the spray bottle attached to the hose.

The detergent solutions should be agitated into the hair of the animal. Special attention being paid to skin folds, inside the ears, paw pads and around the genitals and anus.

The animal is then led into the rinse basin, where it is thoroughly rinsed with clean water. The length of time that should be spent washing and rinsing the animal may depend on the scale of the disaster.

There are no guidelines on the recommended time for an animal to be decontaminated.

Many contaminants, such as phenols or petroleum products, have distinct odors that can alert the washer to their presence. A greasy, oily feel to the hair may indicate that decontamination was inadequate.

In such cases, the animal should be washed again.

Hair matted with contaminants that cannot be washed off should be clipped.

Once the animal has been washed and rinsed, it may then be transferred to station 3.

The dirty water in the wash and rinse basins must be emptied before the next animal arrives. The wastewater can be transferred to a second container or poured into a lined pit until it can be appropriately disposed of.

In some cases, it may be ok to release the water into the environment, away from the cold zone, if the Safety Officer determines that it does not pose any health or environmental risk.

Station 3 (Cold Zone)

Once the animal has been decontaminated and well rinsed, it is transferred to a handler just outside the clean zone to be towel dried.

If decontamination was adequate, the animal can be permitted to enter the cold zone.

Carefully examine the animal for the presence of any residual contaminants and to return the animal to the appropriate station for additional decontamination if contaminants are found.

If the animal passes visual inspection, it is delivered by the handler to the triage room for treatment by the veterinary team.

Animal Identification

Immediately upon intake, a photograph of the animal should be taken while it is still wearing its original collar and any other identifiable items.

The photographs should then be uploaded onto existing online databases where owners can search for their missing animals.

Items with the animal's name or address should not be discarded but stored in a safe location in the hot zone.

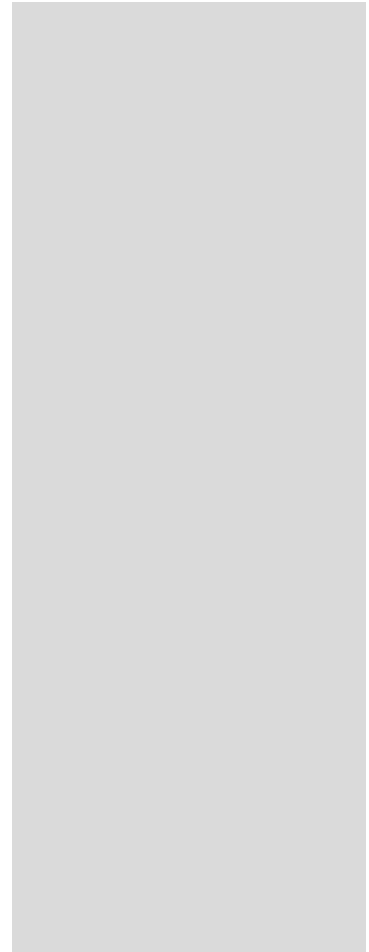
Each animal shall be scanned and checked for tattoos or other identifiable markings and shall be noted in the comments section of the animal ID record.

It is important to obtain as much information about the location where the animal was rescued, as this will provide additional information about the possible hazards the animal was exposed to as well as help with the animal-owner reunion process since it narrows down the likely area of residence of the animal. All of this information needs to be noted in the animal ID record.

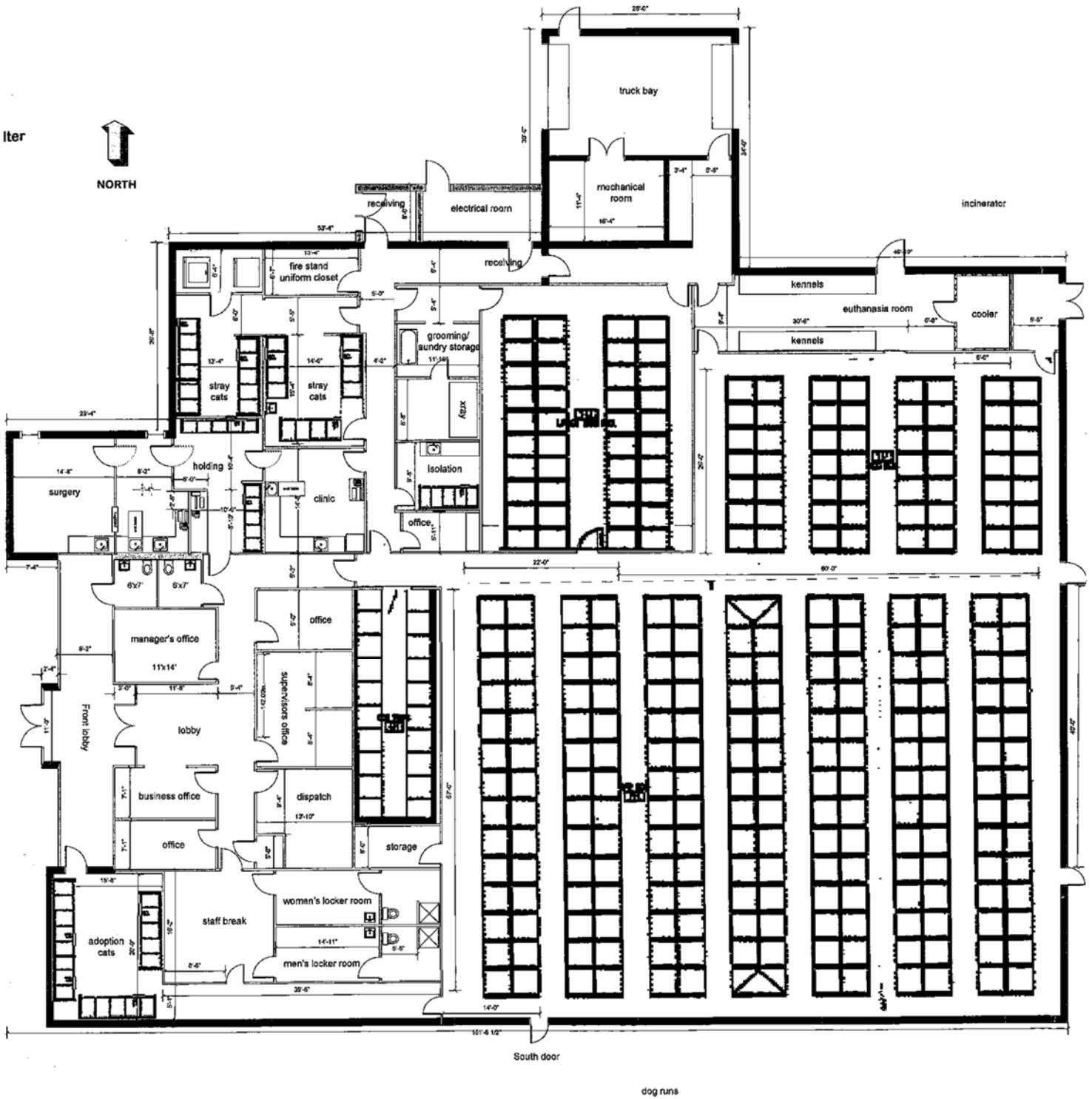
After the decontamination process, each animal must be fitted with a plastic collar with its unique animal ID number written on it with a dark colored permanent marker.

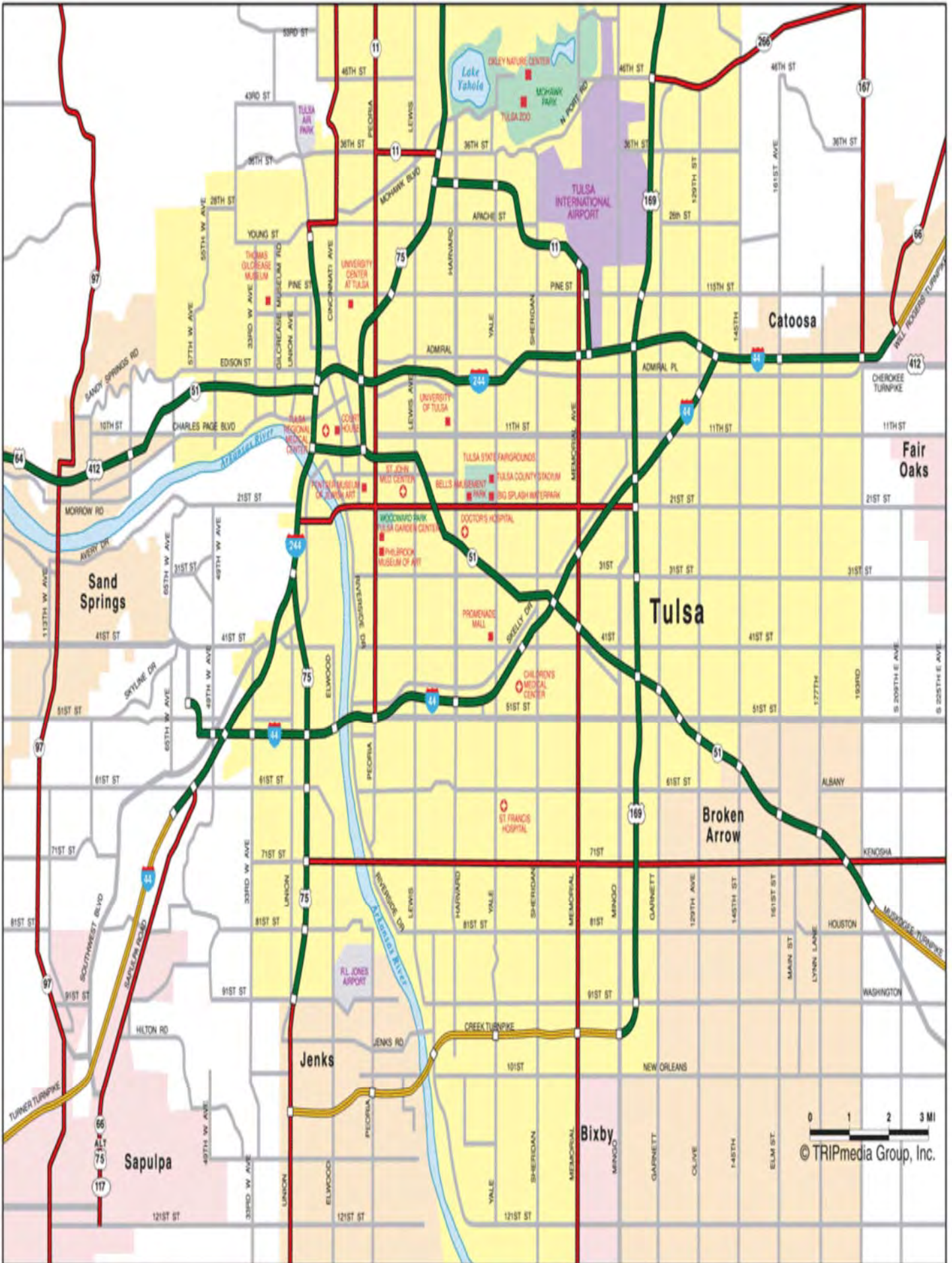
Employee Emergency Phone List

Jean Letcher	On-Site Commander
Melanie Foster	Clinic Coordinator
Charity Curtis	Operations Coordinator
Susan Stoker	Equipment Coordinator
Mandy Molloy	Communication Coordinator
Jason Wilson	Public Relations Coordinator
April Manning	Administrative Coordinator
Tiane Christy	Volunteer Coordinator
Maria Melton	Veterinary Technician
Tonia Laxton	Veterinary Assistant
Sarah Howe	Shelter Flow Coordinator
Curt Mullin	Animal Control Officer II
Donald Campbell	Animal Control Officer II
Peter Theriot	Animal Control Officer II
Charlotte Chasteen	Animal Control Officer II
Rachel Fritz	Animal Control Officer II
Denver Rice	Animal Control Officer II
Emily Guffey	Animal Control Officer II
Brandon Gale	Animal Control Officer I
Michael Thompson	Kennel Maintenance Worker
Carol Beaver	Kennel Maintenance Worker
Amanda Brown	Kennel Maintenance Worker
Lyndsey Roberson	Kennel Maintenance Worker
Laura Ferguson	Office Assistant II
Debra Fite	Office Assistant II



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VOLUNTEER PHONE LIST

EMERGENCY RELEASE FORM

Log # _____

The undersigned owner (agent) of the animal described as follows:

Name of Animal _____ Species _____ Breed _____

Description of Animal: _____ Age _____

Hereby requests the emergency quartering of the animal being evacuated because of a pending or occurring disaster. The animal owners (agents) hereby release the person or entity who is receiving the animal (hereinafter "animal caregivers) from any and all liability regarding the care and quartering of the animal during and following this emergency. The animals owners (agents) acknowledge that if emergency conditions pose a threat to the safety of the animal, additional relocation may be necessary, and this release is intended to extend to such relocation. The animal owners (agents) acknowledge that the risk of injury or death to the animal during an emergency cannot be eliminated and agree to be responsible for any veterinary expenses which may be incurred in the treatment of their animal. It is also requested that the animal owners (agents) contribute to the feeding and daily care of their animal, if possible. If an animal is not claimed within thirty (30) days (unless prior arrangements have been made), the animal owner will be notified of possible adoption or relocation.

PRINTED NAME OF ANIMAL OWNER (AGENT) DATE

SIGNED NAME OF ANIMAL OWNER (AGENT) DATE

ADDRESS OF ANIMAL OWNER (AGENT) PHONE

PLACE OF EMPLOYMENT WORK PHONE

ADDRESS WHERE OWNER PLANS TO EVACUATE DURING EMERGENCY PHONE

It is the responsibility of the animal owner (agent) to keep the animal caregivers informed of where the animal owner (agent) can be contacted following the emergency.

This animal is being released for the following disposition (please check one):

- Permanent adoption
- In-field euthanasia
- Temporary hold for _____ days
- Hold until able to reclaim
- Other, please explain _____

Pet Owner Sheltering Agreement

I, _____ the owner of _____ understand that emergencies exist and that limited arrangements have need made to allow myself, family and pet to remain in the shelter facility. I understand and agree to abide by the pet care rules contained in this agreement and have explained them to any other family member accompanying me and my pet.

1. My pet will remain contained in its approved carrier except at scheduled times. During scheduled relief time, my pet will be properly confined with leash, harness and muzzle (if necessary). Scheduled times will be strictly adhered to.
2. I agree to properly feed, water and care for my pet as instructed by Tulsa Animal Welfare or designee.
3. I agree to properly sanitize the area used by my pet, including proper waste disposal and disinfecting.
4. I certify that my pet is current on rabies and all other vaccinations recommended.
5. I will not permit other shelter occupants to handle or approach my pet either while it is in its carrier or during exercise time.
6. I will maintain proper identification on my pet and its carrier at all times.
7. I permit my pet to be examined by animal welfare personnel.
8. I acknowledge that my failure to follow these rules may result in the removal of my pet from the shelter. I further understand that if my pet become unruly, aggressive, shows signs of contagious disease, is infested with parasites or begins to show signs of stress-related conditions, my pet may be removed to a remote location. I understand that any decision concerning the care and welfare of my pet and the shelter population as a whole are within the sole discretion of Tulsa Animal Welfare or its designee, whose decisions are final.
9. I certify that my pet has no history of aggressive behavior and has not been diagnosed with any contagious disease for which it has not received successful treatment.
10. I understand that my animal must be picked up by _____ (date). If I do not claim my animal by said date, it will become the property of the City of Tulsa Animal Welfare Shelter and disposition of said animal will be determined by TAW.

I hereby agree to hold harmless all persons, organizations, corporations or government agencies involved in the care and sheltering of my animal(s). I further agree to indemnify any persons or entities which may have suffered any loss or damage as a result of the care and sheltering of my animal(s).

Pet Owners Signature _____ Print _____ Date _____

ANIMAL RESCUE REQUEST FORM Log# _____

This form is to be distributed to law enforcement and military personnel, utility crews and other workers in the disaster area. It should also be used to record information from owners calling in a rescue request. Please file a separate request for each animal. This form should be completed for all animals sighted, even if they are deceased.

Location of animal or sighting _____

Date / Time _____

Animal Description _____

Dog Cat Other _____ Male Female Altered

Breed/Color/Age _____

Distinctive markings and visible identification (Note injuries or special conditions) _____

Collar, License, Rabies or ID tag, tattoo or owner _____

Name of requesting party or owner _____

Address _____ Description of animal location _____

Phone _____ Temporary Address _____

If owner, is key available? Yes No Location of Key _____

If no, is keyless entry authorized? Yes No

Signature of owner or person completing form _____

Date/Time _____

****FOR RESCUE TEAM ONLY****

Request received by _____ Date/Time _____

Action taken _____

Emergency medical treatment provided by _____

Animal taken to address _____

Report completed by (print) _____

This report must accompany the animal. The animal/carrier should be identified with the location of rescue and log number.

SHIFT REPORT

It is your responsibility to keep a record and make the person relieving you aware of what happened on your shift, accomplishments and unfinished tasks. Please be sure to pass this information on to your relief. If there is no relief, please debrief your supervisor before checking out.

SHIFT _____ CREW MEMBER _____

SHIFT _____ CREW MEMBER _____

SHIFT _____ CREW MEMBER _____

SHIFT _____ CREW MEMBER _____

SHIFT _____ CREW MEMBER _____

ANIMAL DAILY CARE

ANIMAL ID# _____ **CAGE #** _____

Kind of Animal: Dog Cat Other (specify) _____

Animal name _____

Male Neutered Female Spayed Male Intact Female Intact Unknown

Special Diet or medications _____

Behavior or other care issues _____

Name of Animal's Owner/Agent _____

Emergency contact _____

ABBREVIATIONS FOR CARE NOTES

F=Food provided W=Water provided E=Eating UR=Urine

BM=Bowel movement CC=Cage cleaned EX=Exercised 10+ minutes

DATE	TIME	CAREGIVER	NOTES
_____	_____	_____	_____
_____	_____	_____	_____
_____	_____	_____	_____
_____	_____	_____	_____
_____	_____	_____	_____
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_____	_____	_____	_____



**REST
AREA**

MALE

**VOLUNTEERS
ONLY**

VOLUNTEER

BREAK

ROOM

**REST
AREA**

FEMALE

**VOLUNTEERS
ONLY**

**REST
AREA**

MALE

**EMPLOYEES
ONLY**

**REST
AREA**

FEMALE

**EMPLOYEES
ONLY**

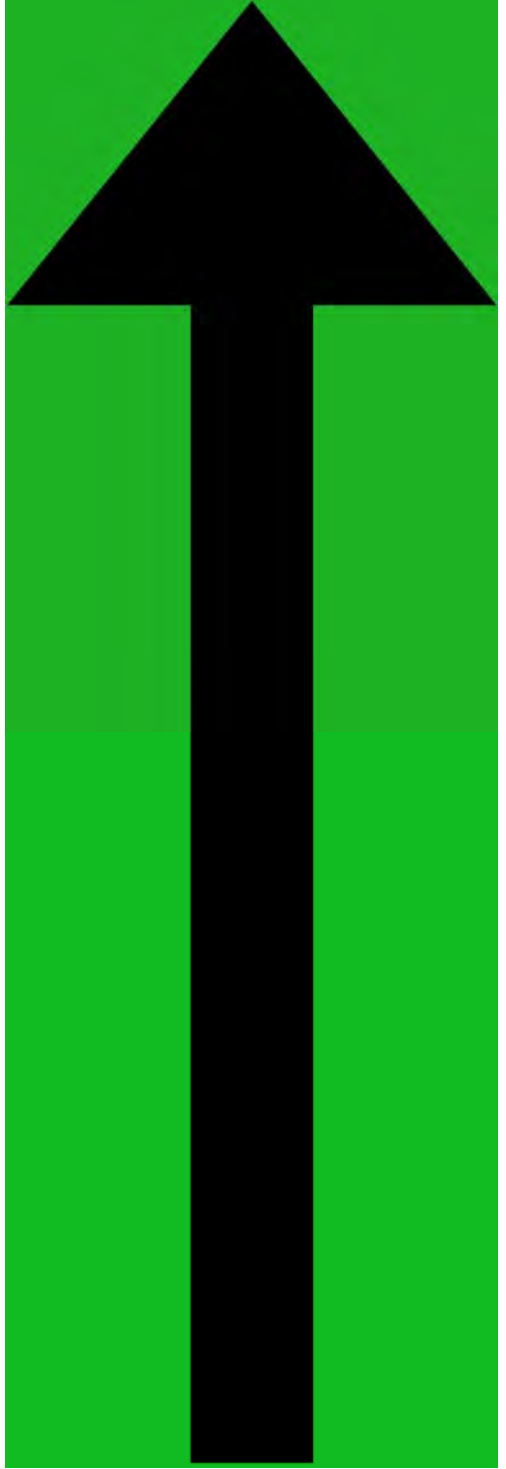
**GREEN
AND
YELLOW

TAGGED

DOGS**

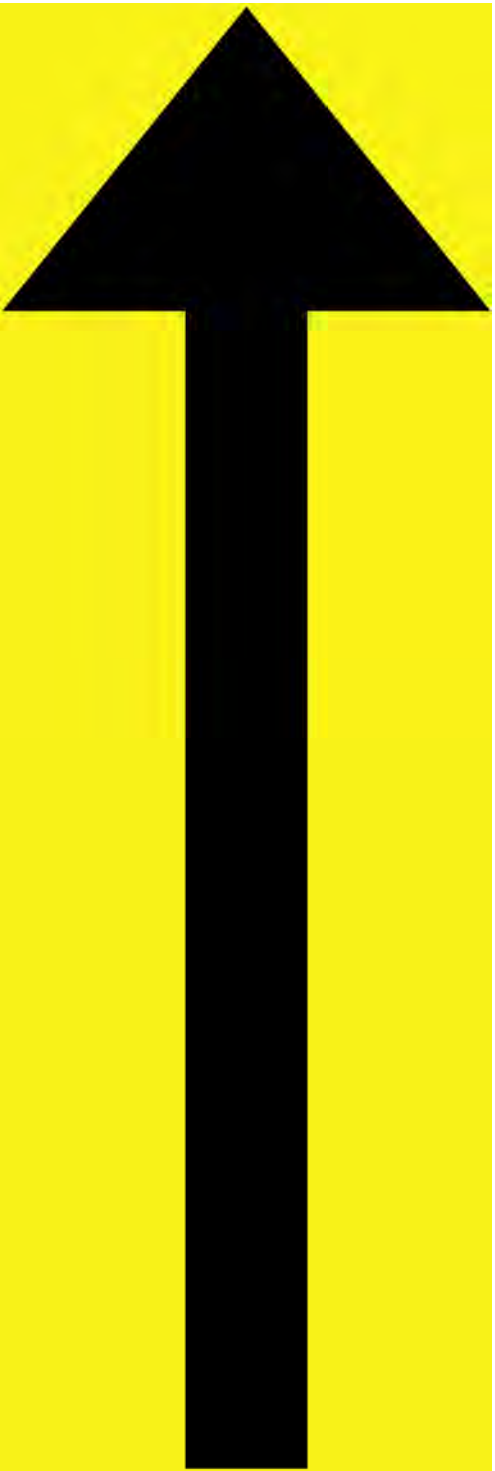
GREEN/YELLOW

TAGGED DOGS



GREEN/YELLOW

TAGGED DOGS



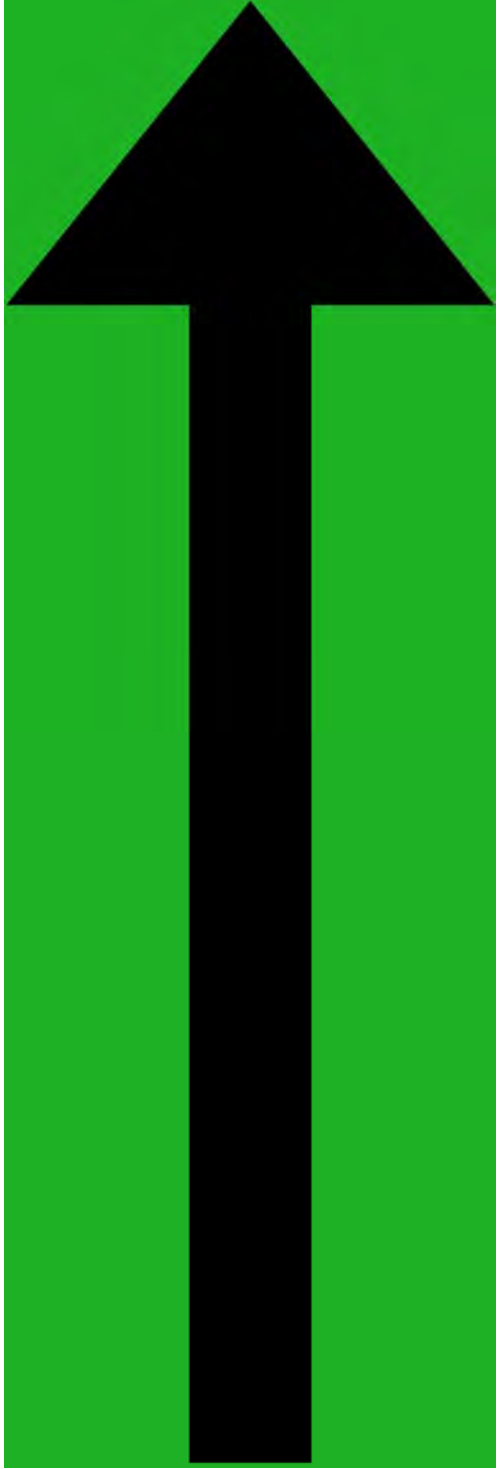
**GREEN
AND
YELLOW

TAGGED

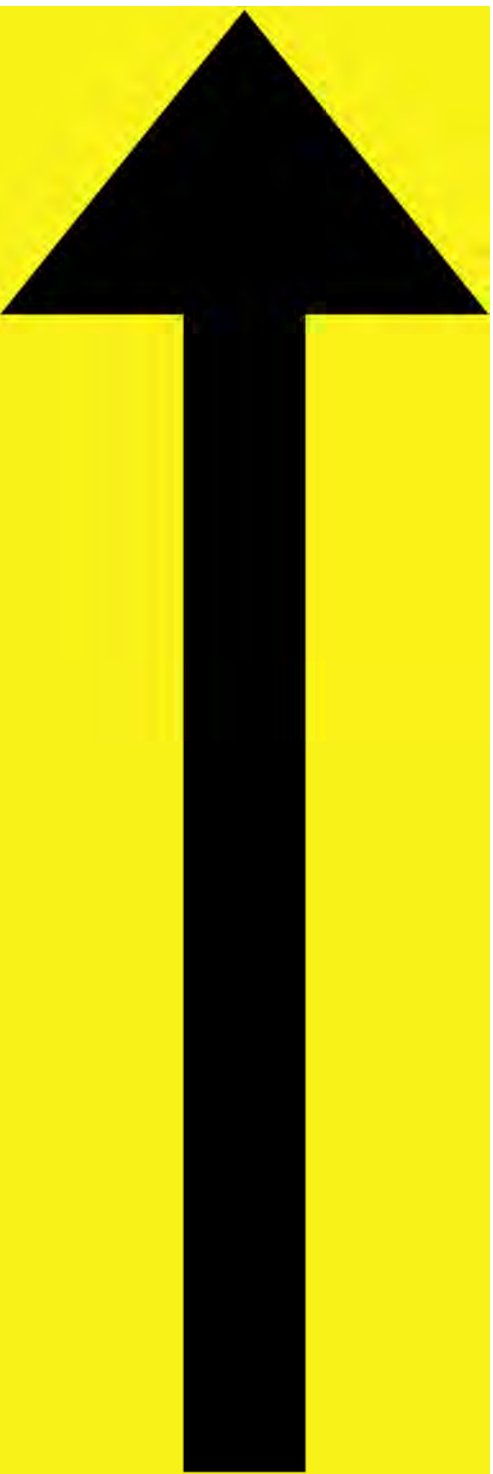
CATS**

GREEN/YELLOW

TAGGED CATS



GREEN/YELLOW TAGGED CATS



EMPLOYEES

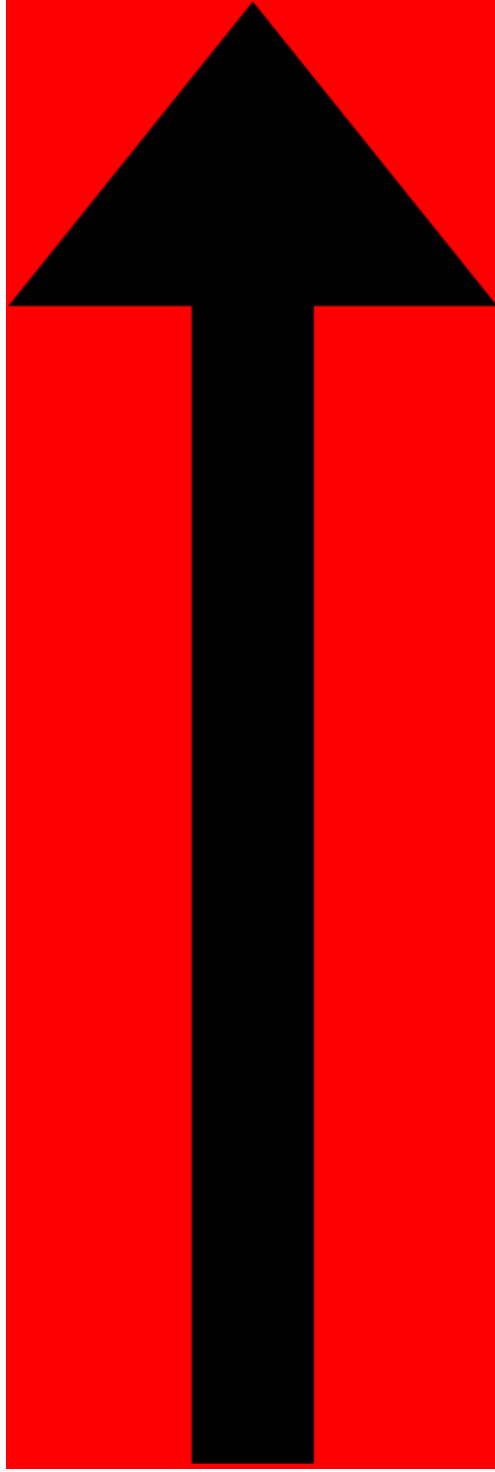
ONLY

RED

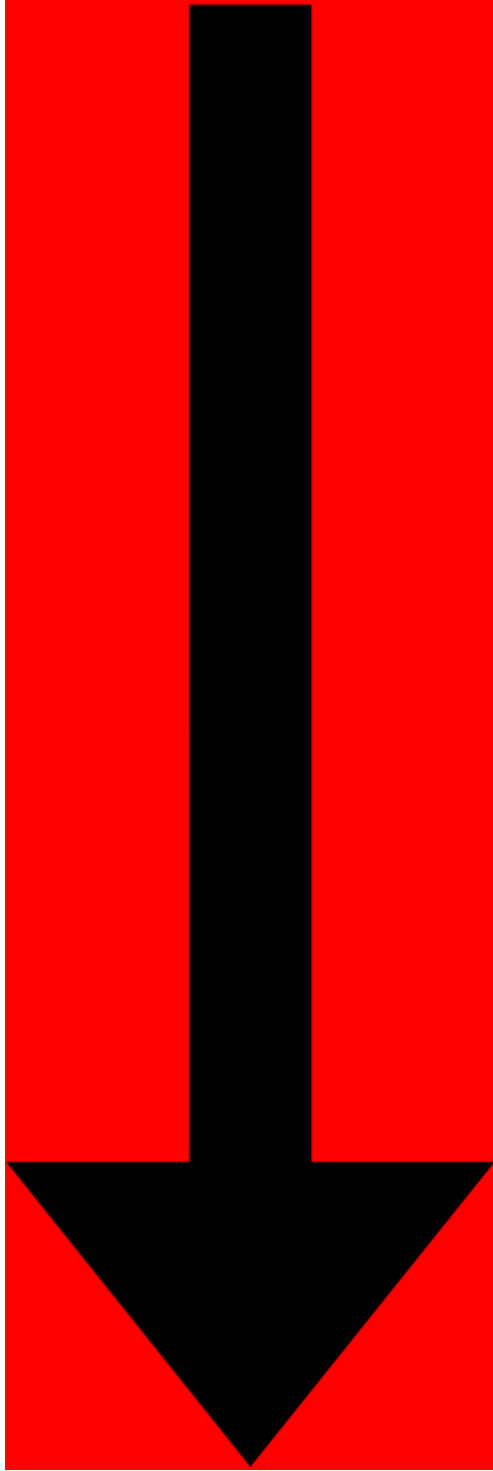
TAGGED

DOGS

RED TAGGED DOGS



RED TAGGED DOGS



EMPLOYEES

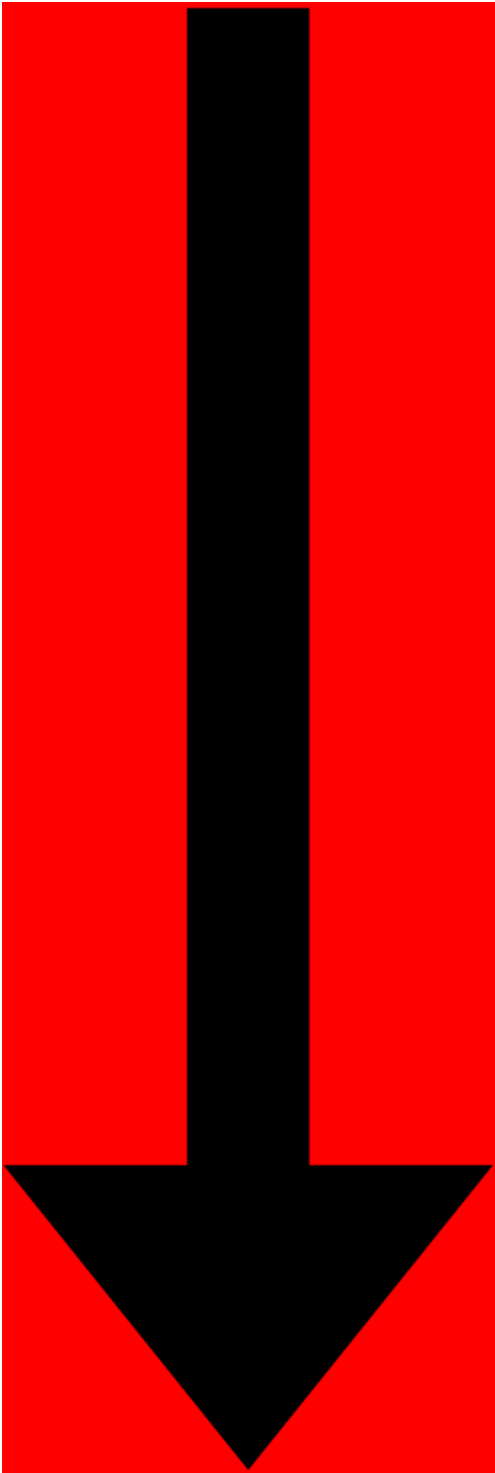
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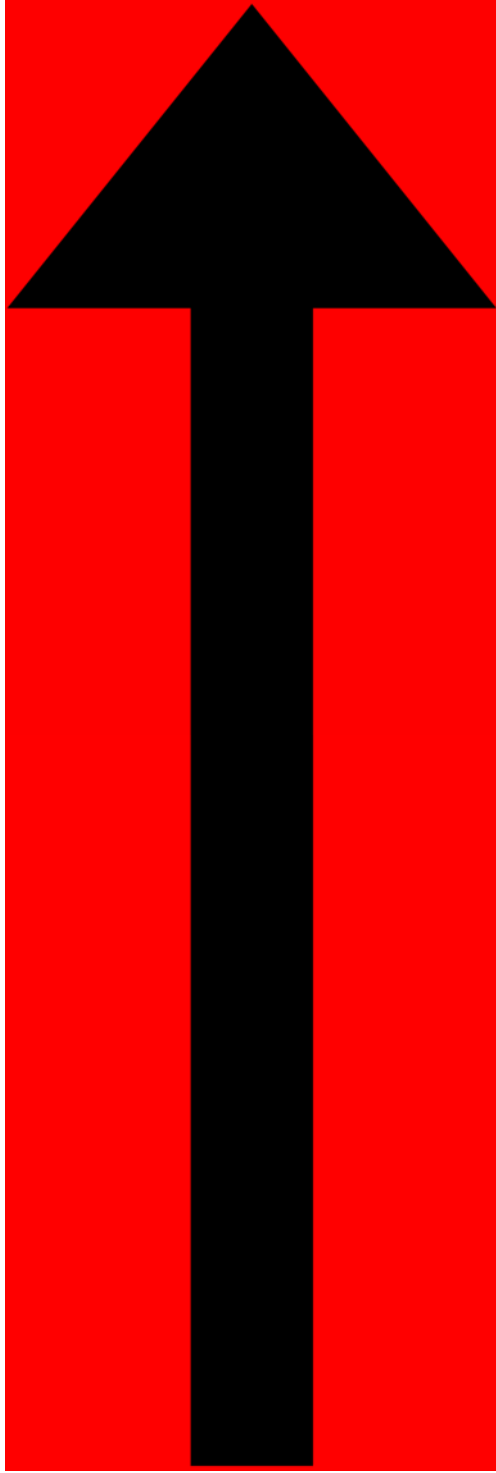
TAGGED

CATS

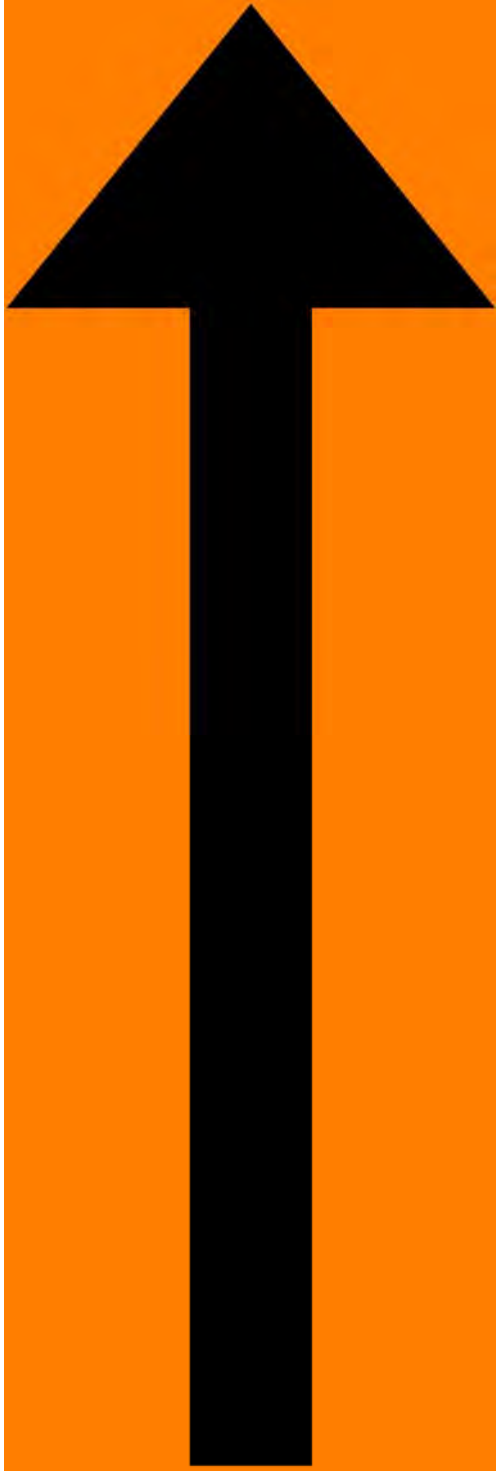
RED TAGGED CATS



RED TAGGED CATS

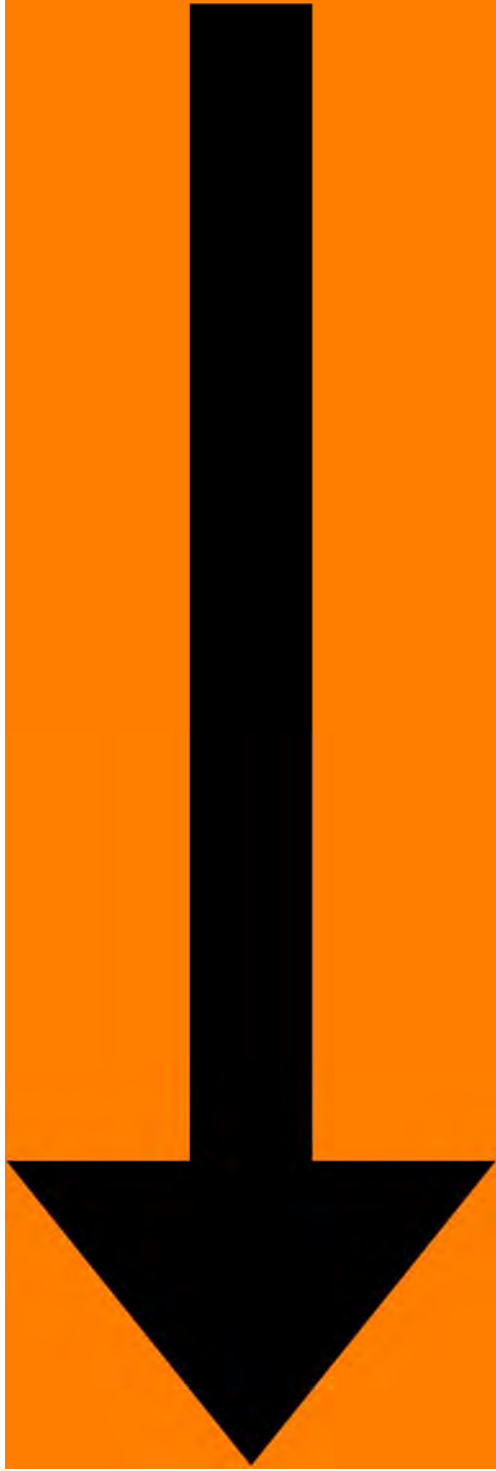


ANIMAL RECEIVING

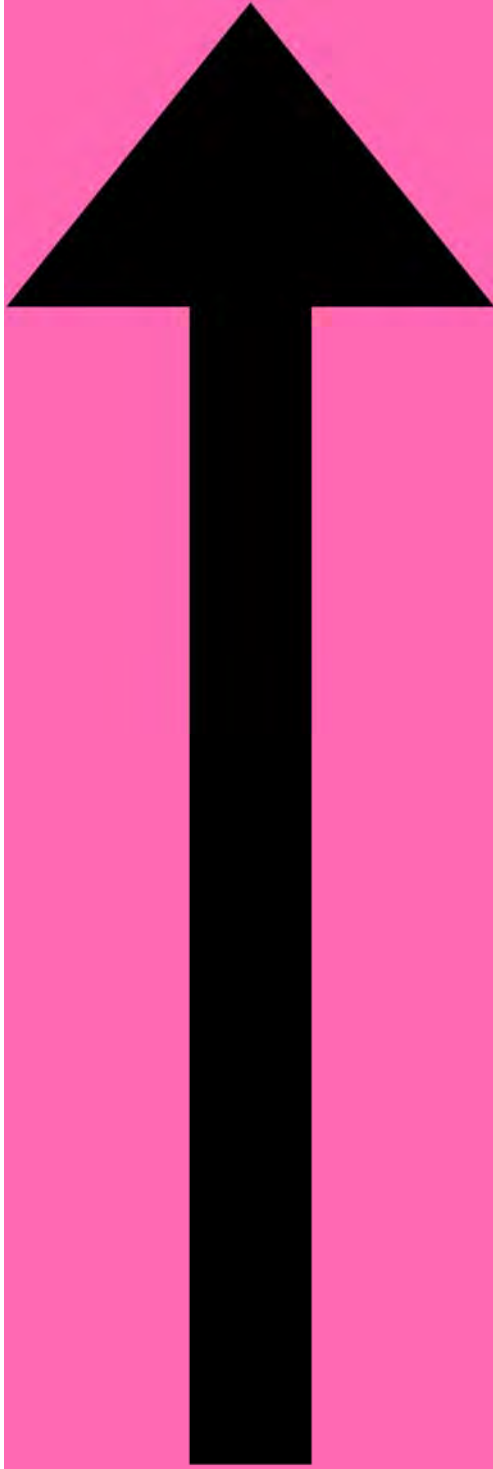


ANIMAL RECEIVING

ANIMAL RECEIVING

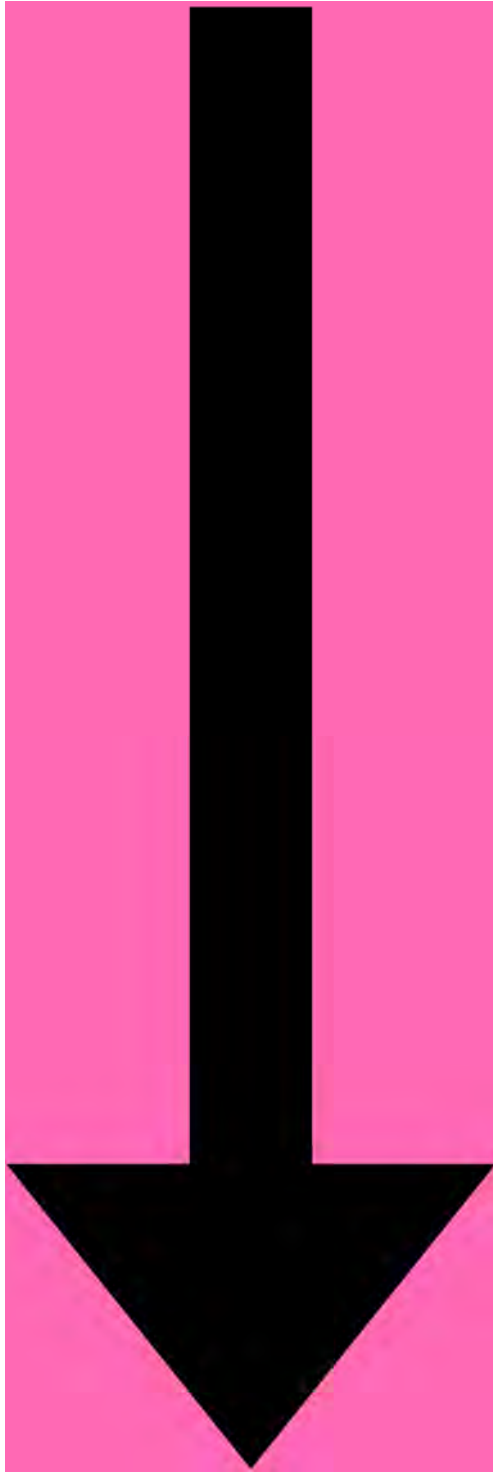


CLINIC

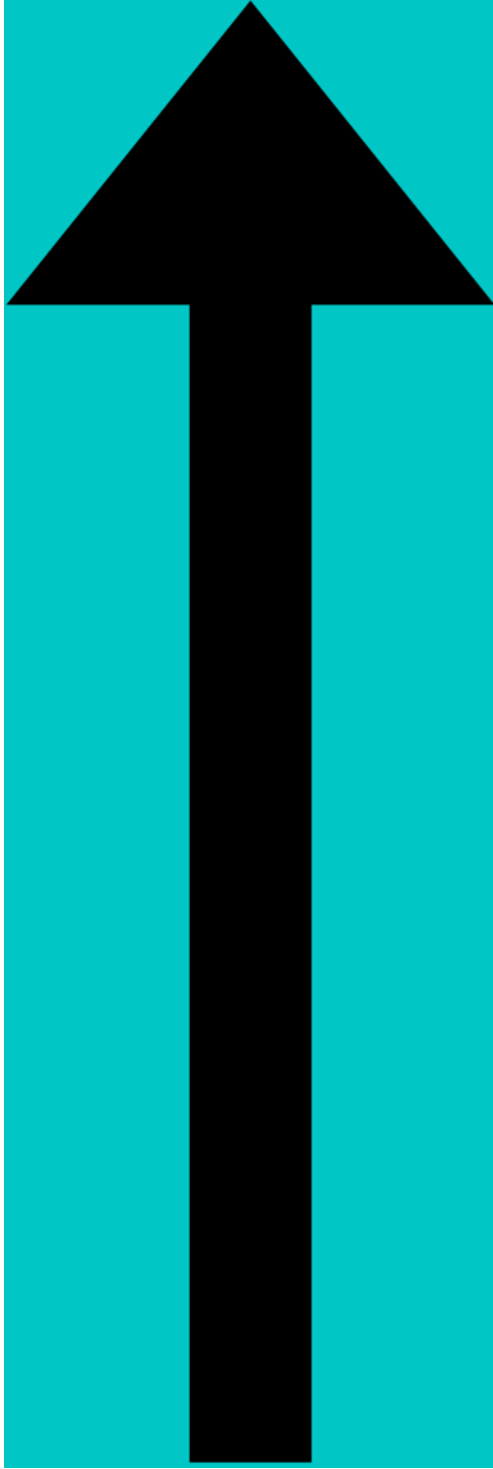


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CLINIC

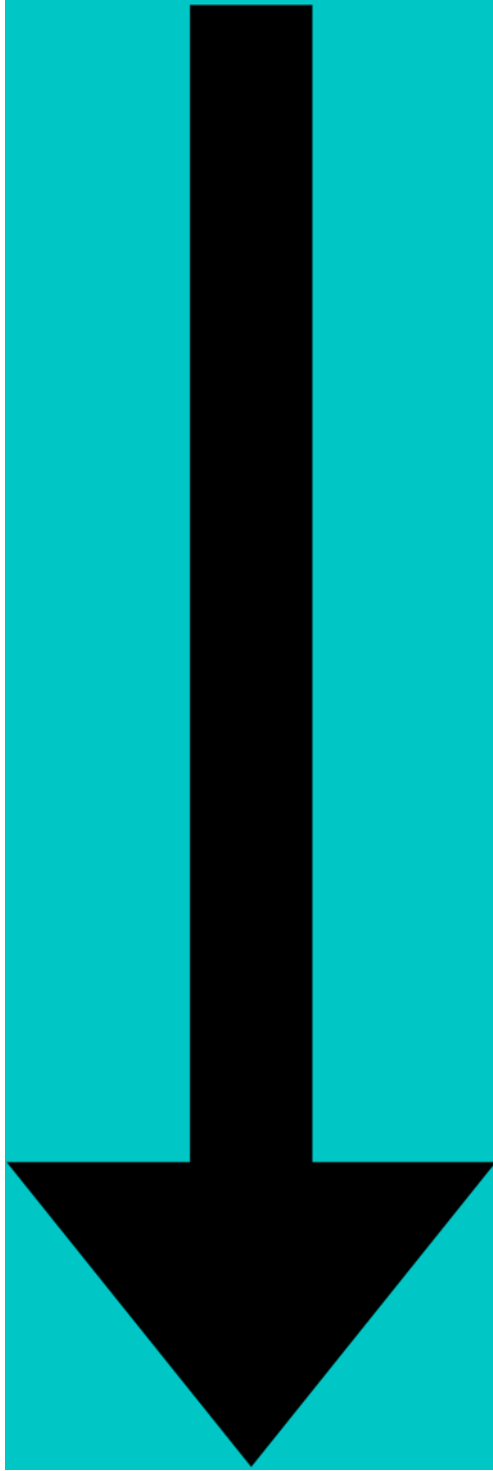


EXOTICS



EXOTICS

EXOTICS

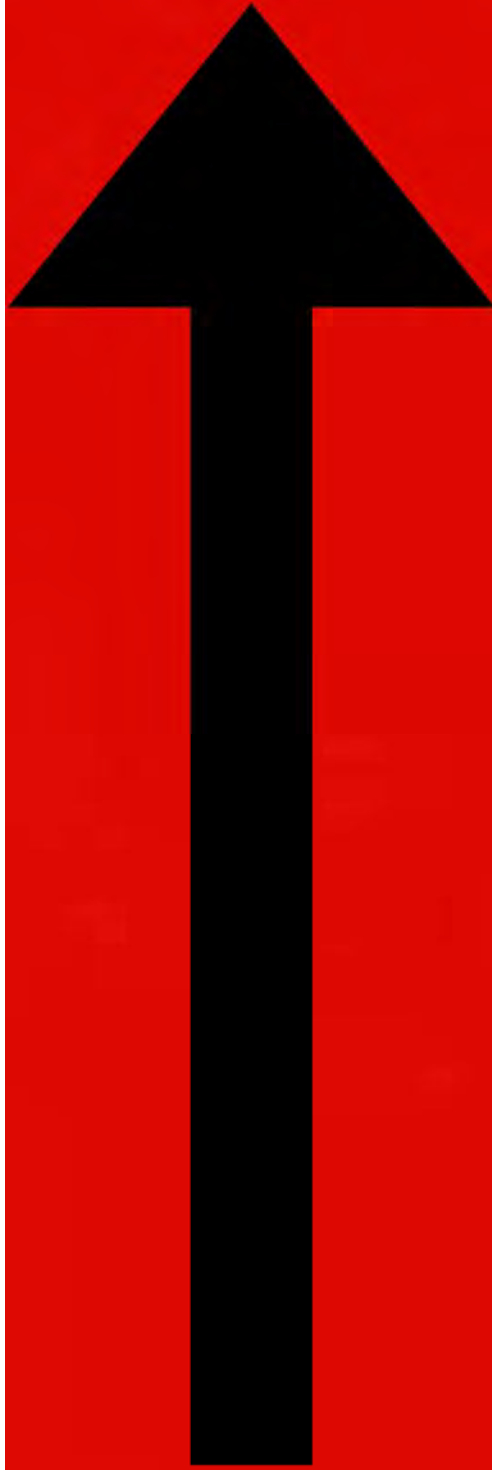


DECONTAMINATION

DECONTAMINATION



DECONTAMINATION



ON-SCENE COMMANDER

OPERATIONS COORDINATOR

EQUIPMENT COORDINATOR

COMMUNICATIONS COORDINATOR

PUBLIC RELATIONS COORDINATOR

ADMINISTRATIVE COORDINATOR

VOLUNTEER COORDINATOR

CLINIC COORDINATOR

ATTACHMENT - C

Animal Control Officers Job Descriptions

Class Code: 9761
EEO Code: N-07
Pay Grade: LT-15

Group: Labor and Trades
Series: Public Safety Technical

CLASS TITLE: ANIMAL CONTROL OFFICER I

PURPOSE OF THE CLASSIFICATION: Under general supervision cares for live animals, cleans shelter, performs euthanasia of animals, disposes of dead animals and performs a variety of duties involved in the operation of the municipal animal shelter and other related assigned duties.

ESSENTIAL TASKS:

- Monitors and cares for live animals at the animal shelter
- Moves animals as needed
- Accepts animal from citizens
- Performs euthanasia on unclaimed animals
- Disposes of animal carcasses by incinerator or by transporting to landfill
- Vaccinates animals up for adoption
- Communicates with citizens regarding the operation of the animal shelter and instructs citizens on how to find their animals
- Assists the Animal Control Officer II with impounding animals
- Loads dead animals into vehicle for disposal
- Maintains logs, records and reports
- Operates and maintains a variety of light automotive and lawn equipment
- Maintains the cleanliness of the building, grounds and animal cages

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential tasks.

QUALIFICATIONS:

Training and Experience: Graduation from high school or possession of a General Educational Development Certificate (GED); and three (3) years of experience in the care and handling of animals; or an equivalent combination of training and experience per Personnel Policies and Procedures, Section 128.

Knowledge, Abilities, and Skills: Good knowledge of the geography of the city; some knowledge of the care and feeding of animals; and good knowledge of the safety requirements of the work performed. Ability to perform manual labor under any weather conditions; ability to keep simple records; ability to understand and influence the behavior of others within the organization, customers or the public in order to achieve job objectives and cause action or understanding.

Physical Requirements: Physical requirements include frequent standing and walking; occasional lifting, carrying, pushing and pulling up to 60 pounds or more; frequent balancing, handling and twisting; occasional reaching, bending, kneeling, climbing and smelling; and vision, speech and hearing sufficient to perform essential tasks.

Licenses and Certificates: Possession of a valid Oklahoma Class "D" Operator's License; and obtain and maintain an Animal Euthanasia Technician Certification within eighteen months of hire date.

WORKING ENVIRONMENT: Working environment is primarily outdoors and occasionally indoors, and in inclement weather. May be exposed to the following: animal waste/dead animals, flammable liquids, weather/temperature extremes, damp/wet surfaces, snow/ice covered surfaces, animal/insect bites, poisonous plants, toxic fumes/vapor/odors and high noises.

Effective date: November 12, 2014

Class Code: 9762
EEO Code: N-07
Pay Grade: LT-17

Group: Labor and Trades
Series: Public Safety Technical

CLASS TITLE: ANIMAL CONTROL OFFICER II

PURPOSE OF THE CLASSIFICATION: Under general supervision performs a variety of duties involved in the enforcement of City ordinances relating to the control of animals and other related assigned duties.

ESSENTIAL TASKS:

- Captures and impounds animals which are loose within the city limits
- Administers drugs to the animals
- Serves and issues citations and fines to citizens and institutions for animal violations
- Investigates and resolves complaints from the public
- Fills out reports on complaints, investigations and activities
- Performs euthanasia and disposes of animals
- Maintains and cares for the animals and the animal shelter facilities
- Appears in court for animal violations and citations issued
- Performs animal education programs
- Performs clerical/dispatch duties
- Operates and maintains a variety of light automotive equipment, including an animal control unit

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential tasks.

QUALIFICATIONS:

Training and Experience: Graduation from high school or possession of a General Educational Development Certificate (GED), and four (4) years of experience in the care and handling of animals; or an equivalent combination of training and experience per Personnel Policies and Procedures, Section 128.

Knowledge, Abilities, and Skills: Good knowledge of the geography of the City; good knowledge of the care and feeding of animals; good knowledge of the methods of evaluating, capturing and handling animals; good knowledge of City ordinances related to animal control; and good knowledge of the safety requirements of the work performed; ability to maintain accurate records and reports; ability to understand and influence the behavior of others within the organization, customers, or the public in order to achieve objectives and cause action or understanding; ability to react quickly and effectively in emergency situations; and the ability to perform work requiring good physical condition.

Physical Requirements: Physical requirements include frequent standing, walking, and running; frequent lifting up to 60 pounds; frequent carrying up to 10 pounds and occasional carrying up to 60 pounds or more; occasional pushing and pulling up to 60 pounds; frequent balancing, bending, handling, talking, and twisting; occasional kneeling, crawling, feeling, climbing, and smelling; and vision, speech and hearing sufficient to perform the essential tasks.

Licenses and Certificates: Possession of a valid Oklahoma Class "D" Operator's License; and obtain and maintain an Animal Euthanasia Technician Certification within eighteen months of hire date.

WORKING ENVIRONMENT: Working environment is primarily outdoors and occasionally indoors, and in inclement weather. May be exposed to the following: animal waste/dead animals, traffic, cramped work areas, weather/temperature extremes, rough terrains, damp/wet surfaces, snow/ice covered surfaces, animal bites, insect bites, poisonous plants, toxic fumes/vapors/odors, and high noises.

Effective date: November 12, 2014

CLASS TITLE: ANIMAL CONTROL OFFICER III

PURPOSE OF THE CLASSIFICATION: Under general supervision performs responsible supervisory work in the enforcement of City ordinances relating to the control of animals and other related assigned duties.

EXAMPLES OF DUTIES:

- Supervises and coordinates the work of catching, confining, caring for and disposing of animals in accordance with the City's ordinances relating to animal control
- Assigns the work of subordinate personnel and monitors their daily activities
- Authorizes the disposition of animals
- Interprets City ordinances for subordinates and the public
- Supervises difficult animal control investigations, decides disposition in difficult cases and ensures compliance with policy and procedures
- Sets short and long-term performance goals for subordinate personnel
- Evaluates the performance of subordinates
- Processes, records and accounts for monies received and remitted
- Performs public relations work and supervises the public education program
- Evaluates effectiveness of present operations and make improvement recommendations
- Oversees record keeping and selection process to ensure that proper animals are euthanized
- Conducts training sessions for subordinates
- Issues and maintains inventory control of City-owned equipment, euthanasia and tranquilizer drugs and ensures compliance with policies and procedures
- Maintains various records
- Must report to work on a regular and timely basis

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential tasks.

QUALIFICATIONS:

Training and Experience: Graduation from an accredited college or university with an associate's degree in business or public administration or a related field and three (3) years of experience in animal control work, including supervisory or lead responsibilities; or a bachelor's degree in business or public administration or a related field and one (1) year of experience in animal control work, including supervisory or lead responsibilities; or an equivalent combination of training and experience per Personnel Policies and Procedures, Section 128.

Knowledge, Abilities and Skills: Considerable knowledge of City ordinances relating to animal control; considerable knowledge of the methods of handling and maintaining custody of dogs; considerable knowledge of the safety requirements of the work; good knowledge of the care and feeding of small animals; good knowledge of the geography of the City; and knowledge of accounting and records keeping. Ability to assign, coordinate and direct the work of several employees engaged in the enforcement of City ordinances relating to animal control; ability to make effective and quick decisions in complex or emergency situations; ability to effectively communicate both verbally and in writing; ability to analyze and resolve problems; ability to maintain complete records, reports, and simple accounting statements; and the ability to utilize the highest level of interpersonal skill in order to understand, select, develop, and motivate people at any level within or outside the organization.

Physical Requirements: Physical requirements include arm and hand dexterity enough to use a keyboard and telephone; occasional lifting, carrying, pushing, and pulling up to 60 pounds; may be subject to walking, standing, sitting, reaching, bending, handling, smelling, and twisting; and vision, speech, and hearing sufficient to perform the essential tasks.

Licenses and Certificates: Possession of a valid Oklahoma Class "D" Operator's License.

WORKING ENVIRONMENT: Working environment is primarily indoors in an office setting, and occasionally outdoors and in inclement weather.

Effective date: July 1, 2000

ATTACHMENT - D

TAW Budget Details including Actuals

Animal Welfare_General Fund_03/06/2020											
ORG	OBJECT	Account Description	2020 Original Budget	2020 Revised Budget	2020 Actuals	2019 Original Budget	2019 Revised Budget	2019 Actuals	2018 Original Budget	2018 Revised Budget	2018 Actuals
1005242	511101	Regular salaries & wages	\$1,437,855.00	\$1,437,855.00	\$877,704.52	\$1,025,284.00	\$1,263,904.00	\$1,005,550.50	\$994,988.00	\$994,988.00	\$981,424.29
1005242	511102	Part time & temporary	\$14,458.00	\$14,458.00	\$3,272.42	\$0.00	\$0.00	\$6,229.41	\$28,100.00	\$28,100.00	\$12,958.62
1005242	511201	Shift differential	\$460.00	\$460.00	\$1,556.99	\$460.00	\$460.00	\$1,501.90	\$460.00	\$460.00	\$1,041.99
1005242	511202	Stand-by pay	\$6,030.00	\$6,030.00	\$5,027.44	\$6,030.00	\$6,030.00	\$8,441.79	\$6,030.00	\$6,030.00	\$8,007.93
1005242	511203	Out of class pay	\$0.00	\$0.00	\$1,807.30	\$0.00	\$0.00	\$1,080.34	\$0.00	\$0.00	\$374.05
1005242	511204	Longevity pay	\$6,219.00	\$6,219.00	\$4,201.20	\$8,274.00	\$8,274.00	\$6,616.80	\$9,296.00	\$9,296.00	\$8,272.97
1005242	511301	Overtime	\$0.00	\$0.00	\$72,000.72	\$46,238.00	\$46,238.00	\$74,627.27	\$46,238.00	\$46,238.00	\$56,657.46
1005242	512101	Social security	\$108,224.00	\$108,224.00	\$70,896.54	\$74,949.00	\$74,949.00	\$80,396.67	\$78,979.00	\$78,979.00	\$76,370.11
1005242	512102	Workers compensation	\$24,718.00	\$24,718.00	\$14,420.31	\$15,198.00	\$15,198.00	\$14,361.56	\$2,578.00	\$2,578.00	\$2,127.00
1005242	512201	Municipal pension contribution	\$225,165.00	\$225,165.00	\$127,236.58	\$158,913.00	\$158,913.00	\$153,074.62	\$115,495.00	\$115,495.00	\$148,568.67
1005242	512204	Deferred compensation stipends	\$0.00	\$0.00	\$400.00	\$0.00	\$0.00	\$325.00	\$0.00	\$0.00	\$500.00
1005242	512206	Group life insurance	\$5,960.00	\$5,960.00	\$3,622.56	\$4,352.00	\$4,352.00	\$4,085.06	\$3,462.00	\$3,462.00	\$3,779.53
1005242	512301	Employee plan	\$262,599.00	\$262,599.00	\$136,972.39	\$179,774.00	\$179,774.00	\$156,099.12	\$182,960.00	\$182,960.00	\$162,700.84
1005242	512401	Parking & bus subsidy	\$0.00	\$0.00	\$0.00	\$504.00	\$504.00	\$84.00	\$0.00	\$0.00	\$252.00
1005242	513101	Temporary employment svcs	\$0.00	\$2,279.94	\$54,909.17	\$0.00	\$1,476.47	\$107,121.22	\$734.00	\$734.00	\$59,444.96
			\$2,091,688.00	\$2,093,967.94	\$1,374,028.14	\$1,519,976.00	\$1,760,072.47	\$1,619,595.26	\$1,469,320.00	\$1,469,320.00	\$1,522,480.42
1005242	521101	Motor fuels	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
1005242	521103	Office supplies	\$3,500.00	\$3,500.00	\$2,831.15	\$3,500.00	\$3,500.00	\$2,051.89	\$3,875.00	\$3,875.00	\$3,891.46
1005242	521104	Computer supplies	\$0.00	\$0.00	\$0.00	\$0.00	\$1,000.00	\$41.96	\$0.00	\$0.00	\$0.00
1005242	521106	Janitorial supplies	\$15,553.35	\$15,553.35	\$17,025.16	\$15,000.00	\$25,553.35	\$24,378.44	\$18,378.25	\$22,378.25	\$20,873.02
1005242	521109	Chemical laboratory & medical	\$155,493.06	\$155,493.06	\$159,135.72	\$131,856.00	\$200,493.06	\$211,219.22	\$156,329.85	\$201,183.91	\$198,103.61
1005242	521112	Safety supplies	\$3,484.00	\$3,484.00	\$3,168.00	\$484.00	\$8,484.00	\$8,548.63	\$484.00	\$484.00	\$1,885.71
1005242	521115	Safety shoes	\$3,360.00	\$3,675.05	\$2,835.86	\$2,560.00	\$2,560.00	\$1,942.85	\$2,560.00	\$2,560.00	\$2,329.83
1005242	521117	Food for animals	\$86,344.30	\$86,344.30	\$31,560.50	\$50,000.00	\$53,500.30	\$47,881.20	\$64,768.35	\$64,768.35	\$62,341.43
1005242	521119	Clothing	\$2,005.00	\$2,005.00	\$2,005.00	\$2,005.00	\$6,005.00	\$411.26	\$2,005.00	\$2,005.00	\$1,848.91
1005242	521121	Non capitalized equipment	\$3,000.00	\$3,000.00	\$1,706.30	\$3,000.00	\$3,000.00	\$867.93	\$3,000.00	\$3,000.00	\$1,188.87
1005242	521124	Other operating supplies	\$32,383.25	\$33,943.25	\$24,617.67	\$18,000.00	\$26,275.25	\$26,667.98	\$18,000.00	\$23,000.00	\$24,894.42
1005242	521126	Reference material	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$300.00	\$300.00	\$0.00
1005242	522105	Hardware paint & lumber	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$67.46
1005242	522108	Minor tools	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
1005242	522110	Maintenance supplies	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
1005242	522113	Other repair parts & supplies	\$1,000.00	\$1,000.00	\$234.02	\$1,000.00	\$1,000.00	\$291.50	\$1,000.00	\$1,000.00	\$191.88
			\$306,122.96	\$307,998.01	\$245,119.38	\$227,405.00	\$331,370.96	\$324,302.86	\$270,700.45	\$324,554.51	\$317,616.60

Animal Welfare_General Fund_03/06/2020											
ORG	OBJECT	Account Description	2020 Original Budget	2020 Revised Budget	2020 Actuals	2019 Original Budget	2019 Revised Budget	2019 Actuals	2018 Original Budget	2018 Revised Budget	2018 Actuals
1005242	531101	Advertising	\$16,000.00	\$16,000.00	\$122.28	\$16,000.00	\$30,722.09	\$7,484.65	\$31,622.09	\$31,622.09	\$16,900.00
1005242	531102	Printing & reproduction	\$0.00	\$1.00	\$1,675.25	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
1005242	531105	Other services	\$41,427.00	\$41,427.00	\$24,994.59	\$32,696.00	\$32,427.00	\$31,418.53	\$34,235.00	\$29,235.00	\$24,477.30
1005242	531107	Postage	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
1005242	531203	Equipment rentals	\$620.00	\$620.00	\$0.00	\$620.00	\$0.00	\$0.00	\$620.00	\$0.00	\$0.00
1005242	531205	Uniform rentals	\$14,094.88	\$14,094.88	\$7,457.09	\$8,028.00	\$6,594.88	\$7,023.90	\$8,134.37	\$7,134.37	\$7,579.71
1005242	531302	Landfill dumping fees	\$200.00	\$200.00	\$0.00	\$200.00	\$200.00	\$23.00	\$200.00	\$200.00	\$166.79
1005242	531304	Other outside equipment repair	\$5,400.00	\$5,400.00	\$0.00	\$5,400.00	\$400.00	\$370.00	\$5,400.00	\$400.00	\$798.46
1005242	531305	Vegetative control	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$1,400.00	\$0.00	\$0.00
1005242	531401	Electrical utilities	\$31,700.00	\$31,700.00	\$16,545.22	\$31,700.00	\$26,700.00	\$24,914.72	\$31,700.00	\$31,700.00	\$36,157.57
1005242	531403	Gas utilities	\$25,500.00	\$25,500.00	\$8,804.05	\$25,500.00	\$12,500.00	\$11,150.03	\$25,500.00	\$11,500.00	\$7,457.41
1005242	531503	Consulting services	\$40,000.00	\$40,000.00	\$0.00	\$0.00	\$40,000.00	\$3,200.00	\$0.00	\$0.00	\$0.00
1005242	531505	Veterinary services	\$19,000.00	\$19,000.00	\$11,105.12	\$19,000.00	\$14,000.00	\$12,312.78	\$19,000.00	\$16,000.00	\$20,572.50
1005242	531608	Other fees	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$546.75	\$0.00	\$0.00	\$1,674.65
1005242	531801	Damages	\$0.00	\$0.00	\$3,869.29	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
1005242	532101	Training	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$120.00
1005242	532106	Membership fees	\$825.00	\$825.00	\$250.00	\$825.00	\$825.00	\$457.75	\$825.00	\$825.00	\$834.25
1005242	535101	Internal equipment mgmt maint	\$89,000.00	\$89,000.00	\$47,628.67	\$72,811.00	\$80,811.00	\$90,348.99	\$72,811.00	\$72,811.00	\$65,285.33
1005242	535102	Internal office services	\$10,852.48	\$11,332.98	\$6,273.30	\$8,870.00	\$10,852.48	\$6,101.81	\$0.00	\$0.00	\$6,663.90
1005242	535103	Internal wireless devices	\$11,065.00	\$11,065.00	\$7,542.23	\$9,265.00	\$9,265.00	\$8,122.16	\$9,265.00	\$6,765.00	\$8,504.49
1005242	535105	Sewer internal billing	\$5,470.00	\$5,470.00	\$5,463.56	\$5,470.00	\$5,470.00	\$5,566.46	\$5,470.00	\$5,470.00	\$5,493.58
1005242	535106	Refuse internal billing	\$2,044.00	\$2,044.00	\$1,428.91	\$2,044.00	\$2,044.00	\$2,041.20	\$2,044.00	\$2,044.00	\$2,041.20
1005242	535107	Water internal billing	\$3,090.00	\$3,090.00	\$2,706.58	\$3,090.00	\$3,090.00	\$3,021.63	\$3,090.00	\$3,090.00	\$3,085.12
1005242	535108	Stormwater internal billing	\$1,400.00	\$1,400.00	\$1,152.72	\$1,400.00	\$1,400.00	\$1,609.20	\$1,400.00	\$1,400.00	\$1,476.72
			\$317,688.36	\$318,169.86	\$147,018.86	\$242,919.00	\$277,301.45	\$215,713.56	\$252,716.46	\$220,196.46	\$209,288.98
Other Services: Examples would include, but not limited to, Professional Services, Scientific Services, Technical Services, Software Support, and Cleaning Services.											
Consulting Services: A business of one or more experts (consultants) that provides professional feedback in a specific market to an individual or an organization for a fee. Examples would include, but not limited to, Teaching and training, Identifying problems, and providing expertise.											

ATTACHMENT - E

Staff positions salary ranges and compensation packages

APPENDIX A
LABOR TRADES PAY SCHEDULE

January 2019

<u>Grade/Step</u>	<u>00</u>	<u>01</u>	<u>02</u>	<u>03</u>	<u>04</u>	<u>05</u>	<u>06</u>	<u>07</u>	<u>08</u>	<u>09</u>	<u>10</u>	<u>11</u>	<u>12</u>
A	B	C	D	E	F	G	H	I	J	K	L	M	
LT-13													
Annual	\$26,832.00	27,502.80	28,190.37	28,895.13	29,617.51	30,357.95	\$31,532.80	32,163.46	32,806.73	33,462.86	34,132.12	34,814.76	\$36,233.60
Bi-Weekly	1,032.00	1,057.80	1,084.25	1,111.35	1,139.13	1,167.61	1,212.80	1,237.06	1,261.80	1,287.03	1,312.77	1,339.03	1,393.60
Hourly (40)	12.90	13.22	13.55	13.89	14.24	14.60	15.16	15.46	15.77	16.09	16.41	16.74	17.42
LT-14													
Annual	\$27,955.20	28,654.08	29,370.43	30,104.69	30,857.31	31,628.74	\$32,864.00	33,521.28	34,191.71	34,875.54	35,573.05	36,284.51	\$37,752.00
Bi-Weekly	1,075.20	1,102.08	1,129.63	1,157.87	1,186.82	1,216.49	1,264.00	1,289.28	1,315.07	1,341.37	1,368.19	1,395.56	1,452.00
Hourly (40)	13.44	13.78	14.12	14.47	14.84	15.21	15.80	16.12	16.44	16.77	17.10	17.44	18.15
LT-15													
Annual	\$29,868.80	30,615.52	31,380.91	32,165.43	32,969.57	33,793.81	\$35,089.60	35,791.39	36,507.22	37,237.36	37,982.11	38,741.75	\$40,331.20
Bi-Weekly	1,148.80	1,177.52	1,206.96	1,237.13	1,268.06	1,299.76	1,349.60	1,376.59	1,404.12	1,432.21	1,460.85	1,490.07	1,551.20
Hourly (40)	14.36	14.72	15.09	15.46	15.85	16.25	16.87	17.21	17.55	17.90	18.26	18.63	19.39
LT-16													
Annual	\$31,907.20	32,704.88	33,522.50	34,360.56	35,219.58	36,100.07	\$37,481.60	38,231.23	38,995.86	39,775.77	40,571.29	41,382.72	\$43,076.80
Bi-Weekly	1,227.20	1,257.88	1,289.33	1,321.56	1,354.60	1,388.46	1,441.60	1,470.43	1,499.84	1,529.84	1,560.43	1,591.64	1,656.80
Hourly (40)	15.34	15.72	16.12	16.52	16.93	17.36	18.02	18.38	18.75	19.12	19.51	19.90	20.71
LT-17													
Annual	\$34,091.20	34,943.48	35,817.07	36,712.49	37,630.31	38,571.06	\$40,060.80	40,862.02	41,679.26	42,512.84	43,363.10	44,230.36	\$46,009.60
Bi-Weekly	1,311.20	1,343.98	1,377.58	1,412.02	1,447.32	1,483.50	1,540.80	1,571.62	1,603.05	1,635.11	1,667.81	1,701.17	1,769.60
Hourly (40)	16.39	16.80	17.22	17.65	18.09	18.54	19.26	19.65	20.04	20.44	20.85	21.26	22.12
LT-18													
Annual	\$37,481.60	38,418.64	39,379.11	40,363.58	41,372.67	42,406.99	\$44,054.40	44,935.49	45,834.20	46,750.88	47,685.90	48,639.62	\$50,606.40
Bi-Weekly	1,441.60	1,477.64	1,514.58	1,552.45	1,591.26	1,631.04	1,694.40	1,728.29	1,762.85	1,798.11	1,834.07	1,870.75	1,946.40
Hourly (40)	18.02	18.47	18.93	19.41	19.89	20.39	21.18	21.60	22.04	22.48	22.93	23.38	24.33
LT-19													
Annual	\$41,246.40	42,277.56	43,334.50	44,417.86	45,528.31	46,666.52	\$48,464.00	49,433.28	50,421.95	51,430.38	52,458.99	53,508.17	\$55,660.80
Bi-Weekly	1,586.40	1,626.06	1,666.71	1,708.38	1,751.09	1,794.87	1,864.00	1,901.28	1,939.31	1,978.09	2,017.65	2,058.01	2,140.80
Hourly (40)	19.83	20.33	20.83	21.35	21.89	22.44	23.30	23.77	24.24	24.73	25.22	25.73	26.76

Annual and biweekly rates are provided for informational purposes only.

Pay schedule effective as of January 6, 2019

OFFICE AND TECHNICAL (OT) PAY SCHEDULE
January 2019

Pay Grade	Minimum Rate																		
		<u>00</u>	<u>01</u>	<u>02</u>	<u>03</u>	<u>04</u>	<u>05</u>	<u>06</u>	<u>07</u>	<u>08</u>	<u>09</u>	<u>10</u>	<u>11</u>	<u>12</u>	<u>13</u>	<u>14</u>	<u>15</u>	<u>16</u>	<u>17</u>
		A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R
OT-14																			
ANNUAL	\$25,586.50	26,226.16	26,881.81	27,553.86	28,242.70	28,948.77	\$30,056.00	30,657.12	31,270.26	31,895.67	32,533.58	33,184.25	33,847.94	\$34,548.80					
BI-WEEKLY	\$984.10	1,008.70	1,033.92	1,059.76	1,086.26	1,113.41	\$1,156.00	1,179.12	1,202.70	1,226.76	1,251.29	1,276.32	1,301.84	\$1,328.80					
H(40)	\$12.30	12.61	12.92	13.25	13.58	13.92	\$14.45	14.74	15.03	15.33	15.64	15.95	16.27	\$16.61					
OT-15																			
ANNUAL	\$28,662.82	29,379.39	30,113.87	30,866.72	31,638.39	32,429.35	\$33,675.20	34,348.70	35,035.68	35,736.39	36,451.12	37,180.14	37,923.74	\$38,688.00					
BI-WEEKLY	\$1,102.42	1,129.98	1,158.23	1,187.18	1,216.86	1,247.28	\$1,295.20	1,321.10	1,347.53	1,374.48	1,401.97	1,430.01	1,458.61	\$1,488.00					
H(40)	\$13.78	14.12	14.48	14.84	15.21	15.59	\$16.19	16.51	16.84	17.18	17.52	17.88	18.23	\$18.60					
OT-16																			
ANNUAL	\$30,614.69	31,380.06	32,164.56	32,968.67	33,792.89	34,637.71	\$35,984.00	36,703.68	37,437.75	38,186.51	38,950.24	39,729.24	40,523.83	\$41,329.60					
BI-WEEKLY	\$1,177.49	1,206.93	1,237.10	1,268.03	1,299.73	1,332.22	\$1,384.00	1,411.68	1,439.91	1,468.71	1,498.09	1,528.05	1,558.61	\$1,589.60					
H(40)	\$14.72	15.09	15.46	15.85	16.25	16.65	\$17.30	17.65	18.00	18.36	18.73	19.10	19.48	\$19.87					
OT-17																			
ANNUAL	\$32,693.86	33,511.20	34,348.98	35,207.71	36,087.90	36,990.10	37,914.85	\$38,916.80	39,695.14	40,489.04	41,298.82	42,124.80	42,967.29	43,826.64	\$45,136.00				
BI-WEEKLY	\$1,257.46	1,288.89	1,321.11	1,354.14	1,388.00	1,422.70	1,458.26	\$1,496.80	1,526.74	1,557.27	1,588.42	1,620.18	1,652.59	1,685.64	\$1,736.00				
H(40)	\$15.72	16.11	16.51	16.93	17.35	17.78	18.23	\$18.71	19.08	19.47	19.86	20.25	20.66	21.07	\$21.70				
OT-18																			
ANNUAL	\$34,942.75	35,816.32	36,711.73	37,629.52	38,570.26	39,534.52	40,522.88	41,535.95	\$43,160.00	44,023.20	44,903.66	45,801.74	46,717.77	47,652.13	48,605.17	49,577.27	\$51,355.20		
BI-WEEKLY	\$1,343.95	1,377.55	1,411.99	1,447.29	1,483.47	1,520.56	1,558.57	1,597.54	\$1,660.00	1,693.20	1,727.06	1,761.61	1,796.84	1,832.77	1,869.43	1,906.82	\$1,975.20		
H(40)	\$16.80	17.22	17.65	18.09	18.54	19.01	19.48	19.97	\$20.75	21.17	21.59	22.02	22.46	22.91	23.37	23.84	\$24.69		
OT-19																			
ANNUAL	\$37,318.94	38,251.92	39,208.22	40,188.42	41,193.13	42,222.96	43,278.53	44,360.50	45,469.51	\$47,403.20	48,351.26	49,318.29	50,304.66	51,310.75	52,336.96	53,383.70	54,451.38	\$55,390.40	
BI-WEEKLY	\$1,435.34	1,471.23	1,508.01	1,545.71	1,584.35	1,623.96	1,664.56	1,706.17	1,748.83	\$1,823.20	1,859.66	1,896.86	1,934.79	1,973.49	2,012.96	2,053.22	2,094.28	\$2,130.40	
H(40)	\$17.94	18.39	18.85	19.32	19.80	20.30	20.81	21.33	21.86	\$22.79	23.25	23.71	24.18	24.67	25.16	25.67	26.18	\$26.63	

Annual and biweekly rates are provided for informational purposes only.

Chart effective as of January 6, 2019

**EXEMPT (EX) PAY SCHEDULE, OPEN RANGE
JANUARY 2019**

Pay Grade		Midpoint (Not a step; reference point only)	
EX-28			
ANNUAL	\$48,457.34	\$56,307.26	\$64,157.18
BI-WEEKLY	1,863.74	2,165.66	2,467.58
EX-32			
ANNUAL	\$52,333.93	\$61,132.63	\$69,931.33
BI-WEEKLY	2,012.84	2,351.26	2,689.67
EX-36			
ANNUAL	\$55,997.31	\$68,209.17	\$80,421.03
BI-WEEKLY	2,153.74	2,623.43	3,093.12
EX-40			
ANNUAL	\$59,917.12	\$72,983.81	\$86,050.50
BI-WEEKLY	2,304.50	2,807.07	3,309.63
EX-44			
ANNUAL	\$64,111.32	\$81,534.70	\$98,958.08
BI-WEEKLY	2,465.82	3,135.95	3,806.08
EX-48			
ANNUAL	\$74,369.13	\$96,064.62	\$117,760.11
BI-WEEKLY	2,860.35	3,694.79	4,529.24
EX-52			
ANNUAL	\$79,574.97	\$104,555.54	\$129,536.12
BI-WEEKLY	3,060.58	4,021.37	4,982.16
EX-56			
ANNUAL	\$87,532.46	\$115,011.10	\$142,489.74
BI-WEEKLY	3,366.63	4,423.50	5,480.37
EX-60			
ANNUAL	\$96,285.71	\$126,512.21	\$156,738.71
BI-WEEKLY	3,703.30	4,865.85	6,028.41
EX-65			
ANNUAL	\$110,728.57	\$145,489.04	\$180,249.52
BI-WEEKLY	4,258.79	5,595.73	6,932.67
EX-71			
ANNUAL	\$127,337.85	\$167,312.40	\$207,286.94
BI-WEEKLY	4,897.61	6,435.09	7,972.57

Annual rates are provided for informational purposes only.
Paychart effective January 6, 2019

ATTACHMENT - F

Operating Budget Fiscal 2020

Tulsa Animal Welfare FY2020 Operating Budget

Important Note: This is the total budget for the current fiscal year. It is estimated that approximately \$1.7 million would be available from the City to fund services described in the Request for Competitive Sealed Proposals, subject to appropriations. The remaining funds would be retained by the City for field/investigative functions. The successful Respondent would also have the opportunity to utilize grant funds, to the extent grantors agree make such funds available to the Respondent.

General Fund

Personal Services

Regular Salaries and Wages	\$1,437,855
Temp/Part-Time	\$14,458
Shift Differential	\$460
Standby	\$6,030
Longevity Pay	\$6,219
Social Security	\$108,224
Workers Compensation	\$24,718
Pension	\$225,165
Life Insurance	\$5,960
Cafeteria Plan	\$262,599

Materials and Supplies

Office Supplies	\$3,500
Janitorial	\$15,553
ChemLabMed	\$155,493
Safety Supplies	\$3,484
Safety Shoe-Equip	\$3,360
Animal Food	\$86,344
Clothing	\$2,005
Non-Capital Equipment	\$3,000
Other Operating Supplies	\$32,383
Other Repair Parts	\$1,000

Other Services and Charges

Advertising	\$16,000
Other Services	\$41,427
Equipment Rental	\$620
Uniform Rental	\$14,095
Landfill	\$200
Equipment Repair	\$5,400
Electric Utility	\$31,700
Gas Utility	\$25,500
Consulting Services	\$40,000
Veterenarian Services	\$19,000

Membership	\$825
Internal Equipment Maintenance	\$89,000
Internal Office Services	\$10,852
Internal Wireless Devices	\$11,065
Sewer Internal Billing	\$5,470
Refuse Internal Billing	\$2,044
Water Internal Billing	\$3,090
Stormwater Internal Billing	\$1,400

Subtotal 100 General Fund **\$2,715,499**

Grant Fund

Personal Services

Regular Salaries and Wages	\$70,760
Shift Differential	\$100
Overtime	\$100
Social Security	\$5,322
Workers Compensation	\$210
Pension	\$10,832
Life Insurance	\$294
Cafeteria Plan	\$12,382

Materials and Supplies

Motor Fuel	\$9,690
Computer Supplies	\$1,398
ChemLabMed	\$17,060
Animal Food	\$6,256
Non-Capital Equipment	\$27,770
Other Operating Supplies	\$180,408

Other Services and Charges

Printing-Reproduction	\$6,500
Other Services	\$37,593
Veterinary Services	\$19,893
Training	\$9,805
Misc Equipment	\$10,000

Subtotal 165 Misc Special Rev **\$426,374**

Short-Term Capital (Equipment) Fund

IT Equipment	\$8,000
Radio Equipment	\$4,000
Vehicles	\$152,000

Subtotal 477 Short Term Capital **\$164,000**

Total Animal Welfare Budget **\$3,305,873**

ATTACHMENT - G

Staffing Fiscal 2020

Tulsa Animal Welfare FY2020 Staffing

Management - 1 Full-Time Position

Animal Welfare Manager-EX44

Kennel - 10 Full-Time Positions

Supervisor-Animal Control Officer III-EX28

Animal Control Officer I-LT15

Animal Control Officer I-LT15

Animal Control Officer I-LT15

Kennel Worker-LT13

Kennel Worker-LT13

Kennel Worker-LT13

Kennel Worker-LT13

Kennel Worker-LT13

Kennel Worker-LT13

Unpaid Community Service Workers

Clinic - 8 Full-Time Positions, 2 Grant-Funded

Veterinarian-EX52

Registered Vet Tech-AT28

Registered Vet Tech-AT28

Vet Assistant-AT23

Shelter Flow Coordinator-OT17

Placement Coordinator-OT17

Volunteer & Outreach Coordinator-Grant Funded

Pet Diversion & Help Desk Coordinator-Grant Funded

Business Office - 3 Full-Time, 2 Part-Time Positions

Senior Administrative Assistant-AT32

Office Assistant II-OT15

Office Assistant II-OT15

Office Assistant II-OT15-Part Time

Office Assistant II-OT15-Part Time

Field/Investigations (To Remain a City Function) - 17 Full-Time Positions

Supervisor-EX28

Investigator-LT18

Investigator-LT18

Animal Control Officer II-LT17

Animal Control Officer II-LT17

Animal Control Officer II-LT17

Animal Control Officer II-LT17

Animal Control Officer II-LT17

Animal Control Officer II-LT17

Animal Control Officer II-LT17

Animal Control Officer II-LT17

Animal Control Officer II-LT17

Animal Control Officer II-LT17

Animal Control Officer II-LT17

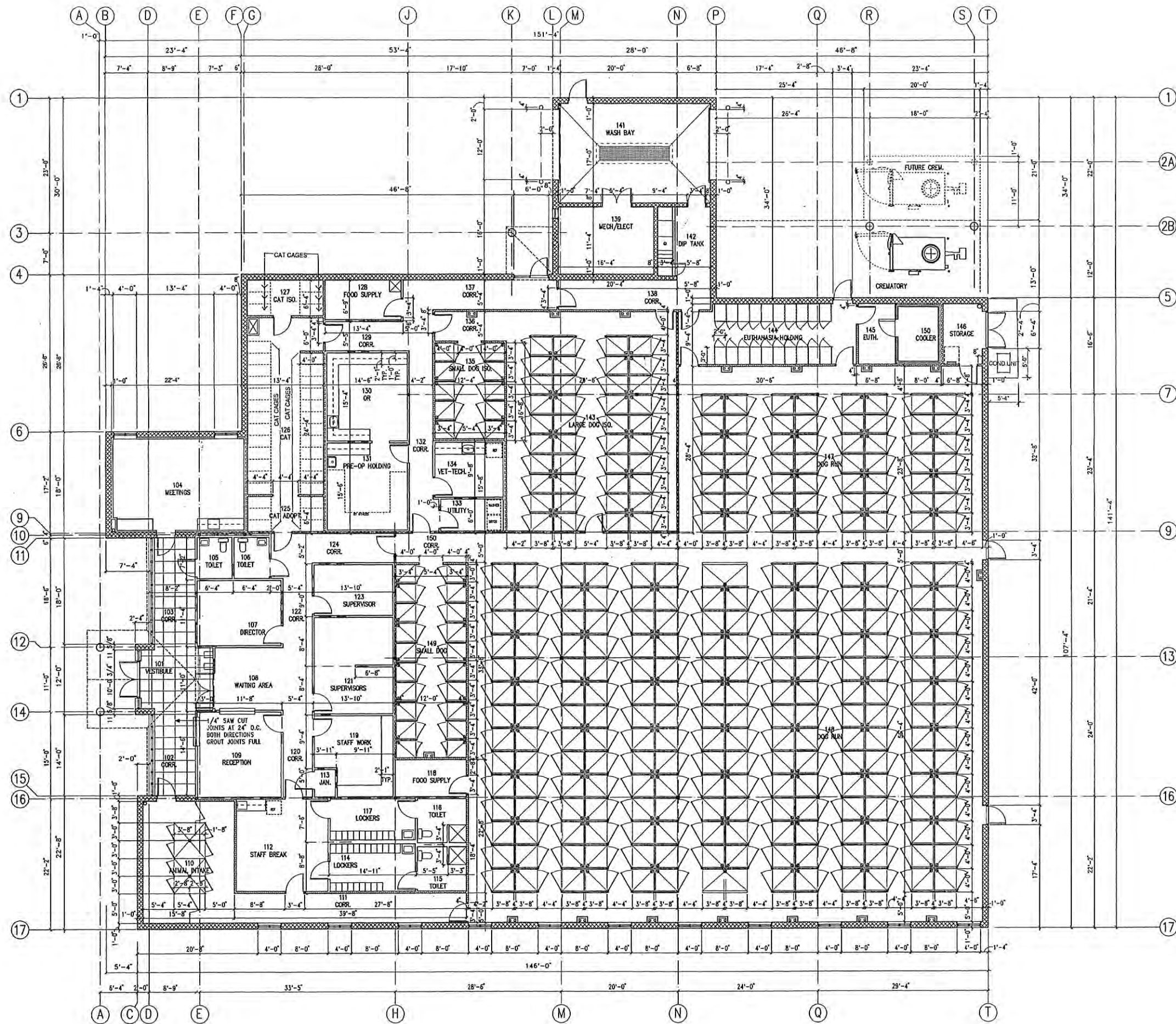
Animal Control Officer II-LT17

Office Assistant III-Dispatch-OT16

Office Assistant III-Dispatch-OT16

ATTACHMENT - H

Facility Floor Plan



A DIMENSION FLOOR PLAN
1/8"=1'-0"

Architects

ARCHITECTS AND PLANNERS
2624 E. 74th STREET, SUITE 3
TULSA, OKLAHOMA 74114
918 749-8100

McFarland



CITY OF TULSA
ANIMAL SHELTER
TULSA, OKLAHOMA

DIMENSION FLOOR PLAN

JOB NUMBER 74110.1 McF
REVISIONS C.O.T., 918101

DATE SEPT. 15, 1994
SHEET

A3

ATTACHMENT - I

Policies and Procedures Manual

Tulsa Animal Welfare

Policies and Procedures Manual

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Section		forms
	Definitions	
100	Administration	
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113	Confidentiality	
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120	Purchasing cards	see p-card notebook
121	Ride alongs	release form
122	Divisional travel policy	
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135	Dress Code – Non-Uniformed Personnel	
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317	Entering property - single family residence	
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400	Animal housing	
401	Animal receiving policies	
402	Determination of animal ownership upon intake	Owner Surrender form
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617	Trap Rentals	
618	Monthly Shelter Report	
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620	Animals With Tags, Tattoos or Microchips	Hold/Notify report
621	Microchip sale and registration	Microchip form
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700	Animal Adoption Policies	
701	Adoption Return/Animal Exchange Policy	
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703	Wait List For Animals Not Yet Available For Adoption	
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705	Transfer to Animal Rescue/Breed Groups- Out-of-State	
706	Citizen Request Policy	
707	Volunteer Policies	
708	Volunteer Orientation	
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800	Veterinary Services	
800	Access to veterinary services areas	
801	Controlled Substance Forms and Reports	
802	Basic Medical Treatment Protocols	Medical Untreatable List/
803	Medical Treatment of Animals in the Absence Of A Veterinarian	Medical Treatable List
804	Medical Treatment Records	
	Identification, Location and Notification of Sick/Injured Animals	
805	Needing Veterinary Services in Shelter	
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808	Surgery Technician Duties	
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	Medical and Behavior Assessments of animals for	
810	adoption/foster/transfer programs	
811	Medical Rechecks of Adopted Animals	
812	Identifying Animals Eligible for Foster Care	
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814	Head to laboratory for rabies testing	ODH FORM 460
815	Euthanizing animals	
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819	Oxygen inventory	
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900	Investigations	
900	Role of the cruelty investigator	
901	Stages of the investigation	
902	Rules of evidence	
903	Evidence collection	
904	Photography, sketching and video taping	
905	Search and seizure, search warrants and affidavits	
906	Interview and interrogation	
907	Report writing	
908	Courtroom testimony	
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1000	Rabies Observation	
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1001	Dates for disposition of observation animals	
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1003	Daily inventory of OBS	
1004	Daily duties for quarantined animals	

City of Tulsa

Animal Welfare Division

Section / Title: Section 100 – Administration
Policy: Section 100 – Policy and Procedure
Written by: J. Letcher
Submitted by: J. Letcher
Date: December 10, 2009

Policy Compliance:

The Tulsa Animal Welfare Division of the Working In Neighborhoods Department is assigned the responsibility for the enforcement of the City of Tulsa’s animal ordinances contained within Title 2, TRO. Additionally, Tulsa Animal Welfare is charged with the care and custody of animals impounded at the City’s Animal Shelter.

Maximum efficiency in the operation of the Tulsa Animal Welfare (TAW) requires that division policies and procedures be strictly adhered to as well as all laws, rules and regulations of City of Tulsa.

All employees shall familiarize themselves with the policies and procedures of the City of Tulsa and TAW so they may know their duties and perform them in a proper manner. Honesty, efficiency and accuracy are standards by which an employee’s performance and value to TAW may be measured. Additionally, an employee’s performance may be measured by the way he or she complies with policies and procedures, demonstrates good judgment and conduct, and the quality of service they provide to the public. The information contained within this manual shall provide guidance for the staff, supervisors and management in the discharge of their duties.

Every employee must realize that anyone having business with TAW is entitled to courtesy and respectful consideration, as well as every assistance that can be rendered under the rules and purposes of Animal Welfare. Every employee is expected to give such assistance cheerfully and in keeping with the idea that he or she is an employee of the public engaged to prevent cruelty to animals and to protect the animals and the public’s health and safety.

Responsibility:

The TAW Policy and Procedure Manual is the property of the TAW and is to be turned in when an employee is terminated or leaves. An employee’s TAW Policy and Procedure Manual is subject to inspection, upon demand, by any member of Management.

Every employee issued a manual shall be responsible for keeping it current with respect to the contents therein. An employee is not expected to keep his copy of the Manual with him at all times but is expected to be familiar with its contents and refer to it for information as needed. Ignorance of the Policies and Procedures will not be considered a valid excuse.

Any written counseling or disciplinary action taken against any employee shall be done by specific reference to the specific language of the policy or procedure which the employee has violated or failed to perform. All such written actions shall be reviewed in advance by the Working in Neighborhoods Director or such designee within the department as the Director

City of Tulsa

Animal Welfare Division

indicates in writing. Any notice of pre-determination hearings shall include the specific reference by number and shall cite the specific language of the policy or procedure which the employee has violated or failed to perform.

Distribution of the TAW Policy and Procedure Manual:

All employees will be issued a numbered copy of the TAW Policy and Procedure Manual. TAW Manager or his designee is responsible for distributing the Manual and any updates, for replacing lost or stolen Manuals and for maintaining records of issuance and replacement. In the event a Manual is lost or stolen, another will not be issued until an Internal Incident Report is completed and a copy provided to TAW Manager.

The Office Assistant II shall number each copy and maintain a list of which numbered copy is distributed to each employee.

Release of the TAW Policy and Procedure Manual:

Copies of the Manual or any part thereof may only be released with the authority of TAW Manager and the Working in Neighborhoods Director.

Revision to the TAW Policy and Procedure Manual:

A Policy and Procedure Revision Request Form must be submitted explaining the reason and exact wording of the revision proposed.

Revisions will be forwarded to the Department Director in the following order:

- A. Supervisors
- B. Manager
- C. Working in Neighborhoods Director

Each level supervisor/manager will review any proposed revision and make recommendations. After the revision is reviewed, recommendations will be noted to approve or disapprove with appropriate explanations. If a revision is approved, all obsolete copies will be destroyed and the current revision issued to all employees.

Changes to the Manual will be monitored by maintaining all revision requests in a file located in Administration.

Approved by

Date

City of Tulsa

Animal Welfare Division

Section / Title: Section 100 – Administration
Policy: Section 101 – Developing Standard Operating Procedures (SOPs)
Written by: J. Letcher
Submitted by: J. Letcher
Date: December 10, 2009

Purpose and Scope:

Establish guidelines for developing, writing and distributing SOP to facilitate uniformity and ease of understanding.

Responsibility:

Supervisors and Management

Action and Method:

The purpose of an SOP is to specifically define an expectation, action or job duty in such a way that it may be repeatable by every staff member responsible and create an environment that eliminates mistakes. SOPs are intended to be tools to facilitate uniform training for employees and allow management the ability to ensure predictable performance.

- **Purpose and Scope:** defines the specific purpose which the SOP is designed to address. The SOP will define methodology only for that issue.
 - **Responsibility:** defines who is responsible for completing the tasks described in that SOP and for assuring that they are performed as described.
 - **Action and Method:** outlines the actions needed to achieve the stated purpose.
1. Decide the purpose of the SOP. This should be as specific as possible to avoid confusion with other similarly worded SOP. Make note of any exclusions.
 2. Designate responsible parties. If an SOP cannot be completely assigned to a person or persons, they are NOT responsible and a separate SOP will be needed.
 3. Develop the Actions and Methods. These actions should be all of the following: as concise as possible, specific, in chronological order, repeatable and straightforward. Do not include any step that is not specifically related to the stated purpose or responsible party. Be specific but avoid being so restrictive that unnecessary limits are created.
 4. Submit SOP to Management and Supervisors for revision.
 5. SOP is not to be distributed to employees until final approval has been granted by the Manager or his designee.
 6. When approval is granted, the SOP will be distributed personally to each employee by the OA II and obsolete copies will be destroyed. Each employee shall sign and date a receipt form when they receive a copy of the Manual.

Approved by

Date

City of Tulsa Animal Welfare Division

Section / Title: Section 100 – Administration
Policy: Section 102- Scope
Written by: J. Letcher
Submitted by: J. Letcher
Date: December 10, 2009

Scope

These policies apply to employees of TAW. It is the express intent of the Director of Working in Neighborhoods that the Manager of TAW, or a designee, shall administer and enforce all provisions of these policies with respect to employees of TAW. Changes made to these policies shall not supersede specific language in the AFSCME Collective Bargaining Agreement and/or the City of Tulsa Personnel Policies.

Approved by

Date

City of Tulsa Animal Welfare Division

:Section / Title: Section 100 – Administration
Policy: Section 103– Conflict
Written by: J. Letcher
Submitted by: J. Letcher
Date: December 10, 2009

Conflict

Should the interpretation, application, administration, or enforcement of any Rule or Regulation contained in TAW Policies conflict with any Personnel Policy, Charter provision or ordinance, such Personnel Policy, Charter provision or ordinance shall prevail.

The WIN Director may make Department/Division rules and regulations that are consistent with City of Tulsa Personnel Policies and the AFSCME Collective Bargaining Agreement, governing the conduct and performance of employees. The Personnel Director may review department rules for consistency with City of Tulsa Personnel Policies and the Collective Bargaining Agreement.

Division rules and regulations shall be published and a copy furnished to each employee to whom they apply. Disciplinary action may be based upon breach of any such rules and regulations.

Approved by

Date

City of Tulsa Animal Welfare Division

Section / Title: Section 100 – Administration
Policy: Section 104– Mission
Written by: J. Letcher
Submitted by: J. Letcher
Date: December 10, 2009

Mission

City of Tulsa Animal Welfare is dedicated to providing temporary shelter, compassionate care and humane disposition of lost and unwanted animals; investigating and preventing animal cruelty, neglect and inhumane treatment; enforcing animal ordinances and laws; assuring public health and safety; and promoting responsible pet ownership.

Approved by

Date

City of Tulsa Animal Welfare Division

Section / Title: Section 100 – Administration
Policy: Section 105 – Animal Handling
Written by: J. Letcher
Submitted by: J. Letcher
Date: December 10, 2009

Animal Handling

All animals shall be handled humanely. Only that restraint which is necessary to prevent injury to the handler or others may be used when capturing and/or confining an animal, and then only for the time necessary to humanely and safely capture and confine the animal. Catch poles will not be used on non-violent animals or around the necks of cats, “toy breed” dogs, puppies under 10 pounds, small wildlife, or animals with obvious back or head injuries.

Approved by

Date

City of Tulsa Animal Welfare Division

Section / Title: Section 100 – Administration
Policy: Section 106 – Customer Service
Written by: J. Letcher
Submitted by: J. Letcher
Date: December 10, 2009

Customer Service

The lasting impressions that citizens have of TAW and the support they are willing to give depends primarily on the quality of service provided them.

TAW recognizes its obligation of service to the community. Requests for help or assistance that can be provided by this Division will be provided within the limits of budget and manpower.

All employees and volunteers with TAW shall treat citizens, fellow employees and others with the highest level of professionalism, courtesy and respect. This high level of professionalism is expected when communicating on the telephone, in person or through written correspondence. To ensure good internal and external customer service, employees are expected to adhere to the City of Tulsa Personnel Policies and the policies and procedures of TAW.

Employees shall not use any information obtained in the course of their employment to contact citizens for any reasons that are not entirely and directly related to government business.

In instances where the calling party needs to contact another person or work section within the City, employees will make every effort to ensure that contact with the desired person or work section is made in a courteous and efficient manner.

Approved by

Date

City of Tulsa Animal Welfare Division

Section / Title: Section 100 – Administration
Policy: Section 107 – Duty
Written by: J. Letcher
Submitted by: J. Letcher
Date: December 10, 2009

Duty

1. It is the policy of the City of Tulsa that City employees be available for emergencies, call-out duty, and emergency coverage for TAW and for emergencies defined by the City.
2. Employees are in public service and as such must be available to provide services as needed for emergencies and during times of critical staffing needs.
3. It shall be the responsibility of every employee to provide accurate and current emergency contact information in the event the employee must be contacted to provide vital City services.
4. To ensure the ability of TAW to contact employees, each employee shall notify their supervisor of their current home address and provide phone number(s) where they can be reached. If the employee's address or phone number(s) change, the employee shall notify their supervisor within 24 hours of the change(s) so TAW has the current contact information.
5. Failure to maintain current contact information is grounds for disciplinary action.

Approved by

Date

City of Tulsa

Animal Welfare Division

Section / Title: Section 100 – Administration
Policy: Section 108 – Infractions that may result in termination
Written by: J. Letcher
Submitted by: J. Letcher
Date: December 10, 2009

Infractions That May Result in Termination

1. It is the policy of TAW that certain infractions will result in immediate removal from shelter property and may result in termination. Any employee suspected of committing any of the following infractions shall immediately be placed on Administrative Leave with pay pending the outcome of an investigation and a Pre-Termination hearing. If there is sufficient cause to believe that the employee committed an infraction, the employee shall be terminated from TAW.
2. An infraction is an act that is immediately and substantially destructive of the employment relationship. Cardinal infractions are defined to include but not be limited to: stealing; misappropriation of City property; reckless disregard for City equipment and property; gross insubordination; falsification of records; obtaining City benefits by means of fraud or deceit; or conduct unbecoming an employee, on or off duty, where the nature and notoriety are so serious that current employees and/or citizens are exposed to great potential risk or refuse to work with the employee.
3. Examples of such conduct include, but are not limited to:
 - a. any employee who abuses, cruelly treats, or willfully neglects any animal;
 - b. theft or willful destruction of City property;
 - c. unwarranted violence towards citizens;
 - d. unauthorized possession of weapons, dangerous instruments, and/or firearms in City property whether it is on their person or stored in any vehicle, locker, bag, or other container; or
 - e. conviction of a felony.

Approved by

Date

City of Tulsa Animal Welfare Division

Section / Title: Section 100 – Administration
Policy: Section 109 – Duties Applicable to all Employees
Written by: J. Letcher
Submitted by: J. Letcher
Date: December 29, 2009

Duties Applicable To All Employees

1. All employees of TAW shall thoroughly familiarize themselves with the physical characteristics of the City of Tulsa and such other information as may be reasonable and necessary to enable them to perform their duties in an expedient and efficient manner.
2. All employees shall familiarize themselves with the laws and ordinances enforced by animal control.
3. All employees shall thoroughly acquaint themselves with the duties of the office, position or employment, which they hold. They shall perform the duties thereof properly and with care and attention.
4. In carrying out the functions of TAW, all employees of TAW shall direct and coordinate their efforts in such a manner to maintain the highest degree of efficiency.
5. All employees of TAW shall submit written reports to their supervisor of any unusual or adverse incident.
6. All employees purchasing supplies or material for TAW shall do so only with the approval of their supervisor.
7. Employees of TAW shall not duplicate, lend or furnish keys to the facility to any person not employed by TAW without permission of a supervisor.
8. Employees of TAW shall not furnish written correspondence concerning their activities, except as required by department order, nor shall they use City of Tulsa stationery or forms for any purpose other than the transaction of official business.
9. When an employee terminates employment with TAW, all equipment and keys furnished by TAW shall be returned to the employee's supervisor. Final pay will be withheld until all equipment and keys have been returned in good condition.

Approved by

Date

City of Tulsa

Animal Welfare Division

Section / Title Section 100 – Administration
Policy: Section 110 – General Conduct
Written by: J. Letcher
Submitted by: J. Letcher
Date: December 29, 2009

Employees whether on duty or off duty, shall be governed by the ordinary and reasonable rules of good conduct and behavior, and shall not commit any act tending to bring reproach or discredit upon the City of Tulsa.

1. COURTESY – Employees of TAW shall be courteous, civil and respectful toward each other and toward all persons having business with TAW on all occasions, including personal and telephone contacts.
2. LANGUAGE – Employees of TAW shall not use profane or insolent language in the discharge of their official duties or when interacting with other employees.
3. HONESTY – Employees of TAW shall not willfully depart from the truth, either in conduct of any business of TAW, or when appearing in any capacity as a member or representative of TAW.
4. RELIGIOUS AND RACIAL DISCRIMINATION – Employees of TAW shall not refer to any person in a derogatory manner, nor discriminate against any person because of that person’s race, color, sex, national origin, religious convictions, political beliefs, or sexual orientation.
5. ALCOHOL AND CONTROLLED NARCOTICS - Employees of TAW shall not drink any intoxicating beverages, nor have the odor of any intoxicating beverage on their breath while on duty. Neither shall employees consume alcoholic beverages in public while in uniform, and off-duty. The use of controlled narcotics is similarly prohibited.
6. IMPROPER RECREATIONAL ACTIVITIES – Employees of TAW shall not read periodicals, magazines or newspapers while on duty, except in the employee’s break-rooms or specifically designated areas. Employees shall not engage in games or recreational activities while on-duty.
7. REWARDS AND PRESENTS – Employees of TAW shall not receive or share in any gift, present, fee or other payment for official services other than their regular salary.
8. ACCEPTANCE OF FINES – Employees of TAW shall not accept money as bond or in payment of fines.
9. PUBLICITY – Employees of TAW shall not seek publicity through the public press, either directly or indirectly. All press inquiries about TAW should be referred to a supervisor. This includes television or other news media.

City of Tulsa

Animal Welfare Division

10. COURT APPEARANCES – Employees of TAW, required to be in court by subpoena, shall be prompt in attendance and shall remain until excused by a competent authority. Employees who attend court as a witness, or for any other reason, shall appear neatly attired and, if applicable, in full uniform. While in court, employees of TAW shall avoid any indication of bias, prejudice or anger. They shall testify in a clear and distinct manner. Questions shall be answered truthfully. Personal behavior shall be exemplary while in court, waiting to be called as a witness and while on the witness stand.
11. GIVING NAME – Employees of TAW shall give their name in a respectful manner to any person who may ask it. Employees in issued uniforms shall have their name patch properly displayed on their uniform at all times. Whenever initiating or answering a telephone call, employees shall identify themselves with TAW name and their name. Officers not in issued uniforms shall identify themselves when making contact with any person and shall have their issued badge and identification with them at all times.
12. CRITICISIM AND GOSSIP – Employees of TAW shall not criticize in public nor make derogatory remarks, oral or written, about action or orders of a supervisor or another employee of TAW. Employees shall not publicly criticize the actions of any person having business with TAW.
13. OBEDIENCE TO RULES AND ORDERS – Employees of TAW shall promptly obey all lawful orders and conform to the rules of TAW. Willful disobedience of orders or rules will result in disciplinary action up to and including dismissal.
14. RESPONSE TO THE PUBLIC – Employees of TAW shall be attentive to and take suitable action on reports and complaints by any private person, except when circumstances make it necessary to report the matter or refer the complaint to a more suitable department or another agency. Employees shall comply with proper requests for information or assistance, or they shall aid the person in obtaining the requested information or assistance. Employees shall not belittle any request or complaint but shall invariably thank the complainant. Employees shall endeavor, at all times, to give the impression of caring when dealing with any member of the public.
15. LOSS OF EQUIPMENT – When an employee of TAW loses a radio or other equipment, such loss must be reported immediately to their supervisor. A diligent effort must be made by the employee to locate and recover the lost article. If recovered the employee shall immediately report the recovery of the lost item to their supervisor.
16. DAMAGE TO PROPERTY – When an employee damages property belonging to the City or to another person, such damage shall be immediately reported to their supervisor.

Approved by

Date

City of Tulsa Animal Welfare Division

Section / Title: Section 100 – Administration
Policy: Section 111 – Tobacco Use
Written by: J. Letcher
Submitted by: J. Letcher
Date: Revised December 6, 2019

Tobacco Use

1. Smoking is not permitted inside the TAW Shelter, the storage sheds, the play areas or any other structure that becomes part of the Animal Welfare operation at any time.
2. Smoking is not permitted on the grounds of the TAW shelter in the presence of the public.
3. Smoking is not permitted when calling at a residence or a place of business.
4. Smoking is not permitted at any time in city vehicles.
5. Smoking is permitted only in designated smoking areas of the Animal Shelter complex.
6. Smokeless tobacco users are not to use tobacco in the presence of the public and must use good hygiene when expectorating chewed tobacco anywhere within the shelter compound.
7. Smokeless tobacco is not permitted at any time in any Animal Welfare vehicle.
8. A bottle or other container with a closable lid must be used as a receptacle.
9. Trash cans will not be used as a receptacle.

Failure to adhere to the tobacco use law and its implementation will be grounds for disciplinary action up to and including termination.

Approved by

Date

City of Tulsa Animal Welfare Division

Section / Title: Section 100 – Administration
Policy: Section 111B – E-Cigarette (Vaping) Use
Written by: J. Letcher
Submitted by: J. Letcher
Date: February 23, 2018

E-Cigarette Use

1. Vaping is not permitted inside the TAW Shelter, the storage sheds, the play areas or any other structure that becomes part of the Animal Welfare operation at any time.
2. Vaping is not permitted on the grounds of the TAW shelter in the presence of the public.
3. Vaping is not permitted when calling at a residence or a place of business.
4. Vaping is not permitted at any time in city vehicles.
5. Vaping is permitted only in designated smoking areas of the Animal Shelter complex.

Failure to adhere to the E-Cigarette use policy and its implementation will be grounds for disciplinary action up to and including termination.

Approved by

Date

City of Tulsa Animal Welfare Division

Section / Title: Section 100 – Administration
Policy: Section 112–Tattoos
Written by: J. Letcher
Submitted by: J. Letcher
Date: February 2010

Tattoos

Tattoos are permitted if they are of good taste. However, if the Supervisor or Manager determines that a tattoo is sexually explicit, contains profanity or is otherwise in poor taste, the employee will be required to ensure the tattoo is not visible while on duty.

Approved by

Date

City of Tulsa Animal Welfare Division

Section / Title: Section 100 – Administration
Policy: Section 113 – Confidentiality
Written by: J. Letcher
Submitted by: J. Letcher
Date: December 10, 2009

Confidentiality

Employees and volunteers who have access to:

1. Personal information about employees, former employees, volunteers or citizens
2. Confidential personnel information
3. Investigations of any kind

Employees maintain strict confidentiality and shall share that information only with supervisors, managers, and other City personnel or law enforcement personnel who have a legitimate need to know.

Confidential information includes, but is not limited to, medical issues of all kinds, information obtained during or for investigations, and pending or actual disciplinary actions.

Approved by

Date

City of Tulsa Animal Welfare Division

Section / Title: Section 100 – Administration
Policy: Section 114 – Paperwork and Data Entry Integrity
Written by: J. Letcher
Submitted by: J. Letcher
Date: January 2010

Paperwork and Data Entry Integrity

1. All paperwork and data entry generated within TAW is expected to be completed accurately, completely and thoroughly.
2. To ensure the integrity of information entered into paperwork and into the databases, employees may not change, delete, or modify information written on paperwork or entered into databases by another employee without the prior permission of a supervisor. This includes entries to correct prior mistakes of another; to change animal descriptions; and/or to override the comments, directives, or observations of another employee.
3. Supervisors approving changes, deletions, modifications, and/or corrections must sign and date their approval on the paperwork or in the databases.
4. The Veterinary staff may change animal descriptions without Supervisor approval.

Approved by

Date

City of Tulsa

Animal Welfare Division

Section / Title: Section 100 – Administration
Policy: Section 115 – Control and Destruction of Sensitive Documents
Written by: J. Letcher
Submitted by: J. Letcher
Date: January 2010

Control and Destruction of Sensitive Documents

Purpose and Scope: To formalize a procedure to be used by all Animal Welfare employees to follow when securing and determining a final disposition of all documents, citations and other paperwork of a sensitive nature.

Responsibility: All Animal Welfare employees.

Policy: TAW shall make every effort to protect and control all documents of a sensitive nature. All documents that contain personal information of any nature shall be protected and kept in a secure location until it is properly destroyed by either burning or shredding.

Definitions:

Sensitive Document: Sensitive document is any document that contains the personal information of any employee or citizen.

Procedures:

- A. Citation Accountability
 - a. Business Office (Clerks)
 1. Clerks will ensure that the citation books they use are secured daily and are not accessible to the public.
 2. The last employee working the office shall secure the citation books at the end of each day.
 3. All new citation books will be secured in the brown cabinet located in the southeast corner of the office.
 4. Completed citation books will be secured in the two-drawer lateral file cabinet located on the east wall of the office.
 - b. Field Officers and SACI
 1. Field Officers will ensure that their citation books are secured in their vehicle at all times, when not under their personal control.
 2. Field Officers will ensure that hard copies of citations issued are given to their supervisor by the end of their shift.
 3. Completed citation books shall be turned in to their supervisor who shall ensure that they are secured in the cabinet in the front office.
 - c. Supervisors
 1. Supervisors will ensure that completed citations are secured in the two-drawer lateral file cabinet located on the east wall of the office

City of Tulsa

Animal Welfare Division

- B. Tracis Reports Accountability
 - a. Business Office (Clerks)
 - 1. All Tracis reports shall be considered as a sensitive document and shall be handled as such.
 - 2. Tracis reports maintained in the business office shall be filed in the proper location and shall not be given to any unauthorized personnel.
 - 3. Business Office employees shall ensure that all Tracis reports are not left in the copy machine unattended.
 - 4. All Tracis reports will be processed and properly decimated to supervisors, officers in a timely manner.
 - b. Field Officers and SACI
 - 1. All Tracis reports shall be considered as a sensitive document and shall be handled as such.
 - 2. Tracis reports shall be secured in the officer's vehicle when not under the officer's personal control.
 - 3. Tracis reports shall be turned in to a supervisor by the end of the officer's shift and shall not be left in the break room or on the copy machine.
 - 4. Tracis reports shall not be given to any unauthorized persons.
- C. Other Documents Accountability
 - 1. Any document that contains information of a personal nature shall be considered a sensitive document and shall be handled as such.
 - a. Completed adoption forms, completed escrow deposit forms and all other forms that have been completed with personal information shall be secured in the business office or a supervisor's office until it can be filed properly.
- D. Document Destruction
 - 1. All documents shall be maintained in a secure location at the shelter until such time that they may be destroyed.
 - 2. All documents shall be destroyed by burning or shredding.

Approved by

Date

City of Tulsa

Animal Welfare Division

Section / Title: Section 100 – Administration
Policy: Section 116 – Safety and Security
Written by: J. Letcher
Submitted by: J. Letcher
Date: December 10, 2009

Safety and Security

Employees are expected to adhere to safe practices. Employees who violate safety rules, regulations or directives are subject to disciplinary action, up to and including termination. Employees of TAW are responsible for safety and security in the work place and during the performance of their duties. Actions taken to ensure safety and security are different in each section; however, each person is accountable for supporting TAWs' goals and objectives and for practicing safety at all times.

1. Additional City Policies:
 - a. Section 400. Separations, Disciplinary Actions and Grievances
2. Safety Program:
 - a. Safety and Health Manual
3. Violence: See City Policies:
 - a. Section 420. Work Related Threats or Violent Acts
 - b. AFSCME Contract Agreement, Appendix D Work Rules for Personal Conduct.
4. Weapons: See City Policy:
 - a. Article
 - b. AFSCME Contract Agreement, Appendix D Work Rules for Personal Conduct.
5. Security: Access to City property is monitored and restricted. For more information on access and security issues, see City Policy:
6. Driver's License: Any City of Tulsa employee who drives or operates a City vehicle or piece of equipment, or who uses his/her personal vehicle while performing work on behalf of the City of Tulsa, or who operates vehicles leased or utilized by the City of Tulsa. City of Tulsa employees are required to have their City of Tulsa driver's license and their state issued driver's license on their persons at all times when they are operating vehicles or equipment for which a City of Tulsa driver's license is required.

Approved by

Date

City of Tulsa Animal Welfare Division

Section / Title: Section 100 – Administration
Policy: Section 117 – Safety Program
Written by: J. Letcher
Submitted by: J. Letcher
Date: January 2010

Safety Program

1. Supervisors are responsible for ensuring that the Safety Program is implemented in their area of responsibility and that employees are thoroughly trained about the Program.
2. Employees are responsible to know and abide by the requirements of the Safety Program. Their responsibilities include immediate notification to their supervisor of exposures to chemicals, missing or irregular labels on chemical containers, damaged or inoperable safety equipment, animal bites and scratches, injuries, accidents, spills that cannot be safely and promptly removed, and any other safety hazard.
3. All employees are expected to adhere to the safety guidelines in the City of Tulsa Policy Manual and the Animal Welfare Safety Manual, kept in the Front Office.
4. Employees who drive on City business are expected to advise TAW if their Driver's License is suspended or revoked, or if they have restrictions placed on their driving privileges.
5. Employees who drive a City vehicle are required to advise their supervisor the same working day if they receive a traffic citation or a warning for any traffic violation while driving a City vehicle.

Approved by

Date

City of Tulsa

Animal Welfare Division

Section / Title: Section 100 – Administration
Policy: Section 118 – Drug and Alcohol Testing
Written by: J. Letcher
Submitted by: J. Letcher
Date: February 2010

Drug and Alcohol Testing

In accordance with the guidelines set forth in the Drug-Free Workplace Act (Act) of 1988, it is the policy of the City of Tulsa that the unlawful manufacture, distribution, dispensing, possession or use of an illegal chemical substance and/or alcohol during working hours or on City property including buildings, parking lots, and vehicles is prohibited.

As a condition of employment, each employee must:

1. Abide by the terms of The City of Tulsa's Drug-Free Workplace Policy
2. Notify the City of any criminal drug conviction for a violation occurring in the workplace no later than five (5) days after such conviction.

Pursuant to the Act, "conviction of a criminal drug offense" includes a finding of guilt (including a plea of nolo contendere) or imposition of sentences by any judicial body charged with the responsibility to determine violations of the federal or state criminal drug statutes. These include the manufacture, dispensation, use, or possession of any controlled substances defined in Paragraph 5157 (3) of the Act. Although the Act only addresses violations "occurring in the workplace", any employee who has violated any provision of the City's policies relative to alcohol and/or drugs will be subject to appropriate disciplinary action, up to and including termination.

The City of Tulsa has established an Employee Assistance Program (EAP) to educate employees concerning the danger of the substance abuse in the workplace, provide assessment and referral to appropriate counseling services, and/or to monitor employees with identified substance abuse problems.

Approved by

Date

City of Tulsa

Animal Welfare Division

Section / Title: Section 100 – Administration
Policy: Section 119 – Court Appearances
Written by: J. Letcher
Submitted by: J. Letcher
Date: July 2010

Court Appearances

Purpose and Scope:

To ensure compliance with subpoenas and other Court orders.

Responsibility:

Animal Welfare Division Staff

Action and Method:

1. Employees who receive subpoenas to appear in Court must appear as directed by the Court unless the Judge releases them from the subpoena.
2. If an employee who is subject to a subpoena cannot appear in Court for good cause as determined by the Judge, it will be the employee's responsibility to request that the Court release them from the subpoena as soon as they are aware that they cannot appear. It will be the Judge's decision as to whether the employee is released from an appearance.
3. The employee who is requesting to be released from a subpoena must ALSO contact their supervisor or, in their supervisor's absence, the Unit Operations Supervisor, to advise the supervisor that they have requested to be released from the subpoena and why.
4. It is NOT the supervisor's responsibility to contact the Court to have an employee released from a subpoena or to notify the Court that the employee is unavailable unless the subpoenaed employee is either:
 - a. Medically unable to contact the Court, or
 - b. The employee did not receive the subpoena prior to taking leave, is currently on leave, and the employee is therefore unable to contact the Court.In such cases, the supervisor will notify the Court as soon as the supervisor is aware that the employee is unable to answer to the subpoena.
5. Failure of an employee to contact the Court to request release from a subpoena is grounds for disciplinary action and subjects the employee to a Contempt of Court charge at the Judge's discretion.

Approved by

Date

City of Tulsa

Animal Welfare Division

Section / Title: Section 100 – Administration
Policy: Section 120 – Purchasing cards (P cards)
Written by: J. Letcher
Submitted by: J. Letcher
Date: December 11, 2009

Purchasing cards

The Manager or his designee may assign employees to carry and/or use P-cards.

Cardholder Responsibilities

1. Ensuring that the cardholder is the sole user of the P-card.
2. Using the P-card strictly according to the policies and procedures.
3. Safeguarding the P-card at all times while in the cardholder's possession.
4. Notifying the Bank and Purchasing Card Coordinator promptly when the card has been lost or stolen.
5. Restricting purchases to only those authorized for City-related purposes.
6. Surrendering the P-card upon the request or order of the respective Department Director/Designee or Purchasing Card Coordinator.
7. Ensuring that the vendor provides a transaction document whenever a transaction is by phone, mail, or fax. Transactions not supported by the proper documentation are the responsibility of the Cardholder.
8. Keeping all transaction documents (charge tickets, credit slips, invoices, delivery tickets, etc.), submitting and reconciling them as required to the Designee.
9. Notifying the Purchasing Card Coordinator and respective Designee promptly of any purchase mistake(s) made contrary to any policies and procedures.

Supervisor/Manager Responsibilities

1. Requiring the Cardholder and designee to attend Card training sessions;
2. Authorizing an employee to be issued a Card and ensuring that the employee is personally informed of all the terms and conditions imposed with the privilege of using a Card, including the dollar limitations and restrictions placed on their Card.
3. Requesting the dollar amount limitations and any special restrictions imposed on any Card authorized for issuance to an employee.
4. Reviewing the reconciled monthly billing statement for overall legitimacy of the transactions, and signing the statement, certifying the legitimacy of the listed transactions.
5. Requiring Cardholders and designees to adhere to all program policies and procedures and revisions thereto.
6. Preparing the required paperwork timely for submittal for payment.

Approved by

Date

City of Tulsa Animal Welfare Division

Section / Title: Section 100 – Administration
Policy: Section 121 – Ride Along
Written by: J. Letcher
Submitted by: J. Letcher
Date: December 10, 2009

Ride Along

1. Only the WIN Director, the Manager or his designee may approve ride-along for the media or in a situation in which the interests of TAW are served.
2. Prior to a ride along, the person riding with an Officer must sign a Waiver of Liability and submit it to the Manager. Forms are available through the Field Supervisor.
3. Off-duty employees cannot ride along with Officers because their presence can constitute working time.
4. Underage children cannot ride along with Officers.

Approved by

Date

City of Tulsa Animal Welfare Division

Section / Title: Section 100 – Administration
Policy: Section 122 – Divisional Travel Policy
Written by: J. Letcher
Submitted by: J. Letcher
Date: February 2010

Divisional Travel Policy

Employees are required to adhere to the current City of Tulsa Travel Policy

This division will retain all receipts in TAW's files. Employees are required to obtain and secure receipts for all monies spent from the travel advances and to submit them to their Supervisor with the completed travel report. Employees must submit travel reports, with originals of all the required attachments, to their Supervisor within 5 days of returning from their travel. Supervisors must review the travel reports, correct any mistakes, and then submit the travel reports and receipts to the Office Specialist within 2 days. The Office Specialist shall submit the approved travel report to Procurement within 3 days. This includes, but is not limited to, meals, tips, tolls and incidental expenses.

Approved by

Date

City of Tulsa Animal Welfare Division

Section / Title: Section 100 – Administration
Policy: Section 123 – Equipment
Written by: J. Letcher
Submitted by: J. Letcher
Date: February 2010

Equipment

Employees will secure all issued equipment in a secure area (i.e. in a locked locker, or in a locked vehicle) when not in use. Examples of unsecured items include but are not limited to: leaving flashlights in common areas to charge or leaving catchpoles unattended while performing other duties. Employees will be held responsible for all equipment issued to them. Failure to secure issued equipment is cause for disciplinary action. This includes all issued equipment.

All equipment issued to an employee shall be listed on an inventory log. Both the Supervisor and the employee shall sign and date the inventory log to document the receipt of each piece of equipment issued to the employee.

Upon return of the equipment, the Supervisor and the employee will both sign and date the inventory log to document the return of each piece of equipment being returned by the employee.

Supervisors shall maintain current Equipment Inventory Logs for each employee.

Approved by

Date

City of Tulsa

Animal Welfare Division

Section / Title: Section 100 – Administration
Policy: Section 124 – Cell Phone Usage
Written by: J. Letcher
Submitted by: J. Letcher
Date: December 10, 2009
Last Updated: May 14, 2013

Cell Phone Usage

Purpose and Scope: Establish a standard for cell phone use during normal business hours at the shelter

Responsibility: All shelter employees.

Action and Method:

1. Personnel who are issued City cell phones are responsible for the cell phone usage. If the cell phone usage runs over the current plan's minimum, the employee will be responsible to reimburse the City treasurer for the overage during that billing cycle. It will be presumed that time over the plan minimums are personal calls unless it can be demonstrated that there were no personal calls made to breach the plan minimums.
2. Cell phone use by field officers is addressed in Section 300 of these Policies and Procedures
3. Employees may not use City cell phones to call any "1-900" or related types of businesses.
4. City cell phones are not to be used as an employee's primary contact number, regardless of minutes used. Personal use of City cell phones will be kept to a minimum and shall not interfere with work.
5. Personal cell phone use during normal business hours shall not interfere with the employee performing his or her duties.
6. Cell phones shall not be used while operating a motor vehicle per City policy.

Approved by

Date

City of Tulsa Animal Welfare Division

Section / Title: Section 100 – Administration
Policy: Section 125 – Pike Pass Usage
Written by: J. Letcher
Submitted by: J. Letcher
Date: December 10, 2009

Purpose and Scope: Give guidelines to Animal Welfare Division employees, which are issued pike passes, on the proper use of the pike pass.

Responsibility: All employees.

Policy: Pike Pass usage is controlled and verified by the finance department of the City of Tulsa. The Animal Welfare Division is issued pike passes as requested for use. The pike passes are to be used for official business only.

Procedure:

1. The pike pass shall only be used when:
 - a. An officer is responding to a complaint involving an animal on the Creek Turnpike.
 - b. An officer has received and is responding to an emergency call and the fastest route to the call is by using the Creek Turnpike.
 - c. An employee has been properly approved to attend training outside the City of Tulsa and the best route to that training involves the use of a Turnpike that utilizes the pike pass, for travel to and from the training event.

2. When not in use, pike passes must be kept in the security pouch provided by the City.

Approved by

Date

City of Tulsa Animal Welfare Division

Section / Title: Section 100 – Administration
Policy: Section 126 – Secondary Employment Notification
Written by: J. Letcher
Submitted by: J. Letcher
Date: December 10, 2009

Secondary Employment Notification

The City's policy regarding secondary employment is addressed in *Section 815, Second Employment with the City and Related Employers*, of the Personnel Policies.

Approved by

Date

City of Tulsa Animal Welfare Division

Section / Title: Section 100 – Administration
Policy: Section 127 – Filling out Time Cards
Written by: J. Letcher / S. Stoker
Submitted by: J. Letcher
Date: Revised December 2, 2019

Purpose and Scope:

Establish guidelines to ensure proper process of filling out time card on Tulsa Time

Responsibility:

All Animal Welfare Employees with the exception of exempt employees.

Action and Method:

1. Employees are expected to clock in and out at the start and end of their shifts and for lunch breaks (Field employees will not clock in & out for lunch).
2. All employees are expected to take a 30 minute lunch break.
3. All leave requests will be submitted through Tulsa Time.
4. All employees will approve their time cards on Tulsa Time at the end of their last shift each week.
5. Stand-by ACOs will submit their call outs to the Supervisor on duty each morning after squad meeting so their time can be entered into Tulsa Time.
6. Any changes or additions to an employee's timecard will be submitted via e-mail to their direct supervisor. No edits or alterations will be made without an email request from the employee.
7. Failure to comply with proper Kronos Tulsa time procedures may result in disciplinary action.

Approved by

Date

City of Tulsa

Animal Welfare Division

Section / Title: Section 100 – Administration
Policy: Section 128 – Tardiness
Written by: J. Letcher
Submitted by: J. Letcher
Date: December 10, 2009

Section 127: Tardiness

1. Any employee who appears for work but fails to clock in at the beginning of their shift is considered tardy, unless they are working on-call and are unable to report to the workplace until after the beginning of their normal shift.
2. Employees who notify their supervisor prior to the beginning of their assigned shift of any expected tardiness may be allowed to report for work.
3. Employees who accrue three (3) or more occurrences of tardiness in any thirty (30) day period, or six (6) tardies in any consecutive twelve (12) month period shall be subject to progressive disciplinary action, up to and including termination.

Approved by

Date

City of Tulsa Animal Welfare Division

Section / Title: Section 100 – Administration
Policy: Section 129 –Leave Policies
Written by: J. Letcher
Submitted by: J. Letcher
Date: March 29, 2016

Leave Policies

Leave Policy and types of leave are addressed in The City of Tulsa Policies and Procedures and the AFSCME Agreement dated July 1, 2009 – June 30, 2010 including:

City of Tulsa Personnel Policies and Procedures, Section 300

1. Vacation Leave, Section 303
2. Voting Leave, Section 304
3. Holiday Leave, Section 305
4. Sick Leave, Section 306
5. Compensatory leave, Section 307
6. Leave for Official Representation, Section 308
7. Leave for Educational Purposes, Section 309
8. Leave of Absence Without Pay, Section 310
9. Military leave, Section 311
10. Court and Jury leave, Section 312
11. Leave for Injury in the Line of Duty, Section 313
12. Funeral leave, Section 314
13. Family and Medical Leave, Section 316

AFSCME

1. Holidays, Article 25
2. Vacations, Article 26
3. Sick Leave, Article 27
4. Injury Leave, Article 28
5. Military Leave, Article 29
6. Funeral Leave, Article 30
7. Voting Leave, Article 31
8. Court and Jury Leave, Article 32
9. Leave of Absence Without Pay (LWOP), Article 33

Leave requests will be submitted through Tulsa Time for supervisor approval.

Approved by

Date

City of Tulsa Animal Welfare Division

Section / Title: Section 100 – Administration
Policy: Section 130 – Leave – General
Written by: J. Letcher
Submitted by: J. Letcher
Date: March 29, 2016

Leave – General

Employees may check Tulsa Time at any time for leave balances. Taking time off with insufficient leave will result in progressive disciplinary action, up to and including termination.

Any leave that is not approved by a supervisor will be carried as AWOL and will result in progressive disciplinary action, up to and including termination.

Changes on any approved scheduled leave (vacation, compensatory time, or sick leave) will require prior written supervisor approval. Without written supervisor approval, the previous approved scheduled leave is still in effect.

In order to be approved for scheduled leave usage, an employee must receive approval from his or her direct supervisor via Tulsa Time.

In an effort to address unexpected situations that prevent an employee from requesting leave time in advance, an employee may be allowed to use unscheduled leave a maximum of six (6) times within a fiscal year to deal with situations requiring his/her immediate attention.

The employee must contact his/her immediate supervisor to request leave. If an employee's immediate supervisor is unavailable, the on-duty supervisor may approve unscheduled leave for late call-in, emergency situations, or tardiness up to thirty (30) minutes after the beginning of the employee's shift (see SOP 128). If the employee's direct Supervisor is unavailable, the employee requesting time off must leave his or her immediate supervisor a voice mail, even if the on-duty supervisor approved the leave.

Unscheduled leave shall not be used in lieu of sick leave or to offset suspensions without pay. Employees approved for unscheduled leave should use vacation leave or compensatory time. However, leave-without-pay (LWOP) may be granted for employees with insufficient vacation leave or compensatory time balances.

Supervisors also reserve the right to require verifiable documentation to support the need for unscheduled leave.

Absent Without Official Leave (AWOL)

Approved by

Date

City of Tulsa Animal Welfare Division

Section / Title: Section 100 – Administration
Policy: Section 131 – Holidays
Written by: J. Letcher
Submitted by: J. Letcher
Date: February 2010

Holidays

1. On the *actual Holiday date* of City recognized Holidays, TAW may be closed to the public for adoption, reclaim, receiving and full field services. Determination of a Holiday that TAW will be closed or open will be made by the Manager or his/her designee.
2. Stand by field services will be used when the shelter is deemed Closed on a Holiday.
3. The Supervisor for the front office will ensure that the doors to adoption and receiving are posted every day for at least two weeks in advance of the holiday notifying citizens of the upcoming closure.

Approved by

Date

City of Tulsa

Animal Welfare Division

Section / Title: Section 100 – Administration
Policy: Section 133 – Breaks
Written by: J. Letcher
Submitted by: J. Letcher
Date: Revised December 5, 2019

Breaks

1. Animal Welfare employees work a variety of shifts including an eight (8) hour shift, a nine (9) hour shift, and a ten (10) hour shift. A one half (½) hour break for lunch is allowed. Employees will normally receive two (2), fifteen (15) minute breaks, with one being in the morning and one being in the afternoon. There may be an occasion that employees must work through their break. However, Management will make every effort to ensure that employees are allowed to take the allotted breaks.
2. Supervisors reserve the right to schedule appropriate break times, and to approve special circumstances regarding employees and their breaks.

Approved by

Date

City of Tulsa Animal Welfare Division

Section / Title: Section 100 – Administration
Policy: Section 134 – Dress Code - General
Written by: J. Letcher
Submitted by: J. Letcher
Date: February 2010

Dress Code - General

The overall appearance of employees shall be in a manner comparable to those in the business, professional, or law enforcement communities and in accordance with the City of Tulsa Policy, Article 300 § 307. Any employee, who reports for duty in an unkempt, unclean, rumpled, or otherwise inappropriate manner shall be considered not ready for duty and, at the discretion of a Supervisor, shall be sent home to obtain a clean uniform on their own time. Good personal hygiene must be practiced at all times. Employees should understand that every fad that may arise cannot be addressed and any incidents or concerns will be reviewed as they occur. The overall goal is to maintain an image that is similar to others in professional, business and law enforcement environments.

Safety concerns dictate that jewelry will be a type that does not pose the possibility of being caught in machinery or equipment, which cannot be used as a personal weapon against the employee and that does not interfere with handling of traps, equipment, or animals.

Hair shall be worn in such a manner and style as to be comparable to those in the business or professional community. Hair will be groomed and clean so as not to present a ragged or unkempt appearance or cause an interference with duties. Barrettes, pins, clips, hair bows, etc. are acceptable.

No advertising on clothing or hats is allowed.

Approved by

Date

City of Tulsa Animal Welfare Division

Section / Title: Section 100 – Administration
Policy: Section 135 – Dress Code – Non-Uniformed Personnel
Written by: J. Letcher
Submitted by: J. Letcher
Date: March 29, 2016

Dress Code – NON-Uniformed Personnel

Khakis, jeans (traditional or western style) and other similar “jean” type trousers are acceptable apparel. Dark colored and stonewashed jeans are acceptable. When worn, jeans shall have no tears, rips, holes or frayed edges, shall be clean and shall cover the top of the shoes. Skirts and walking shorts must be no more than three (3) inches above the top of the knee. Walking shorts must be of dressy fabric (i.e. gabardine, rayon, linen, cotton, denim, knit, etc.). No terry cloth or sweatpants-type fabric is acceptable.

Athletic shoes, sneakers, or other forms of “tennis type” exercise shoes and boots (western style, ankle-high, or knee-high boots) are acceptable. When athletic shoes are worn they must be clean and without holes or frayed edges. Open toed shoes and sandals are prohibited.

Shirts, blouses, or sweaters are acceptable. Plain or decorative sweatshirts are allowed. Tank tops are prohibited. Neckties are not required. All shirts button up shirts shall be buttoned and shirttails tucked in. Management will determine clothing appropriateness. Shirtsleeves shall not be rolled up to create a sleeveless appearance.

Approved by

Date

City of Tulsa Animal Welfare Division

Section / Title: Section 100 – Administration
Policy: Section 136 – Dress Code – Clinic Personnel
Written by: J. Letcher
Submitted by: J. Letcher
Date: February 2010

Dress Code – Clinic Personnel

Clinic personnel shall wear scrubs. The scrubs shall be neat and clean in appearance. No scrubs with offensive designs shall be worn. Decisions on the style and cut of the scrubs are left to the personal preference of the clinic personnel and veterinarian.

Open toed shoes and sandals are prohibited in animal areas during cleaning or when handling animals or equipment.

Approved by

Date

City of Tulsa Animal Welfare Division

Section / Title: Section 100 – Administration
Policy: Section 137 – Dress Code – Front Office Personnel
Written by: J. Letcher
Submitted by: J. Letcher
Date: March 29, 2016

Front Office Personnel

Front Office Personnel will be polo-type shirts provided and/or specified by TAW. Shirts are to be buttoned and tucked in. Sleeves are not to be “rolled” to create a sleeveless appearance.

Khakis, jeans (traditional or western style) and other similar “jean” type trousers are acceptable apparel. Dark colored and stonewashed jeans are acceptable. When worn, jeans shall have no tears, rips, holes or frayed edges, shall be clean and shall cover the top of the shoes. Skirts and walking shorts must be no more than three (3) inches above the top of the knee. Walking shorts must be of dressy fabric (i.e. gabardine, rayon, linen, cotton, denim, knit, etc. No terry cloth or sweatpants-type fabric). No yoga style pants.

Open toed shoes and sandals are prohibited.

Approved by

Date

City of Tulsa

Animal Welfare Division

Section / Title: Section 100 – Administration
Policy: Section 138 – Dress Code – Uniformed Personnel
Written by: S. Stoker
Submitted by: J. Letcher
Date: Revised December 04, 2019

Dress Code – Uniformed Personnel

All Uniformed Personnel at TAW shall present themselves professionally for duty in full uniform for each shift. Uniforms shall be clean, neat, and of proper fit. Shirts and trousers shall be in good condition, pressed, and clean with no obvious stains, tears, rips or frayed material. All Uniformed Personnel shall wear uniforms provided and/or specified by TAW. Cleaning and minor repairs of uniforms and outerwear are the responsibility of the uniform company. It is the responsibility of the employee to indicate to the uniform company of the need for repairs or replacement. Uniforms in obvious need of repair or replacement should not be worn.

Black or brown belts will be worn with uniforms at all times. Shirts will be buttoned appropriately and tucked in if not a finished hem. Shirtsleeves are not to be “rolled” to create a sleeveless appearance.

Acceptable footwear consists of steel toe shoes or boots. TAW provides suitable footwear for Officers. If the socks are visible, they are required to be dark in color. If the socks are not visible, the color preference is at the discretion of the Officer. Open toed shoes and sandals are prohibited.

Hair shall be worn up, back, and above the ears and off the collar, so as not to block vision or otherwise interfere with animal handling, shelter or field duties or compromise personal safety when working with animals, machinery, or irate/angry citizens. Only plain or approved caps may be worn with the uniform. Caps are optional.

All Uniformed Personnel should strive to present a professional appearance. Jewelry shall be conservative at the supervisor’s discretion. Gaged ears will be plugged with a flesh-tone plugs while on duty.

Animal Control Officer 2s on field service duty shall always wear their assigned body armor while in the Field unless exempt by City Medical. While wearing body armor, badges will not be worn. When not wearing body armor, badges are to be worn visibly on the belt or front pocket. The badge is to be attached to the belt or pocket by a badge holder and will be displayed on the side of the belt buckle viewable from a front facing position. The badge will not be displayed to the side or behind the torso of the Officer.

Approved by _____

Date _____

City of Tulsa

Animal Welfare Division

Section /Title: Section 100 – Administration
Policy: Section 139 – On the Job Injuries
Written by: J. Letcher / S. Stoker
Submitted by: J. Letcher
Date: March 29, 2016

On the Job Injuries

Employees will report all on-the-job injuries to their supervisor or the supervisor on duty within 24 hours of receiving the injury, even if it is for records only.

If medical treatment is not required:

1. The injured employee reports the injury to his supervisor.
2. Injured employee shall call in to the Injury Reporting Hotline if they feel they may need treatment in the future.
3. Supervisor completes 905A Report online.

If medical treatment is required:

1. Injured employee reports injury to supervisor then calls the Injury Reporting Hotline. The phone number is posted in the Supervisor office.
2. If the injury is serious enough to require an ambulance, the employee's emergency contact will be notified of the injury by the supervisor.
3. At the time the injury is reported to the Supervisor, the Supervisor instructs employee to go to the authorized care provider, whether it's City Medical, Urgent Care or the ER. A current list may be accessed in the supervisor office.
4. Field employees complete Officer Injury Incident Report and submit to supervisor.
5. When the employee returns from treatment, employee submits Record of Visit to supervisor.
6. Supervisor completes 905A form.
7. If needed, Supervisor contacts Health & Safety Specialist to schedule 905B meeting with employee, supervisor, Shelter Manager, Division Director, and Health and Safety Specialist.
8. If the employee does not immediately report back to work or the employee goes out on OJI, they must provide their medical status report by the end of the pay period in which they were injured to their supervisor.

Approved by

Date

City of Tulsa Animal Welfare Division

Section / Title: Section 100 – Administration
Policy: Section 140 - Light Duty Status
Written by: J. Letcher
Submitted by: J. Letcher
Date: December 10, 2009

Section 140: Light Duty Status

TAW employees placed on light duty status by City Medical may be given duties at the shelter consistent with the restrictions placed by the City Physician. TAW Supervisors will determine what those duties shall be.

Before an employee will be allowed to return to work, he or she must provide TAW with a “release to full duty” by City Medical.

The Manager reserves the right to review and determine work status based on any documents provided.

Approved by

Date

City of Tulsa

Animal Welfare Division

Section / Title: Section 100 – Administration
Policy: Section 141 – Fleet Supervisor Duties
Written by: J. Letcher
Submitted by: J. Letcher
Date: March 2010

Purpose and Scope:

Establish guidelines for Fleet record keeping and the updating of documentation concerning all vehicles issued to TAW.

Responsibility.

The Animal Welfare Supervisor designated by the Manager will be responsible for the maintenance and documentation of the vehicles used by TAW.

Action and Method:

1. Each vehicle at TAW will have a key fob issued to it for use at fueling stations.
2. The Supervisor shall assign a set of keys to each vehicle used by TAW.
3. The Supervisor will order a replacement fuel fob when necessary by contacting the Fuel Manager at Fleet Services.
4. The Supervisor will coordinate daily maintenance activities with the Fleet Facility.
5. All vehicles needing repair will be noted by the Supervisor using the Fleet Services Division Repair Authorization Form and submitted to Fleet for maintenance.
6. The Supervisor will maintain a total of four duplicate sets of keys for each vehicle as follows:
 - a. Two sets will be with the vehicle driver.
 - b. One set will be kept in a secure lock box in the Supervisor's offices.
 - c. One set to be kept at the ECC.

Approved by

Date

City of Tulsa

Animal Welfare Division

Section / Title: Section 100 – Administration
Policy: Section 142 – Vehicle Responsibilities
Written by: J. Letcher
Submitted by: J. Letcher
Date: Revised December 4, 2019

Purpose and Scope:

Establish guidelines for control and upkeep Animal Control vehicles.

Responsibility:

Animal Control Officers assigned to field services are responsible to management for checking in and out vehicles and keeping them clean.

Action and Method:

1. Officers will check vehicles at the end of each shift to make sure no animals are left unattended in a vehicle overnight.
2. Officers will refuel vehicle before the end of their shift.
3. Officers will clean and sanitize the holding cages of vehicles after removing animals.
4. Officers will clean the interior of the cab of vehicle daily at the end of each shift.
5. Officers will remove all personal items and personal PPE from truck at the end of each shift.
6. Supervisor will ensure all fleet trucks are equipped with the standard issued animal capture and investigation equipment with the exception of the issued control stick.
7. 2 four-wheel drive trucks will serve as the stand-by by trucks and will not be available as daily vehicles unless directed by a Supervisor.
8. Clean the exterior of the vehicle as needed.
9. Check the general operating condition of vehicles daily at the start of each shift and at the end of each shift. Report any issues to the Supervisor on duty.

USE OF CITY VEHICLES

ABUSE OF ANIMAL CONTROL VEHICLES – Employees of TAW shall operate and maintain TAW's vehicles in a careful and prudent manner and shall be responsible for their proper care and use. Employees shall not throw refuse about the interior of any vehicle and shall remove all trash from the vehicle at the completion of their shift.

INSPECTION OF ANIMAL CONTROL VEHICLES – Employees of TAW shall inspect the vehicle, including fluids, assigned to them before leaving the Shelter. Employees shall immediately report any visible damage to their supervisor. **Each vehicle's driver shall complete a Pre-Trip Checklist for that date. Each vehicle shall have a Pre-Trip Checklist for the month. At the end of the month, the Pre-Trip Checklist is to be turned in to the Field Supervisor.**

REPORTING DEFECTIVE ANIMAL CONTROL VEHICLES – Employees of TAW shall immediately report any defective vehicle assigned to them to their supervisor. Under no

City of Tulsa

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circumstances shall an employee operate a vehicle that does not meet all legal safety requirements or that is otherwise mechanically defective or unsafe.

OBSERVANCE OF TRAFFIC REGULATIONS – Employees of TAW, while driving animal control vehicles, shall drive at a moderate rate of speed taking every precaution to prevent accidents. All employees shall observe all parking and traffic regulations.

UNAUTHORIZED PASSENGERS IN ANIMAL CONTROL VEHICLES – No person or persons will be permitted to ride in an animal control vehicle unless in the line of duty or on an authorized Ride Along. Beginning and ending mileage shall be reported to the dispatcher any time someone is transported by an employee.

CITY DRIVER’S LICENSE – No employee shall operate a City Vehicle unless they have a valid City driver’s license.

Approved by

Date

City of Tulsa Animal Welfare Division

Section / Title: Section 100 – Administration
Policy: Section 143 – Vehicle TAW Inventory Control
Written by: J. Letcher / S. Stoker
Submitted by: J. Letcher
Date: March 29, 2016

Purpose and Scope:

Establish guidelines for complete inventory of all TAW property.

Responsibility.

Animal Welfare Supervisor

Action and Method

1. Conduct physical inventory of equipment used for field services in July and January of each year.
2. Use the ACO II Truck Inventory form to document assigned equipment for each ACO.
3. Use this sheet to perform a physical inventory of the items listed.
4. Document any missing or damaged equipment.
5. Reorder field equipment as needed.
6. Assign equipment to Officers as needed.
7. Keep physical copy of ACO II Truck Inventory form in each ACO's personnel file.

Approved by

Date

City of Tulsa Animal Welfare Division

Section / Title: Section 100 – Administration
Policy: Section 144 – City email
Written by: S. Stoker
Submitted by: S. Stoker
Date: December 2, 2019

Purpose and Scope:

Establish guidelines for effective electronic communication

Responsibility:

All Animal Welfare employees

Action and Method:

All Tulsa Animal Welfare employees shall log into and check their email at least once daily.

Approved by

Date

City Of Tulsa Animal Welfare Division

Section / Title: Section 200 – Field Services
Policy: 200 – Dispatch Office Opening Procedures
Written by: J. Letcher, J. Schwartz
Submitted by: J. Letcher
Date: Revised November 1, 2016

Purpose and Scope:

Establish morning procedure to ensure Officers receive calls for the day.

Responsibility:

Animal Welfare employee assigned by the Supervisor to the Dispatch Office each day. [The Dispatcher is responsible for controlling the flow of information, documentation of the times & results of complaints, answering emergency and non-emergency calls, & dispatching calls for service to Field Officers.](#)

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Action and Method:

1. Review officer coverage map generated in ACO squad meeting to dispatch calls to appropriate officer
2. Log on to Dispatch computer, then into Chameleon and Kana Lagan.
3. Start taking phone calls at the beginning of the shift.

CHAMELEON

1. Open 2 separate screens of Chameleon and log in to both
2. In one screen open the Activity window and go to Activity
3. In the other screen open the Activity window and go to Dispatch View
4. Enter all requests for service into Activity → Activity window and dispatch to appropriate ACO

KANA LAGAN

1. Open Kana Lagan by clicking on the Kana Lagan icon
2. Click on Agent Desktop Light (Web Client)
3. Enter user name and password, same as network login.

Deleted: ¶

Approved by _____

Date _____

City Of Tulsa Animal Welfare Division

Section / Title: Section 200 – Field Services
Policy: 201 – Dispatching Service Request Procedures
Written by: J. Letcher / S. Stoker
Submitted by: J. Letcher
Date: Revised November 21, 2019

Purpose and Scope:

Establish procedure to ensure service requests are properly coded and prioritized, are dispatched to Animal Control Officers in a timely manner and that an Activity number is generated in Chameleon.

Responsibility:

Animal Welfare employee assigned by the Supervisor to the Dispatch Office each day.

Action and Method:

Chameleon

1. All calls are to be entered in Chameleon.
2. Calls for service will be entered in Chameleon as they are received throughout the business day by Animal Welfare Dispatch. Dispatcher will immediately assign the call to the appropriate ACO and notify the ACO that they are being dropped a call via radio.

Beginning of shift

The Field ACOs will be assigned to a geographical coverage area each morning during squad meeting by the Supervisor on duty and how many AWOs are working that day. If the Supervisor is not available to make assignments, the Field AWOs will choose a coverage area in order of classification seniority. This is to be completed by no later than 15 minutes after the beginning of the shift. 30 minutes after the beginning of the shift, it is the dispatcher's responsibility to contact the field officers via two-way radio and dispatch the calls. Officers are to disperse to the field immediately following squad meeting unless otherwise directed by the supervisor or manager.

Unit numbers

Each animal control officer is assigned a unit number. Each field officer is assigned a two-way radio and truck radio. When you address an animal control officer on the radio it will be by their unit number. The Dispatcher will have a list of animal control officer names and corresponding unit numbers.

Clearing a Call for Service

When the officer clears a call, he will contact the dispatcher and give his results. Officers will enter their results in Chameleon as Field Notes. This will be done using sentence form. No acronyms are to be used. Dispatchers may be asked to enter call notes for the AWO at the completion of the call only if AWO is having computer difficulties.

Cases involving a bite investigation, investigation into cruelty or a request for patrol may be left pending; depending on the officer's decision. It is the officer's responsibility to notify the

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dispatcher when a case is to be left pending. Pending cases are to be written on the dry-erase board in the dispatch office for future assignment.

ACO request for information

It is the responsibility of the Animal Control Officer to contact TPD or any agency, apartment complex or complainant by phone regarding an assigned call. ACO's may use their radio or city issued cellular phones to make contact. It is not the responsibility of Dispatch to make calls on behalf of the ACO.

Breaks & Lunches

The field officer's lunches are 30 minutes in length and should only be interrupted for a Priority One call when no other officer is available. It is the field officer's responsibility to check out for lunch by generating a call in Chameleon and "arriving" on it. If the officer has a priority call pending, the Field ACO will run the priority call before taking lunch. If a field officer is on lunch and a priority call comes in, the call is to be assigned to the nearest officer geographically.

Officer's failure to answer radio. (Status checks)

Each field officer is assigned and has on their person a two-way radio. If the officer fails to answer the dispatcher after two transmissions the dispatcher can either contact the officer by cell phone or notify the Supervisor immediately.

Officers requesting assistance from outside agencies

The dispatcher is the link between the officer and law enforcement and emergency help. When the officer calls for assistance for law enforcement or emergency services do the following:

1. Ask the officer for their location. They may have moved from the location from which they checked in from.
2. What is the nature of the emergency and what type of assistance they need?
3. What is their status? Are they OK?
4. Is anyone hurt?
5. Contact the appropriate agency; let them know the nature of the assistance requested, the officer's location, what their status is and officer's name and cell phone number.
6. Inform the supervisor and Manager of the situation.

Release of information

1. TAW does not release any information about calls for service.
2. TAW does not release department records.
3. TAW does not release information on cruelty investigations.
4. If a citizen requests any information about any TAW activities, refer them to a supervisor to WIN Records Request
5. All inquiries from the media are referred to a supervisor or the manager.
6. All calls from attorney's or law offices are to be referred to a supervisor or senior investigator.
7. TAW does not give legal advice.
8. The dispatcher can generalize the officers' notes. For example: "The officers' notes indicate he patrolled the area and was unable to locate the dog. He went to the dog owners' address,

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no one was home and he posted a notice of violation” only if the officer does not have access to a computer.

9. For the general public, do not give an ETA. Let the public know the officers respond to their calls for service on a priority versus non-priority basis. The priority calls are done first in order received the non-priorities are done based on the officer’s location after the priority call are cleared.
10. Do not tell what the officers’ visit may result in; tell the caller the officer will discuss the case and their options when they arrive.
11. If a citizen asks the name of the Officer that responded to a call, answer with the officer’s last name only, “*Officer Smith*”. Do not give out first names or personal information.

Approved by

Date

**City Of Tulsa
Animal Welfare Division**

Section / Title: Section 200 – Field Services
Policy: 202 – Tulsa311 (formerly Customer Care Center/Mayor’s Action Center)
Written By: S. Stoker
Submitted By: J. Letcher
Date: March 29, 2016
Updated November 1, 2016

Purpose and Scope:

Establish procedure to properly process Tulsa311 (formerly Customer Care Center/Mayor’s Action Center) service requests and ensure timely response.

Responsibility:

All Animal Welfare Field Officers
Animal Welfare employee assigned to the Animal Welfare Dispatch Office
Animal Welfare Field Services Supervisor

Action and Method:

1. TAW receives requests for service generated by Tulsa311 from the Kana Lagan system.
2. Dispatcher shall enter information into Chameleon system and dispatch to Officer working in service request area.
3. AWOs assigned the service request will check into the validity of the complaint.
If the complaint is valid, AWOs shall work to solve the request promptly, and enter appropriate call notes in Chameleon.
4. Dispatcher will indicate in Kana Lagan that the service request has been dispatched and closed.

Approved by

Date

**City Of Tulsa
Animal Welfare Division**

Section / Title: Section 200 – Field Services
Policy: 203 – Establishing Call Groups and Call Priority
Written by: J. Letcher
Submitted by: J. Letcher/S. Stoker
Date: Revised November 21, 2019

Purpose and Scope:

Establish procedure to ensure service requests are properly coded and prioritized,

Responsibility:

Animal Welfare employee assigned by the Supervisor to the Dispatch Office each day.

Action and Method:

Priority 1: These calls are prioritized by the possibility of severe injury or loss of human life; the need for rapid response and action is paramount; police and fire officials usually provide first response in critical situations.

A3 Animal bite
A5 Injured animal
A7 Assist TPD/TFD
A14 Dog fights in progress (AWO may not arrive before TPD units are on scene)
241 Any livestock running loose in the City limits
261 Animal cruelty – life threatening

Priority 2: These calls are prioritized based on availability of officers and circumstances of service requests.

A9 Any confined animal, wild or domestic, in a trap
A12 See person at address
A15 Any dog running loose within the City limits. Officer will locate and impound dog(s), check rabies vaccination, and issue citations as required
261 Animal Cruelty – not life threatening (ie – no doghouse)
262 Abandonment

Priority 3: These calls are prioritized based on availability of officers and circumstances of service requests.

A10 Unsterilized check
A11 Illegally keeping livestock or fowl
A13 Pick up confined stray animal
213 Unlawful number of animals
22B Animal not confined, owner address known

“Priority One” calls may be dispatched during an ACO’s lunch break if no ACOs are available and during the last half hour of an ACO shift.

Approved by _____

Date _____

**City Of Tulsa
Animal Welfare Division**

Section / Title: Section 200 Field Services
Policy: 204 – Answering the phone
Written by: J. Letcher
Submitted by: J. Letcher
Date: December 10, 2009

Purpose and Scope: To ensure all employees respond the in the same manner to all requests for customer service.

Responsibility: All Employees

Action and Scope: Employees shall provide prompt and courteous response to citizens who telephone Animal Welfare for information and/or assistance.

ANSWERING THE TELEPHONE – Telephones shall be answered promptly and in a courteous, business-like manner. Always answer the telephone, “*Tulsa Animal Welfare, this is **FIRST NAME**, How, How can we help you today?*”

1. Incoming calls from the public shall be given prompt, efficient attention. Your demeanor influences the caller’s perception of Animal Welfare. Be polite, professional and helpful.
2. Obtain all the information from the caller to solve their problem or dispatch an AWO.
 - A. Nature of request – routine or emergency;
 - B. Location of the animal control problem;
 - C. Complainant information – name, address, telephone number;
 - D. All pertinent information which will be needed by the responding Officer.
3. Always offer to send an AWO to assist with their animal problem.
4. Always repeat back to the caller their address and phone number.
5. If we cannot respond immediately due to a backlog of calls, explain to the complainant the probability of a delay in our arriving at the location.
6. If the caller needs to be referred to another agency to handle their complaint, politely explain to them why we can not assist them and refer them to the appropriate department or agency, by telephone number if known or available.
7. If a caller requests it, or if an employee is not able to resolve a complaint, the complaint should be referred to a supervisor to resolve.
8. Be familiar with the city ordinances, state statutes and federal regulations pertaining to wildlife and all other animals.
9. Be familiar with the city geography.
10. Do not make or receive personal phone calls while performing dispatch duties.
11. Due to the variety and large number of animals in TAW custody and to avoid confusion or a mistake, all citizens shall be advised to personally come to the Shelter to visually verify whether their animal is at the Shelter.

Approved by

Date

**City Of Tulsa
Animal Welfare Division**

Section / Title: Section 200 Field Services
Policy: 205 – Taking phone messages
Written by: J. Letcher / S. Stoker
Submitted by: J. Letcher
Date: March 29, 2016

Purpose and Scope: To ensure that messages are taken appropriately and accurately.

Responsibility: It is the responsibility of the Animal Welfare employee taking the message to ensure this procedure is followed.

Action and Method:

1. The employee taking the call will write down the following information so the ACO can return the phone call.
2. Write the name of the officer that left the calling party a notice.
3. If applicable, fill in the case # the calling party is calling about.
4. Fill in the date and time of the call.
5. Fill in name, address, and phone number of the calling party.
6. Fill in the message and details section of the form. Try to be as detailed as possible as this will help the person that is returning the call.
7. Place the completed message form in the appropriate mailbox located in the Dispatch office.
8. ACOs will check these boxes twice daily: once in the morning and once in the afternoon.
9. Supervisors will be responsible for ensuring that the Animal Control Officers' messages get to the appropriate officer.
10. Any message taken that is a high priority, i.e. animal attacking, animal severely injured or sick, should be immediately taken to a Supervisor.

Employees receiving telephone messages will return them the same day they are received whenever possible, but no later than close of business the following workday. The only exception is when the employee is on duty, but not in their office during the day, i.e., the employee is in training, is in an all-day meeting, etc., and cannot return the call during the business day. In such cases, the call will be returned as soon as possible.

Approved by

Date

City Of Tulsa Animal Welfare Division

Section / Title: Section 200 – Field Services
Policy: 206 – Barking Dog complaints
Written by: J. Wilson
Submitted by: J. Letcher
Date: December 11, 2009 Updated November 21, 2019

Purpose and Scope:

Establish procedure to respond to Barking Dog complaints in a consistent and timely manner.

Responsibility:

Dispatch

Action and Method:

A barking dog may fall under the definition of a Nuisance which means “any animal which habitually ... barks, howls, brays or makes any other loud or offensive noise common to its species or peculiar to itself, so as to disturb the inhabitants of the community;”

1. Barking Dog letter
When TAW receives a complaint of a barking dog, either directly or through Kana, a letter is sent to the dog owner.
 - A. The letter states that Animal Welfare has received a complaint(s) about their dog. The letter is a courtesy to inform the dog owner a complaint has been made about their dog barking to the extent it is disturbing others.
 - B. The person who made the complaint is **NOT** revealed to the dog owner. TAW does request the complainant’s contact information (name, address and telephone number) in the event Animal Welfare needs to get in touch the complainant.

2. Citation for harboring, keeping or possessing any animal which is a nuisance.
An Animal Control Officer may issue a citation for a violation of this ordinance if the following conditions are present:
 - A. The nuisance violation occurred in the ACO’s presence.
 - B. The nuisance violation occurred in the presence of the complainant and the complainant requests to issue a “will file” citation to the animal owner.
 - C. Stacking citations is not necessary except in the most grievous circumstances, i.e., if the violator has been given warnings/citations in the past and has not taken action to correct the situation.
 - D. If a citation is issued, the ACO shall indicate on the citation that an incident report has been written and shall include the incident number in the officer’s notes section on the hardcopy of the citation.
 - E. In either situation, the ACO shall complete an incident report detailing the events of the violation.
 - F. If a will file citation is issued, a copy of the citation and a copy of the incident report shall be sent to the City Prosecutor’s Office.

**City Of Tulsa
Animal Welfare Division**

3. Citation for disturbing the peace

A barking dog may also fall under disturbing the peace, Title 27, Section 1400, D for which a Police Officer must write the citation. Animal Control Officers enforce Title 2 ordinances and therefore cannot issue citations for disturbing the peace.

- A. When a Police Officer arrives, inform the Officer you are interested in signing a will-file citation for barking dog/disturbing the peace.
- B. If the Police Officer did not witness the barking dog, he or she will need a witness, usually the complainant, to sign the back of the citation.
- C. The dog owner must be home to receive a citation. If the dog owner is not home, the TPD Officer **cannot** issue a citation.
- D. Once the citation has been written, signed by the witness and issued to the dog owner, he/she has two options:
 - 1) Pay the citation. The preset fine is \$75, though the maximum amount is \$200 fine plus costs and fees.
 - 2) Address the citation in the City of Tulsa Municipal Court System. If the dog owner chooses to address the citation in court, the signing witness is required to appear in court.

4. Nuisance animal report

Once the dog owner has been convicted three times on a (barking dog) disturbing the peace complaint, a nuisance animal report can be done.

- A. When all information has been documented in the nuisance animal report, the report is turned over to the City Prosecutor.
- B. The Prosecutor will determine if enough evidence exists for a Nuisance Animal complaint to be filed against the dog. Title 2, section 108 of the Animal Code states *“If the court finds upon a preponderance of the evidence that a nuisance existed, the court may order the animal euthanized.”* In lieu of ordering the animal euthanized, a Five Hundred Dollar (\$500.00) bond may be posted for a period of one year.

A nuisance animal is just that, there is no city ordinance on a nuisance owner. All three convictions must be on the same dog. For example, two citations were issued on a black Labrador and a third was issued on a tri-color Beagle barking and both dogs have the same owner. If the dog owner paid or was convicted on all three citations, yes this would be three convictions although, it is two different dogs.

Approved by

Date

**City Of Tulsa
Animal Welfare Division**

Section / Title: Section 200 – Field Services
Policy: 207 – Dead Animal Pick-up
Written by: J. Wilson / S. Stoker
Submitted by: J. Letcher
Date: November 1, 2016

Purpose and Scope:

Establish procedure regarding the pick-up of dead animals.

Responsibility:

All Employees

Action and Method:

1. Animal Welfare does NOT pick up dead animals unless the animal is an immediate traffic or safety hazard or as a courtesy.
2. Tulsa residents can contact Tulsa311 to schedule pick-up of dead animals. Animals must be placed in a bag and placed on the curb. That number is 311 or 918-596-2100
3. The City's Public Works Department will pick up dead animals up to the size of a deer from City streets and public land. They will email a list of daily pick-ups to the Field Supervisor.
4. To report a dead or stray animal on or along any State maintained roadway, call the Oklahoma Highway Patrol. The phone number for the Oklahoma Highway Patrol is 405-523-1570.
5. Pick-up of dead livestock will be referred to Field Supervisor. The supervisor may give the ACO permission to call a livestock carcass removal service or the City Refuse Dept.

Approved by

Date

**City Of Tulsa
Animal Welfare Division**

Section / Title: Section 200 – Field Services
Policy: 208 – Field Time Accountability
Written by: S. Stoker
Submitted by: S. Stoker
Date: December 2, 2019

Purpose and Scope:

Establish procedure regarding the accounting of ACO time throughout the day.

Responsibility:

All Animal Control Officers

Action and Method:

ACOs will be accountable for their work shift and safety by entering call types in Chameleon as needed to show where they are and what they are doing throughout their work day.

When ACO is assigned a call by Dispatch, ACO will run the call in a timely manner. ACO will arrive themselves and clear their time when the call is complete.

When ACO does not have any calls holding, ACO will generate a “PATROL” call and patrol a neighborhood in their assigned area for any violations.

When ACO takes a lunch break, ACO will generate a “LUNCH BRK” call.

All other times the ACO is not on a call should be documented appropriately. ACO should use one of the available Activity Types in Chameleon to generate a call for themselves:

ASSIST	PROT CUST
BACKUP	REPORT
BEAVER	RESCUE
DEAD	SHELTER
INVST	STRAY
LETTER	TRANSPORT
LUNCH BRK	UNLOAD
OTHER	WILD
OWNED	XTRA SERVE
PATROL	YARD CHK

ACO will put the address where they are in the Service Address section of the Activity and what they are doing in the Comments. ACOs are not to have substantial blocks of time unaccounted for. Failure to sufficiently document time may result in disciplinary action. ACO’s will not alter their time or any other ACO’s time.

Approved by

Date

City of Tulsa

Animal Welfare Division

Section / Title: Section 300 – Field Services

Policy: 300 – Responding to a call for service during regular hours

Written by: J. Letcher

Submitted by: J. Letcher

Date: November 21, 2019

Purpose:

Establish procedures for the proper response to a call for service.

Responsibility:

All ACOs assigned to the Field

Action and Method:

1. ACOs shall meet each morning for squad meeting. The Supervisor on duty will assign geographical areas of the City. If the Supervisor is not available to assign areas by 15 minutes after the beginning of shift, ACOs are to choose areas of the City based on the number of ACOs in the field that day and each ACO's classification seniority.
2. ACOs will start running calls immediately upon completion of the morning squad meeting or at the latest, 30 minutes after the beginning of the shift unless approved by a Supervisor.
3. ACOs in the field will bring their laptop computer, mifi and PPE for use in the AW truck.
4. ACOs in the field may receive a call for service from AW Dispatch by radio or by having the call "dropped" to their computer by the Dispatcher.
5. ACOs shall respond to calls for service in a polite and professional manner and on a timely basis based on the priority need of the call.
6. Animal Welfare trucks are not emergency vehicles and shall not operate in excess of the speed limit.
7. Animal Welfare trucks shall not use emergency lights while moving unless the AWO is actively pursuing an animal in residential and traffic areas. Emergency lights shall be operated to ensure the safety of the Officer and/or the public.
8. If an ACO requests assistance while on a call, available ACOs must respond by radio. The closest available unit geographically will respond first.
9. ACOs will must remain in their assigned areas and not venture to another area unless specifically called upon to assist with a call. Once the call has been completed, the ACO must go back to their assigned area.
10. ACOs shall not open or manipulate another ACOs calls unless directed by a supervisor.

Approved by

Date

City of Tulsa

Animal Welfare Division

Section / Title: Section 300 – Field Services
Policy: 301 –Calls for service after hours “Standby”
Written by: S. Stoker
Submitted by: J. Letcher
Date: December 6, 2019

Purpose:

Establish an after-hours procedure to provide the most appropriate and efficient after-hours service to the public.

Responsibility:

911 Center dispatchers, ACO on standby, Tulsa Police Officers, Field Supervisor

Action and Method:

1. Service hours outside of regular TAW business hours of Monday through Friday 0800 (8:00am) through 1830 (6:30pm) including some City Holidays, will be covered on a standby basis.
2. Calls for AW service received outside of regular business hours will be taken by 911 Center dispatchers.
3. During standby hours, a single Field ACO II will carry the standby pager to receive and respond to Priority One calls for service from the 911 Center.
4. Stand-by duty is rotated among field personnel; thereby, one animal control officer (ACO) shall be designated by the Supervisor on duty as the standby ACO. ACOs will choose which standby shifts they want to work based on classification seniority. If needed, the Supervisor will schedule standby according to if ACOs have requested to work specific weeks/weekends/holiday classification seniority provided, if the Supervisor knows that an ACO will be out of town or has plans that would prevent a timely standby response. Every effort will be made to prevent an ACO from working back-to-back standby shifts unless the ACO has requested such.
5. While on standby, an ACO will be available to respond to a page from the 911 Center within 5 minutes and to respond in person to the dispatched address within one hour if ACO takes truck home. If truck is at the shelter, responding to the call must be within 2 hours.
6. Only the ACO II on standby duty may take the City animal truck home designated by a Supervisor to be the stand-by truck. If standby is being split between 2 ACOs on a particular day, the ACO who is on from the start of standby must remain on standby until midnight. ACOs who take their (discuss) trucks home for standby duty may not use their City truck for personal errands nor transport non-City personnel.
7. Standby will be taken in time blocks from:
 - a. Ending of day shift until the beginning of the next day’s shift
 - b. Inclusive of the 24 hours of any City Holiday that TAW is not offering field services. If a change of Standby ACO occurs, the changes happens at 0900.
8. All calls for after-hours assistance are routed through and dispatched by the 911 Center.
9. If a call for service is determined by the 911 Center dispatcher to be a Priority One call as described in Section 203, a TPD officer will be dispatched.

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Animal Welfare Division

10. If the citizen requesting service cannot satisfy the criteria found in Section 203, the request for service will be referred to the next day's shift.
11. The TPD officer will determine if the standby ACO needs to be dispatched.
12. Upon receiving the page from the 911 Center, the standby ACO will call the dispatcher to receive the request for service. ACO will determine if complaint meets protocol.
13. ACO will enter call in Chameleon and assign the call to him/her self.
14. The ACO will proceed to the given address to meet the TPD officer and will call the dispatcher when 30 minutes from arrival.
15. After arrival to the call out location, a determination by the standby ACO as to whether further assistance is needed from another ACO shall be made. If ACO needs additional assistance from another ACO, Field Supervisor must be notified.
16. If upon arrival a TPD Officer is not on scene, ACO shall stay on scene and notify dispatch. If TPD Officer cannot return in a reasonable amount of time, ACO will determine whether to complete the call or clear the call without resolution and leave.
17. If a follow up is needed to a Standby call, the Standby ACO will run the follow up call themselves regardless of which area the follow up call is in.

Approved by

Date

City of Tulsa

Animal Welfare Division

Section / Title: Section 300 – Field Services
Policy: 302 – Standby response
Written by: J. Letcher
Submitted by: J. Letcher
Date: October 16, 2018

Purpose:

Establish procedure to provide the most appropriate and efficient after-hours service to the public.

Responsibility:

All Officers assigned to standby

Action and Method:

A3 Animal bite

Animal bite to a human. Animal Welfare Officer will call the victim to determine if in-person respond is needed. In-family bites and bites where the dog owner's address is known do not warrant immediate response. ACO will attain all relevant victim and owner information (including phone numbers) and ensure that the call is completed the next business day. ACO will complete Animal Bite TRACIS report as needed.

ACO will attempt to impound stray suspect animals. Suspect animal should be identified by victim, or witness in case of juvenile, as quickly as possible. Suspect animal will be impounded at the shelter and TRACIS report completed.

241 Any livestock running loose in the City limits

Livestock, excluding fowl, running loose on or near the roadways. The citizen should provide an accurate location and type of livestock. All livestock calls should be dispatched first to the TPD officer assigned to that area to verify that there is a violation and place an emergency vehicle in the area for traffic control. Verification by TPD unit will then justify a call to the Animal Welfare Officer.

A5 Injured animal

Animal has been seriously injured and TPD is willing to stand by until the Officer arrives.

Any condition which appears life threatening or appears to be serious (broken bones, bleeding, convulsions, and unconsciousness, beatings and poisonings) should be dispatched to the on-call Officer, who shall respond. If the TPD officer must respond to another call before ACO arrives, the ACO will call dispatch when 30 minutes from scene.

A7 Assist another officer

Animal to be removed from police custody as a result of an arrest. Officer will respond to meet with TPD officer or offer TPD officer the option to drop off a dog at shelter using realtor box key on gate & leaving dog in back dog yard.

A14 **Dog fights in progress** (ACO may not arrive before TPD units are on scene)

NEW:

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Animal Welfare Division

261 Animal Cruelty – active commissioned abuse

TPD will be dispatched first and will page ACO as needed. TPD will take ownership of the case. TPD may (or may not) arrest the suspect on scene.

261 Animal Cruelty – life threatening depravation

ACO will respond first to assess the animal(s)'s condition. If the animal is in poor condition and necessitates removal from the property, TPD shall be called to assist. ACO will act as primary officer of the case and be responsible for reports, witness statements, & scene documentation. The case will be filed through the DA's office for prosecution.

Should any questions arise outside of these criteria the on-call Supervisor should be contacted. The Supervisor will make the decision as to the response to the officer's request. Any deviation from after hour criteria must be approved through the on-call Supervisor.

Approved by

Date

City of Tulsa Animal Welfare Division

Section / Title: Section 300 – Field Services
Policy: 303 – Sick or injured animals
Written by: J. Letcher
Submitted by: J. Letcher
Date: September 9, 2014

Purpose: To ensure that all employees follow the same guideline when impounding sick or injured animals.

Responsibility: All Employees

Action and Method:

1. Animal Control Officers shall impound animals for their well being. Oklahoma State Statutes, Title 21, Section 1686 and TRO, Title 2, Section 403 gives Animal Control Officers the authority to take into custody and ultimately destroy any animal found abandoned for which no proper care has been given.
2. Animal Control Officers shall follow Policy and Procedure 803 (Medical Treatment of Animals in the Absence of a Veterinarian) when Impounding injured animals after normal business hours.
3. Animal Control Officers shall follow Policy and Procedure 521 (Euthanasia Selection Process) when impounding sick or injured animals.
4. If injuries are not life-threatening, ACO shall administer Rimadyl SQ to help with pain management and note in the animal's Chameleon medical record how much was given. ACO will write animal information on white board in hallway outside clinic so clinic staff can examine in the morning.

Approved by

Date

City of Tulsa Animal Welfare Division

Section / Title: Section 300 – Field Services
Policy: 304 – First Aid for Animals in the Field
Written by: J. Letcher
Submitted by: J. Letcher
Date: March 9, 2010

Purpose: To ensure that all employees follow the same guideline when impounding sick or injured animals.

Responsibility: All Employees

Action and Method:

1. When Veterinarian is present, ACO shall immediately notify clinic of injured or sick Animal if the animal is critically injured/sick. If the animal is not critical, place the animal in a kennel or cage and write the animal's information on the white board outside the clinic.

2. When Veterinarian is not present, Animal Control Officers shall follow Policy and Procedure 803 (Medical Treatment of Animals in the Absence of a Veterinarian) when Impounding injured animals.

Approved by

Date

City of Tulsa
Animal Welfare Division

Section / Title: Section 300 – Field Services
Policy: 305 – Stray Cats
Written by: J. Letcher
Submitted by: J. Letcher
Date: November 29, 2019

Purpose: To define the use of a leash as a means of preventing a cat from being at large.

Responsibility: All Employees

Action and Scope:

Title 2, Section 101A.2. defines a cat to be “at large” if the cat is not under the physical control of its owner. If the owner is at home and the cat is tethered by leash and collar or harness to a stationary object, it complies with the “at large” ordinance, and a citation is not to be issued. Owners may also walk with their cats on leash and collar or harness.

In cases of feral cat colonies or suspected cat colonies, no citation is to be issued. Owner/colony caretaker information is to be relayed to the Supervisor by the end of the day for follow-up.

Approved by

Date

City of Tulsa

Animal Welfare Division

Section / Title: Section 300 – Field Services
Policy: 306 – Dogs in Roadway
Written by: J. Letcher, S. Stoker
Submitted by: J. Letcher
Date: April 12, 2016

Purpose: To ensure that all calls involving dogs on roadways are handled in a safe and professional manner.

Responsibility: All Field Officers

Action and Method:

1. Animal Control Officers shall use **extreme caution** when chasing dogs and when removing injured animals from the roadway or right-of-way of an expressway or major arterial streets.
 - a. Such activities greatly increase the risk of danger/injury to the officer, motoring public and the animal more than if the animal(s) were allowed to freely leave the roadway.
2. When receiving such an assignment, the Animal Control Officer should proceed to the location of the assignment and assess the situation before deciding upon the appropriate course of action to be taken.
 - a. In assessing the situation, the officer shall consider, the amount of vehicular traffic, the time of day, the weather, visibility and street conditions.
 - b. The safety of the ACO and the motoring public takes precedent over the welfare of the animal(s).
3. When attempting to apprehend dogs on or near an expressway or major arterial streets or rescuing an injured animal from the roadway, if possible, the officer shall have a minimum of one (1) Police Officer providing traffic control to ensure the safety of the officer, motoring public and the animal by notifying dispatch.
 - a. Additionally, the officer shall wear his/her reflective vest while performing such duties.
 - b. Caution lights and any strobe lights shall be on, day or night, while performing such duties.
4. The recommended course of action to be taken by the officer, in these occurrences, is to attempt to call the animal up to them or follow the animal to a safe distance away from the roadway before attempting to capture the animal.

Approved by

Date

City of Tulsa
Animal Welfare Division

Section / Title: Section 300 – Field Services
Policy: 307 – Animals Not Confined To Owners Property
Written by: J. Letcher
Submitted by: J. Letcher
Date: March 9, 2010

Purpose: To define an At Large and Not Confined to Owners Property.

Responsibility: All Field Officers

Action and Method:

At Large shall mean when:

- A. An animal is not confined on the premises of its owner; or
- B. A dog is not on leash or at heel. Or under the immediate control of the person having possession of the dog; or
- C. A cat not in the physical control of its owner. (See 305)

Not Confined on the Premises shall mean: that condition in which an animal is not securely and physically confined or restrained on and within the premises of the owner by means of walls or fences, or by rope, chain, leash or other device of such strength and size as to prevent such animal from leaving the premise and not permit it to stray onto the property of one other than the owner or public property.

Approved by

Date

City of Tulsa Animal Welfare Division

Section / Title: Section 300 – Field Services
Policy: 308 – Electronic Fences
Written by: J. Letcher
Submitted by: J. Letcher
Date: March 9, 2010

Purpose: To ensure all employees understand the City Prosecutor’s interpretation of using an electronic fence to confine a dog to the owner’s property.

Responsibility: All Employees

Action and Method:

The City Prosecutor has reviewed the city ordinance as it pertains to using electronic fences to confine dogs to their owner’s property.

Typically, an electronic fence confines the dog to an area by using invisible boundaries with a radio collar that provides a corrective stimulation to the dogs neck as the dog nears the invisible boundary.

The City Prosecutor has determined this type of fencing is **not** sufficient to confine a dog. This would be a violation of the “at large” ordinance.

If a dog owner is present and has the dog under heel/voice command, no violation is occurring.

Approved by

Date

City of Tulsa

Animal Welfare Division

Section / Title: Section 300 – Field Services
Policy: 309 – Animal Restraint and Capture
Written by: S. Stoker
Submitted by: J. Letcher
Date: September 10, 2014

Purpose: To ensure all employees use proper methods for capturing and restraining animals while practicing professionalism with regards to safety.

Responsibility: All Field Employees

Action and Method:

Restraint Techniques:

Animal Control Officers will use the minimum amount of restraint necessary to safely control each animal.

Cats shall be transported in transfer cages or pet taxis at all times. Cats shall not be put on a catch pole at any time.

Dogs shall be restrained by leash whenever possible. If a dog is too aggressive to use a leash, the dog will be put on a catch pole with the noose snug enough to prevent escape but not so tight as to impede breathing. At no time is a dog to be purposely choked out to control its movement.

Other small animals shall be restrained by transfer cage or box as appropriate.

Livestock Horses are to be haltered if possible prior to transport. Cattle are not to be restrained if it is not safe to do so. They are to be contained by fencing/panels prior to transport.

Capture Techniques

Animals shall be captured in the least stressful way possible.

Cats shall be trapped if feral. Friendly cats can be picked up.

Dogs shall be caught on leash, Snappy Snare or catch pole. If the dog is non-aggressive, it is to be put on a leash if safe to do so. If a dog cannot be captured using one of these methods, the ACO needs to make the determination whether to set a dog trap or use tranquilizer dart. If the ACO decides to tranquilize, the Field Supervisor will be called for permission first.

Approved by

Date

City of Tulsa

Animal Welfare Division

Section / Title: Section 300 – Field Services
Policy: 310 – Use of Catch Pole
Written by: J. Letcher
Submitted by: J. Letcher
Date: March 9, 2010

Purpose: To ensure that all animals captured on a Catch Pole are handled in a safe and professional manner.

Responsibility: All Field Officers

Action and Method:

Catch Poles will not be used on non-violent animals, on cats, dogs and puppies under 10 lbs or animals with obvious back or head injuries.

1. Approach the animal slowly, holding the catch pole directly in front of you, behind you or at your side, with the cable loop hanging loosely. *Never approach an animal with a catch pole held high, like a weapon.*
2. Using both hands, slip the noose smoothly and quickly over the animal's head until the loop is around the animal's neck. Use one hand to pull the cable to tighten the cable until the loop fits snugly, but not too tight. *Never use the pole to choke an animal or force it into submission.*
3. Keep both hands at a slight distance apart of the pole. Once the loop is secured around the animals' neck, stand beside it and slowly guide the animal ahead. In some cases, you may need to walk behind the animal to prompt it to move ahead. *Never drag, yank, pull or hit an animal with a catch pole.*
4. If it is necessary to temporarily restrain some wild animals using the catch pole, the cable should be looped around the neck and under one of the front legs. *Never loop a wild animal solely around the neck or chest.*
5. SEE ATTACHED diagrams from Animal Sheltering.

Approved by

Date

How to Use a Control Pole



"HOW TO" SERIES

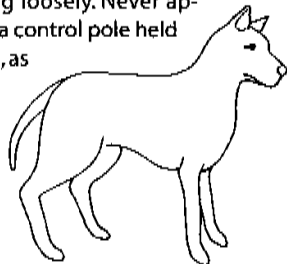
Most animal control officers consider the control pole one of the most valuable tools of the trade. But like a carpenter's hammer or drill, a control pole is only as effective as the person holding it.

The next time a call comes in, whether it's for a stray dog or a raccoon, remember that the control pole ("catch pole," "come-along," or "rabies pole," as it's sometimes called) is designed to gently coax animals to safety. Its use as a weapon is inappropriate, and could easily endanger the animal and the animal control officer. Remember that control poles should not be used on cats. The use of a net is the most humane and effective way of capturing a cat.

Lastly, before you hop out of the truck, it's important to quickly examine the control pole, making sure that cable and release mechanisms are operating smoothly. Be sure the loop retains a rounded shape rather than a tear shape by storing the pole on a flat surface or using broom clips. Replace cables every 18-24 months as a part of regular maintenance.

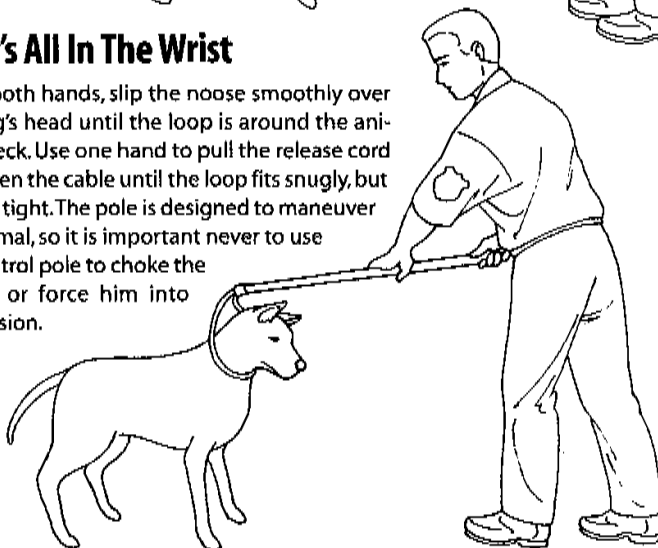
1. Easy Does It

Approach the dog slowly, holding the control pole directly behind you or at your side, with the cable loop hanging loosely. Never approach a dog with a control pole held high, like a weapon, as this will set the tone for the entire encounter.



2. It's All In The Wrist

Using both hands, slip the noose smoothly over the dog's head until the loop is around the animal's neck. Use one hand to pull the release cord to tighten the cable until the loop fits snugly, but not too tight. The pole is designed to maneuver the animal, so it is important never to use the control pole to choke the animal or force him into submission.



3. Lead By Following

Keep both hands a slight distance apart on the pole. Once the loop is secured about the animal's neck, stand beside the dog and slowly guide the animal ahead. Most dogs will readily walk forward if you remain in their field of vision, but in some cases walking directly behind them may prompt them to move ahead.

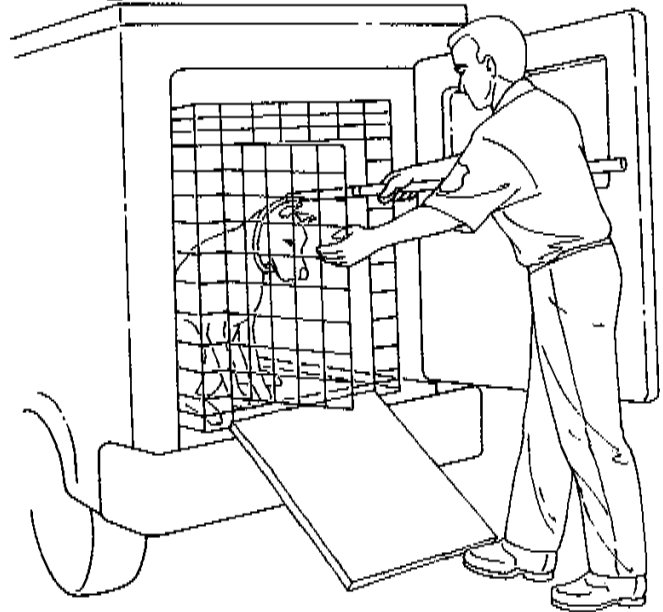
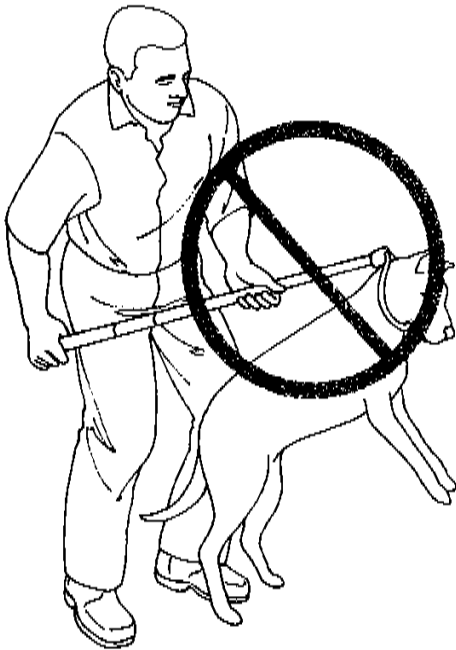


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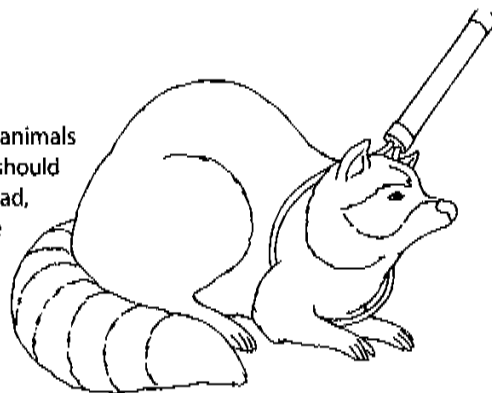
4. Don't Try to Pull One Over

Never drag, yank, pull, or lift a dog with a control pole. Since dogs are often put in a truck for transport, it's a good idea to bring a ramp (a piece of plywood will do) to direct them into a cage. Then, just loosen the cord, and while carefully closing the cage door with one hand, remove the control pole with the other.



Wild Ones

It may be necessary to temporarily restrain some wild animals (such as raccoons) using the control pole. These animals should never be looped solely around the neck or chest. Instead, the cable should be looped "bandolier-style" around the neck and under one of the front legs, and the animal should be guided in the manner described previously.



City of Tulsa

Animal Welfare Division

Section / Title: Section 300 – Field Services
Policy: 311 – Live Animal Traps
Written by: J. Letcher, S. Stoker
Submitted by: J. Letcher
Date: March 9, 2010
Updated: April 12, 2016

Purpose: The following guidelines shall be adhered to by Animal Shelter employees regarding the assignment, placement, monitoring and removal of live animal traps belonging to the Animal Shelter.

Live animal traps are an effective way to capture animals, particularly stray cats and small wildlife (nocturnal animals), and ACO(s) are encouraged to place and set traps when other methods of capturing the animal are unsuccessful.

Responsibility: All employees needing or requesting the use of live animal traps.

Action and Method:

In instances where an animal control problem exists and the ACO has exhausted all available means to capture the animal(s), the ACO may place and set a live animal trap. The ACO shall consider the following circumstances before deciding to place and set a live animal trap:

1. The availability of live animal traps;
2. The availability of a responsible adult to monitor the trap. Traps have to be checked every 24 hours or more often by an ACO or a responsible adult and any captured animal(s) removed.
3. The animal's behavior. Has the animal bitten someone and/or acted aggressive toward people or other animals;
4. The location where the trap is to be placed. Is it likely the trap will be vandalized or stolen?
5. Are you responding to a citizen complaint?
6. Weather conditions. Traps should not be placed when the temperature is below freezing or forecasted to do so in the next twenty-four hours or when the heat index is projected over 100. During summer months, the trap is to be kept in an area that will remained shaded throughout the day.

ACO(s) are encouraged to place and set traps when responding to a call and they have been unsuccessful in capturing the animal. ACO(s) should not place traps in attics or beneath (crawl spaces) homes.

A supervisor shall ensure all live traps have are identified as property of TAW with TAW's phone number.

If a trap is checked out to a member of the public, a Trap Agreement must be signed. A copy is given to the borrower, and the original copy is to be turned in to the office and filed in the Trap Agreement file in the Front Office.

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Animal Welfare Division

When a live trap is picked up by an AWO or returned to the animal shelter, the Trap Agreement shall be pulled from the front office and the condition of the trap be noted. The completed paperwork shall then be placed in the Trap Returned file in the front office.

All traps shall be stored in the fenced in area behind the animal shelter.

Approved by

Date

City of Tulsa

Animal Welfare Division

Section / Title: Section 300 – Field Services
Policy: 312 – Trucks and Collection Boxes
Written by: J. Letcher
Submitted by: J. Letcher
Date: Revised November 21, 2019

Purpose:

To provide guidelines on the use and care of trucks with animal collection boxes.

Responsibility:

Animal Control Officer assigned to the truck.

Action and Method:

Assigned vehicles:

The Supervisor on duty may assign trucks based on classification seniority in squad meeting at the beginning of the shift. If no Supervisor is available, the trucks will be chosen based on classification seniority. Each truck must be cleaned and re-fueled before the end of your shift. Assigned keys will be turned in at the end of your shift.

Driving:

Animal Welfare trucks are not emergency vehicles and shall not operate in excess of the posted speed limit.

Animal Welfare trucks shall not use emergency lights while moving unless the ACO is actively pursuing an animal in residential and traffic areas. Emergency lights shall be operated to ensure the safety of the Officer and/or the public.

Truck boxes are to be visually checked by the ACO at the end of every shift to ensure that no animals are left on the truck and the truck boxes and interior are clean.

Truck shall be refueled at the end of the ACO's shift.

Only the Stand-By ACO may take a truck home. The truck is not to be used for personal errands or to transport any non-City person.

Keys shall be returned to the key board at the end of shift.

Cleaning:

After each load and at the end of each shift:

Remove any feces, vomit and any bodily fluids with power washer or hose located in the wash bay. Use Rescue in cages which were occupied by animals. Remove all trash and personal items from truck at the end of your shift. Animal Welfare is not responsible for any personal items left in truck.

Approved by

Date

City of Tulsa

Animal Welfare Division

Section / Title: Section 300 – Field Services
Policy: 313 – Enforcement of Title 2 Animal Code and Title 21 Vendor Permits
Written by: J. Letcher
Submitted by: J. Letcher
Date: March 9, 2010
Updated: April 12, 2016

Purpose:

It is the policy of the Tulsa Animal Welfare to issue citations for violations of Title 2 in its entirety and Title 21, Vendor Permits, Tulsa Revised Ordinance.

Responsibility:

The Animal Control Officer

Action and Method:

PROCEDURE

A. Citations for violation of Title 2.

1. Citations shall be issued for all violations of Title 2 (Animal Ordinance).
 - a. Title 2 Section 111, Paragraph C., states, there shall be authorized by the Municipal Judge and provided by the Municipal Court Clerk suitable serially-numbered forms (citation) for the notification of violators to appear and answer charges for violating this title, which forms shall be issued and received by the Clerk of the Municipal Criminal Court or by duly authorized persons acting for him.
 - b. Upon the commission of any violation of Title 2, the Animal Welfare Officer shall take the violator's name, address, and place of employment and issue to the violator in writing a notice (citation) on the form authorized by the Municipal Judge and provided by the Clerk of Municipal Criminal Court, commanding the violator to answer the charge against him within ten (10) business days at the place specified in the notice.
 - c. The notice (citation) shall contain the name and description of the animal found in violation and shall specify the fine for the violation in accordance with the order issued by the Judge of the Municipal Criminal Court.
 - d. The issuance of a citation may be in addition to or in lieu of impoundment of the offending animal.
 - e. When a violator refuses to sign the citation, the issuing officer shall call for TPD assistance. Refusal to sign a citation may result in the violator's arrest.
 - f. Any information that is unavailable or if the violator refuses to provide the information, the issuing officer shall draw a line through the block or write N/A in the appropriate area.
 - g. If a violator refuses to take possession of their copy of the signed citation, service shall be accomplished by simply dropping the violator's copy of the citation at the violator's feet.
 - h. The issuing officer shall make detailed notes on the back of the citation's hardcopy in the officer's note section explaining what has occurred.

City of Tulsa Animal Welfare Division

- i. A citation cannot be issued in absentia (violation not present) or sent to the violator by U. S. mail or by any other delivery service.
- B. Arrests for violation of Title 2.
1. No one shall be arrested (taken into custody and booked into jail) for a violation of Title 2, except as provided by ordinance.
 - a. An arrest for violation of Title 2, is strictly forbidden by ordinance, see Title 2, Section 111, except as provided for in Paragraph D.
 - b. If a violator fails to give the required information (name, address and place of employment) or answer the notice (appear in court) provided for in paragraph C. of Section 111 authority is given to the Chief of Police to immediately place the violator under arrest and in custody.
 - c. All other information requested on the citation form is strictly voluntary and does not have to be provided by the violator and refusing to provide that information is not unlawful.
- C. Citations for violation of Title 21, Chapter 20.

Anyone selling animals (including puppies) other than a pet store, must be in possession of a vendor's permit. Animal Welfare Officers shall take enforcement action in violations of Title 21 Chapter 20.

The process to obtain a vendor's permit is as follows:

1. Obtain an application from INCOG, 201 West 5th Street, 6th Floor, and pay a \$500.00 application fee.
2. Submit the completed application to the Board of Adjustment. Their application fee is refundable whether the Board of Adjustment grants them a vendor's permit or not.
3. The applicant must have permission from the property owner where they will set up to sell their merchandise and the location must be properly zoned to permit this type of activity.
4. If granted a vendor's permit, the permit is for that specific location only and they can not move from location to location to sell their merchandise.

The ordinance pertaining to vendor permits is TRP, Title 21, Chapter 20, Sections 2001 through 2014. Citations for violations are booked to court.

Approved by

Date

City of Tulsa

Animal Welfare Division

Section / Title: Section 300 – Field Services
Policy: 314 – Courtesy Notice Procedures – door hangers
Written by: J. Letcher
Submitted by: J. Letcher
Date: March 9, 2010

Purpose: To establish a procedure that ensures courtesy notices are left appropriately.

Responsibility: All Field Officers

It is the responsibility of the Animal Welfare Officer leaving the courtesy notice to ensure these procedures are followed.

Action and Method:

1. Fill in the resident's name if available.
2. Fill in the date and address of the property at which notice is being posted.
3. Check the appropriate line on the Courtesy Notice that pertains to the reason you were at the location.
4. Write any information that may be pertinent in the space provided (i.e. you have 24 hours to contact us, case number, brief narrative, etc.).
5. Print your first initial and last name legibly in the space provided.
6. List the contact number for you as your City cell phone number.
7. Fill in the case number if it is applicable.
8. Post notice in a visible location on the front of the property.
9. Do not place door hanger inside of mailbox.

Approved by

Date

City of Tulsa

Animal Welfare Division

Section / Title: Section 300 – Field Services
Subject: 315 – Citation Procedures
Written by: J. Letcher
Submitted by: J. Letcher
Date: Revised December 2, 2019

Purpose:

Establish procedure to ensure citations are filled out completely and accurately.

Responsibility:

The Animal Control Officer issuing the citation is responsible for completing these procedures.

Action and Method:

1. Citation for which Animal Control Officer is the complaining party:
2. ACO to determine use of citation as a tool for compliance. AWO may use their discretion whether a citation is issued or not except when directed by a supervisor or manager.
 - a. Determine which City ordinance has been violated.
 - b. Obtain photo identification from the person or persons being issued the citation.
 - c. The citation must contain the following information:
 - 1) Last Name, First Name, Middle Name, Jr. or Sr. if applicable
 - 2) Address, City, State and Zip Code
 - 3) Phone number, home and work if possible
 - 4) Place of Employment if possible
 - 5) Drivers license #, Social Security #, and/or other identification numbers for identification purposes
 - 6) Type of license, State issued and year of expiration
 - 7) Date of birth, Race, Height and Weight
 - 8) Date, time and location of incident
 - 9) Violation Code, Municipal Code and description of the offense committed
 - 10) Signature of complainant is where the complaining Officer or citizen will sign.
 - 11) Enter in an arraignment date and time 10 business days from the citation date at the bottom of the citation.
 - 12) The bottom of the citation is where the accused will sign the citation. It is important to notify them that by signing the citation they are not admitting guilt, rather they are acknowledging receipt of the citation.
 - 13) The citizen receiving the citation gets the pink copy of the citation. The white copy of the citation is to be turned in to a supervisor. The green copy is to be kept by the issuing officer.
3. Citation for which a citizen is the complaining party:
 - a. Interview complainant to determine if a violation of City Ordinance has occurred.
 - b. After determining the appropriate violation, have the complainant sign the citation to be signed.
 - c. Enter in the complaining party's information under where the complainant signs. The complainant's telephone number will be written on the top of the back of the white copy of the citation.

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Animal Welfare Division

- d. Because some signatures are unreadable you must print the name of the complainant just above their signature.
- 4. Citations must be turned into the Supervisor at the end of every shift.
- 5. Citations will be logged into Chameleon by the issuing AWO or designee and the corresponding animal ID number written on the citation.

If a ACO needs to void a citation, the ACO writes "VOID" in large letters across the citation. The pink and white copies shall be turned in the Field Supervisor by the end of the same day. The Supervisor will turn in all copies to the City Prosecutor's office in a timely manner.

Approved by

Date

City of Tulsa
Animal Welfare Division

Section / Title: Section 300 – Field Services
Subject: 317 – Entering Property – Single Family Residence
Written by: S. Stoker
Submitted by: S. Stoker
Date: November 29, 2019

Purpose:

To establish procedure on entering property

Responsibility:

Animal Control Officers

Action and Method:

It is the policy of Tulsa Animal Welfare that Animal Control Officers shall comply with City Ordinances when entering the property of single-family residences. TRO, TITLE 2 SECTION 116, TAW may impound animals which are deemed to be at large within the meaning of this chapter and which are found off the immediate premises of their owners.

For the purpose of investigating complaints, impounding animals and carrying out other actions necessary to enforcing the provisions of this Code, Animal Control Officers shall have authority to enter private property to access the front door of the residence in order to attempt to make contact with the resident. ACOs are not authorized to enter locked yards or closed buildings.

Approved by

Date

City of Tulsa

Animal Welfare Division

Section / Title: Section 300 – Field Services
Subject: 318 – Entering Property - multi-family residential complexes
Written by: J. Letcher
Submitted by: J. Letcher
Date: March 9, 2010

Purpose:

To establish procedure

Responsibility:

Animal Control Officers

Action and Method:

It is the policy of Tulsa Animal Welfare that Animal Control Officers shall comply with City Ordinances when entering the property of multi-family residential complexes (apartments, condos and duplexes).

Entering Property: TRO, TITLE 2 SECTION 116, TAW may impound animals which are deemed to be at large within the meaning of this chapter and which are found off the immediate premises of their owners. In multi-family residential complexes, if the property manager or agent grants access, at large animals may be removed from common area generally made accessible to occupants and their guest. This includes but is not limited to playgrounds, parking lots and walkways.

A. Entering Property

1. Any officer being assigned to pick up a stray animal from an apartment complex, condos, trailer parks or duplexes, must know if the complaint call was made by the property manager, or an agent of the property manager, before entering onto the property to pick up a stray animal.
 - a. If the officer is not given this information when the call is dispatched, the officer shall request this information from the dispatcher, or shall find the property manager or agent on site and obtain permission to enter the property.
 - b. The animal must be at large and in a common area generally made accessible to occupants, visitors and guests.
 - c. Examples of common areas are walkways within the complex that any person may use, playgrounds, picnic areas, and parking areas, etc.
 - d. If an officer is not sure the area the animal is in is considered a common area, they shall contact a Supervisor for clarification.
 - e. If permission to enter the property is not obtained from the property manager or an agent of the property manager the officer shall **NOT** enter the property.

B. Gated Communities

1. Gated Communities are those housing additions that are privately owned and the entire community is gated. The street signs are red and most often a gate code is required to gain entry into the complex.

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Animal Welfare Division

- a. Any officer being assigned to pick up an animal from a gated community may enter the property at the request of a property owner or a member of the management of the property.
- b. If an animal is at large in a common area of this property it may be picked up at the request of the complainant. If an animal is on the property of the animal owner, but is not physically confined to the owner's property, it **MAY NOT** be picked up.

Approved by

Date

City of Tulsa
Animal Welfare Division

Section / Title: Section 300 – Field Services
Subject: 319 – Entering Property - Commercial
Written by:
Submitted by:
Date:

Purpose:
To establish procedure

Responsibility:
Animal Control Officers

Action and Method:

Approved by

Date

City of Tulsa

Animal Welfare Division

Section / Title: Section 300 – Field Services
Subject: 320 – Confined Space Entry
Written by: J. Letcher
Submitted by: J. Letcher
Date: March 9, 2010

Purpose:

To establish procedure

Responsibility:

Animal Control Officers

Action and Method:

It is the policy of Animal Welfare that Animal Control Officers shall not enter confined spaces, climb trees, go on roof tops, enter sewers or enter any other potentially dangerous area, without the proper equipment and safety personnel being present.

A. CONFINED SPACES

1. Officers shall not crawl under houses, go into sewers, go into storm water collection areas, fresh water meter vaults (underground) or go under any building, under any circumstances, without the permission of a Supervisor.
 - a) All confined spaces shall be considered **NOT SAFE** for an officer to enter until someone properly trained and equipped for confined space entry is on location and has determined that entry is safe, prior to entry.
 - b) If the supervisor is not properly trained in confined space entry, they shall have someone so trained on location to supervise the entry before granting permission for the officer to enter a confined space. Resources for qualified confined space entry personnel are:
 - 1) For assistance under houses or buildings contact, The Tulsa Fire Department.
 - 2) For assistance for underground areas except fresh water meter vaults contact, Underground Collections (Public Works).
 - 3) For assistance in fresh water meter vaults contact, Distribution Systems (Public Works).
 - c) All appropriate equipment shall be in place and used in accordance with recognized safety practices.
 - d) Supervisors shall ensure that all possible safety precautions pertaining to entry into a confined space are adhered to before granting permission for an officer to enter the confined space.
 - e) If a representative from another department advises it is **NOT SAFE** for an officer to enter a confined space, the Supervisor on site shall **NOT** grant permission for an officer to enter the confined space.

B. ROOFTOPS

1. Officers shall not go on the roof of any house or building, under any circumstances, without the permission of a Supervisor.

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- a) Supervisors shall ensure that all safety precautions have been taken to prevent injury to any officer attempting to go on a rooftop prior to giving permission for the officer to go on a rooftop.
- b) If the Supervisor on site determines it is not safe for an officer to go onto a rooftop he shall refuse permission for the officer to go onto the rooftop.

C. TREES

- 1. Officers shall not climb trees or any other structure to capture an animal, under any circumstances, without the permission of a Supervisor.
 - a) Supervisors shall ensure that all safety precautions have been taken to prevent injury to any officer attempting to climb a tree prior to giving permission for the officer to climb a tree.
 - b) If the Supervisor on site determines it is not safe for an officer to climb a tree he shall refuse permission for the officer to climb a tree.

Approved by

Date

City of Tulsa

Animal Welfare Division

Section / Title: Section 300 – Field Services
Policy: 321 – Seizing Animals from Owner's Property
Written by: J. Letcher
Submitted by: J. Letcher
Date: March 9, 2010

Purpose: To ensure that animals that are seized from their owner’s property are properly and legally seized and impounded.

Responsibility: All Field Officers

Action and Method:

1. In instances where an officer observes an animal on private property to be suffering from injuries, disease, weather emergency, or lack of food and/or water, the officer may go on to the property and immediately seize the animal based on a legal theory known as the “emergency doctrine”.
2. Anytime animals are impounded under the “emergency doctrine” the Animal Control Officer is required to prepare an incident report articulating the reasons the animals were impounded.
3. When officers are in pursuit of a “dog at large” and the dog has returned to its owner’s property, the officer may pursue the animal only on property that is considered accessible to the public, i.e., driveways, walkways, similar passageways or onto unfenced yards to apprehend the animal.
 - a. If the animal can enter or leave the property at will, then it is not physically confined to the property and is considered “at large”. In this situation the officer shall pursue the animal into the fenced property or any area where the animal may have run to and apprehend the animal.
 - b. If the owner of the animal is at home, the officer shall contact the owner and issue a citation in lieu of impounding the animal.
 - c. If the officer is ordered off the property of the owner, by the owner, the officer shall leave the property and call for assistance from a Police Officer, if needed, to issue a citation.
4. Biting Animals
 - a. If a biting animal has been positively identified by the victim and is confined in a yard that is locked, the officer shall make every effort to impound the animal.
 - b. If there is a question as to the animal that is confined being the biting animal, the officer shall attempt to bring the victim to the location and have the victim identify the suspect animal.
 - c. If the officer has any question or concern about taking an animal from any property, the officer shall contact a supervisor for approval to impound the animal.

Approved by

Date

City of Tulsa
Animal Welfare Division

Section / Title: Section 300 – Field Services
Subject: 322 – Search Warrants
Written by: S. Stoker
Submitted by: S. Stoker
Date: November 29, 2019

Purpose:

Establish procedure to ensure search warrants are obtained appropriately and legally.

Responsibility:

It is the responsibility of the primary Animal Control Officer on the cruelty case to follow these procedures.

Action and Method:

ACO will consult with the Special Investigators to obtain a search warrant. Special Investigator will be contacted to advise on the case and determine the need for a search warrant if additional investigating is necessary. ACO will responsible to taking photographs and documenting the possible crime scene.

Approved by

Date

City of Tulsa

Animal Welfare Division

Section / Title: Section 300 – Field Services
Policy: 323 – Determination of Animal Ownership
Written by: S. Stoker
Submitted by: S. Stoker
Date: November 29, 2019

Purpose:

To establish procedure

Responsibility:

All Animal Control Officers

Action and Method:

1. When an ACO impounds an animal, the ACO will ask the complainant on the call who the owner is. Once an owner is suspected, the ACO will attempt contact at the owner's residence. If no one is home, the ACO will leave a door hanger requesting contact.

If no owner as been identified in the Field, the ACO will check for any identification tags or rabies tags and scan the animal for a microchip. ACO will call the owner in the Field in an attempt to return the animal to the owner.

If the ACO is unable to contact an owner from the identification tags/chip or had to leave a door hanger, the ACO will place a "Hold" "Hold Notify" on the animal's Chameleon record. ACO will indicate the suspected owner's address in the Comments section. The animal will get a 5-day Stray Hold.

If the animal's owner has been arrested, enter all the owner information in Chameleon and inform the Special Investigators asap that they need to contact the appropriate jail.

If there is no identification on or in the animal and no possible owner address, the ACO will impound the animal at TAW and give it a 3-day Stray Hold.

Approved by

Date

City of Tulsa

Animal Welfare Division

Section / Title: Section 300 – Field Services
Policy: 324 –Animals with Tags, Tattoos or Microchips
Written by: J. Letcher
Submitted by: J. Letcher
Date: Updated March 12, 2019

Purpose: Establish guidelines to ensure proper handling of any identifying information while in the field and upon return to the shelter including but not limited to owner tags, rabies tags, veterinary tags, tattoos, and microchips.

Responsibility: All employees

Action and Method:

Upon capture in the field the impounding Officer will search and scan every animal for any city license tags, owner tags, rabies tags, other veterinary tags, tattoos, and microchips.

1. If any tags can be read by the Officer and a phone number is found or a City license tag is found, the Officer will call to try to reach an owner. If an owner is located every attempt will be made by the officer to return the animal to the owner before bringing the animal to the shelter.
2. If the animal is brought to the shelter, the Officer will place a hold on the animal in Chameleon with a reason of HOLDNOTIFY.
3. The result of the microchip scan shall be entered in Scan Info.
4. All other means of identification shall also be recorded in the animal’s impound record in Chameleon.
5. Using the tag information, the Officer will ask Dispatch to attempt to identify and notify the Owner. Results of the attempt will be entered in the comments section with the date and initials of the Officer.
6. After the Officers initial attempt, the Front Office staff will run a Hold Report every morning and send a registered mail Notification Letter.

Approved by

Date

City of Tulsa

Animal Welfare Division

Section / Title: Section 300 – Field Services
Policy: 325 – Animal Intake in the Field
Written by: J. Letcher
Submitted by: J. Letcher
Date: Revised November 21, 2019

Purpose:

Establish a procedure to ensure animals that are being brought into the shelter from the field are being entered into the system correctly.

Responsibility:

It is the responsibility of the Animal Control Officer who impounded the animal to ensure these procedures are followed.

Action and Method:

1. Officer picks up animal in the field.
2. While in the field, Officer enters impounded animal in Chameleon and logs it into kennel 929. If animal is in immediate danger, the animal shall be logged in after arrival at the shelter.
3. Animal is brought into the shelter.
4. Officer updates the animal's kennel location in the computer database by classification of impoundment (i.e. stray cats to stray cat area, bite animals to bite observation areas, livestock to livestock area.) The animal's weight is obtained, vaccines & dewormer are administered and all is recorded in the animal's Chameleon medical record. Animal is scanned for a microchip again. A clear identification photo is taken. Be sure to enter all tag, chip, and ID information. Place any appropriate Holds on the record and enter any known owner info. Print the animal's kennel card.
5. If animal appears to be sick or injured a member of the vet staff must be notified. If the Clinic cannot look at animal immediately or if the animal is not in dire condition, ACO writes animal info on white board in hallway for Clinic to examine animal later.
6. If animals must be doubled up due to space, a flag is to be clipped to the "A" side of the kennel and the guillotine door closed.
7. The Officer also needs to make sure the animal has appropriate food and water available if the kennel has already been fed that morning.
8. Once the animal has been entered into the computer database, the Officer then places the copy of the cage card on front of the animal's pen.

Approved by

Date

City of Tulsa

Animal Welfare Division

Section / Title: Section 300 – Field Services
Policy: SOP 326 - Impounding an Animal from the Field into Chameleon
Written by: J. Letcher
Submitted by: J. Letcher
Date: March 9, 2010

Purpose: Establish a standard for the correct use of Chameleon to track animals from the field.

Responsibility: All Field Employees

Action and Method:

Chameleon Impound, Animal and Person Records serve as the primary tool for tracking an animal during the time it is the custody of Animal Welfare. Proper completion of this official record by the Animal Welfare Officer ensures accuracy in maintaining inventory of all animals.

An Impound record shall be completed on each and every animal received or impounded by an Animal Shelter employee.

An Impound record shall be created EACH TIME an animal enters the shelter

- a. Brought in by field officer
- b. Received at Animal Receiving
- c. Returned adoption
- d. Returned from foster

To create an impound record

1. Log into Chameleon and open the Kennel Window, clear it with F11
2. Enter Receiving into Kennel No
3. Enter Status
4. Enter any collar, tag or microchip information
5. Enter the Activity Number issued by the Dispatcher
6. Enter the animal's information in Chameleon Animal screen:
7. Enter scan information
8. enter the Person From information in the Person screen
9. Enter Type and Subtype
10. Enter animal condition
11. Enter date and time
12. Calculate and enter due out date 3 days for Stray, 5 days for owned animals
13. Enter in the location information including address or intersection
14. If impounded by TCSO enter in Out of City
15. Enter operator initials in By
16. Take a photo of the animal
17. Store data and print kennel card.

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To create an Animal record

1. Press F4 in the Animal field of the Kennel Window
2. Enter Animal name if known
3. Enter the sex using M/N/F/S
4. Enter the age of the animal (years/months)
5. Enter the type of animal (dog/cat/etc.)
6. Enter primary color and secondary color if present
7. Enter Looks Like (black/brown/white/other)
8. Enter primary breed and secondary breed if a mix
9. Enter size
10. Enter any collar information. If the animal has no collar, enter "None"
11. Enter hair length and any unusual markings or characteristics.
12. Store this data and system assigns Animal ID
13. Press Animal Profile icon to add all collected information on surrendered animals, such as housebroken, good with kids, good with animals etc. include the surrender reason.

To create a Person record

1. Enter the Last Name of the person presenting the animal
2. Press F12 to determine if the person is already in the system
 - a. If so, highlight the name and press enter to return to the Kennel window
 - b. If not, proceed with 3.
3. Enter the first name
4. Enter the address
5. Enter telephone numbers
6. Enter the drivers license number
7. Store this data and system assigns the Person ID

Approved by

Date

City of Tulsa Animal Welfare Division

Section / Title: Section 300 – Field Services
Policy: 327 - Incident Reports
Written by: S. Stoker
Submitted by: S. Stoker
Date: September 6, 2016

Purpose: Establish Protocol for completing a thorough report that can be utilized to prosecute violators in court.

Responsibility: Animal Control Officers

Action and Method: In the event that a call requires additional documentation, ACO will call for a Tracis number and complete an incident report in Frontline. Complainant, witnesses, and violator will be completely identified. ACO will document all relevant information pertaining to the case in an orderly, chronologic manner.

ACO will enter the Tracis number on the Activity screen in Chameleon.

When the report is completed, ACO will submit it and notify the Cruelty Investigator. The report will be checked for accuracy and approved as needed.

Approved by

Date

City of Tulsa Animal Welfare Division

Section / Title: Section 300 – Field Services
Subject: 328 –Non-Bite/Scratch/Records Only Case Procedures
Written by: S. Stoker
Submitted by: S. Stoker
Date: September 9, 2016

Purpose:

Establish procedure to ensure Non-bite cases are documented appropriately, consistently, and in a timely manner.

Responsibility:

It is the responsibility of the Animal Control Officer assigned to the call to complete these procedures. In the event the officer cannot complete these procedures it is the responsibility of the Animal Control Supervisor to reassign these tasks.

Action and Method:

1. Dispatch will receive bite complaint and assign it to the appropriate ACO based on location.
2. Upon arriving on the scene, ACO will speak with victim to determine if a bite actually happened.
3. If no bite occurred, ACO will determine if any ordinances were violated.
4. ACO will make contact with animal owner to discuss call and issue any citations as needed.
5. ACO will complete report in Frontline as needed for additional documentation.

Approved by

Date

City of Tulsa

Animal Welfare Division

Section / Title: Section 300 – Field Services
Subject: 329 –Bite Case Procedures
Written by: S. Stoker
Submitted by: S. Stoker
Date: Revised November 29, 2019

Purpose:

Establish procedure to ensure Non-bite cases are documented appropriately, consistently, and in a timely manner.

Responsibility:

It is the responsibility of the Animal Control Officer assigned to the call to complete these procedures. In the event the officer cannot complete these procedures it is the responsibility of the Animal Control Supervisor to reassign these tasks.

Action and Method:

If a bite did occur continue with the following steps:

Dispatch will receive bite complaint and assign it to the appropriate ACO based on location.

1. Upon arriving on the scene, ACO will meet with victim to determine if a bite actually happened and if the victim wants to fill a report. ACO will begin a bite report as appropriate. ACO will give the victim a Rabies Fact Sheet.
2. ACO will make contact with the animal owner. ACO will obtain owner's information and animal information. Owner will choose whether to have animal quarantined at TAW or at the Tulsa veterinarian of their choice at their expense. ACO will give the owner a bite letter detailing quarantine procedures and policies. Owner will assist ACO in loading animal onto truck to be transported either to TAW or a vet. ACO will contact Service Side to get a Tracis number and will complete a Frontline report and a blue Biting Animal Commitment card. Tracis number will be written in the "remarks" section of the blue card and entered in the Activity section in Chameleon. The Special Investigator will be notified that a report is on the Server for review.
3. ACO will transport animal for quarantine. If animal is to be quarantined at TAW, animal will be placed in a 300 kennel. Vaccines and dewormer are to be given.

Approved by

Date

City of Tulsa

Animal Welfare Division

Section / Title: Section 300 – Field Services
Subject: 330 – Vicious Case Procedures
Written by: S. Stoker
Submitted by: S. Stoker
Date: September 9, 2016

Purpose:

Establish procedure to ensure vicious cases are handled appropriately, consistently, and in a timely manner.

Responsibility:

The Animal Control Officer who is assigned the call is responsible for the completion of these procedures. In the event an Officer cannot complete these procedures a Supervisor is responsible for reassigning these tasks.

Action and Method:

1. Dispatch receives a vicious animal complaint and assigns it to the appropriate ACO based on location.
2. If animal is loose upon arrival it is to be captured or otherwise secured.
3. ACO is to speak with victim or witnesses involved with the attack.
4. Determine whether or not a ordinance violation has occurred.
5. If a victim/witness does not wish to file charges, ACO will meet with the owner to ensure that the animal is currently licensed, vaccinated and is sterilized. ACO will add Field Notes to Chameleon Activity.
6. If the victim/witness wishes to proceed with charges, ACO will obtain a witness statement and have the victim/witness sign the back of the citation.
7. ACO will meet with the animal owner to issue citation.
8. ACO will call Service Side to get a Tracis number and complete a Frontline report. ACO will enter Tracis number on the Activity in Chameleon.
9. The Special Investigator will be notified that a report is on the Server for review. The witness statement will be given to the Investigator.

Approved by

Date

City of Tulsa

Animal Welfare Division

Section / Title: Section 300 – Field Services
Subject: 331 – Cruelty Case Procedures
Written by: S. Stoker
Submitted by: S. Stoker
Date: September 9, 2016

Purpose:

Establish procedure to ensure cruelty cases are handled appropriately, consistently, and in a timely manner.

Responsibility:

The animal welfare officer who is assigned the call is responsible for the completion of these procedures. In the event an officer cannot complete these procedures an animal welfare supervisor is responsible for reassigning these tasks.

Action and Method:

Dispatch will receive cruelty complaint and assign it to the appropriate ACO based on location.

1. Upon arriving to the scene of the incident ACO needs to first assess entire situation and look at the following:
 - a. Assess the area to determine Officer safety
 - b. Condition of animal
 - c. Proper food, water, shelter, weather
2. AWO will meet with complainant if appropriate to obtain any additional pertinent information.

With Owner Present

If there are violations:

1. The owner must be notified of specific violations and given applicable time to comply depending on violation and condition of animal. This is also the time to educate on spay/neuter and tagging of animal.
 - a. Examples of situations in which time may be given if more serious conditions don't exist:
 - i. Lack of appropriate shelter, except during inclement weather or when inclement weather is imminent.
 - ii. Lack of water (no more than same day).
 - iii. Lack of healthy food or inappropriate feeding.
 - iv. Minor illnesses or injuries (runny nose/eyes; flea/tick infestation, minor skin problems, minor limping that appears to be from soreness versus injury—when in doubt, consult a Supervisor).
 - b. Examples of situations in which owners will not be given time to correct the problem(s), but immediate enforcement action is required (order owner to immediately rectify the situation, issue citation, and/or impound animal for its protection, depending on conditions):

City of Tulsa Animal Welfare Division

- i. Obvious signs of serious neglect (emaciation, generalized hair loss not being currently treated by a licensed veterinarian, infected wounds, bones that are or appear to be broken, serious lameness, any condition in which the animal appears to be in pain.
 - ii. Serious illnesses or injuries that are not being currently treated by a licensed veterinarian.
 - iii. Collars grown into necks.
 - iv. Abuse (bleeding, injuries or illnesses not medically treated, witnessed beatings)
 - v. Lack of appropriate shelter during inclement weather or when inclement weather is imminent.
2. Set a time for follow up inspection if necessary and notify them of what is expected of them by the follow up date.
3. Be sure to note the follow up date in Chameleon Field Notes and notify Dispatch of the need for a follow up call.

In cruelty cases where compliance is not met or the animal(s) is/are in immediate danger with no owner present:

1. Take photographs of situation.
2. Leave a door post that animal was impounded and owner is required to contact TAW.
3. Impound animal(s).
4. Notify TAW Clinic of animal in kennel or take directly to Clinic for treatment as appropriate.
5. ACO will complete a Frontline report before the end of shift.

If no violations are found:

1. Complete the cruelty case by closing the Chameleon call as “Unfounded” and add Field Notes with findings.

Approved by

Date

City of Tulsa
Animal Welfare Division

Section / Title: Section 300 – Field Services
Subject: 332 – Miscellaneous Case Procedures
Written by: S. Stoker
Submitted by: S. Stoker
Date: September 9, 2016

Purpose:

Establish procedure to ensure miscellaneous cases are handled appropriately, consistently, and in a timely manner.

Responsibility:

The Animal Welfare Officer who is assigned the call is responsible for the completion of these procedures. In the event an officer cannot complete these procedures an Animal Welfare Supervisor is responsible for reassigning these tasks.

Action and Method:

Approved by

Date

City of Tulsa Animal Welfare Division

Section / Title: Section 300 – Field Services
Subject: 333 –Supplemental Report Procedures
Written by: S. Stoker
Submitted by: S. Stoker
Date: September 9, 2016

Purpose:

Establish procedure to ensure that Animal Welfare Officer supplemental reports are completed appropriately and consistently.

Responsibility:

It is the responsibility of the Animal Welfare Officer writing the report to follow these procedures.

Action and Method:

A supplemental report may be required on some cases where charges are being filed. On some cases where a back up ACO has assisted on a case and has spoken to or witnessed something different than the primary ACO has, the back up ACO will need to complete a Supplemental Frontline report before the end of shift. The report should detail what the back up ACO has seen, said or heard.

Approved by

Date

City of Tulsa

Animal Welfare Division

Section / Title: Section 300 – Field Services
Subject: 334 – Nuisance Animal Complaints
Written by: J. Letcher
Submitted by: J. Letcher
Date: March 10, 2010

Purpose: To ensure that all Nuisance animal complaints are investigated and processed the same.

Responsibility: All Employees

Action and Scope:

Definition: Nuisance shall mean any animal which habitually commits any one or a combination of the following acts:

- A. Scratches or digs into any flower bed, garden, tilled soil, vines, shrubbery or small plants and in doing so injures the same;
- B. Overturns any garbage can or other vessel for waste products or scatters the contents of same;
- C. Chases any person or domestic animal, or kills any domestic animal;
- D. Barks, howls, brays or makes any other loud or offensive noise common to it's species or peculiar to itself, so as to disturb the inhabitants of the community;
- E. Is at large.

1. Citations

- a. An Animal Control Officer may issue a citation for a violation of this ordinance if the following conditions are present:
 - 1) The nuisance violation occurred in the ACO's presence.
 - 2) The nuisance violation occurred in the presence of the complainant and the complainant requests to issue a "will file" citation to the animal owner.
 - 3) Stacking citations is not necessary except in the most grievous circumstances, i.e., if the violator has been given warnings/citations in the past and has not taken action to correct the situation.
 - 4) If a citation is issued, the ACO shall indicate on the citation that an incident report has been written and shall include the incident number in the officer's notes section on the hardcopy of the citation.
 - 5) In either situation, the ACO shall complete an incident report detailing the events of the violation.

City of Tulsa Animal Welfare Division

- 6) If a will file citation is issued, a copy of the citation and a copy of the incident report shall be sent to the City Prosecutor's Office.
2. Education of the violator
 - a. An Animal Control Officer may also visit with the complainant and recommend two enforcement options.
 - 1) The ACO speaking with the violator to provide him/her the opportunity to correct the situation by explaining the nature of the violation and providing the violator with options to correct the situation.
 - 2) Explain the violation to the violator and giving a verbal warning for the violation.
 3. Animal Surrendered
 - a. The animal owner shall have the option of surrendering the nuisance animal in lieu of a citation being issued.
 - b. The owner must voluntarily surrender the animal and sign an animal commitment card giving the animal to the City of Tulsa, thereby resolving the nuisance complaint.
 - c. In the absence of a Court Order the nuisance animal shall not be picked up unless it is observed "at large" by the Animal Control Officer or it is signed over by the owner.

In the City of Tulsa, a barking dog falls under disturbing the peace. As Animal Control Officers, we cannot enforce this. We enforce Title 2 ordinances and disturbing the peace is in Title 27, Section 1400, D.

However, we can start the process of dealing with the issue. When Animal Welfare receives a complaint of a barking dog either directly or through the Mayor's Action Center, we send a letter to the dog owner. The letter simply states that Animal Welfare has received a complaint(s) about their barking dog. The letter is a courtesy to inform the dog owner a complaint has been made about their dog barking to the extent it is disturbing others.

The person who made the complaint is **not** revealed to the dog owner. We do request the complainant contact information (name, address and telephone number) in the event Animal Welfare needs need to get in touch with the complainant.

If the letter does not solve the problem, the complainant must call the Tulsa Police Department to their address. When a Police Officer arrives, inform the Officer you are interested in signing a will-file citation for barking dog/disturbing the peace. If the Police Officer did not witness the barking dog, he or she will need a witness, usually the complainant, to sign the back of the citation. The dog owner must be home to receive a citation. If the dog owner is not home, the TPD Officer **can not** issue a citation.

Once the citation has been written, signed by the witness and issued to the dog owner, he/she has two options. One option is to pay the citation. The preset fine is \$75, though the maximum

City of Tulsa Animal Welfare Division

amount is \$200 fine plus costs and fees. The second option is to address the citation in the City of Tulsa Municipal Court System. If the dog owner chooses to address the citation in court, the signing witness is required to appear in court.

Once the dog owner has been convicted three times on a (barking dog) disturbing the peace complaint, a nuisance animal report can be done. When all information has been documented in the nuisance animal report, the report is turned over to the City Prosecutor. The Prosecutor will determine if enough evidence exists for a Nuisance Animal complaint to be filed against the dog. Title 2, section 108 of the Animal Code states *“If the court finds upon a preponderance of the evidence that a nuisance existed, the court may order the animal euthanized.”* In lieu of ordering the animal euthanized, a Five Hundred Dollar (\$500.00) bond may be posted for a period of one year.

A nuisance animal is just that, there is no city ordinance on a nuisance owner. Be sure you can prove the three convictions are on the same dog. For example, two citations were issued on a black Labrador and a third was issued on a tri-color Beagle barking and both dogs have the same owner. If the dog owner paid or was convicted on all three citations, yes this would be three convictions although, it is two different dogs.

We recommend complainants keep a log. Document times and dates the dog barks. For example, keep a notebook in a convenient location and when the dog barks write down “On 03-05-09 the dog barked from 12 am to 12:45 am.” This information can help when the time comes to do the nuisance animal report.

We realize a barking dog is a very frustrating issue. It is not illegal to own a dog inside the city of Tulsa and we all know, dogs bark. Feel free to contact us with any questions.

Approved by

Date

City of Tulsa
Animal Welfare Division

Section / Title: Section 300 – Field Services
Subject: 335 –Agricultural Animals
Written by: S. Stoker
Submitted by: S. Stoker
Date: September 9, 2016

Purpose:
Establish procedure

Responsibility:
Animal Control Officer

Action and Method:
When investigating complaints involving agricultural animals, the ACO assigned to the case will ensure that the property where the animals are is zoned Agricultural. Agricultural animals include cattle, swine, sheep, goats, and all miniature variations. In certain qualities, poultry and rabbits also require Agricultural zoning.

I have received Pat Boulden (City Prosecutor) legal opinion with regard to keeping Llama within the city limits. He is of the opinion that it is illegal to do so and violators should be cited under Title 2, Section 101.A.8, “Keeping an Animal Wild by Nature” and the citation booked to court.

Any animal owner found in violation of Unlawfully Maintaining Agricultural Animals should be issued a book to court citation.

Approved by

Date

City of Tulsa

Animal Welfare Division

Section / Title: Section 300 – Field Services
Subject: 336 - Nonconforming Agricultural Use of Residential Zoned Property
Written by: J. Letcher
Submitted by: J. Letcher
Date:

Purpose: To ensure that all employees understand nonconforming agricultural use of residential zoned property.

Responsibility: All Employees

Action and Scope:

Animal Control Officers may come in contact with a property owner where livestock are kept that is zoned for residential use.

Tulsa Zoning Code, Title 42 Chapter 14 Section 1402, states in part, when at the date of this code or amendment thereto, there is a lawful use of a building or use of a principal building and land, or use of land and accessory structures, such structures covering 10% of the lot area, and such use would not be permitted by the terms of this code or amendment thereto, such use shall be deemed nonconforming and may continue subject to the following provisions:

Section 1402.D states, A nonconforming use of a building, or building and land in combination, if discontinued for 36 months during any four year period, (except when governmental action impedes access to or use of the premises) shall not thereafter be resumed.

Keeping Horses in areas zoned RS-3:

1. The Revised Ordinances of the City of Tulsa, Oklahoma Title 2, Chapter 2, Section 200, states in part, it shall be unlawful for any person to keep, maintain or permit or suffer to be maintained any cows, goats, sheep, hogs, poultry, rabbits or any miniature or dwarf variety of agricultural animal upon any property or premises within the corporate limits of the City of Tulsa, except as provided in this chapter.
2. Title 2, Chapter 2, Section 200.C.1, states, The enclosure in which such animal is kept shall be maintained in a sanitary condition and not offensive or dangerous to the public health.
3. Title 2, Chapter 2, Section 200.C.2, states, The enclosure in which such animal is kept shall not be less than one (1) acre (43,560 square feet) in area for each such animal maintained, including the space covered by the barn, but not the home or house area. Provided however, that this paragraph shall not apply to horses kept within an area classified and zoned agricultural (AG); and it shall not apply to horses owned and maintained in compliance with the ordinance

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when in existence at the time of the enactment of this provision, and further provided that such owner can show proof of ownership at the time of the enactment of this provision.

4. Title 2, Chapter 2, Section 200.C.3, states, The enclosure where such animal is kept shall not be, at the nearest point, closer than fifty (50) feet to any building used or occupied for human habitation, and the barn shall not be closer than seventy-five (75) feet, at its nearest point, to any building used or occupied for human habitation.

Approved by

Date

City of Tulsa

Animal Welfare Division

Section / Title: Section 300 – Field Services
Subject: 337 – Livestock on Roadway
Written by: S. Stoker
Submitted by: S. Stoker
Date: August 3, 2016

Purpose: To ensure that all calls involving livestock on the roadway are handled in a safe and professional manner.

Responsibility: All Field Officers

Action and Method:

1. All livestock, which are loose on a roadway, may be impounded and taken to the designated holding facility.
2. While working on or near the roadway, the officer shall have a minimum of one (1) Police Officer providing traffic control to ensure the safety of the Animal Welfare Officer, motoring public and the animal(s).
3. In the event the animal(s) have returned to the owner's property, the officer shall inspect the property and determine if the animal(s) are likely to remain confined on their owner's property.
 - a. Inspect for open gates, broken fences, etc.
 - b. If the officer finds that the animal(s) are adequately confined, the animal(s) should not be impounded.
4. If the officer finds that the fence and gates will not sufficiently confine the animal(s) to their owner's property, the officer has four alternatives:
 - a. The officer may make minor repairs and/or adjustments to the fence or gate to ensure the animal(s) will remain confined.
 - b. The officer may post someone (either him/herself or another officer) at the location to keep the animal(s) on their property until a responsible party arrives at the location to take charge of the animal(s).
 - c. The officer may impound the animal(s).
 - d. Stand-by officers may call additional officers for assistance as needed after notifying the Field Supervisor.
5. A prerequisite for impounding livestock is that the Animal Control Officer or another law enforcement officer must have observed the animal(s) off its property.
 - a. If during the task of gathering the animal(s) to load them they return to the owner's property, the officer may go onto the property and drive them back to the loading area.
 - b. In such instances, the officer must be able to articulate the existence of an immediate hazard to the motoring public if the animal(s) were allowed to remain on the owner's property.

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6. In all instances of a report of animal(s) on a roadway, the officer shall notify the animal's owner, if known, and inform them of the occurrence, the status of their animal(s) and the impound location.
7. The officer shall document their efforts in attempting to locate the owner and document all information given to the owner, if located, on the animal(s) Impound Record.

Approved by

Date

City of Tulsa

Animal Welfare Division

Section / Title: Section 300 – Field Services
Subject: 338 – Livestock Impoundment
Written by: S. Stoker
Submitted by: S. Stoker
Date: December 20, 2016

Purpose:

Ensure all impounded livestock are processed appropriately.

Responsibility:

Animal Control Officers.

Action and Method:

Impoundment

1. Livestock should be brought to TAW prior to transport so the on-duty veterinarian can examine, pull blood for a Coggins test, and photos & a thorough description can be obtained. Each animal will have a minimum of 4 photos taken when possible – front, rear and each side.
2. Animals will have an id number tag affixed to their rumps and the number recorded in their Chameleon record.
3. All large livestock, except swine, are to be impounded to the Collinsville Livestock Sales yard. Swine will be housed at TAW in dog isolation.
4. Collinsville Livestock will be faxed a completed Livestock Impound form. If blood has not been obtained at TAW, Collinsville will be requested to pull the blood.
5. ACO will transport animals to Collinsville and securely unload them into species appropriate pens, ensuring that the animals have feed & water available.

Reclaim

1. If a citizen wishes to reclaim livestock, that citizen will give all information to TAW. TAW will verify information for accuracy and validity.
2. The citizen reclaiming the animal will pay all necessary fees and be given a receipt to reclaim the animal from Collinsville Livestock. Citizen will be responsible for paying boarding fees directly to Collinsville Livestock.
3. TAW will immediately contact Collinsville Livestock and arrange a time for the citizen to reclaim the animal.
4. The TAW receipt will be the ONLY official "release" from impoundment by Collinsville Livestock.

Approved by

Date

City of Tulsa Animal Welfare Division

Section / Title: Section 300 – Field Services
Subject: 339 – Dead Livestock Pickup
Written by: J. Letcher
Submitted by: J. Letcher
Date: Revised November 29, 2019

Purpose: Establish guidelines to ensure that calls to pick up dead livestock are handled in a timely and appropriate manner. This policy applies only to dead livestock on public roads and right of ways.

Responsibility: Animal Welfare Supervisor on duty

Action and Method:

1. City of Tulsa Bulky Waste Pick -up will only pick up livestock during daylight hours. They will not pick up severely decomposed livestock.
2. If the City of Tulsa Bulky Waste Pick -up is unavailable to retrieve the animal immediately, it may be necessary to move it out of the roadway until they is able to respond.
3. During regular business hours, ACO will contact the Field Supervisor on duty with the location information, and the Supervisor will contact the City of Tulsa Bulky Waste Pick -up.
4. If the call is after business hours and the animal is a hazard, the Solid Waste department will be contacted by the Field Supervisor to move the animal off the roadway. A Police Officer should be requested by ACO to stand by until the animal no longer poses a hazard.
5. Field Supervisor will contact the City of Tulsa Bulky Waste Pick -up the next morning.
6. If the call is during normal business hours and the animal is a hazard, the Supervisor on duty will be contacted by ECC. The Supervisor on duty will contact City of Tulsa Bulky Waste Pick -up.

Approved by

Date

City of Tulsa

Animal Welfare Division

Section / Title: Section 300 – Field Services
Subject: 340 – Wildlife Control and Operation
Written by: S. Stoker
Submitted by: S. Stoker
Date: August 3, 2016

Purpose:

Ensure all wildlife contacts are appropriate and if impounded, are processed appropriately.

Responsibility:

Animal Control Officers.

Action and Method:

It is the policy of the Tulsa Animal Welfare to help manage or control nuisance or damage by regulated species of wildlife and to provide assistance to those citizens that reside in the city limits of Tulsa who encounter such problems. All practical efforts will be made to remedy the nuisance problems in a correct and efficient manner keeping the safety of the public, Animal Control Officers (ACOs) and animals in mind.

PURPOSE:

The purpose of this policy is to establish a procedure for dealing with wildlife inside the city limits of Tulsa. This policy will conform to all requirements with regard to state and federal wildlife agencies (i.e. Oklahoma Department of Wildlife Conservation, and U.S. Department of Agriculture).

PERMIT REQUIREMENTS

The Oklahoma Department of Wildlife Conservation (ODWC) has developed a program that authorizes individuals who are employed by city or county governments to trap and/or remove designated species of wildlife causing nuisance problems or damage problems for citizens and landowners. It also authorizes an individual to euthanize or relocate those species of wildlife by safe and effective means at any time of year and without limits, which may be in force on certain species of wildlife. ACOs, as municipal, on-duty employees, are automatically exempt from needing a Nuisance Wildlife Control Operator's (NWCO) Permit.

1. ACO is acting on a documented nuisance wildlife complaint
2. ACO is at least 18 years of age
3. ACO has not been convicted of violating any fish or wildlife law within the last five (5) years
4. Field Supervisor will provide annual reports to the ODWC of activities that deal with certain nuisance species
5. ACO is exempt from possessing an Annual Resident Hunting and a Professional Trapping License while on duty and during the course of their employment by the City of Tulsa

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Animal Welfare Division

Authorized Species of Wildlife that AWO as NWCO can control:

1. Armadillo, badger, bats (except endangered species), beaver, bobcat, cottontail rabbit, coyote, fox squirrel, gray squirrel, flying squirrel, English (house) sparrow, feral pigeon, gray and red fox, ground squirrel, jackrabbit, mink, mole spp., mice spp., muskrat, nutria, opossum, gopher, porcupine, raccoon, rats, striped skunks, snakes, starling, weasel spp., and woodchuck.
 - i. NOTE- calls concerning birds (sparrows, pigeon and starlings), moles, mice, gopher and rats should be referred to local exterminators or private nuisance control operators.

2. ACOs may not handle complaints and/or conduct nuisance wildlife control activities involving native wildlife species or endangered species not listed above unless authorized in writing by ODWC. This includes complaints concerning game animals such as deer, elk, turkey, bear, game birds and endangered species, etc. Primary responsibility for addressing migratory bird damage rests with the USDA Wildlife Services Program.

Approved by

Date

City of Tulsa

Animal Welfare Division

Section / Title: Section 300 – Field Services
Subject: 341 - Wildlife/Deer on Roadway/Road Kill
Written by: J. Letcher
Submitted by: J. Letcher
Date: March 9, 2010

Purpose: To ensure that all Animal Control Officers and employees are aware of the State Wildlife policy dealing with road kill wildlife.

Responsibility: Animal Control Officers

Action and Method:

It is the policy of the Oklahoma Department of Wildlife Conservation that Game Wardens are not responsible for the pickup or disposal of road-kill wildlife. Although the Department has relegated this function to the local jurisdiction in which the incident has occurred, they have retained their oversight in instances where deer have been killed and any useable meat, antlers or hide is retained by any individual. In these instances, the Game Warden must be notified who the deer or deer parts went to and who gave it to them.

When receiving an assignment regarding road-kill deer or other wildlife, the Animal Control Officer shall proceed to the location of the assignment and assess the situation before deciding upon the appropriate course of action to be taken. In their assessment, the ACO should consider the location of the dead animal in relationship to the roadway and its location in the city, i.e. urban, rural, etc. If the location is in a rural area and the carcass can be removed from the roadway to such a distance that it cannot be seen by passing motorists, the carcass may be moved and left.

At all other locations, the carcass shall be transported to the Shelter for proper disposal. As a courtesy, the date and location of all road-kill deer shall be reported to the local Game Warden.

An Impound Record shall be completed by the ACO on all road-kill wildlife and deer and their disposition noted in the record.

Approved by

Date

City of Tulsa

Animal Welfare Division

Section / Title: Section 300 – Field Services
Subject: 342 – Waterfowl in City Parks
Written by: J. Letcher
Submitted by: J. Letcher
Date: March 9, 2010

Purpose: To establish guidelines for the humane care of waterfowl when one is injured or needs special care.

Responsibility:
Animal Control Officers.

Action and Scope:

Swan Lake

The waterfowl at Swan Lake are the property of the City and the Swan Lake Board has authority over their care and feeding. Calls concerning those birds should be coordinated with Rod Mayes.

Braden Park

The Braden Park Homeowners' Association has received permission to feed the ducks and geese living in Braden Park. The Park Department furnishes them feed and takes care of the fowl's habitat.

1. The principal cause of calls about waterfowl is
 - a. aggression of the resident birds toward a new arrival that has been dumped at the park,
 - b. a bird is entangled in fishing line,
 - c. a bird has been shot with a BB or pellet gun.
2. Mr. Mays will handle the calls that he receives and will bring any that need veterinary treatment to the shelter. If he finds that he needs assistance, he will call for an animal welfare officer to help him.
 - a. After hours calls should go to the standby animal welfare officer.
3. If Animal Welfare receives a call, we will respond and, if necessary, bring the bird to the shelter. If the bird needs veterinary care the veterinary staff will be advised.
 - a. Call Mr. Mays when a bird is brought to the shelter.
 - 1) Non-emergencies call his office 596-7873 Monday through Friday, 8 AM to 5PM, and after hours he is to be called the next day that he works.
 - 2) In emergencies, he can be reached after hours on his cell phone, 261-9090.
4. Do not relocate any birds to city parks.
5. The waterfowl in city parks are a mutual concern for the Park Department and us; therefore, a spirit of cooperation is essential to ensure they receive humane treatment and proper care. Please cooperate with any request to aid/rescue any waterfowl we receive from the Park Department or citizens.

Approved by

Date

City of Tulsa Animal Welfare Division

Section / Title: Section 300 – Field Services
Subject: 343– Disposition of Bats
Written by: S. Stoker
Submitted by: S. Stoker
Date: August 3, 2016

Purpose: Ensure all impounded bats are processed appropriately.

Responsibility: Animal Control Officers.

Action and Method:

Per the Oklahoma State Department of Health, if someone is bitten by a bat, or if saliva from a bat gets into their eyes, nose or mouth, seek medical attention immediately. Whenever possible, the bat should be captured and sent to a laboratory for testing. In addition, bats that are found in a room with a person who cannot reliably rule out physical contact (for example a sleeping person, a child, a mentally disabled person or an intoxicated person) will need to be tested for rabies. All bats that are picked up or brought into the shelter will be euthanized immediately and sent to the Health Department for testing.

1. ACO will complete the top 2/3 of a Rabies Submission Form and place it in the folder holder on the Clinic door.

1. The Veterinary Technician will coordinate with the Shelter Veterinarian to euthanize the bat as needed and arrange transport of the specimen to the laboratory for testing.

No employee shall ever handle a bat without gloves. No exceptions.

Approved by

Date

City of Tulsa

Animal Welfare Division

Section / Title: Section 300 – Field Services
Policy: 344– Chemical Immobilization
Written by: S. Stoker
Submitted by: S. Stoker
Date: August 3, 2016

Purpose: Ensure proper procedures are followed in deciding that an animal should be tranquilized and if so, that it is done appropriately.

Responsibility: Animal Control Officers.

Action and Method:

Only animals presenting a clear and immediate threat to citizens shall be tranquilized by use of drugs, and only under the immediate authority of a supervisor. Prior to tranquilizing an animal, all supervisors shall comply with the attached protocol for use the use of T.Q. equipment and obtain T.Q. drugs from one of our vets.

It is the policy of Tulsa Animal Welfare to follow all established procedures and to ensure the safety of employees and citizens when tranquilizing animals in the field.

A. GENERAL GUIDELINES

1. No animal shall be tranquilized in the field except by a thoroughly trained and competent ACO.
2. Tranquilizing an animal shall be done only as a last resort effort to capture the animal.
3. ACO will call Field Supervisor for permission prior to tranquilizing.

B. PROCEDURE (Normal Business Hours)

1. Any ACO that believes an animal must be tranquilized, to be captured, shall contact a supervisor and discuss the situation with the supervisor.
2. The Supervisor shall determine if tranquilizing the animal is appropriate by following the guidelines listed below.
 - a. Has the officer attempted to capture the animal with a control stick?
 - b. Has the officer attempted to capture the animal in a live trap?
 - c. Has the officer attempted to capture the animal with the assistance of other officers?
 - d. Has the officer attempted to capture the animal by having the owner of the animal confine the animal in a yard or other location?
 - e. Has the officer tried to capture the animal on previous occasions?
 - f. Is the animal an immediate threat to the safety of the public?
 - g. Has the animal bitten someone, if so is the owner of the animal known?
 - h. Has the animal bitten someone and the animal is a stray (no known owner)?

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3. Once the ACO has been given permission to tranquilize:
 - a. ACO shall prepare the appropriate mixture and dose of tranquilizer needed to properly tranquilize the animal.
 - b. ACO will ensure that they have a safe backdrop and no people are in range.
 - c. ACO will follow their dart while assisting AWOs follow the animal.
 - d. ACO shall prepare the appropriate documentation in Chameleon for the use of the tranquilizer.
 - e. ACO will administer Reversal drugs to the animal after it is safely loaded into AWO truck.
 - f. ACO will inform Clinic staff of animal's tranquilizer status after arrival at Shelter.

C. PROCEDURE (Standby)

1. If a standby officer believes it is necessary to tranquilize an animal, they shall contact Field Supervisor by phone.
2. The standby officer shall explain the situation to the supervisor and the supervisor shall determine if it is appropriate to tranquilize the animal.
 - a. The supervisor shall use the same criteria listed in B.2, in making their decision to tranquilize the animal.
3. If the animal is tranquilized, the animal welfare officer shall follow the procedure listed in B.3, above.

D. PROCEDURE: USE OF TRANQUILIZER EQUIPMENT

1. If the supervisor has determined to tranquilize an animal, the following “**Safety Precautions**” shall be observed.
 - a. ACO shall ensure that all tranquilizer equipment is in proper working condition before using the equipment.
 - b. ACO shall ensure that all employees and civilians in the area are aware that he/she is going to fire a tranquilizer pistol or rifle.
 - c. ACO shall ensure that the area behind (downrange) the target is clear of all people and that there is no property that may be damaged by the tranquilizer dart.
 - d. ACO shall account for every dart used and shall make every effort to retrieve every expended dart before leaving the scene.
2. A report, Tranquilizer Weapon Usage Report, shall be completed every time a tranquilizer pistol or rifle is fired.

Only ACOs and Supervisors who have been authorized to use chemical immobilization by the Animal Welfare Program Unit Operations Supervisor or the Director may use chemical immobilization as a means of animal capture in the field.

Officers must obtain Supervisor approval prior to using chemical immobilization *every* time it is used. At least two employees must be present before tranquilization is attempted.

City of Tulsa Animal Welfare Division

Chemical immobilization will only be utilized in situations in which the target animal poses a danger to the public or the health and welfare of the animal is at risk. Before an attempt is made to chemically immobilize an animal, the following guidelines will be adhered to:

1. The Animal Control Supervisor will be contacted before tranquilization is attempted.
2. Factors for determining whether CI will be used to capture the animal, including species, age, size and weight, weather (extreme heat or cold), day, night, terrain, presence of non-target animals, human presence, i.e.: residential vs. rural, all will be discussed with the Field Supervisor.
3. The additional following guidelines should be used in making the decision for chemical immobilization
 - a. Has the officer attempted to capture the animal with a control stick?
 - b. Has capture been attempted with a live trap?
 - c. Has capture been attempted using the assistance of other officers?
 - d. Has capture been attempted by having the owner confine the animal in a yard or other location?
 - e. Has capture been attempted on this same animal on previous occasions?
 - f. Is the animal an immediate threat to the safety of the public?
 - g. Has the animal bitten someone?
4. Proper drug type and drug dosages will be followed for each species and animal weight.
5. Proper gun charge will be used.
6. Procedure: Use of Tranquilizer Equipment
If the Chemical Immobilization has been approved, then the following safety precautions shall be observed.
 - a. The ACO shall ensure that all tranquilizer equipment is in proper working condition before using the equipment.
 - b. The ACO shall ensure that all employees or civilians in the area are aware that he/se is going to fire a tranquilizer pistol.
 - c. The ACO shall ensure that the area behind (downrange) the target is clear of all people and that there is no property that may be damaged by the tranquilizer dart.
 - d. The ACO shall account for every dart used and shall make every effort to retrieve every expended dart before leaving the scene.
7. The Chemical Immobilization report initiated on scene will contain information from above 1, 2, 3 and 4, and will be completed thoroughly and accurately in Chameleon immediate after the animal has been impounded or, in the event the attempt is unsuccessful, prior to the end of the Officer's shift.

All tranquilized animals will be brought into the shelter veterinary clinic immediately after capture, unless the animal is tranquilized after normal shelter hours. In those cases, the animal will be placed in the shelter following routine protocol used for non-tranquilized animals. Tranquilized animals will not be left unattended without veterinarian authorization. The Animal Welfare Officer entering the tranquilized animal into the shelter will immediately bring the animal to the veterinary clinic and stand by for their evaluation and instructions for placement in

City of Tulsa Animal Welfare Division

the appropriate holding area. The veterinary staff will monitor all animals that have been tranquilized and entered into the shelter until they are fully conscious.

When an animal has been tranquilized and then enters private property, the Animal Control Officer should attempt to locate the property owner and obtain permission to enter the property. In the event a property owner cannot be located the Officer must contact a supervisor prior to entering the property. After capturing the animal, a Door Hanger must be posted on the property explaining their entry into the property. The animal should immediately be transported to the animal shelter or to an after-hours emergency clinic (if after normal shelter hours) for evaluation.

Releasing a tranquilized animal in the field to its owner should only be allowed if the Officer has located and identified the actual owner and after explaining to the owner what care is required for the animal during its recovery. The Officer will complete a citation and obtain the owner's signature on the back of a citation acknowledging the tranquilization status of their animal prior to releasing the animal to the owner.

Approved by

Date

City of Tulsa
Animal Welfare Division

Section / Title: Section 300 – Field Services
Policy: 345–
Written by:
Submitted by:
Date:

Purpose:
Responsibility
Action and Method:

Approved by

Date

City of Tulsa
Animal Welfare Division

Section / Title: Section 300 – Field Services
Policy: 346– Chemical Immobilization- Written by:
Submitted by:
Date:

Purpose:
Responsibility:
Action and Method:

Approved by

Date

City of Tulsa
Animal Welfare Division

Section / Title: Section 300 – Field Services
Policy: 347– Tranquilizer pistols and darts
Written by: S. Stoker
Submitted by: S. Stoker
Date: August 3, 2016

Purpose: Ensure proper care and supply of tranquilizer equipment.

Responsibility: Animal Control Officers.

Action and Method: Each ACO shall ensure the proper working order of the tranquilizer pistol assigned to them. Any defect shall be brought to the Field Supervisor’s attention immediately. Pistols will be kept clean and oiled as necessary. Each ACO is responsible for having an adequate supply of tranquilizer darts that are kept clean and dry. Darts are never to be re-used.

Approved by

Date

City of Tulsa

Animal Welfare Division

Section / Title: Section 300 – Field Services
Policy: 348– Tranquilization Training Guidelines
Written by: S. Stoker
Submitted by: S. Stoker
Date: August 3, 2016

Purpose:

Establish continued chemical immobilization training procedure guidelines for Field Services.

Responsibility:

Animal Control Officers assigned tranquilization

Action and Method:

1. All ACOs are assigned tranquilization equipment only after successful completion of on the job Chemical Immobilization training by either the Field Supervisor, FTO, or a senior ACO.
2. ACOs must perform target practice at least once every year.
 - a. Officers must demonstrate to the Supervisor the proper use and handling of immobilization equipment.
 - b. Officers must demonstrate to the Supervisor the proper loading of darts and charges.
 - c. Officers must demonstrate target accuracy with a 90% score.
3. Failure of the Animal Control Officer to successfully complete the mandatory target practice will result in the immediate suspension of use and relinquishment of all chemical immobilization equipment to the Field Supervisor.

Approved by

Date

City of Tulsa
Animal Welfare Division

Section / Title: Section 300 – Field Services
Policy: 349 - Oleoresin Capsicum Aerosol (Pepper Spray)
Written by: S. Stoker
Submitted by: S. Stoker
Date: August 3, 2016

Purpose: Establish a procedure to provide the most appropriate and efficient use of OC Spray as a form of defense against threatening humans and dogs.

Responsibility: All Field Officers

Action and Method: See WIN Department Policy.

ACOs are not required to complete a report when OC Spray is used on an animal.

Approved by

Date

City of Tulsa

Animal Welfare Division

Section / Title: Section 300 – Field Services
Policy: 350 – Assisting other City Departments (Water, Sewer, Sanitation, WIN)
Written by: S. Stoker
Submitted by: S. Stoker
Date: April 13, 2016
Updated November 1, 2016

Purpose: Establish a procedure to provide the most appropriate and efficient service to the public in the field.

Responsibility: All Field Officers

Action and Method:

1. TAW ACO will respond to calls for assistance from other City agencies when animals confined to the property where employees are working pose a personal threat to the employee's health & safety.
2. ACOs will determine if appropriate notification was given to resident to have animal removed from work location. If adequate notice was given & resident has deliberately left animal, ACO will impound animal and leave a door hanger with impound information.
3. If notification was not given to resident and work will take longer than 30 minutes and it is not an emergency situation, ACO will inform City employee of need for appropriate notification.
4. If the City employee will not be performing work for longer than 30 minutes, ACO will move or contain animal while work is performed
5. Requests for assistance can be made by calling TAW dispatch at 918-596-8010 or sending an e-mail to SStoker@cityoftulsa.org.

Approved by

Date

City of Tulsa Animal Welfare Division

Section / Title: Section 300 – Field Services
Policy: 351 – Assisting vendors (PSO, ONG, USPS, Cox)
Written by: J. Letcher
Submitted by: J. Letcher
Date: December 11, 2009

Purpose: Ensure proper response to requests for service from commercial vendors.

Responsibility: Animal Control Officers.

Action and Method:

Tulsa Animal Welfare is not available to assist commercial vendors in the normal and usual business of their field representatives. In the case of emergencies, ACOs may respond to hold an animal so a commercial vendor can restore service.

TAW will not remove animals from private residences or backyards so commercial vendors can complete business calls.

TAW will respond as usual to any animal bites.

Approved by

Date

City of Tulsa
Animal Welfare Division

Section / Title: Section 300 – Field Services
Policy: 352 – Assisting Tulsa Police Department
Written by: J. Letcher
Submitted by: J. Letcher
Date: December 11, 2009

Purpose: Establish a procedure to provide the most appropriate and efficient service Tulsa Police in the field.

Responsibility: All Field Officers

Action and Method:

When TPD calls requesting assistance, Dispatch should notify via radio the ACO whose area the call is in. If that ACO cannot respond in a reasonable time, Dispatch will ask another ACO to respond. TPD requests for assistance will receive high priority. ACO is to meet with the TPD officer requesting assistance to offer any help possible.

Approved by

Date

City of Tulsa

Animal Welfare Division

Section / Title: Section 300 – Field Services
Policy: 353 – Animals shot or injured by TPD
Written by: S. Stoker
Submitted by: S. Stoker
Date: August 3, 2016

Purpose:

It is the policy of the Tulsa Animal Welfare to impound, locate the owner of and provide medical treatment (if owner is not located) for animals shot, or injured by Tulsa Police Officers while in the performance of their duties.

Responsibility:

All Field Officers

Action and Method:

A. GENERAL GUIDELINES

Any animal shot or injured by a Tulsa Police Officer will be impounded by Animal Control.

1. Injury Occurs During Normal Business Hours

- a. If the animal is shot or injured during normal Animal Shelter business hours the Animal Control Officer shall make every attempt to locate the owner of the animal while at the incident location.
 - 1) The owner shall be given the option of taking their dog to their veterinarian for treatment or signing the dog over to the City of Tulsa.
 - 2) If the owner's information is known, the owner's name, address and phone number shall be included on the animal's commitment card.
 - 3) The Animal Control Officer shall indicate on the commitment card that the dog owner took custody of their animal or the animal owner signed the dog over to the City of Tulsa.
 - a) If the owner signs over the animal to the City of Tulsa, the animal shall be taken to the animal shelter and checked by the veterinarian on duty. It may be treated and held for adoption or it may be euthanized.
- b. If the animal is injured during normal shelter hours and the owner is not located or is not known, the animal control officer shall inform the shelter dispatcher that they have impounded an animal that has been shot or injured by a Tulsa Police Officer.
 - 1) The animal welfare officer shall take the animal to the shelter's veterinarian clinic for treatment.
 - 2) The shelter dispatcher shall call the veterinarian and inform the veterinarian that an animal welfare officer is en-route to the clinic with an injured animal.
 - 3) The shelter's veterinarian shall provide all necessary life saving measures and necessary medical treatment to the injured animal.

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2. Injury Occurs After Normal Business Hours
 - a. If the animal is shot or injured after normal Animal Shelter business hours the Animal Control Officer shall make every attempt to locate the owner of the animal while at the incident location.
 - 1) The owner will be given the option of taking their dog to their veterinarian for treatment or signing the dog over to the City of Tulsa.
 - 2) If the owner's information is known, the owner's name, address and phone number will be included on the animal's commitment card.
 - 3) The Animal Control Officer shall indicate in the animal's Chameleon file that the dog owner took custody of their animal or the animal owner signed the dog over to the City of Tulsa.
 - a) If the owner signs over the animal to the City of Tulsa, the animal shall be taken to the animal shelter and checked by the veterinarian on duty, the next business day. It may be treated and held for adoption or it may be euthanized.
 - b) If in the Animal Control Officer's opinion the animal's injury is severe and the animal is near death with no hope of recovery the Animal Control Officer may euthanize the animal.
 - b. If the animal is injured after normal shelter hours and the owner is not known, the animal control officer shall contact Public Safety Communications, service side, and inform them that they have an animal that has been shot or injured by a Tulsa Police Officer.
 - c) The Animal Control Officer shall determine if the animal's injury is severe and the animal is near death with no hope of recovery or is clearly suffering, the Animal Control Officer may euthanize the animal.
 - d) If the ACO determines the animal is not injured enough to need to be humanely euthanized, the ACO will administer Rimadyl SQ and leave a note for the Clinic to examine the animal in the am.
3. All animals that are killed by TPD are to be called by TPD into Dead Animal Pick Up for disposal.

Approved by

Date

City of Tulsa Animal Welfare Division

Section / Title: Section 300 – Field Services
Policy: 354 – Request for TPD assistance
Written by: S. Stoker
Submitted by: S. Stoker
Date: August 3, 2016

Purpose: Establish a standard for all Animal Welfare Employees to use when requesting assistance from the Tulsa Police Department.

Responsibility: All Employees

Action and Method:

When an Animal Control Officer requests the assistance from a Police Officer, the ACO shall call Service Side to request assistance. If the ACO is in an emergency or dangerous situation, they should call 911.

Whenever an Animal Control Officer has requested assistance from a Police Officer, the ACO shall immediately notify their supervisor that assistance from the police has been requested.

The Field Supervisor shall proceed to the ACO's location to act in a supervisory capacity over all Animal Welfare functions as necessary.

Approved by

Date

City of Tulsa Animal Welfare Division

Section / Title: Section 300 – Field Services
Policy: 355 – Use of City cell phones in the field
Written by: J. Letcher
Submitted by: J. Letcher
Date: May 14, 2013

Purpose: Establish guidelines for the proper use of the City cell phone by all Animal Welfare Field officers.

Responsibility: All Field Employees

Action and Method:

Each field officer is issued a cell phone for use in the field. The cell phone shall be used for communication between citizens and the officer and the officer shall give the phone number out if requested by a citizen.

Field officers will also use their cell phone in the following situations.

1. When leaving a door hanger for a citizen, the ACO will legibly write his/her cell phone number on the door hanger.
2. If a citizen has requested contact by an ACO before responding to a call for service, the officer will use his/her cell phone to make that contact.
3. If there is a question about the call or difficulty finding an address, the officer will use his/her cell phone to contact the complainant.
4. An officer will use his/her cell phone to make contact with other staff at the shelter.

Approved by

Date

City of Tulsa Animal Welfare Division

Section / Title: Section 300 – Field Services
Policy: 356 – Bite Sticks (Tactical Batons)
Written by: S. Stoker
Submitted by: S. Stoker
Date: September 11, 2017

Purpose: Establish a procedure to provide the most appropriate, proper, and safe use of Bite Sticks as a form of defense against threatening dogs.

Responsibility: All Field Employees

Action and Method:

When an Animal Control Officer encounters a vicious, attacking dog the use of the Bite Stick may be appropriate personal defense. The Bite Stick is only to be engaged to the level of defense required to deter a dog’s attack and to provide personal safety for the ACO. Only the minimum amount of reasonable force shall be used to ensure the ACO’s safety.

THE BITE STICK IS NEVER TO BE ENGAGED ON HUMANS!

The Bite Stick can be engaged in the following ways:

1. To create distance between a dog(s) and the ACO
2. To use as a target for an attacking dog to bite
3. To act as a striking weapon to deter a dog’s attack.

The Bite Stick IS NOT to be used to maliciously injure or kill an animal; it is only to be used to prevent injury to the AWO being attacked.

Only ACOs trained by the Field Supervisor or other similar, approved training shall be allowed to carry a Bite Stick while on duty.

Disciplinary Action: Violation of this policy may subject employees to disciplinary action up to and including termination.

Approved by

Date

City of Tulsa

Animal Welfare Division

Section / Title: Section 300 – Field Services
Policy: 357 – Body Armor
Written by: S. Stoker
Submitted by: S. Stoker
Date: October 7, 2019

This procedure statement and the procedures there under are intended for Working In Neighborhood Department (WIN) use only. Violations of internal Working In Neighborhood Department procedures, regulations or rules form the basis for disciplinary action by Working In Neighborhood Department.

Note: The use of a body armor provided by WIN is only to be used while on duty and performing duties of your assigned position. The vest will not be used in any form or fashion that allows the employee to mis-represent himself/herself as something other than his/her assigned position within WIN.

DEFINITIONS:

Body armor – is an item of personal armor that helps absorb the impact and reduce or stop penetration to the body from firearm-fired projectiles, shrapnel, shape weapons and is wore on the torso.

Field Staff – WIN personnel that are assigned a position that requires them to make field inspections or field activities. Field Staff are WIN personnel assigned to field inspections whether they are uniformed staff, plain clothes staff or personnel working administrative assignments.

Field Activities – Duty assignments and/or tasks that place or could reasonably be expected to place Field Staff in situations where they would be required to enter an unknown environment and/or have potential contact with citizens that may inflict physical harm to the staff member.

PROCEDURES:

A. Issuance of Body Armor

1. All Field Staff will be issued agency-approved body armor.
2. Body armor that has been worn or damaged through normal use will be replaced by WIN.
3. Body armor that is lost, misused or abused by a staff member will be repaired or replaced at the expense of the staff member.

B. Use of Body Armor

1. Field Staff are to wear only agency-approved body armor.
2. Field Staff are required to wear body armor while engaged in all field activities
3. Field Staff are not required to wear body armor under the following conditions:
 - a. When the city physician determines that a staff member has a medical condition that would preclude wearing body armor;
 - b. When the department determines that circumstances make it inappropriate to mandate wearing body armor.

C. Inspections of Body Armor

1. Supervisors are responsible for ensuring that body armor is worn and maintained as

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required by this policy

2. Supervisors will conduct routine observation of Field Staff wearing their body armor.
3. Annual inspections of body armor are to be conducted for fit, cleanliness, and signs of damage, abuse and wear. This will occur in January of each year.

D. Care, Maintenance and Replacement of Body Armor

1. Field Staff are to routinely inspect personal body armor for signs of damage and for general cleanliness.
2. As dirt and perspiration may erode ballistic panels, each staff member is responsible for cleaning personal body armor in accordance with the manufacturer's instructions.
3. Field Staff are responsible for the proper storage, maintenance and care of body armor in accordance with manufacturer's instructions. Body armor is not to be stored in vehicles.
4. Field Staff are responsible for reporting damage or excessive wear to the ballistic panels or cover to their supervisor.
5. Body armor is to be replaced in accordance with guidelines and protocols established by Tulsa Police Department and the manufacturer.

E. Appearance of body armor

1. Field Staff shall display the supplied name plate for the front panel that displays the staff member's last name.
2. Field Staff shall display the supplied agency name plate for the back panel that says W.I.N.
3. Field Staff shall display the supplied color city logo for the front left velcro location of the armor.
4. Field Staff shall not display any other name plates, badges, insignias or logos.
5. Field Staff can have one black radio pouch, one black accessory pouch, and one black CS spray pouch. No other attachments will be allowed unless approved by the staff member's supervisor. All attachments are the responsibility of the staff member to purchase.

F. Retention

1. All body armor must be returned to WIN's Senior Administrative Services Officer upon leaving employment of the City of Tulsa.

Approved by

Date

City of Tulsa Animal Welfare Division

Section / Title: Section 400 – Shelter Services
Policy: Section 400 – Animal Housing
Written by: C. Curtis
Submitted by: C. Curtis
Date: November 21, 2019

Purpose and Scope: Establish policies for animal housing at Animal Welfare.

Responsibility: All Employees

Action and Method:

1. All animals in the facility will be cared for in a humane manner.
2. Animals will be housed, fed and watered appropriately.
3. The facility will be kept clean and sanitary.
4. Citizens and other employees will be treated professionally and respectfully.
5. Any animal entering in to the shelter that is ill or injured shall be brought to the attention of Veterinary Staff immediately and the animal should be taken to the clinic. If unable to notify Veterinary Staff because they are off-site (off-duty, lunches, etc.), the ID number and location of the animal should be noted on the whiteboard in the hallway located outside the Veterinary Clinic.
6. Dogs are not to be placed more than one per pen except in cases of litters, small breed dogs that house together for companionship and in cases where the kennel is at capacity and there are not open pens.
7. If an animal must be placed into a pen with another animal:
 - a) Male and females are to be kept separate
 - b) The size of the dogs is appropriate for the size of the cage.
 - c) Animals that look similar are not placed in the same pen, except for litters.
 - d) Healthy animals are not placed into pens with obviously sick or injured animals.
 - e) Pit bulls are one dog per pen, except in the case of puppies in litters.
 - f) Adult cats should never be housed together without supervisor or veterinary approval.
 - g) The 300 pens are only for the Rabies Suspect dogs.

Approved by

Date

City of Tulsa

Animal Welfare Division

Section / Title: Section 400 – Shelter Services
Policy: Section 401 – Animal Receiving Policies
Written by: J. Letcher
Submitted by: C. Curtis
Date: November 21, 2019

Purpose and Scope: Establish guidelines for answering calls to Animal Receiving and policies to ensure that animals brought to the shelter by Citizens are accepted for the right reasons.

Responsibility: Animal Welfare Officers assigned to Animal Receiving calls by the Supervisor

Action and Method:

1. Tulsa Animal Welfare is an open admission shelter and accepts all animals brought in from the Citizens of Tulsa.
2. Animals are accepted from the public only during public hours.
3. Employees should immediately answer their radio for assistance to Animal Receiving and are responsible for answering Animal Receiving calls in a courteous and timely manner.
4. Animals which are surrendered by an owner immediately become the property of the City of Tulsa.
5. Animals which are stray will be held for the appropriate stray time and then become the property of the City of Tulsa.
6. A Citizen that inquires about an animal they bring in shall be told about open selection. The citizen shall be referred to the front office. No names are to be taken.
7. All Citizens who bring an animal to the shelter will be treated with respect. Owners surrendering their animal(s) will not be scolded, judged, or shown any disrespect, but will be told their animal is likely to be euthanized upon intake due to overcrowding.
8. If a Citizen is returning an adoption within the two week return window, remind the citizen that they may request a replacement and may choose any animal that is available for adoption as a replacement. If they wish to adopt an animal that is not yet available, they may adopt it as an open selection. If they do not wish to replace the animal immediately, tell them they have a year to replace the animal and put the new date in the exchange box under the Person ID.

Approved by

Date

City of Tulsa

Animal Welfare Division

Section / Title: Section 400 – Shelter Operations
Policy: Policy 402 – Determination of Animal Ownership upon Intake
Written by: C. Curtis
Submitted by: C. Curtis
Date: January 27, 2010

Purpose and Scope: Establish guidelines for determining whether an animal is a stray or an owner giveaway upon intake.

Responsibility: All Animal Officers

Policy

It is the policy of TAW to ensure that the ownership of animals brought to the shelter by persons other than Animal Welfare Officers is determined not by the length of time a person has been in possession of an animal, but by the person turning in the animal admitting ownership of the animal.

1. When a citizen brings an animal to the shelter and wishes to turn the animal over to the shelter, the citizen shall be asked if he or she is the owner of the animal.
2. If the citizen states he or she is not the owner of the animal, the AWO assisting the citizen shall ask the citizen how long they have had possession of the animal and that information shall be documented in the animal's Chameleon chart. No further discussion of ownership is appropriate or necessary.
3. If the citizen is not the owner the animal shall be taken in as a stray and held for the standard stray holding period.
4. If the citizen turning in the animal admits that they own the animal, the animal shall be taken in as an owner giveaway.
5. The citizen may be referred to a supervisor if the Officer feels further discussion is necessary to determine ownership of an animal.
6. Time of possession shall not be the only factor considered in determining ownership of an animal however; time of possession shall be a major factor in determining ownership.

Approved by

Date

City of Tulsa

Animal Welfare Division

Section / Title: Section 400 – Shelter Services
Policy: SOP 403 – Animal Receiving Procedures
Written by: J. Letcher
Submitted by: J. Letcher
Date: Revised November 21, 2019

Purpose and Scope: To ensure that animals brought to the shelter by Citizens are properly processed into the shelter.

Responsibility: All Employees

1. Assist the citizen as needed. When removing animals from vehicles, be sure to use appropriate safety equipment to prevent injury to yourself and the citizen.
2. Bring the Citizen and the animal into Animal Receiving on the north side of TAW.
3. Ask the Citizen to provide proof of residence in the City of Tulsa.
4. Determine if the Citizen is the owner of the animal or if it is stray.
 - a. If it is owned, ask the Owner to complete the *Owner Surrender Form*
 - b. If it is stray, ask the Citizen to complete the *Stray Surrender Form*
5. Open the Kennel window in Chameleon and complete a new impound record.
6. If it is owned, indicate the reason for the surrender
7. Record the correct Due out date
 - a. If it is owned, use the next day.
 - b. If it is stray, use the appropriate stray hold time.
 - c. If it is a litter of three or more kittens or puppies 8weeks old or younger use the next day.
8. If it is stray and the Citizen surrendering the animal is interested in adopting it, put a hold with Poss Adopt on the record. Put the Citizen's name and phone number in the comments box as 1.
9. Take a clear and appropriate photo of the animal for the record. Remember that the photo will be viewed by the public on the Petharbor.com website.
10. Assign the animal to pen and print the kennel card.
11. If it is a stray, take the animal and the kennel card to the pen.
12. If it is an owner surrender and is safe to handle, bring it to the clinic for immediate evaluation. Once disposition is determined the clinic will ask an ACO to take the animal to its pen.

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- a. If no clinic staff is available and it is safe to do so, the animal can be left in the clinic until staff returns. If it is not safe to leave the animal, it can be placed in a kennel and noted on the whiteboard outside the clinic door.
- b. If the animal is too dangerous to handle or displays signs of infectious disease (i.e. parvo) place the animal in a Euthanasia Room kennel and notify the clinic.
- c. The Receiving room floor must be mopped and all surfaces wiped down after each intake.

Approved by

Date

City of Tulsa

Animal Welfare Division

Section / Title: Section 400 – Shelter Services
Policy: SOP 404: Creating Impound, Animal and Person Records
Written by: J. Letcher
Submitted by: J. Letcher
Date: February 6, 2010

Chameleon Impound, Animal and Person Records serve as the primary tool for tracking an animal during the time it is the custody of Animal Welfare. Proper completion of this official record by the Animal Welfare Officer ensures accuracy in maintaining inventory of all animals.

An Impound record card shall be completed on all animals received or impounded by an Animal Shelter employee.

An Impound record shall be created EACH TIME an animal enters the shelter

- a. Brought in by field officer
- b. Received at Animal Receiving
- c. Returned adoption
- d. Returned from foster

To create an impound record

1. Log into Chameleon and open the Kennel Window, clear it with F11
2. Enter Receiving into **Kennel No**
3. Enter **Status**
4. Enter any collar, tag or microchip information
5. Enter animal information in the Animal window (see create an Animal record)
6. Enter the animal's information in Chameleon Animal screen:
7. Enter scan information
8. enter the **Person From** information in the Person screen
9. Enter **Type** and Subtype
10. Enter animal condition
11. Enter date and time
12. Calculate and enter due out date
13. Enter the reason if it is an owner surrender
14. Enter in the location information including address or intersection
15. If impounded by TCSO enter in Out of City
16. Enter operator initials in By
17. Use ChamCam to take a photo of the animal and store it in the record
18. Store data and print kennel card.

To create an Animal record

1. Press F4 in the Animal field of the Kennel Window
2. Enter Animal name if known
3. Enter the sex using M/N/F/S
4. Enter the age of the animal (years/months)
5. Enter the type of animal (dog/cat/etc.)

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6. Enter primary color and secondary color if present
7. Enter Looks Like (black/brown/white/other)
8. Enter primary breed and secondary breed if a mix
9. Enter size
10. Enter any collar information
11. Enter hair length and any unusual markings or characteristics.
12. Store this data and system assigns Animal ID
13. Press Animal Profile icon to add all collected information on surrendered animals, such as housebroken, good with kids, good with animals etc. include the surrender reason.

To create a Person record

1. Got to the Person window
2. Ask for the person's drivers license or other id
3. Enter the street number and last name of the person presenting the animal in the [SuperSearch](#) field.
4. Click the StreetNoLastName button.
 - a. If the person's name and address appears in the grid, double click the name so all the info appears on the left side of the window. Update the info if there are any corrections. Press enter to return to the Kennel window with the Person number.
 - b. If there is no match, proceed with 5.
5. Enter the first name
6. Enter the address
7. Enter telephone numbers
8. Enter the drivers license number
9. Store this data and system assigns the Person ID

Approved by

Date

City of Tulsa Animal Welfare Division

Section / Title: Section 400 – Shelter Services
Policy: Section 405a – Vaccination of dogs at intake
Written by: C. Pienkos
Submitted by: C. Pienkos
Date: June 7, 2011
Last Updated: October 13, 2017

Purpose: To ensure that all dogs are vaccinated for Distemper/Parvo and Bordatella (kennel cough) at the time of intake.

Reason:

1. To decrease the incidence of disease in the shelter.
2. To comply with the requirements of the *ASPCA Relocation* program.
3. To maintain compliance with the *ASV (Association of Shelter Veterinarians) Guidelines for Standards of Care in Animal Shelters*.

Responsibility: All TAW staff who perform intake procedures.

Action and Method:

1. Complete all normal intake procedures first and vaccinate dogs before bringing them to their kennel.
2. Vaccinate all dogs with the exception of:
 - a. Dogs that appear to be geriatric (older than 10 years)
 - b. Dogs under the age of 4 weeks.
 - c. Dogs that are unsafe to handle at the time of intake.
 - d. Dogs that are being presented for bite quarantine.

NOTE: If you are unable to vaccinate a dog at intake for any reason, enter in the comment box of the kennel window “No Vax – and the reason (i.e. very old, too aggressive, etc.)”

3. Give the vaccines:

A. Distemper/Parvo vaccine (injectable modified live virus vaccine)

Mix the sterile diluent with the powder form by drawing up the full amount from the diluent bottle (1cc) and adding it to the powder. Gently shake or roll the bottle to mix the diluent and powder together and then redraw the total amount (1cc) back into your syringe. Inject the entire amount into the subcutaneous space between the shoulder blades.

Note: Although it is not necessary, most animals find it less painful if a new needle is placed on the syringe prior to injecting the vaccine.

B. Bordetella (intranasal modified live vaccine):

For safe dogs

Intranasal Bordetella: Mix the sterile diluent with the powder form by drawing up the full amount from the diluent bottle (1cc) and adding it to the powder. Gently shake or

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
roll the bottle to mix the diluent and powder and then redraw the total amount (1cc) back into your syringe. Remove the needle and give the entire dose by depositing into one or both nostrils.

For dogs where it is unsafe to work around the face or mouth

Injectable Bordetella: Use this vaccine **only if** it is unsafe to approach the animals face to give intranasal Bordetella. Draw whole amount (1cc) into syringe and inject subcutaneously between the shoulder blades.

4. **Strongid Dewormer:** All dogs should receive an oral dose of Strongid dewormer at approximately 1cc/10 lbs.
5. Print a copy of the kennel card. Peel off the stickers from the vaccine vials and affix them to the kennel card. If you gave strongid, then write the word “strongid” on the kennel card and leave the kennel card in the box outside clinic door.

To enter the vaccines and dewormer in the medical record then follow the steps outlined below:

1. Click on the Veterinary symbol just to the right of the picture of the dog in the upper region of the kennel window. 
2. Fill in the following boxes
 - A. Visit Type: Exam Initial
 - B. Condition: Normal
 - C. Treat by: your initials
 - D. Cadeceus  box: Y
 - E. Then store (F9) to create a new treatment number.
 - F. In the “treatment” box on the lower left side of the screen enter the codes:
 - 1) DA2PPV for Distemper/Parvo,
 - 2) BORDETELLA IN for intranasal Bordetella
 - 3) BORDETELLA INJECT for injectable Bordetella.
 - G. If Strongid is given it is entered in the “Medication” box to the right of the screen. The code is STRONGID.
 - H. F8 to store and save the medical record.
 - I. Enter the animal’s weight

Special Notes:

*If the intranasal bordetella vaccine is accidentally administered by injection it can cause a severe reaction. Alert the vet clinic immediately and place a note in the comments section that IN vaccine was given SQ.

City of Tulsa Animal Welfare Division

*Notify the vet clinic if you notice signs of vaccine reaction: primarily vomiting and facial swelling.

*Most dogs can be vaccinated without assistance, but in cases where assistance is needed seek the help of another ACO, veterinary technician, kennel worker, or a volunteer.

*Ensure that the entire dose of the DA2PP vaccine is given. If only half of the vaccine is given it will not be effective. If you are unsure if the dog received the entire vaccine then repeat the dose.

***As the in-taking officer, it is your responsibility to make sure the dog is vaccinated before your shift is over. If you do not have time to vaccinate it immediately then make sure you vaccinate it before you leave for the day**

Care and Storage of Vaccines:

The vaccines will be stored in a small refrigerator in the hallway near field receiving and a second refrigerator will be near the receiving door.

The vaccines must be kept refrigerated. Once they are no longer cool to the touch they are ineffective. Generally, this means you can leave them out for 15 to 20 minutes at the most.

Once mixed, the vaccines are only good for two hours (only if refrigerated) and must be discarded if not used within two hours. Only draw up enough vaccines that you know will be used within that time period.

The strongid should be shaken before drawing into the syringe. However, it is acceptable to preload syringes of strongid several days in advance based on size of puppies: i.e. 1cc for 10 pound puppies, 2 cc for 20 lb, 3 cc for 30 pound puppies, etc. Strongid does not need to be refrigerated.

Approved by

Date

City of Tulsa Animal Welfare Division

Section / Title: Section 400 – Shelter Services
Policy: Section 405b – Vaccination of cats at intake
Written by: B. Thevatheril
Submitted by: B. Thevatheril
Date: October 17, 2017

Purpose: To ensure that all cats are vaccinated with injectable, modified live FVRCP vaccine.

Reason:

1. To decrease the incidence of disease in the shelter.
2. To comply with the requirements of the *ASPCA Relocation* program.
3. To maintain compliance with the *ASV (Association of Shelter Veterinarians) Guidelines for Standards of Care in Animal Shelters*.

Responsibility: All TAW staff who perform intake procedures.

Action and Method:

1. Complete all normal intake procedures first and vaccinate cats before bringing them to their cage.
2. Vaccinate all cats with the exception of:
 - a. Cats that appear to be geriatric (older than 15 years)
 - b. Cats under the age of 4 weeks.
 - c. Cats that are unsafe to handle at the time of intake.
 - d. Cats that are being presented for bite quarantine.

NOTE: If you are unable to vaccinate a cat at intake for any reason, enter in the comment box of the kennel window “No Vax – and the reason (i.e. very old, too aggressive, etc.)

3. Give the vaccine: Tent the cat’s skin over the area of the right shoulder blades, insert the needle and inject 1 ml of vaccine.
4. If the cat is not safe to handle (feral or injured) write the cage number on the whiteboard outside the clinic and notify the clinic vet tech.

Approved by

Date

City of Tulsa Animal Welfare Division

Section / Title: Section 400 – Shelter Services

Policy: SOP: 406 – Adoption Return Procedures

Written by: J. Letcher

Submitted by: J. Letcher

Date: January 27, 2010

Purpose and Scope: Establish adoption return guidelines to ensure that all adoption returns are handled in the same manner.

Responsibility: All shelter employees.

1. Adoption returns are allowed for any reason within fourteen days of the adoption date.
2. An adopter has up to one year to select another animal

When receiving an animal that is an adoption return, a new Impound record with the old Animal ID must be completed in Chameleon.

1. Ask the Owner to complete the *Owner Surrender Form*
2. When you open a new Kennel window in Chameleon, search for the original impound/animal/adoption record.
 - a. Press F4 in the Person To field in the **Outcome Information**
 - b. Enter the Owner's last name – press F12 – press Enter
 - c. Press F12 again to pull up the animal/adoption record
 - d. Write down the **Animal ID** number, The Person To ID number and the adoption date
3. Press F11 to clear the Kennel window
4. Enter the new **Kennel No** (may be Receiving)
5. Enter the **Status** Available
6. IN THE **Animal ID** FIELD ENTER THE A*****NUMBER YOU WROTE DOWN
7. IN THE **Person From** FIELD ENTER THE P***** NUMER YOU WROTE DOWN
8. Press F4 to bring up the Person window and enter the exchange by date in Exchange Exp
9. Make the **Type** Return if within two weeks of the adoption date
10. The Subtype is OTC
11. Enter the **Cond**
12. Enter the Date and Due Out date (same)
13. ENTER THE REASON FOR THE RETURN IN OS Reason
14. Enter your initials in **By**
15. If the animal looks substantially different, take another photo of the animal for the record.
16. STORE the record
17. Print the kennel card.
18. Take the animal and the kennel card to the pen.

Approved by

Date

City of Tulsa Animal Welfare Division

Section / Title: Section 400 – Shelter Services
Policy: Section 407 – Proper ID for Animal Surrender
Written by: J. Letcher
Submitted by: J. Letcher
Date: January 29, 2010

Purpose and Scope: To ensure that proper identification is given to Animal Welfare Officers by every person surrendering animals to the care and custody of TAW.

Responsibility: All shelter employees.

Policy:

No animal will be accepted by TAW unless the person wishing to surrender the animal has proper photo identification.

1. Citizens who surrender an animal to TAW must provide proper ID showing they are resident of the City of Tulsa.
2. Proper ID includes:
 - a. Oklahoma drivers license showing a Tulsa Address
 - b. Other photo id along with utility bill showing a Tulsa Address
3. Employees shall document the type of ID on the Person record in Chameleon
 - a. If the ID is a current drivers' license the employee shall record the DL number, state and date the DL expires.
 - b. If the ID is a company ID the employee shall record the name of the company and the date of expiration or date of hire.
4. Dispatch personnel shall advise callers that proper ID is required before Animal Welfare Officers will accept any animal.
5. Citizens that live in an unincorporated section of Tulsa County may surrender an animal and that animal shall be listed as a TCSO animal in the Kennel record.
6. Citizens without proper ID may surrender an animal with Supervisor's approval.

Approved by

Date

City of Tulsa

Animal Welfare Division

Section / Title: Section 400 – Shelter Services
Policy: Section 408 –Animals with Tags, Tattoos or Microchips
Written by: J. Letcher
Submitted by: J. Letcher
Date: March 30, 2010

Purpose and Scope: Establish guidelines to ensure proper handling of any identifying information including but not limited to owner tags, rabies tags, veterinary tags, tattoos, and microchips.

Responsibility: All employees

Action and Method:

Upon intake the impounding Officer will search and scan every animal for any city license tags, owner tags, rabies tags, other veterinary tags, embroidered collars, tattoos, and microchips.

1. If ANY type of identification is found, a hold will be put on the animal in Chameleon with a reason of HOLD/NOTIFY.
2. The result of the microchip scan shall be entered in **Scan Info**.
3. Any means of identification shall be recorded in the animal's impound record in Chameleon.
4. The impounding Officer will complete the *Hold/Notify Report* including any and all tag types, numbers, names, addresses and phone numbers.
5. The Officer will note the date and time the animal was impounded on the Report.
6. The impounding Officer will make the first attempt by phone to locate and notify an owner.
7. After the animal is placed in a kennel the Officer will place the *Hold/Notify Report* in the Hold/Notify box on the Supervisor's office door.
8. The results of the first contact attempt will be noted in the *Hold/Notify Report*.

Approved by

Date

City of Tulsa

Animal Welfare Division

Section / Title: Section 400 – Shelter Services
Policy: Section 409 – Animal Owner Notification
Written by: J. Letcher
Submitted by: J. Letcher
Date: March 30, 2010

Purpose and Scope: To ensure that a reasonable attempt is made to contact every owner and give that owner a chance to reclaim the animal.

Responsibility: All Employees

Action and Scope: All employees of TAW shall make every reasonable effort to identify the owner of animals in the custody of the Animal Shelter and notify them that their animal has been impounded.

If an animal comes into TAW custody with tags, tattoos or microchips:

1. A *Hold/Notify Report* will be completed and placed on the Supervisors door as soon as the animal is placed in a pen.
2. The **Supervisor on duty will assume responsibility** for making sure that:
 - a. if an owner's phone number is found it will be called within three hours. Attempts will be made for the next two open days. When a live person or answering machine is reached:
 - i. Tell the owner their pet has been impounded.
 - ii. Explain to the owner how long the animal will be held before it becomes the property of the City of Tulsa.
 - iii. Explain to the owner the appropriate fees they will need to pay to reclaim their pet.
 - b. if an owner's address is found, an attempt to find an owner will be made by:
 - i. looking in the Chameleon database
 - ii. looking in the CADS database
 - iii. looking in the phone directoryif unable to locate a name or phone number a *notice of impoundment* by certified mail will be sent addressed to the resident at the address within 24 hrs.
 - c. if a veterinarian's phone number is found it will be called within three hours and until the veterinarian or the staff is reached and, if possible, an owner identified. The Owner's contact information will be requested.
 - d. if a microchip is found, the manufacturer will be contacted within three hours with the chip number to identify an owner.
 - e. a Supervisor may assign Front Office Staff, Dispatch staff or AWOs to make calls and send letters.
 - f. each time an attempt is made to contact an owner, the employee will note on the *Hold/Notify Report* the date, the time, the results, (talked to owner, message left, etc.), and the employees initials. Note each attempt date in the Chameleon comments box.

City of Tulsa Animal Welfare Division

3. Prior to euthanizing, sterilizing, transferring or adopting out an animal, all employees shall make a second effort to check the animal for owner identification tags, veterinarian identification tags, city pet license tags, tattoos and computer chip implants. If any means of identification is found, the employee shall not euthanize the animal, but bring it to the attention of their supervisor the information discovered regarding the identity of the animals' owner. The supervisor shall cause the animal to be returned to the appropriate holding pen or cage and proceed with the approved method of owner identification.
4. Employees may, with supervisory approval, make long distance telephone calls to ascertain the identity of an animal's owner.

If an animal is confiscated from a known Owner:

1. Where sufficient information is known regarding the identity of the animal's owner, a notice of impoundment shall be delivered **by the end of the next business day** by:
 - a. delivering a *notice of impoundment* in person to the owner, or
 - b. leaving a *notice of impoundment* with a member of the owner's family over the age of 15 years, or
 - c. mailing a *notice of impoundment* by certified mail.
2. It is permissible to telephone the owner and inform them of their animal's impoundment but it shall not be a substitute for one of the above notification methods.
3. The animal shall be held for 3 days after:
 - a. the notice is served in person or,
 - b. return receipt is received from USPS documenting delivery or,
 - c. return of the notice as undeliverableafter which the animal will become the property of the City of Tulsa.
4. If neither the return receipt nor the *notice of impoundment* is returned within seven days of being mailed, the animal will become the property of the City of Tulsa.
5. If an animal is being held for rabies observation, the *notice of impoundment* by one of these methods shall be given to the owner, if known, **on the day of the impoundment**. If the animal is not reclaimed within three (3) days after the last day of the impoundment it will become the property of the City of Tulsa.

Approved by

Date

City of Tulsa

Animal Welfare Division

Section / Title: Section 400 – Shelter Services
Policy: Section 410 – Animal Hold times
Written by: J. Letcher
Submitted by: J. Letcher
Date: March 11, 2010

Purpose and Scope: Establish guidelines for hold times for animals of various status’

Responsibility: All Animal Welfare Employees

Policies:

Following are the number of days held for each status of animal:

1. Owned Bite (OB): Held 10 days from the time of bite
2. Stray Bite (SB): Held 10 days from the time of bite with a found card posted on the Lost and Found Board for the public to view.
3. Relinquished Bite (RB): Held 10 days from the time of bite, unless supervisor/veterinarian deems necessary to euthanize due to health concern, severity of bite or lack of space. If animal is euthanized, the Technician must prepare and send its head to lab for rabies testing (Refer to SOP 721).
4. Hold for Vicious (HFV):
 - A. Owned: Held until notified of final Court decision. Animal may be remanded to City’s ownership, but an appeal may be filed by the owner. Hold until notified by Court that no appeal has been filed and AWD has final Court approval to disposition the animal (verify with Supervisor in charge of Front Office/Control).
 - B. Relinquished: PTS if authorized by Supervisor. If there was a bite, test for rabies (Refer to SOP 721).
5. Cruelty:
 - A. Owned: Held until notified of Court’s decision. Animal may be remanded to City’s ownership, but an appeal may be filed by the owner. Hold until notified by Court that no appeal has been filed and AWD has final Court approval to disposition the animal (verify with Supervisor in charge of Front Office/Control).
 - B. Stray: If there is no known owner or suspected owner, hold for normal stray time and found card posted for public viewing. If there is a suspected owner, contact Supervisor in charge of Front Office/Control to see if contact has been made and to verify if there is an owner before proceeding with disposition.
 - C. Relinquished: Euthanize as authorized by Supervisor.
6. Miscellaneous
 - A. Owner in Jail (OIJ): Held 5 business days
 - B. Owner in Hospital (OIH): Held 5 business days
 - C. Owner Evicted: Held 5 business days.
 - D. Sheriff Lockout: Held 5 business days.

Approved by

Date

City of Tulsa Animal Welfare Division

Section / Title: Section 400 – Shelter Services
Policy: Section 411 – Microchips
Written by: J. Letcher
Submitted by: J. Letcher
Date: April 13, 2011

Purpose and Scope: To ensure that animals are scanned for a microchip with a working scanner.

Responsibility: All Employees

Action and Scope: All employees of TAW shall make every reasonable effort to scan an animal for a microchip with a scanner that has sufficient battery power to pick up a signal.

1. Scanners will be checked to assure they are in working order against the Chip Display.
2. Scanners that do not pick up chip signals will be checked for battery strength and not used if in need of repair.
3. The scan status of the animal will be entered in the Scan Info field of Chameleon.
4. Animals coming into the Tulsa Animal Shelter will be scanned for a microchip:
 - a. When first entering the shelter
 - b. When in the clinic before spay/neuter surgery
 - c. Before being placed on the list for transfer to another agency.
 - d. Before euthanasia

Approved by

Date

City of Tulsa Animal Welfare Division

Section / Title: Section 400 – Shelter Services
Policy: Section 412 – Owner Requested Euthanasia
Written by: J. Letcher
Submitted by: J. Letcher
Date: April 13, 2011

Purpose and Scope: To ensure that animals brought to TAW for euthanasia are handled appropriately.

Responsibility: All Employees

Action and Scope:

While owners may request euthanasia for animals they surrender, Owner Surrenders immediately become the property of the City of Tulsa and final disposition of the animal is the decision of TAW.

If it is determined that euthanasia is in the best interest of the animal, the owner may not be present during euthanasia.

Approved by

Date

City of Tulsa Animal Welfare Division

Section / Title: Section 400 – Shelter Services
Policy: Section 413– Receiving Cats in Traps
Written by: J. Letcher
Submitted by: J. Letcher
Date: January 11, 2010

Purpose and Scope: To ensure that animals brought to TAW in traps are handled appropriately.

Responsibility: All Employees

Action and Scope:

Cats in Traps:

1. Use a transfer cage to move the cat from the trap; the cat will be moved from the transfer cage to a stray pen, or
2. Take the trap to the stray area and transfer the cat directly into the pen. Wash and sanitize the trap before replacing to storage area.
3. Be sure to return the trap to the citizen, if they own it. Wash and sanitize the trap before returning it to the owner, if the trap is soiled.

Approved by

Date

City of Tulsa Animal Welfare Division

Section / Title: Section 400 – Shelter Services
Policy: Section 414 – Animal Cadavers and Body Parts
Written by: J. Letcher
Submitted by: J. Letcher
Date: March 11, 2010

Purpose and Scope: Establish guidelines for releasing animal cadavers and body parts.

Responsibility: Animal Welfare Manager, Supervisors and Veterinarian

Policies:

1. Animal cadavers and body parts can be released only to accredited veterinary schools, officially sponsored study groups of accredited veterinary schools and faculty engaged in school sponsored projects.
2. The City of Tulsa and Tulsa Animal Welfare will not accept payment for animal cadavers and/or body parts or tissues.
3. Animal cadavers, body parts and tissues will only be offered from animals already determined to be euthanized. No “orders” for a specific sex, age or type of animal will be accepted.
4. Animals will not be “held” for euthanasia to meet requirements of “freshness” or other requests of schools.

Approved by

Date

City of Tulsa

Animal Welfare Division

Section / Title: Section 400 – Shelter Services
Policy: Section 415 – Incinerator Lockout/tagout
Written by: C. Curtis
Submitted by: C. Curtis
Date: May 8, 2019

Purpose and Scope: This procedure establishes the minimum requirements for the lockout of energy isolating devices whenever maintenance or servicing is done on machines or equipment. It shall be used to ensure that the machine or equipment is stopped, isolated from all potentially hazardous energy sources and locked out before employees perform any servicing or maintenance where the unexpected energizing or start-up of the machine or equipment or release of stored energy could cause injury.

Responsibility: Animal Welfare Manager, Supervisors, Animal Welfare Officers

Policies: PREPARATION FOR LOCKOUT AND TAGOUT

1. Locate and identify the on/off switch to be locked/tagged out.
2. Notify Management that the lockout/tagout system will be in use.
3. Remove the incinerator key from the on/off switch.
4. Place incinerator key in lockout box located on the concrete wall south of the incinerator.
5. Place lock on lockout box and remove key from the lock.
6. Place key in pocket or somewhere only you can access it.

Procedure: RESTORING MACHINES OR EQUIPMENT TO NORMAL OPERATIONS

After all tools have been removed from the machine or equipment, and employees are in the clear, remove all lockout or tagout devices. Operate the energy isolating devices to restore energy to the machine.

Approved by

Date

City of Tulsa Animal Welfare Division

Section / Title: Section 500 – Shelter Operations
Policy: Section 500 – General Policy Statements
Written by: J. Letcher
Submitted by: J. Letcher
Date: January 11, 2010

1. TAW Shelter located at 3031 North Erie Avenue, Tulsa, Oklahoma is an animal care and holding facility owned and operated by the City of Tulsa.
2. The shelter will be safe for employees and for animals.
3. The shelter will be safe for the public when open to the public.
4. Animal holding areas will be cleaned and sanitized to provide a healthy environment and reduce disease with the least amount of stress or injury to the animals.
5. Cleaning protocols will be reviewed periodically by the Kennel Supervisor, the Shelter Veterinarian and the Shelter Manager.
6. Windows and doors in the Shelter are not to be propped open unless directed by a Supervisor.
7. Animal Welfare Officers will check the hand sanitizer units in their assigned areas and refill them when they are empty.

Approved by

Date

City of Tulsa

Animal Welfare Division

Section / Title: Section 500 – Shelter Operations
SOP: SOP 501 – Cleaning and Care, Divided Dog Cages
Written by: C. Curtis
Submitted by: C. Curtis
Date: November 21, 2019

Purpose and Scope: Establish cleaning and care guidelines that ensure proper sanitation of cages while maintaining a healthy environment for animals. To ensure the kennel is clean and dry and all guillotine doors raised by 1130 hours each day. *A supervisor must be notified by 1100 hours if it is anticipated that the cleaning cannot be completed by 1130 hours.*

Responsibility: Worker assigned to area daily by the Supervisor is responsible to the Supervisor for completing tasks in a timely manner.

Equipment Needed:

Water hose
Sprayer nozzle
Poop bucket
Poop scooper
Foaming jug
Mop
Mop bucket
Clean towel
Laundry barrel
Long handled scrub brush
Disposable gloves
Trash bags

Action and Method:

1. Move all dogs onto the side of run opposite food and water, lower guillotine divider. *Never clean a pen with a dog in the same side being cleaned. If the dog cannot be moved to the other side because of multiple dogs in the kennel, move the dog to an empty pen while cleaning.*
2. Remove food and water dishes, disposing of uneaten food in the trash.
3. Remove any blankets, toys and rawhides. Dispose of rawhides in the trash.
4. Place Kuranda beds in the upright position.
5. Scoop out waste, hair and food. Dispose of in garbage. (Do NOT wash feces or food down the drain.)
6. Fill foaming jug with RESCUE and make sure dial is set on C.
7. Foam RESCUE on all surfaces as well as the gate, abs plastic and aisle.
8. Scrub, with a long handled scrub brush, any stuck on organic matter.
9. Let sit 10 minutes from the time the last pen is foamed.
10. Clean all pooper scoopers and scrub brushes and place in a container of RESCUE for 10 minutes before using it on the next set of cages.
11. After 10 minutes, rinse all cages and aisles.

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12. Squeegee aisles, pushing all water and debris towards center aisle drain.
13. Drop and dry Kuranda beds.
14. Sanitize all water and feed bowls in dishwasher.
15. Spray all clean food and water bowls with Trifectant and allow to dry.
16. Place sanitized water bowls into cage. Fill water bowl with fresh water.
17. Move dog to clean side of pen and repeat process on the other side.
18. Feed dog with the appropriate amount and type of food.
19. Raise guillotine divider and lock all occupied pens.
20. Continue this process for each row of kennels.
21. Replace and restock all equipment for the next day.
22. Dump all trash and replace with new trash bags.
23. Every effort will be made to complete cleaning by 11:30pm.
24. Lock all occupied kennels before the shelter is opened to the public.
25. Report to the Supervisor in charge that all tasks are complete.
26. The Supervisor will inspect area for quality performance and document the conditions found.
27. Workers will spot clean their assigned areas throughout the day to insure cages are clean and free of debris.

Approved by

Date

City of Tulsa

Animal Welfare Division

Section/Title: Section 500 – Shelter Operations
Policy: SOP 502 – Cleaning and Care, Undivided Dog Cages
Written by: C. Curtis
Submitted by: C. Curtis
Date: August 30, 2017

Purpose and Scope:

Establish cleaning and care guidelines that ensure proper sanitation of cages while maintaining healthy environment for animals. To ensure the kennel is clean and dry and all guillotine doors raised by 1130 hours each day. *A supervisor must be notified by 1100 hours if it is anticipated that the cleaning cannot be completed by 1130 hours.*

Responsibility:

Worker assigned to area daily by the Supervisor is responsible to the Supervisor for completing tasks in a timely manner.

Equipment Needed:

Water hose
Sprayer nozzle
Poop bucket
Poop scooper
Foaming jug
Mop
Mop bucket
Clean towel
Laundry barrel
Long handled scrub brush
Disposable gloves
Trash bags

Action and Method:

Cleaning:

1. Move all dogs to the opposite side of the room into previously cleaned pen.
2. Open windows and back door.
3. Remove all food and water dishes, disposing of uneaten food.
4. Remove any blankets and toys.
5. Place Kuranda beds in the upright position opposite of the floor drain.
6. Scoop out waste and food and dispose of in garbage. (Do NOT wash feces or food down the drain).
7. Remove any blankets, toys and rawhides. Dispose of rawhides in the trash.
8. Place Kuranda beds in the upright position.
9. Scoop out waste, hair and food. Dispose of in garbage. (Do NOT wash feces or food down the drain.)
10. Fill foaming jug with RESCUE and make sure dial is set on C.
11. Foam RESCUE on all surfaces as well as the gate and aisle.
12. Scrub, with a long handled scrub brush, any stuck on organic matter.
13. Let sit 10 minutes from the time the last pen is foamed.

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14. Clean all pooper scoopers and scrub brushes and place in a container of RESCUE for 10 minutes before using it on the next set of cages.
15. After 10 minutes, rinse all cages and aisles.
16. Squeegee aisle, pushing all water and debris towards center aisle drain.
17. Drop and dry Kuranda beds.
18. Sanitize all water and feed bowls in dishwasher.
19. Spray all clean food and water bowls with Trifectant and allow to dry.
20. Place sanitized water bowls into cage. Fill water bowl with fresh water.
21. Move dog to other side of pen and repeat the process.
22. Feed dog with the appropriate amount and type of food.
23. Use squeegee to dry aisle, pushing all water and remaining debris towards center aisle drain.
24. Lock all occupied cages.
25. Stock and organize supplies needed for the next day.
26. Dump all trash and replace with new trash bags.
27. Sweep uneaten food in aisles and dispose of.
28. Clean area around dishwasher including canned food shelves.
29. Report to the Supervisor in charge that all tasks are complete. The Supervisor will inspect the area for quality performance and document the conditions found.
30. Worker will spot clean their assigned areas throughout the day to insure cages are clean and free of debris.

Approved by

Date

City of Tulsa

Animal Welfare Division

Section / Title: Section 500 – Shelter Operations
SOP: SOP 503A – Spot Cleaning, Stray Cat Cages (**Occupied**)
Written by: C. Curtis
Submitted by: C. Curtis
Date: August 30, 2017

Purpose and Scope: Establish cleaning and care guidelines that ensure proper sanitation of cages while maintaining healthy environment for animals. To ensure the Stray Cat Room is clean and dry by 1400 hours each day. *A supervisor must be notified by 1330 hours if it is anticipated that the cleaning cannot be completed by 1400 hours.*

Responsibility: Worker assigned to area daily by the Supervisor is responsible to the Supervisor for completing tasks in a timely manner.

Equipment Needed:

Spray bottle
Paper towels
Mop
Mop bucket
Clean towels
Laundry barrel
Disposable gloves
Trash bags
Trash barrel
Green scrub pads

Notes:

Spot cleaning – Cleaning is limited to a light tidying of the cages and occurs around the cat while it remains in the cage.

Spot cleaning is NOT appropriate during an outbreak of disease. Refer to SOP 503B.

If the cat has been in the cage for more than one week, the cage must be cleaned as if it was unoccupied including the feral box. Refer to SOP 504B.

Action and Method:

1. Be sure cart has enough supplies to complete daily tasks. Each room is to have a cart assigned only to that room and shall not be moved between rooms.
2. Use disposable gloves and change the gloves between each cage.
3. All cat cages will be cleaned using the feral box method. Feral box method places a cat in a feral box assigned only to that cat while its cage is being cleaned.
4. Coax cat into its feral box and place plastic slide on front. **DO NOT let any cat out of the cage for any reason. If the cat gets loose, you must catch it immediately.**
5. Place feral box containing cat on the floor.
6. Dispose of litter box.
7. Remove water dish and dump water.

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8. Wipe water dish with paper towel and fill with fresh water.
9. Remove and dispose of disposable food tray.
10. Remove linens to be washed, if soiled. If not soiled, shake over trash can to dislodge debris.
11. Place linen in feral box.
12. Place linen on top of feral box hanging over the front of the box.
13. Wipe walls and cage floor with water and paper towels paying close attention to removing debris from cage corners.
14. Place newspaper on cage floor.
15. Place fresh litter box in cage.
16. Place feral box containing cat into the cage. **All feral boxes must be facing forward. At no time will any feral box be facing the rear of the cage.**
17. Remove feral box cover and open side slide door.
18. Place new food tray filled with age appropriate food into cage.
19. Place ¼ can of canned cat food in separate food tray into cage.
20. Sweep floor with broom and dust pan assigned to that room only.
21. Mop or hose floor if necessary. Squeegee wet areas.
22. Empty trash in dumpster and replace liner.
23. Restock the cart with enough cleaning supplies to complete tasks the next day. Restock wet food, dry food, litter boxes and linens.
24. Worker will spot clean their assigned areas throughout the day to insure cages are clean and free of debris.

Approved by

Date

City of Tulsa

Animal Welfare Division

Section / Title: Section 500 – Shelter Operations
SOP: SOP 503B – Cleaning and Care, Stray Cat Cages (**Unoccupied**)
Written by: C. Curtis
Submitted by: C. Curtis
Date: November 21, 2019

Purpose and Scope: Establish cleaning and care guidelines that ensure proper sanitation of cages while maintaining healthy environment for animals. To ensure the Stray Cat Room is clean and dry by 1400 hours each day. *A supervisor must be notified by 1330 hours if it is anticipated that the cleaning cannot be completed by 1400 hours.*

Responsibility: Worker assigned to area daily by the Supervisor is responsible to the Supervisor for completing tasks in a timely manner.

Equipment Needed:

Spray bottle
Paper towels
Mop
Mop bucket
Clean towels
Laundry barrel
Disposable gloves
Trash bags
Trash barrel
Green scrub pads

Action and Method:

1. Be sure cart has enough supplies to complete daily tasks. Each room is to have a cart assigned only to that room and shall not be moved between rooms.
2. Use disposable gloves and change the gloves between each cage.
3. Empty the entire cage.
4. Dispose of litterbox and food trays.
5. Scrub feral box with green scrubby removing all organic material.
6. Foam feral box with RESCUE in wash bay and let sit 10 minutes.
7. Rinse feral box with clean water and let air dry.
8. Place used linen in dirty laundry.
9. Pull floor tray and dispose of all organic material in trash can.
10. Spray floor tray, cages walls and door with RESCUE and let sit 10 minutes.
11. Scrub with a green scrubby, all areas to remove organic material.
12. Wipe floor tray and walls with clean water on a paper towel and let dry.
13. Place clean newspaper on cage floor.
14. Place clean feral box in cage.
15. Place clean water bowl upside down on cage floor.
16. Place clean linen in and feral box.
17. Place clean linen on top of feral box hanging over front.

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18. Open side slide on feral box.
19. Place fresh litter box in cage.
20. Sweep floor with broom and dust pan assigned to that room only.
21. Mop or hose floor if necessary. Squeegee wet areas.
22. Empty trash in dumpster and replace liner.
23. Restock the cart with enough cleaning supplies to complete tasks the next day. Restock wet food, dry food, litter boxes and linens.
24. Worker will spot clean their assigned areas throughout the day to insure cages are clean and free of debris.
25. Worker will spot clean their assigned areas throughout the day to insure cages are clean and free of debris.
26. Worker responsible for stray cat room is also responsible for making sure laundry is completed each day.

Approved by

Date

City of Tulsa

Animal Welfare Division

Section / Title: Section 500 – Shelter Operations
Policy: SOP 504A – Spot cleaning, Adoption Cat Cages (**Occupied**)
Written by: C. Curtis
Submitted by: C. Curtis
Date: August 30, 2017

Purpose and Scope: Establish cleaning and care guidelines that ensure proper sanitation of cages while maintaining healthy environment for animals. To ensure the Adoption Cat Room is clean and dry by 1000 hours each day. *A supervisor must be notified by 0930 hours if it is anticipated that the cleaning cannot be completed by 1000 hours.*

Responsibility: Worker assigned to area daily by the Supervisor is responsible to the Supervisor for completing tasks in a timely manner.

Equipment Needed:

Spray bottle
Paper towels
Mop
Mop bucket
Clean towels
Laundry barrel
Disposable gloves
Trash bags
Trash barrel
Green scrub pads

Notes:

Spot cleaning – Cleaning is limited to a light tidying of the cages and occurs around the cat while it remains in the cage.

Spot cleaning is NOT appropriate during an outbreak of disease. Refer to SOP 504B.

If the cat has been in the cage for more than one week, the cage must be cleaned as if it was unoccupied. Refer to SOP 504B.

Action and Method:

1. Be sure cart has enough supplies to complete daily tasks. Each room is to have a cart assigned only to that room and shall not be moved between rooms.
2. Use disposable gloves and change the gloves between each cage.
3. Dispose of litter box.
4. Remove water dish and dump water.
5. Wipe water dish with paper towel and fill with fresh water.
6. Remove and dispose of disposable food tray.
7. Remove linens to be washed, if soiled. If not soiled, shake over trash can to dislodge debris.
8. Remove all debris from cage floors, dust ledges and Kuranda beds with paper towels.

Brooms must not be used on cages as they transfer disease between cages.

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9. Wipe walls, cage floor, sleep ledges and Kuranda beds with water and paper towels paying close attention to removing debris from cage corners.
10. Place newspaper on bottom cage floor.
11. Place fresh litter box in bottom of cage.
12. Place newspaper on top cage floor.
13. Place linen back in cage. Make sure bedding is located on the Kuranda bed and hanging over the front so that the cat may hide if desired.
14. Place new food tray filled with age appropriate food into cage.
15. Place ¼ can of canned cat food in separate food tray into cage.
16. Sweep floor with broom and dust pan assigned to that room only.
17. Mop or hose floor if necessary. Squeegee wet areas.
18. Empty trash in dumpster and replace liner.
19. Restock the cart with enough cleaning supplies to complete tasks the next day. Restock wet food, dry food, litter boxes and linens.
20. Worker will spot clean their assigned areas throughout the day to insure cages are clean and free of debris.

Approved by

Date

City of Tulsa

Animal Welfare Division

Section / Title: Section 500 – Shelter Operations
Policy: SOP 504B – Cleaning and Care, Adoption Cat Cages (**Unoccupied**)
Written by: C. Curtis
Submitted by: C. Curtis
Date: August 30, 2017

Purpose and Scope: Establish cleaning and care guidelines that ensure proper sanitation of cages while maintaining healthy environment for animals. To ensure the Adoption Cat Room is clean and dry by 1000 hours each day. *A supervisor must be notified by 1030 hours if it is anticipated that the cleaning cannot be completed by 1000 hours.*

Responsibility: Worker assigned to area daily by the Supervisor is responsible to the Supervisor for completing tasks in a timely manner.

Equipment Needed:

Spray bottle
Paper towels
Mop
Mop bucket
Clean towels
Laundry barrel
Disposable gloves
Trash bags
Trash barrel
Green scrub pads

Action and Method:

1. Be sure cart has enough supplies to complete daily tasks. Each room is to have a cart assigned only to that room and shall not be moved between rooms.
2. Use disposable gloves and change the gloves between each cage.
3. Empty the entire cage.
4. Dispose of litterbox and food trays.
5. Foam Kuranda bed with RESCUE in wash bay. Scrub bed with green scrubby removing all organic material. Let sit 10 minutes. Rinse bed with clean water and let air dry.
6. Place used linen in dirty laundry.
7. Remove all debris from cage floors, sleep ledges and Kuranda beds with paper towels and dispose of in trash can. **Brooms must not be used on cages as they transfer disease between cages.**
8. Spray floor, cages walls and door with RESCUE and let sit 10 minutes.
9. Scrub with a green scrubby, all areas to remove organic material.
10. Wipe floor, walls and door with clean water on a paper towel and let dry.
11. Place newspaper on bottom cage floor.
12. Place Litterbox on bottom cage floor.
13. Place clean Kuranda bed in top cage.

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14. Place clean linen on top of Kuranda Make sure bedding is located on the Kuranda bed and hanging over the front so that the cat may hide if desired.
15. Place clean water bowl upside down on top cage floor.
16. Sweep floor with broom and dust pan assigned to that room only.
17. Mop or hose floor if necessary. Squeegee wet areas.
18. Empty trash in dumpster and replace liner.
19. Restock the cart with enough cleaning supplies to complete tasks the next day. Restock wet food, dry food, litter boxes and linens.
20. Worker will spot clean their assigned areas throughout the day to insure cages are clean and free of debris.

Approved by

Date

City of Tulsa Animal Welfare Division

Section / Title: Section 500 – Shelter Operations
Policy: SOP 505 – Cleaning and Care, Parvo Pen
Written by: C. Curtis
Submitted by: C. Curtis
Date: August 31, 2017

Purpose and Scope:

Establish cleaning and care guidelines that ensure proper sanitation of cages that have been exposed to Canine Parvovirus.

Responsibility:

Officer assigned to area daily is responsible to the Supervisor for completing tasks in a timely manner.

Action and Method:

Cleaning:

1. When a dog is diagnosed with Parvo, the vet staff or the kennel staff will remove the dog and mark the pen with a “Do not use until _____” date card.
2. Empty food dish, scoop all debris and place water and food bowls in RESCUE solution for 10 minutes.
3. Using the foaming RESCUE jug on the end of the hose, completely soak the entire pen – including gate and aisle. Wait 10 minutes and then rinse with clean water.
4. After 2 hours, spray entire pen and aisle around the pen with the diluted bleach solution. Do not rinse.
5. After being cleaned in the above manner the pen may be used for adult dogs only until the date specified on the “Do not use until _____” date card.
6. Remove the “Do not use until _____” date card on or after date listed.
7. The pen may be used as normal after the card is removed.
8. “Do not use until _____” cards will be stored in the Clinic.
9. Report to the Supervisor in charge that all tasks are complete. The Supervisor will inspect the area for quality performance and document the conditions found.

Approved by

Date

City of Tulsa Animal Welfare Division

Section / Title: Section 500 – Shelter Operations
Policy: SOP 506 – Cleaning and Care; Temporary, Collapsible Cages and Carriers
Written by: C. Curtis
Submitted by: C. Curtis
Date: November 21, 2019

Purpose and Scope: Establish cleaning and care guidelines that ensure proper sanitation of temporary, collapsible cages and carriers while maintaining healthy environment for animals.

Responsibility: Officer assigned to task is responsible to the Supervisor for completing tasks in a timely manner.

Action and Method:

When a temporary, collapsible cage or carrier is donated, is used in the shelter or to take any shelter animal off-site, it shall not be used again until properly cleaned and sanitized.

Collapsible Metal Cages

1. Make sure cage is set-up for cleaning, do not collapse it.
2. Remove removable tray from cage
3. Use high pressure washer to remove all debris from cage and tray
4. Scrub entire cage and tray with scrub pad and water.
5. Foam cage with RESCUE and let sit 10 minutes.
6. Rinse entire cage and tray with fresh water
7. Dry cage and tray with towel and place tray back in cage
8. Collapse cage and store in trap or shed storage area.

Plastic Carriers

1. Completely break down plastic carriers.
2. Use high pressure washer to remove all debris from carrier.
3. Scrub entire carrier and cage door with scrub pad and water.
4. Foam cage with RESCUE and let sit 10 minutes. Let sit 10 minutes.
5. Rinse entire carrier thoroughly with fresh water.
6. Let air dry.
7. Stack door into bottom of carrier and stack top.
8. Stack neatly behind shed storage area.

Approved by

Date

City of Tulsa Animal Welfare Division

Section / Title: Section 500 – Shelter Operations
Policy: SOP 507 – Cleaning and Care; Outside Runs
Written by: C. Curtis
Submitted by: C. Curtis
Date: August 31, 2017

Purpose and Scope: Establish cleaning and care guidelines that ensure proper sanitation of outside pens and play areas while maintaining healthy environment for animals. To ensure the play yard and dog runs are clean after each use.

Responsibility: Officer assigned to task is responsible to the Supervisor for completing tasks in a timely manner.

Action and Method:

1. Dog runs shall be cleaned after **each** use.
2. Remove all feces from areas and dispose in trash.
3. Remove toys from play area and place in bucket with RESCUE solution.
4. Dump water bucket and/or pool and sanitize with bleach solution
5. Rinse bucket and/or pool thoroughly with fresh water and refill.
6. Using RESCUE on end of the hose, completely soak entire concrete area.
7. Let sit 10 minutes and rinse with clean water.
8. Remove “poop bucket” liner and dispose of. Replace with new liner.
9. Check gate handles to ensure they are closed and secure.

Approved by

Date

City of Tulsa Animal Welfare Division

Section / Title: Section 500 – Shelter Operations
Policy: SOP 508 – Cleaning and Care; Kurunda Beds
Written by: C. Curtis
Submitted by: C. Curtis
Date: August 31, 2017

Purpose and Scope: Establish cleaning and care guidelines that ensure proper sanitation of Kuranda beds while maintaining healthy environment for animals.

Responsibility: Officer assigned to task is responsible to the Supervisor for completing tasks in a timely manner.

Action and Method:

1. Kuranda beds shall be placed in pens with dogs of compatible size.
2. All Kuranda beds shall be placed in the upright position and opposite of the floor drain while pens are being cleaned, whether kennel is occupied or not.
3. Using the foaming RESCUE attachment on the end of the hose, complete soak the entire bed, front and back, top and bottom.
4. Let sit 10 minutes.
5. Thoroughly rinse the entire bed with clean water.
6. Dry bed completely with towel before placing in a perpendicular position to the side walls taking careful attention to not block the dividing door.
7. Spot check beds throughout the day to look for and remove pooled urine or feces on the bed.

Approved by

Date

City of Tulsa Animal Welfare Division

Section / Title: Section 500 – Shelter Operations
Policy: SOP 509 – Cleaning and Care; Blankets, Towels and Other Bedding
Written by: C. Curtis
Submitted by: C. Curtis
Date: August 31, 2017

Purpose and Scope: Establish cleaning and care guidelines that ensure proper sanitation of blankets, towels and other bedding while maintaining healthy environment for animals.

Responsibility: Worker assigned in cat room is responsible for laundry. Worker assigned to task is responsible to the Supervisor for completing tasks in a timely manner.

Action and Method:

1. When blankets, towels and other bedding are donated or used with any shelter animal, it shall not be used again until properly cleaned and sanitized.
2. Shake all dirty blankets, towels and other bedding out over a trash can to remove loose feces and vomit or other debris.
3. Inspect blankets, towels and other bedding for rips and tears and discard if necessary.
4. Place dirty blankets, towels and other bedding in the yellow bin in the laundry room.
5. Launder and dry blankets, towels and other bedding according to instructions.
6. Clean blankets, towels and other bedding shall be neatly folded and stored on the shelving unit in the tub room.
7. Small care pads/towels and ripped blankets shall not be placed in pens with newborn Puppies or kittens.

Approved by

Date

City of Tulsa Animal Welfare Division

Section / Title: Section 500 – Shelter Operations
Policy: SOP 510 – Cleaning and Care; Kongs and Toys
Written by: C. Curtis
Submitted by: C. Curtis
Date: August 31, 2017

Purpose and Scope: Establish cleaning and care guidelines that ensure proper sanitation of Kongs and other toys while maintaining healthy environment for animals.

Responsibility: Worker assigned to task is responsible to the Supervisor for completing tasks in a timely manner.

Action and Method:

When toys are donated or is used by any shelter animal, it shall not be used again until properly cleaned and sanitized. Squeaky toys and / or stuffed animals shall not be placed with any dog.

1. Kongs and toys shall be removed from pens and scrubbed clean.
2. Kongs and toys shall be placed in a bucket containing RESCUE solution.
3. Kong and toys shall be soaked for a minimum of 10 minutes and allowed to air dry before being placed with any animal.

Approved by

Date

City of Tulsa

Animal Welfare Division

Section / Title: Section 500 – Shelter Operations
Policy: SOP 511 – Animal Care and Feeding
Written by: C. Curtis
Submitted by: C. Curtis
Date: February 18, 2013

Purpose and Scope:

Establish guidelines that ensure proper diet and care are provided for animals in the facility.

Responsibility:

Worker assigned to the shelter by the Supervisor are responsible to the Supervisor for the care and feeding of animals.

Action and Method:

1. Adult dogs will be fed dog food according to the following table:
 - a. 0-10 lbs = ½ cup twice daily
 - b. 10-20 lbs = ¾ cup twice daily
 - c. 20-30 lbs = 1 cup twice daily
 - d. 30-40 lbs = 1 ¼ cups twice daily
 - e. 40-60 lbs = 1 ½ cups twice daily
 - f. 60-80 lbs = 2 cups twice daily
 - g. Over 80 lbs = 2 ½ cups twice daily
2. Puppies will have dry food available at all times. Puppies and small dogs will be fed in the small food bowls.
3. Puppies will be provided adequate canned food once a day in a bowl separate from the dry food. *Do not mix can and dry food.*
4. Puppies that cannot reach the standard water bowl without placing their paws on the rim will have that water bowl replaced with a shorter one.
5. All cats will have dry food available at all times.
6. All cats should be fed canned cat food in addition to dry food. Feed approximately ¼ can each.
7. Canned food for cats should only be fed in paper trays. *Do not mix can and dry food.*
8. Animals with special feeding needs will be determined by the veterinary staff and feeding instructions will be written on the cage card and carried out by the Worker assigned to the area and inspected by the Animal Welfare Supervisor.
9. Livestock should have hay provided for them and be fed the appropriate amount and type of food as advised by Vet staff. This information will be noted on the cage card.
10. The Animal Welfare Supervisor making assignment to Worker will inspect to insure that all animals have potable water available to them at all times, unless instructed otherwise by veterinary staff.
11. Any unusual behavior or signs of illness will be reported to veterinary staff directly or written on the white board in the hallway outside the clinic. If notice is left on the board – note the cage number, animal number or description, type of problem and your name (no initials or AW number).

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SOP 511 – Animal Care and Feeding

12. Animals in critical need of care will be brought to the attention of veterinary staff immediately. Bring problems such as vomiting, diarrhea or bloody stool to the attention of Veterinary staff before it is cleaned. Write the cage number, animal ID number and problem on the white board outside the Clinic and verbally communicate the problem with vet staff.
13. Officers will spot clean their assigned areas throughout the day.
14. Always wear and use appropriate safety equipment.
15. Use animal handling tools as appropriate.

Approved by

Date

City of Tulsa Animal Welfare Division

Section / Title: Section 500 – Shelter Operations
Policy: SOP 512 –Exotic Animal Care
Written by: C. Curtis
Submitted by: C. Curtis
Date: January 11, 2010

Purpose and Scope: Establish guidelines for the care of exotic animals. Exotic animals are defined as any animal (not including dogs, cats, wildlife or other animals regularly considered as a pet) that may legally be kept as a pet within the City of Tulsa and is not classified as livestock. This includes, but is not limited to, animals such as primates, arachnids, unusual rodents and reptiles.

Responsibility: Worker assigned to the shelter are responsible to the Supervisor for proper care of animals.

Action and Method:

1. The Officer (field or shelter intake) will report exotic animal intake to the Veterinary staff for special needs instructions to be placed on the animal's cage when an exotic animal is taken into the shelter.
2. The veterinary staff will determine where exotic animals will be housed.
3. The veterinary staff will determine animals with special needs and instructions will be written on the cage card and carried out by the Worker assigned to the area and inspected by the Kennel Supervisor daily.
4. Exotic animal cages shall be cleaned and sanitized after the animal has been dispositioned. The cages may be cleaned using a spray bottle of sanitizing solution and paper towels. After the cages are sanitized, towel dry them, and move them back.
5. Report any unusual behavior or signs of illness to veterinary staff.
6. Report to the Supervisor in charge that all tasks are complete. The Supervisor will inspect the area daily for quality performance and document the conditions found.

Approved by

Date

City of Tulsa Animal Welfare Division

Section / Title: Section 500 – Shelter Operations
Policy: SOP 513 –Special Needs Animals
Written by: C. Curtis
Submitted by: C. Curtis
Date: January 11, 2010

Purpose and Scope:

Establish care guidelines in regard to providing proper attention to animals with special needs.

Responsibility:

Worker assigned to the shelter daily is responsible to the Supervisor for completing tasks and providing care for animals in a timely manner.

Action and Method:

1. At the time the animal comes into the shelter, it is the responsibility of the AWO (field or shelter intake) to contact the veterinary staff if an animal may need special care; if it has any signs of illness or injury, including old injuries; or if it is not weaned.
2. The veterinary staff will determine animals with special needs.
3. Animals with special needs will be listed as Unavailable in Chameleon until released by the veterinary staff.
4. The veterinary staff will issue a yellow cage card with any special instructions to go with the standard cage card. The Worker assigned to the area will follow those instructions and be inspected by the Animal Welfare Supervisor daily.

Approved by

Date

City of Tulsa

Animal Welfare Division

Section / Title: Section 500 – Shelter Operations
Policy: SOP 514 – Aggressive Animals
Written by: C. Curtis
Submitted by: C. Curtis
Date: February 18, 2013

Purpose and Scope:

Establish procedure to notify staff, volunteers, and citizens of animals that need to be handled with caution.

Responsibility:

It will be the responsibility of the entire animal welfare staff to ensure any animal that needs to be handled with caution is labeled in the Kennel window and comments section in Chameleon.

Action and Method:

1. It will be the responsibility of the Animal Welfare Officer bringing the animal into the shelter or placing the animal in the pen to label any animal that needs to be handled with caution.
2. Any staff member who recognizes an animal that needs to be handled with caution that is not labeled with in Chameleon is responsible for ensuring that it gets labeled.
3. Any animal that needs to be handled with caution should have the **Cond** in the **Intake Information** in the Kennel window and in the comments section noted as aggressive in Chameleon.
4. If any staff members have a question as to whether or not an animal meets the handle with caution criteria always be safe by going ahead and labeling it aggressive. It would be better to have it labeled incorrectly than to not have it labeled at all.

Approved by

Date

City of Tulsa Animal Welfare Division

Section / Title: Section 500 – Shelter Operations
Policy: SOP 515– Wild Animals
Written by: C. Curtis
Submitted by: C. Curtis
Date: January 11, 2010

Purpose and Scope: Establish guidelines for care of wild animals. Wild animals are defined as any animal (not including dogs, cats or other animal regularly considered as a pet) that may NOT legally be kept as a pet within Tulsa and not classified as livestock. This includes, but is not limited to, animals such as raccoons, opossums, skunks, Canadian geese, etc.

Responsibility: Animal Welfare Officers assigned to the shelter are responsible to the Supervisor for proper disposition of wild animals.

Action and Method:

1. Wild animals are often sick and/or injured and should be handled as little as possible. If you must handle these animals, use all appropriate safety equipment and keep exposure limited.
2. Wild animals that may be poisonous will be securely confined and a Supervisor will be contacted to determine final disposition.
3. Wild animals that are not indigenous or normally found in the City of Tulsa shall be confined as appropriate and a Supervisor will be contacted to determine final disposition (i.e. Tulsa Zoo).
4. Veterinary staff shall be notified of any injured wild animals.
5. Healthy squirrels, raccoons, opossums and skunks shall be released outside in back of the shelter.

Approved by

Date

City of Tulsa Animal Welfare Division

Section / Title: Section 500 – Shelter Operations
Policy: SOP 516 – Animal Inventory
Written by: C. Curtis
Submitted by: C. Curtis
Date: January 11, 2010

Purpose and Scope: To ensure that there is a kennel record in Chameleon for every animal actually in the shelter.

Responsibility: Kennel Supervisor

Action and Method:

1. The Kennel Supervisor or the designee will conduct an Animal Inventory every day.
2. The animal inventory shall be reconciled every day.

Approved by

Date

City of Tulsa

Animal Welfare Division

Section / Title: Section 500 – Shelter Operations
Policy: SOP 517 – Animals Lost, Missing or Escaped from Shelter
Written by: C. Curtis
Submitted by: C. Curtis
Date: January 11, 2010

Purpose and Scope:

It is the policy of TAW to investigate all incidents of lost, escaped or missing animals that were in the custody of the Animal Shelter and to properly investigate and document all incidents.

Responsibility: All employees

Action and Method:

ESCAPED ANIMALS

1. To reduce the opportunities for animals to escape while being unloaded at the shelter, all officers shall unload animals in the wash bay and shall close all doors while unloading.
2. No animals shall be unloaded from an animal welfare truck if the vehicle is not in the wash bay and all doors are not properly closed. If another officer is in the wash bay unloading, officers shall wait until they can get into the wash bay.
3. Animals that escape from the shelter.
 - a) Any time an animal escapes from the custody of animal welfare the incident will be investigated and documented. Every effort shall be taken to re-capture the animal that has escaped.
 - b) If an animal welfare officer is unloading an animal and it escapes and cannot be immediately re-captured, the officer shall inform a supervisor immediately and prepare an interoffice memo detailing the events of the animal's escape. The officer shall make a note in the animal's Kennel record indicating the animal has escaped.
 - c) If an animal escapes from the kennel area while the kennels are being cleaned, the person who observed the animal escape shall report the escape to the Kennel Supervisor who will prepare an interoffice memo detailing the events of the animal's escape. The Supervisor shall make a note in the animal's Kennel record that the animal has escaped.
 - d) If an animal escapes from a volunteer, the volunteer shall notify a Supervisor and the Supervisor shall prepare an interoffice memo detailing the events of the animal's escape. The Supervisor shall make a note in the Kennel record that the animal has escaped.

MISSING ANIMALS

1. If, during the daily inventory or any other time, an animal is discovered missing, the person discovering that an animal is missing shall inform the supervisor on duty that an animal is missing.
 - a) The supervisor shall begin an investigation and shall prepare an incident report detailing all information obtained from the investigation.
 - b) The supervisor shall make note in the Kennel record that the animal is missing.
 - c) The person discovering the animal missing shall prepare an interoffice memo detailing the events surrounding the discovery of the missing animal.

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- d) All other employees having knowledge of the animal shall prepare a supplemental incident report detailing their knowledge of the animal's location and any information that could be of assistance in locating the animal.
- e) All non-employees having information about the animal shall prepare a witness statement detailing any information they have about the animal and any information that could be of assistance in locating the animal.

RECOVERED ANIMALS

- 1. If any animals that were previously missing or lost are recovered, the person recovering the animal shall make the appropriate note in the Kennel record and shall prepare the appropriate incident report or interoffice memo.
- 2. Notification shall be made to any interested party, i.e. dog bite victims, dog owners, by the supervisor.

DOCUMENTATION

- 1. The Investigation Section shall be responsible for maintaining a file on all animals that escape or are found missing.
- 2. Supervisors and all other employees shall forward copies of all documents, they generate during an investigation of missing or escaped animals, to the Investigation Section.

Approved by

Date

City of Tulsa

Animal Welfare Division

Section / Title: Section 500 – Shelter Operations
Policy: SOP 518 – Animals Dying in Our Custody
Written by: C. Curtis
Submitted by: C. Curtis
Date: January 11, 2010

Purpose and Scope: It is the policy of the TAW to investigate and determine the cause of death of all animals that die while in the custody of Animal Welfare.

Responsibility: All employees

Action and Method:

1. **ANIMALS FOUND DEAD IN PENS (NON RABIES OBERVATION)**
 - a. Any employee who finds an animal dead in its pen shall notify a supervisor they have found an animal dead in its pen.
 - b. The employee shall take the animal's carcass to the walk-in cooler and the animal shall be tagged (see P&P SOP 534 Cooler Operations).
 - c. The information on the tag shall, also, include: the date and time the dead animal was found or the date and time the animal died; the animal's ID number; employee's name who found the animal; the supervisor's name that was notified.
 - d. The employee shall write in the animal's Kennel record the circumstances surrounding the animal's death, i.e., found dead in pen.
 - e. The employee shall print the cage card after notations have been made on the card, a copy of the card shall be placed in the tray attached to the wall near the clinic's door or given to the vet tech.
 - f. The vet tech shall notify the shelter veterinarian on duty of the animal's death and assist them with the examination of the animal.

2. **ANIMAL FOUND DEAD IN PENS (RABIES OBSERVATION ANIMALS)**
 - a. If an animal that is being held for ten-days rabies observation is found dead in its pen, the employee discovering the dead animal shall immediately notify a supervisor.
 - b. The supervisor shall then notify the vet tech that a rabies observation animal has been found dead in its pen and shall have the animal properly tagged (see P&P 10-113 Tagging of Animals in Cooler) and placed in the walk-in cooler.
 - c. The supervisor shall make the proper notations in the animal's Kennel record.
 - d. The supervisor shall notify the Manager of the death of the animal.
 - e. The supervisor shall complete a supplemental incident report indicating the rabies suspect animal has been found dead in its pen and shall include the sending of the head to the State Health Department.
 - f. The supervisor shall investigate the death of the animal and follow the guidelines in Section E. of this procedure.
 - g. The vet tech shall make all arrangements to have the animal's head removed and sent to the State Health Department within 48 hours for rabies testing.

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3. ANIMALS THAT DIE WHILE IN THE CUSTODY OF AN ANIMAL WELFARE OFFICER
 - a. Any animal that dies while in the custody of an animal welfare officer during normal business hours shall immediately be taken to the veterinary clinic for evaluation.
 - b. Any animal that dies while in the custody of an animal welfare officer outside normal business hours shall be tagged with the same information as listed in A.1.a.1). above and taken to the walk-in cooler.
 - c. The animal welfare officer shall notify a supervisor that an animal has died while in their custody.
 - d. The animal welfare officer shall write in the animal's Kennel Record the circumstances surrounding the animal's death, i.e., died after having been tranquilized, died while being transported to the shelter in the animal welfare truck.
 - e. The animal welfare officer shall make a copy of the animal's Cage card, after notations have been made on it, the copy shall be placed in the tray attached to the wall near the clinic's door or given to the vet tech.
 - f. The vet tech shall notify the shelter veterinarian on duty of the animal's death and assist him/her with the examination of the animal.

Staff Responsibilities

A. VETERINARIAN

1. The veterinarian on duty is the dead animal's advocate in these matters and, as such, shall determine the cause of its death.
2. Examination of the animal shall take place within 48 hours after discovery of the dead animal.
3. The veterinarian shall decide the extent of the examination necessary to determine the cause of death.
4. The veterinarian shall note the cause of death in the animal's Kennel record.
5. A written report by the veterinarian is unnecessary unless a formal inquiry is being conducted.
6. The Manager will receive the veterinarian's findings.
7. The Manager will direct the kennel supervisor to dispose of the animal.

B. SUPERVISOR (INVESTIGATION)

1. The supervisor who is notified of the animal's death shall perform a cursory investigation.
2. If the facts indicate a formal inquiry should be conducted, the supervisor shall immediately commence a formal investigation and inform the Manager of the investigation immediately.
3. The supervisor shall report his/her findings from a formal investigation in an interoffice correspondence memorandum to the Manager.

C. MANAGER

1. The Manager shall notify the owner, if the owner is known, of any animal that has died while in TAW custody.

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2. In the case of a rabies observation animal the Manager, shall notify the victim and the animal owner of the death of the animal.
 3. The Manager shall provide the pertinent information to the owner of the animal concerning the death of their animal.
4. DISPOSAL OF THE ANIMAL
- a. Disposal of the animal shall be in a manner consistent with the wishes of the owner and may include:
 - b. Returning the remains of the animal to the owner.
 - c. Cremating the carcass and providing the owner with the ashes of the animal.
 - d. Cremating the carcass and disposing of the remains as per normal operating procedures.

Approved by

Date

City of Tulsa Animal Welfare Division

Section / Title: Section 500 – Shelter Operations
Policy: SOP 519 – Animals Euthanized by TAW in error
Written by: C. Curtis
Submitted by: C. Curtis
Date: January 11, 2010

Purpose and Scope: It is the policy of the TAW to investigate and determine the cause of errors resulting in the mistaken euthanasia of animals.

Responsibility: All employees

Action and Method:

1. Any employee that identifies or believes they have identified an animal that has been euthanized in error shall immediately report the situation to a supervisor or the Manager.
2. The Supervisor will have all employees involved submit a written incident report.
3. The Manager, Supervisors, and Veterinarian shall meet to review the case to determine the causes and actions that led up to the accidental euthanasia. Recommendations for disciplinary action may be made and changes to procedures may be made to prevent a repeat of the circumstances that led to the euthanasia.
4. Any employee found to be responsible shall receive disciplinary action.
5. The Manager shall notify the owner, if the owner is known, of any animal that has been euthanized in error.
 - a. The Manager shall provide the pertinent information to the owner of the animal concerning the death of their animal.
6. Disposal of the animal shall be in a manner consistent with the wishes of the owner and may include:
 - a. Returning the remains of the animal to the owner.
 - b. Cremating the carcass and providing the owner with the ashes of the animal.
 - c. Cremating the carcass and disposing of the remains as per normal operating procedures.

Approved by

Date

City of Tulsa Animal Welfare Division

Section / Title: Section 500 – Shelter Operations
Policy: SOP 520 – Moving Animals
Written by: C. Curtis
Submitted by: C. Curtis
Date: January 11, 2010

Purpose and Scope:

Establish guidelines for moving animals between pens to maintain accountability of animals.

Responsibility:

Animal Welfare Officers are required to notify the shelter supervisor, Veterinarian or veterinary technician prior to moving animals from one cage to another in order to properly account for animals in the shelter.

Action and Method:

1. No animal will be moved without authorization from an Animal Welfare Supervisor, Veterinarian or veterinary technician.
2. ACO I or II may move animals when a Supervisor or the Vet staff is not present but will give the Supervisor a list of animals moved and the reason for the move at the beginning of the next business day.
3. If an animal is moved, the new Kennel No. will be added to the record in Chameleon, a new cage card will be printed and all paperwork will be moved with the animal.

Approved by

Date

City of Tulsa

Animal Welfare Division

Section / Title: Section 500 – Shelter Operations
Policy: SOP 521 – Selection of Animals for Euthanasia
Written by: C. Curtis
Submitted by: J. Letcher
Date: January 11, 2010

Purpose: To provide guidelines for the selection of animals for euthanasia and establish priorities to be considered in that selection.

SELECTION DECISION POLICIES

1. Criteria for final disposition shall include, but not be limited to, the following.
 - a. Health of the animal.
 - b. Personality of the animal.
 - c. Space availability.
2. Stray animals that are impounded at the shelter will be evaluated to determine if they have been at the shelter for the three-day stray period.
 - a. Only days that the shelter is open to the public will be counted. Days that the shelter is closed and City of Tulsa Holidays will not be counted. The day the animal is brought to the shelter will not be counted.
 - b. If an animal has completed its three-day stray period, it may be **considered** for euthanasia.
 - c. If a supervisor determines an animal is too aggressive for consideration for adoption, it may be **considered** for euthanasia.
3. Bite animals that are impounded at the shelter will serve ten days of rabies observation. After the veterinarian has released the animal from observation, it shall be evaluated.
 - a. If the animal has completed its ten-day rabies observation period and has NO Owner, it may be **considered** for euthanasia.
 - b. If the animal has completed its ten-day rabies observation period and HAS an Owner, it shall have a hold placed on it and **shall not be considered** for euthanasia for five days.
 - i. If the bite animal is not reclaimed within the five days, the Owner will be called on the fifth day and advised that the animal **may** be euthanized the next day.
 - c. If a supervisor determines a bite animal is too aggressive for consideration for adoption, it may be **considered** for euthanasia.
4. Owner surrendered animals that have been signed over to the City of Tulsa may be **considered** for euthanasia.
5. Animals that have names of prospective adopters or owners listed before the Due Out date shall have a Hold placed on them and **shall not be considered** for euthanasia at that time.
 - a. If the animal is not adopted on the day it becomes available, the Business Office will call prospective adopters on the list and confirm people listed are no longer interested in adopting the animal.
 - b. Results of the phone calls will be noted in the Kennel Record.
 - c. If the person(s) listed on the record is no longer interested in adopting the animal, the animal may be **considered** for euthanasia.
6. If the three-day stray period is expired, the ten-day rabies observation period has expired, there are no prospective adopters, there is no “possible owner”, the animal is not selected for

City of Tulsa

Animal Welfare Division

the adoption program or the transfer program and the animal is not selected to be released to a rescue group, it **may be considered** for euthanasia.

7. If an ACO impounds an animal that is overly aggressive, they may request the animal be **considered** for euthanasia.
8. If an ACO brings an owner giveaway to the shelter and the owner has specifically requested the animal be euthanized, the ACO will make a note in the Kennel window indicating the owner's request.
9. If a citizen brings their animal to the shelter and the owner specifically requests the animal be euthanized, the Officer will make a note in the Kennel window indicating the owner's request.
10. If an animal has an owner or there is a possibility that that an animal has an owner, confirm that owner notification procedures found in Section 400 – Shelter Services/Section 408 – Animal Owner Notification have been followed before considering an animal for euthanasia.

SELECTION PROCESS- A

1. When an ACO brings an animal to the shelter that is sick or injured
 - a. the ACO shall take the animal to the clinic and have it examined by the clinic staff.
 - b. The Vet staff shall determine if the animal should be euthanized.
 - c. The Vet staff shall sign the Kennel card if euthanasia is approved.
 - d. The Vet staff shall indicate in Chameleon the reason for euthanasia.
2. When an ACO impounds or receives an animal that may be considered for euthanasia following the policies outlined above:
 - a. The ACO shall take the Kennel card to a supervisor or to vet staff and request the animal be approved for immediate euthanasia.
 - b. The Supervisor/Vet Staff shall sign the Kennel card if euthanasia is approved.
 - c. The ACO shall indicate in the Kennel record the reason they are requesting the animal be considered for euthanasia.

SELECTION PROCESS- B

1. The staff veterinarian or her designee will determine which animals already housed at TAW will be euthanized the next morning
2. The staff veterinarian or her designee will enter Euth in the animals Kennel record [Outcome Information](#) along with the reason for selection. No date will be entered.
3. A Pre-Euthanasia Report will be printed the next morning by the supervisor or euthanasia techs.

AFTER THE PRE-EUTHANASIA REPORT IS CREATED:

Before euthanasia the Supervisor shall check the Kennel window as well as the Bite window (if present) and the Activity window (if there is an Activity number) in Chameleon for owner's information.

Approved by

Date

City of Tulsa

Animal Welfare Division

Section / Title: Section 500 – Shelter Operations
Policy: SOP 522 – Euthanasia of Animals
Written by: C. Curtis
Submitted by: C. Curtis
Date: January 11, 2010

Purpose and Scope: Ensure the correct animals are euthanized and ensure that the euthanasia is performed properly and humanely.

Responsibility: Animal Welfare officers assigned to euthanasia duties or veterinary technicians performing euthanasia

Action and Method:

1. Follow the guidelines in the Euthanasia Certification Training and Manual.
2. The “Pre Euthanasia List” will be prepared by the veterinary clinic for the next day and stored in the Chameleon. Euthanasia from the euthanasia list must be finished before 10 am.
3. **If performing euthanasia of animals that are currently in the shelter while the shelter is open, then immediately prior to euthanizing the animal confirm with the front office that the animal is not being inquired about, adopted, or redeemed by owner. No exceptions.**
4. When working from the “pre euthanasia list” the kennel supervisor will print the list first thing each morning. The supervisor will then view each animal on the list individually in Chameleon and confirm that they 1) have fulfilled their stray time, 2) do not have an owner, 3) do not have a potential adopter or rescue, and 4) that their identification information matches their picture. Once this is confirmed the kennel supervisor initials the list and the list can be given to the officer in charge of euthanasia and the officer can proceed with euthanasia of animals on the list. **On days that the kennel supervisor is not in the shelter this procedure for double checking will be the responsibility of the animal control officer in charge of euthanasia that day.**
5. Procedure for Euthanasia
 - A. Retrieve list from kennel supervisor.
 - B. Gather supplies needed:

Pre euthanasia list	Euthanasia solution
Tranquilizer premix	Ink pen
Syringes and needles of various sizes	
Leash	Clippers
Sharps container	Control stick
Syringe pole	
 - C. Set up workstation in euthanasia room.

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- D. Unless circumstances dictate otherwise, start with dogs, then proceed to cats.
- E. The officer should proceed to the kennel with the list. Confirm the identity of the animal by matching the information on the list to the animals kennel card, the animals picture, and the appearance of the animal. If there is any doubt as to the identity of the animal or the necessity for euthanasia (i.e. the animal appears highly adoptable) then DO NOT PROCEED WITH THE EUTHANASIA. Make a note on the euthanasia list as to why the euthanasia was not performed and go to the next animal.
- F. Bring the dog and its kennel card to the euthanasia room and immediately sedate it with the appropriate dose (0.5cc per 10 lbs) of “Premix” given IM or SQ.

(The premix is made by adding 200mg (2cc of 100mg/ml concentration) of Xylazine to a new 10ml bottle of Ketamine. After IM or SQ administration it should take approximately 5 to 10 minutes for the animal to become anesthetized and anesthesia will last approximately 40 minutes. The premix will be provided by the veterinary clinic. Each officer shall keep at least one bottle of the premix in their lock box at all times).

- G. Bring only 3 or 4 dogs in the room at one time. Whole litters of puppies may be brought in the room at the same time.
- H. Before proceeding with euthanasia scan each dog for a microchip and check for identification tags. If identification is found then alert either the veterinarian or the kennel manager, who will determine whether the euthanasia will proceed or not. If it is determined that the euthanasia will not be performed or there is no immediate supervisor available to make that determination, then move the dog to the veterinary clinic while the sedation wears off. Once the dog is standing and alert it can be returned to its original kennel.
- I. Proceed with euthanasia. If restraint or sedation is not adequate then do not proceed until restraint is adequate. If either the officer or the assistant do not feel that the situation is safe or humane then stop the process and notify a supervisor.
- J. Administer Fatal Plus at a dose of 1cc/10 lbs by intravenous injection. Use the cephalic vein. If the cephalic vein does not work then attempt the femoral or jugular vein. If all of these veins are attempted unsuccessfully the dog may be administered Fatal Plus by intraperitoneal injection at a dose of 3cc/10 lbs.
- K. Puppies may be euthanized by IP injection instead of IV injection. Under no circumstances should an adult dog or puppy over 20 pounds be euthanized by IP injection without first attempting IV injection.
- L. Intra cardiac injection of Fatal Plus may be attempted ONLY on fully anesthetized, unconscious animals. Intra cardiac injection should NEVER be attempted on a conscious animal or an animal that is merely sedated. Unconsciousness will be determined by lack of a blink reflex and it is the officers’ responsibility to determine if the animal is unconscious.
- M. Record all drugs used on the euthanasia list as you proceed.
- N. The officer confirms death by the following three criteria:
 - 1. Absent blink reflex
 - 2. Absent respiration

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3. Absent heartbeat (confirmed by auscultation or needle penetration).
- O. Once death is confirmed the body of the animal can be moved to the incinerator or the cooler, depending on the status of the incinerator.
- P. Once all dogs are done proceed to cats. All cats should be euthanized in their cage or just in front of their cage. For tame cats that are not a danger to handle, administer 3cc Fatal Plus/10 lbs of body weight IP and leave the cat in their cage. Remove food and water bowls.
- Q. For dangerous or feral cats use the pole syringe to administer 0.5cc of Premix sedation IM while they are in their cage. For very large feral cats (over 15 lbs) administer 1.0 cc of the premix IM. Return in 10 minutes to anesthetize the cat by IP injection using the same dose as for conscious cats. If the cat is fully unconscious as demonstrated by lack of a blink reflex then the Fatal Plus can be administered intra cardiac.

Observe cats receiving IP injections for signs of distress. If the cats are in severe distress and death appears to be prolonged, then attempt intravenous injection of 1cc of Fatal Plus. If this is not possible, then administer 1cc of the Premix sedation IM. If this does not improve the cat's distress then bring the cat to the veterinary clinic. Turn on the oxygen tank and then the oxygen flow meter on the anesthesia machine all of the way up and administer Isoflourane anesthetic gas at 5% flow rate via mask until the animal is anesthetized. Proceed with IC administration of Fatal Plus once anesthetized.

Confirm death in cats by the same criteria used in dogs

Record drugs used (both Fatal Plus and Premix) on the Euthanasia List as the cats are euthanized. Place deceased cats in incinerator or cooler depending on the status of the incinerator.

- R. Record all euthanasia performed in the computer: In the kennel window, under outcome enter the amount of sedation premix used and the amount of Fatal Plus used under "dose 2." Enter bottle number of Fatal Plus used. Enter your initials. Enter date and Time and Save the changes by using the F8 key.
 - S. Return the Euthanasia List to the box outside of the veterinary clinic door, making notes on any animals not euthanized and why.
6. When performing euthanasia without a list (i.e. during the day for owner surrenders, ill or injured animals, animals being euthanized for space needs), follow all steps above with the following changes.
 - A. **DO NOT PERFORM EUTHANASIA WITHOUT A PRINTED KENNEL CARD SIGNED BY A SUPERVISOR, VETERINARIAN, OR VETERINARY TECHNICIAN. NO EXCPETIONS.** It is the responsibility of the person admitting the animal to the shelter (i.e. the field officer or receiving officer at intake) to print the kennel card and have it signed for euthanasia. If an animal is left in the euthanasia room without the appropriate signed paperwork then the admitting officer will have to immediately return from their duties in the field to complete the paperwork. If the officer is unable to return

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to the shelter at the time to finish the paperwork then the officer will complete the paperwork and humanely euthanize the animal as soon as they return to the shelter later that day.

- B. Record drug usage on the preeuthanasia list as the euthanasia is performed and then record in chameleon and the drug logs as described in sections 5.q and 5.r.

Approved by

Date

City of Tulsa Animal Welfare Division

Section / Title: Section 500 – Shelter Operations
Policy: SOP 523 –Disposal of Deceased Animals
Written by: C. Curtis
Submitted by: C. Curtis
Date: January 11, 2010

Purpose and Scope:

To establish guidelines for the disposal of deceased animals. The primary method of disposal of deceased animals shall be on-site cremation.

Responsibility:

All Animal Welfare Officers.

Action and Method:

1. Animal Welfare Field Officers shall not transport any deceased animal, with the exception of deceased cruelty animals, in their assigned City vehicle.
2. Animal Welfare Officers shall visually verify the species within every container said to contain a deceased animal brought in by a member of the public.
3. Animal Welfare Officers shall confirm death of the animal before disposal.
4. Animal Welfare Officers shall NOT dispose of any animal in any trash receptacle.
5. Animal Welfare Officers shall properly dispose of the carcass either by placing in the incinerator or storing in the cooler.
6. Ashes of incinerated animals will be disposed of in the dumpster located to the north of the shelter.
7. If the incinerator is not operational, it is permissible to dispose of animals at the City Dump with a Supervisor’s approval.
8. Deceased animals brought in by field officers shall be bagged before placing in the cooler.

Approved by

Date

City of Tulsa

Animal Welfare Division

Section / Title: Section 500 – Shelter Operations
Policy: SOP 524 – Animal Collars and Chains
Written by: C. Curtis
Submitted by: C. Curtis
Date: January 11, 2010

Purpose and Scope:

Ensure proper collar use in shelter animals and ensure that dog chains are returned to the animal's owner when they redeem their dog.

Responsibility:

All Employees

Action and Method:

1. The Animal Welfare Officer entering the animal shall remove any flea collars from any incoming animals. The collars will be put in the trash.
2. Animals entering shelter with decorative or functional collars may keep wearing the same collar as long as it is properly secured and of correct fit. The collar is too tight if one is unable to place two fingers between the collar and the neck. The Collar is too loose if it will slip over the animal's head. Proper fit allows person to slip 2 to 3 fingers flat under collar.
3. Functional collars or chains removed from stray dogs entering the shelter shall be bagged and tagged with a copy of the cage card and placed in the supervisor's office. It shall be noted in the comments section in Chameleon.
4. Collars are not to be "recycled." Collars are not to be removed from dead or euthanized animals for placement on a different animal.

The following procedures shall be followed when an employee impounds or receives a dog with a chain attached to its collar or fastened around its neck.

1. The chain shall be removed from the animal. If the chain cannot be removed because of the dogs' disposition, it shall be cut with bolt cutters as close to the collar or neck as possible.
2. The chain shall be washed with soap and water.
3. The chain shall be tagged with the animal number. This shall show the A# number, address, date, and time the dog was picked up or brought to the Shelter.
4. The tagged chain shall be placed in a designated container in the field supervisors' office.
5. The employee shall note in the comments section of the animal's Kennel record "CHAIN IN SUPERVISORS OFFICE".

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6. When its owner redeems the animal, the clerk/dispatcher shall return the chain to its owner.

DISPOSAL OF DOG CHAINS:

When an animal, which has had its chain removed and tagged, is euthanized, moved to adoption or released other than being redeemed by its owner, its chain shall be expeditiously disposed of by the Field Supervisor by one of the following methods:

1. Deposited in the trash.
2. Retained by the Shelter for official use.

Approved by

Date

City of Tulsa Animal Welfare Division

Section / Title: Section 500 – Shelter Operations
Policy: SOP 525 – Dog Food Pick-Up
Written by: C. Curtis
Submitted by: C. Curtis
Date: January 11, 2010

Purpose and Scope: Establish guidelines for picking up food from retail establishments.

Responsibility: The Animal Welfare Officer assigned to this area is responsible for picking up food as outlined by management.

Action and Method:

1. Obtain the keys to a vehicle from the Supervisor over Fleet Services.
2. Secure the food as it is loaded.
3. When you return to the shelter, unload food and place it neatly in the feed shed.
4. Return keys to Supervisor.

Approved by

Date

City of Tulsa Animal Welfare Division

Section / Title: Section 500 – Shelter Operations
Policy: SOP 526 – Maintaining Inventory of Consumable Items
Written by: C. Curtis
Submitted by: C. Curtis
Date: January 11, 2010

Purpose and Scope: Establish guidelines for maintaining inventory of Consumable items.

Responsibility: The Animal Welfare Officer assigned this duty is responsible for maintaining appropriate levels of supplies and other items used daily in the shelter.

Action and Method:

1. The Animal Welfare Officer will perform physical inventory and order placement will be performed weekly.
2. The Supervisor or his designee will place the order.

Approved by

Date

City of Tulsa

Animal Welfare Division

Section / Title: Section 500 – Shelter Operations
Policy: SOP 527 – Loss/Damage of Equipment or Property
Written by: C. Curtis
Submitted by: C. Curtis
Date: January 11, 2010

Purpose and Scope:

To establish guidelines for documenting loss or damage to property.

Responsibility:

All Animal Welfare Employees.

Action and Method:

Loss of Equipment – When an employee of the Division loses a radio or other equipment, such loss must be reported immediately to their supervisor. A diligent effort must be made by the employee to locate and recover the lost article. If recovered the employee shall immediately report the recovery of the lost item to their supervisor.

Damage to Property – When an employee damages property belonging to the City or to another person, such damage shall be immediately reported to their supervisor.

Approved by

Date

City of Tulsa Animal Welfare Division

Section / Title: Section 500 – Shelter Operations
Policy: SOP 528 – Tulsa County Sheriff’s Office
Written by: C. Curtis
Submitted by: C. Curtis
Date: January 11, 2010

Purpose and Scope: Under contract with Tulsa County, TAW serves as the shelter facility for the Tulsa County Sheriff’s Office.

Responsibility: All employees

Action and Method:

1. When TCSO brings an animal to the shelter the animal is the property of either the owner or TCSO.
2. If an animal is owned by TCSO either because the animal was picked up stray and no owner has been identified or the owner released the animal to TCSO, TCSO has the option of asking COTAW to euthanize and dispose of the animal or signing the animal over to COTAW to be made available for adoption
3. If an animal is redeemed by the owner, fees collected by the COTAW business office are collected on behalf of TCSO and turned over to TCSO Animal Control officers.
4. COTAW charges the owner for rabies shot.
5. Fees charged to TCSO for housing, food and water are on a per day basis from the time the animal was brought to the shelter until it is euthanized or signed over to COTAW. If the animal is adopted, COTAW retains the adoption fee.
6. If the animal is euthanized by COTAW staff and disposed of, TCSO is charged a fee. If the animal is euthanized by TCSO Animal Welfare officers at the Tulsa shelter and COTAW disposes of the animal there is a reduced fee.
7. COTAW does not charge TCSO for use of COTAW equipment or for COTAW staff assistance. TCSO does not charge COTAW for law enforcement assistance.
8. TCSO Deputies will enter animals in Chameleon.

Approved by

Date

City of Tulsa

Animal Welfare Division

Section / Title: Section 500 – Shelter Operations
Policy: SOP 529 – Community Service
Written by: C. Curtis
Submitted by: C. Curtis
Date: January 11, 2010

Purpose and Scope:

TAW utilizes Community Service (CS) workers provided by City and County courts to work with AWOs and Kennel Workers in the shelter. It is the policy of TAW to maintain a database of community service (CS) workers' hours and to turn in those hours to the appropriate source.

Responsibility:

All Animal Welfare Officers

Action and Method:

1. All CS workers are to be given a copy of the "Rules Memo" and will sign that they were given a copy. CS workers are expected to adhere to these rules at all times.
2. All CS workers will wear identifying attire (smock or apron) if requested and provided by TAW.
3. Employees will sign in and out CS workers. No CS worker shall be permitted to sign themselves in or out at any time.
4. Employees are not permitted to give/borrow money, car rides, food, drinks, cigarettes, cell phones or any personal items to/from CS workers.
5. Employees are not permitted to fraternize with any court-ordered CS worker currently serving their court-ordered community service work at TAW.
6. Employees will treat every court-ordered community service worker with respect, offer direction and give guidance.
7. CS workers may be assigned to clean any area. Employees assigned to that area will instruct them on proper cleaning procedures. CS workers will **assist** employees assigned to that area. Employees are responsible for the majority of the work and Employee must remain in the area when CS worker is present.
8. CS workers may be assigned to "special projects" according to their skill level as determined by management. CS workers are expected to follow the directions of officers and management at all times.
9. CS workers will not be assigned to euthanasia duties or assigned to any area that requires handling dangerous or potentially dangerous animals. CS workers are *not* to handle any animal in the facility except **as assigned**.

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10. If a conflict between an employee, a volunteer or a citizen and a CS worker should arise, it will be **immediately** referred to management. The CS worker will cease working until the matter is resolved to the satisfaction of management.
11. Employees shall not falsify service hours for CS worker. CS workers that work on a calendar Holiday approved by management shall be given at double the hours worked.
12. Management may dismiss CS workers at any time for any reason. Once a CS worker has been dismissed, he or she may not return to the shelter to work again.
13. TAW will NOT accept any community service worker convicted of a sex offence or a violent crime. Management reserves to the right to refuse service based on the nature and severity of any crime.
14. The AWO in charge of the CS program will keep track of the hours worked by CS workers and provide total hours worked to the courthouse or parole officer daily.
15. All CS workers will be provided with the appropriate safety gear.

Approved by

Date

City of Tulsa Animal Welfare Division

Section / Title: Section 500 – Shelter Operations
Policy: Section 530 – Maintenance of Shelter Facility
Written by: J. Letcher
Submitted by: J. Letcher
Date: January 11, 2010

Purpose and Scope: Establish guidelines for maintaining shelter facilities and equipment.

Responsibility: The Shelter Supervisor responsible for the maintenance of facilities.

Action and Method:

Air Systems:

1. If a problem develops, the Shelter Supervisor shall contact Building Facilities staff.
2. Building Maintenance personnel have been assigned to replace air filters on every unit at the first of each month.

Refrigeration Units:

1. Should a problem arise, the Shelter Supervisor will contact Building Facilities staff.

Incinerator:

1. Thermal Specialties

Alarm System and Fire System

1. Advance Alarm is under contract for all alarm systems and the fire alarm system.

Wash Bay Doors

1. Overhead Door performs routine maintenance on the Wash Bay doors

Building Maintenance:

1. Routine maintenance such as replacing light bulbs will be performed by shelter personnel as assigned by the Shelter Supervisor.
2. Other building maintenance needs (plumbing problems, electrical problems) will be referred to Building Maintenance by a Supervisor.

Emergency maintenance:

1. Emergency needs identified by personnel will be referred to the Supervisor. The Supervisor will determine whether to call contractors or building maintenance.

Approved by

Date

City of Tulsa Animal Welfare Division

Section / Title: Section 500 – Shelter Operations
Policy: Section 531 – Building Security
Written by: J. Letcher
Submitted by: J. Letcher
Date: January 11, 2010

Purpose and Scope: Establish guidelines for the security of the building, its contents and the animals.

Responsibility: All employees

Action and Method:

1. The shelter has an alarm system which is monitored. A code is needed to disarm the alarm system.
2. The shelter clinic/surgery has it's own alarm system for which a code is needed to disarm.
3. The shelter alarm shall be enabled by the last employee leaving at the end of the day.
4. The two drive through gates, dog run gate and the walk-thru gate shall be locked and padlocked at the end of the day.
5. Keys to the building shall be distributed only to employees that need access to the shelter outside public hours. No keys shall be duplicated.
6. The door to the business office shall remain closed and locked while the shelter is open to the public and while there is public in the shelter.
7. The shelter is under 24 hour camera surveillance, both interior and exterior. Only supervisors will have access to the live camera feed and DVR recordings. TAW staff will not open or view TAW surveillance camera or recordings without the permission of supervisor.
8. If a member of the public becomes threatening, Tulsa Police Department will be called.

Approved by

Date

City of Tulsa Animal Welfare Division

Section / Title: Section 500 – Shelter Operations
Policy: SOP 532 – Kennel Drains
Written by: C. Curtis
Submitted by: C. Curtis
Date: January 11, 2010

Purpose and Scope:

It is the policy of the Tulsa Animal Welfare to maintain the drains of the kennel in good working order by flushing out the drains daily.

Responsibility:

All Animal Welfare Division Employees

Action and Method:

1. The drains in all kennels and dog runs will be flushed out daily with running water.
 - a. The drains will be flushed out after the kennel runs have been cleaned.
 - b. The drains will be flushed out two rows at a time.
 - c. The drains will be flushed with running water for a minimum of five minutes each.
 - d. The drains will be flushed by opening the flush valve located at the end of each row of pens and turning the valve handle to the six o'clock position, pointing to the ground.
2. The drain covers in each pen shall be removed on a monthly basis and be thoroughly cleaned.

Approved by

Date

City of Tulsa Animal Welfare Division

Section / Title: Section 500 – Shelter Operations
Policy: SOP 533 – Washer and Dryer Operations
Written by: C. Curtis
Submitted by: C. Curtis
Date: January 11, 2010

Purpose and Scope:

It shall be the policy of TAW to operate the commercial clothes washer and dryer properly and safely.

Responsibility:

All Animal Welfare employees

Action and Method:

1. Only blankets, towels and other bedding used for TAW animals will be washed in the commercial washer.
2. Shake out all laundry over a trash can before it is placed in the washer.

Washer operation:

- a. Open door and remove or add laundry
- b. Select Program #1
- c. Close door and push START button to start

Dryer operation:

- a. Open door and remove or add laundry
 - b. Check lint filter and clean if needed
 - c. Close to and push START button to start
3. Do not place ANYTHING on top of the dryer.

Staff will report any problems with the washer or dryer to a Supervisor.

Approved by

Date

City of Tulsa

Animal Welfare Division

Section / Title: Section 500 – Shelter Operations
Policy: SOP 534 – Dishwasher Operations
Written by: C. Curtis
Submitted by: C. Curtis
Date: January 11, 2010

Purpose and Scope:

Establish cleaning guidelines that ensure proper sanitation of animal food and water bowls.

Responsibility:

Officer assigned to area daily by the Supervisor is responsible to the Supervisor for completing tasks in a timely manner.

Action and Method:

All animal bowls shall be free of food and feces before being placed in the dishwasher for sanitization.

Dishwasher Operation:

Initial Operation

1. Flip Power switch to the ON position.
2. Place drain in the DOWN position.
3. Push and hold FILL button until water fills to fill line.
4. Pull handle DOWN to close doors and start operation of dishwasher.
5. If dishwasher does not automatically start, push and hold START button until dishwasher starts operating.
6. After dishwasher cycle is complete, lift door handle UP.
7. Do not run dishes in initial cycle.

General Operation

1. Remove feces and food from bowls before putting in trays. *Use scrub brush as needed to remove crusted organic material from food and water dishes before placing in the sanitizer.*
2. Place bowls in trays stacking neatly so that every bowl gets sanitized.
3. Pull handle DOWN to close doors and start operation of dishwasher.
4. If dishwasher does not automatically start, push and hold START button until dishwasher starts operating.
5. After dishwasher cycle is complete, lift door handle UP and remove tray.
6. Ensure every bowl is clean.
7. Disinfect all bowls with Trifectant and allow to air dry.

Ending Operation

1. Pull handle DOWN to close doors and start operation of dishwasher.
2. If dishwasher does not automatically start, push and hold START button until dishwasher starts operating.
3. After dishwasher cycle is complete, leave door handle in the DOWN position.
4. Pull drain and ensure water completely drains.
5. Flip Power switch to OFF position.

City of Tulsa Animal Welfare Division

Report to the Supervisor in charge that task is complete. The Supervisor will inspect the area daily for quality performance and document the conditions found.

Staff will report any problems with the dishwasher to a Supervisor.

Approved by

Date

City of Tulsa Animal Welfare Division

Section / Title: Section 500 – Shelter Operations
Policy: SOP 535 – Cooler Operations
Written by: C. Curtis
Submitted by: C. Curtis
Date: Revised December 4, 2019

Purpose and Scope:

It is the policy of the TAW that deceased animals taken in at the Animal Shelter shall be placed in the cooler at the shelter and shall be properly tagged and appropriate information placed on the tag.

Responsibility: All TAW employees

Action and Method:

ANIMALS IN COOLER

1. When deceased animals are placed in the cooler at the shelter and for any reason the shelter veterinarian needs to look at the deceased animal, the animal shall be properly tagged.
 - a. The animal shall be bagged in a black trash bag.
 - b. The animal shall have a cage card taped to the outside of the bag.
 - c. The cage card shall include; a description of the animal, what examination the veterinarian needs to perform, the date the animal was picked up, log number and the officer's name.
 - d. The animal shall be placed in the cooler and on a shelf. Animal shall not be placed on the floor or a cart.
2. Deceased animals placed in the cooler shall have a record in Chameleon and be listed as **Unavailable the Status and Cooler in the Kennel No.**

Approved by

Date

City of Tulsa

Animal Welfare Division

Section / Title: Section 500 – Shelter Operations
Policy: SOP 536 – Incinerator Operations
Written by: Larry Briggs
Submitted by: J. Letcher
Date: January 11, 2010

Purpose and Scope: It is the policy of TAW to operate the Therm-Tec incinerator at the City of Tulsa Animal Shelter to dispose of animal carcasses generated by the shelter in a correct, safe, efficient and environmentally sound manner. The operations of the incinerator will be in accordance with the permit issued by the Oklahoma Department of Environmental Quality.

Responsibility: Animal Welfare Supervisors and staff assigned to operate incinerator.

Action and Method:

A. PERMIT REQUIREMENTS:

The Department of Environmental Quality (DEQ) has issued the permit with specific operational requirements and limitations. Any violation of these permit specifications could result in the cancellation of the incinerator permit (the shelter may not operate the incinerator without this permit).

1. **Only animal carcasses shall be burned.** The permit specifically excludes the burning of refuse in the shelter incinerator. Paper, cardboard boxes, trash, cans, bags, plastics, animal collars, needles and syringes are considered refuse. Sharps such as needles and blades must be placed in special containers prior to their disposal and are to be disposed of in accordance with Sharp's disposal regulations. All other refuse is to be disposed of in the trash dumpster.
2. **Maximum burn load is 2,500 pounds.** No more than 2,500 pounds of carcasses can be burned in a single load. This limit is based upon the incinerator specifications. Overloading will lead to incomplete burning and/or damage to the incinerator.
3. **The incinerator may be used only one time daily.** Correct and safe operation will allow only one cycle per day.
4. **Proper maintenance of the incinerator of the incinerator.** Maintenance of the incinerator will follow the schedule set forth in this procedure. This schedule will be incorporated into checklists, which will be completed as required and accumulated as maintenance records.
5. **Proper Operation Procedures shall be followed.** The Operating Procedures section of this document will establish standardized routine of operations. A daily checklist will be completed by anyone operating the incinerator. The person signing each daily checklist will be responsible for following the correct procedures for the use and maintenance of the incinerator for that day.

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6. **Complete records shall be maintained.** Files will be kept of daily checklists, chart recordings, and maintenance checklists. These records will be maintained in the Director's Office and will be kept in condition for unannounced inspection by the Oklahoma Department of Environmental Quality's compliance and enforcement inspectors.
7. **General housekeeping and appearance.** The incinerator, tools and support area will be kept clean and uncluttered. These steps are important to achieving safe, correct, and compliant operations.
8. **Proper tag out procedures for entry into incinerator.** It is the responsibility of each employee entering the incinerator for any purpose including, loading, cleaning, inspecting or maintaining, to properly tag out the control panel of the incinerator so that no accidental activation can occur while the incinerator is open.
9. **Proper lockout procedures at end of day.** It is imperative that the incinerator door is locked with the chain and lock provided, before the employee operating the incinerator leaves the premises for the day. This will prevent unauthorized persons from tampering with the incinerator, disposing of undocumented animals in the incinerator, being exposed to incinerator waste ash, or vandalizing the incinerator. It would also be a major safety violation to leave the incinerator unlocked when it is not manned.
10. **No batch feeding.** The incinerator is designed for single charge continuous operation. Opening the incinerator during operation will result in aborting of the current burn. Opening the incinerator during operation could result in severe injury to shelter personnel.

B. HEALTH AND SAFETY:

1. **General Safety Requirements.** The incinerator and its accessory equipment must be operated exactly according to the requirements of this document. It should never be overloaded and once a burn is in progress the incinerator should not be opened for any reason before its cycle is complete. The incinerator should not be opened if the temperature gauge on the main chamber indicated an internal temperature above 150 degrees Fahrenheit. A safety observer should be present when personnel are working within the incinerator. All incinerator operations will conform to and be at least as stringent as the safety practices required in the City of Tulsa Safety and Health Manual.
2. **Personal Protective Equipment.** All personnel operating or assisting with operations, maintenance, or cleaning of the incinerator will wear the appropriate personal protective gear. This gear will include the heat resistant work gloves, eye protection in the form of safety glasses with side shields, and dust masks or full-face respirators with particulate cartridges (when entering the incinerator). Operators should wear earplugs while in the vicinity of the running incinerator.
3. **Lockout and Tag Out.** The purpose of the lockout tag out system is to assure that accidental energizing of incinerator components will not occur when the system is out of service for maintenance, and inspection. Lockout and tag out requires the use of red warning

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tags and key locks to be placed in such a manner by operations personnel that they inactivate the equipment completely. The red tags and locks should be placed upon the electrical panel and the fuel feed lines by the senior personnel involved with the specific task. The locks and tags will remain in place until all activities are complete and the equipment is ready for use. The tags and locks cannot be removed individuals other than the one that placed them. The tag out operator is responsible for accounting for all personnel prior to the removal of red tags or locks from the equipment. Additional detail about lockout and tag out policy and procedure is contained in the City of Tulsa Safety and Health Manual.

C. MAINTENANCE:

Maintenance procedures mandated in this document follow the manufactures recommended procedures and schedule. Strict adherence to these procedures and the schedule are required for the safe, efficient operation of the incinerator and for the maintenance of the warranty on the equipment. The following scheduled maintenance shall be performed

1. Daily:
 - a. Remove the ash from the previous day's burn.
 - b. Using the manufacture supplied tool, rod out the air passages on the sides of the unit.
2. Weekly:
 - a. Each Monday, wash the exterior of the unit with soapy water.
 - b. Each Monday, check the main chamber and remove any slag build-up (glass-like material).
3. Monthly:
 - a. The first Monday of each month, check both door gaskets for proper seal to the unit.
 - b. Check the refractory material in the main chamber.
4. Quarterly:

Each quarter preventive maintenance shall be performed on the incinerator by a qualified incinerator technician this preventative maintenance shall include:

 - a. Lubricate the bearings on the burner and blower motors. Use low viscosity oil (5W or 10W).
 - b. Lubricate the bearings on the load door.
 - c. Check the burner electrodes for spacing and appearance. Clean and reset the spacing (see operator's manual for spacing), if necessary.
 - d. Clean flame rod and scanners.
 - e. Verify flame signal strength.
5. Annually:
 - a. The incinerator's instruments, gauges, and chart recorder shall be checked and certified by a qualified incinerator technician.

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D. RECORD KEEPING:

1. **Chart recorder graph of temperature.** A continuous record of operation is kept with the chart recorder programmed to track temperature within the incinerator. The chart shall be changed each Sunday morning and represents one week's operation. These charts will be stored in a permanent file in the Manager's Office in the incineration file area and labeled "chart recorder records".
2. **Daily operations check list file.** A checklist will be completed for each day's burn. The checklist will be signed by the operator, reviewed and approved by a supervisor, and stored in the incinerator files in the Director's Office. A duplicate copy of this record will be kept in a spiral notebook maintained by the shelter's environmental consultant.
3. **Maintenance Records.** Maintenance records will be kept as part of the operations checklist. In addition, maintenance information from the daily checklists will be consolidated into a maintenance record that lists adjustments, repairs, and calibrations that were undertaken as a result of regularly scheduled preventive maintenance checks.

E. INCINERATOR OPERATION PROCEDURES:

1. Begin a daily checklist.
2. Tag/lock the incinerator control panel.
3. Open the incinerator and empty ashes from the previous day's burn. Personal Protective Equipment is required to enter the primary combustion chamber.
4. Perform required maintenance tasks.
5. Conduct a quick visual inspection of the incinerator.
6. Check that both burner timer and cool-down timer are set to the appropriate time cycle.
7. Remove all collars and leads from the animals and dispose of them in the dumpster.
8. Load the animal carcasses into the incinerator primary chamber, with most of the load in the back 1/3 of the chamber. **Do not load material directly against the burner.**
9. Record the number of animals and the estimated weight on the checklist. The estimated weight in the incinerator cannot exceed 2,500 pounds.
10. Close the door to the primary chamber. Remove all tags and locks.
11. Press the start button. Preheat and control burner lights will light up.
12. Turn the refuse burner "off-on" switch to the on position.
13. When the secondary temperature reaches approximately 870 degrees the combustion air fan and refuse burner will energize.
14. After a two-minute purge and trial, the primary burner indicator will light.
15. Lock the incinerator door closed with the chain and lock that are on the door.
16. The unit will automatically shut off when its cycle is complete.
17. Complete the daily checklist and route to a supervisor for signature.
18. The person that initiates the burn and its checklist is responsible for checking the incinerator prior to the end of the daily shift. The equipment should have shut down and the equipment locks should be secure.

Approved by

Date

City of Tulsa

Animal Welfare Division

Section / Title: Section 500 – Shelter Operations
Policy: SOP 537 – Closing/securing the shelter at the end of each day
Written by: C. Curtis
Submitted by: C. Curtis
Date: January 11, 2010

Purpose and Scope: To ensure that a comprehensive procedure is followed by all shelter employees when closing and securing the shelter at the end of each business day. To ensure that all citizens and other personnel are out of the building prior to setting the shelter alarm and to ensure that all animals in the shelter are securely confined in pens or cages.

Responsibility: All employees.

Policy: It is the policy of the Animal Welfare Division to properly secure the Animal Shelter at the end of each business day.

Procedure:

1. Front Foyer (Front Door and Vestibule)
 - A. Supervisors shall ensure that the front door is closed and properly secured at the end of the business day.
 - B. Supervisors shall ensure that the lights on the outside of the front door, vestibule area, are on and are working properly.
 - C. Supervisors shall record and report all lights in this area that are not working to the Manager as soon as possible (generally the next business day).
 - D. Supervisor shall ensure that the meeting room and Volunteer Coordinator offices are properly closed and secured.
2. Business Office
 - A. Supervisors shall collect all receipts and monies at the close of the day and ensure the monies are placed in the safe and ensure that the safe is properly secured.
 - B. Supervisors shall ensure that the office door is closed and locked.
3. Adoption Cat Room
 - A. Supervisors shall check every cat cage and shall ensure that all cages are properly secured to prevent cats from escaping from the cages overnight.
 - B. Supervisors shall check the room for cats that may not be confined in cages and shall capture any cats that are out of their cages and secure the cat in it's cage.
 - C. Supervisors shall check the ceiling tiles to ensure that all tiles are in place.
 - 1) If ceiling tiles are found out of place, the Supervisor shall check the ceiling area for cats that may have escaped and be hiding in the ceiling area.
 - D. Animal Welfare Officers shall ensure that cages are properly secured after they place an animal in the cage.
 - E. Cleaning crew lead personnel shall check all animal cages after the cleaning operations have been completed and ensure that all occupied cages have been properly secured.
 - F. Supervisor shall ensure that the door (north end of the room) is closed and locked.
4. Corridor South Side of Building

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- A. Supervisor shall check all windows in this area and ensure that no windows are broken or missing.
 - 1) If broken windows are found, the supervisor shall report the broken window to the Shelter Manager as soon as possible (generally next business day).
 - 2) If a window is missing, the supervisor shall secure the open window with the emergency window repair kit located in the storage area.
 - 3) Supervisor shall report the missing window to the Shelter Manager as soon as possible (generally next business day).
- 5. Adoption Dog and Stray Dog Kennel Area
 - A. Supervisor shall walk the south wall and ensure that all windows are closed and lock pins are properly installed.
 - 1) If a broken window is found, the Supervisor shall secure the window with the emergency window repair kit located in the storage area.
 - B. Supervisor shall check the back doors (East end of kennel area) and ensure that the doors are closed and properly latched.
 - C. Supervisor shall walk through the 100, 200 and 300 numbered pens and ensure that all occupied pens are properly closed and padlocks are unsecured.
 - D. Supervisor shall walk through the 400 numbered pens and ensure that all occupied pens are properly secure and padlocks are unsecured.
 - E. Supervisor shall check the storage room and ensure no one is in the room and then shall close and properly secure the door.
 - F. Animal Welfare Officers shall ensure that pens are properly closed and that the padlocks are unsecured after they have put an animal in the pen.
 - G. Cleaning crew lead personnel shall check all animal pens in this area after the cleaning operations have been completed and ensure that all occupied pens have been properly closed and padlocks are unsecured.
 - H. Supervisor shall check the Kennel Office and ensure that it is closed and properly secured. Supervisor shall ensure no one is hiding in the Kennel Office.
 - I. Supervisor shall check the roof access door and ensure that it is closed and properly secured.
 - J. Animal Welfare Officers shall ensure that pens are properly closed and padlocks are unsecured after they have put an animal in the pen.
 - K. Cleaning crew lead personnel shall check all animal pens in this area after the cleaning operations have been completed and ensure that all occupied pens have been properly secured and padlocks are unsecured.
- 6. Euthanasia Holding Area, Euthanasia Room and Cooler
 - A. Supervisor shall ensure no animals are left in the euthanasia holding pens.
 - B. Supervisor shall check the cooler and ensure that there are no animals in the cooler that are alive that the cooler is cooling properly.
 - C. Supervisor shall check the outside door (north side of euthanasia room) and ensure the door is properly closed and locked.
- 7. Wash bay (Room 141) and Mechanical/Electrical Room
 - A. Supervisor shall check the wash bay and ensure that both garage doors are properly closed and secured.

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- B. Supervisor shall check the outside door (south side of wash bay) and ensure that the door is properly closed and secured.
 - C. Supervisor shall check the mechanical/electrical room and ensure that no one is hiding in the room.
 - D. Supervisor shall trip (turn off) breaker number three (3), for east garage door.
 - E. Supervisor shall ensure that the door to the mechanical/electrical room is properly closed and secured.
8. Rabies Observation Rooms
- A. Supervisor shall walk through the 500 numbered pens and ensure that all occupied pens are properly closed and padlocks are unsecured.
 - B. Supervisor shall ensure that all animals have water for the night.
 - C. Supervisor shall ensure that all doors are properly closed and unsecured.
9. Corridor 137 and Uniform Room
- A. Supervisor shall ensure that the outside door is properly closed and secured.
 - B. Supervisor shall check the uniform room and no one is hiding in the room.
 - C. Supervisor shall ensure that the door to the uniform room is properly closed and secured.
10. Clinic, Surgery, Pre-Op, Recovery, Clinic and Clinic Isolation.
- A. Supervisor shall ensure that no one is hiding in the clinic spaces and that the doors are properly closed and secured.
 - B. Supervisor shall ensure that the alarm is properly set for the clinic.
11. Stray Cat Room and Laundry Room
- A. Supervisor shall ensure that all cat cages in the stray cat area are properly closed and secured.
 - B. Supervisor shall ensure no one is hiding in the laundry room and door is properly closed.
 - C. Supervisor shall ensure that all three doors to the stray cat room are properly closed.
12. Corridor 124 (Hallway on the north side of the Administrative Assistant's Office)
- A. Supervisor shall trip (turn off) breakers 1, 3, 5, 7 and 9 in the breaker box (Panel 151) located on the north wall in corridor.
13. Offices (Manager, Administrative Assistant, Supervisors and Investigations)
- A. Supervisor shall ensure that all offices are empty and shall ensure that the doors are properly closed and secured.
14. Outside the Shelter
- A. Supervisor shall walk around the outside of the property and check all lighting and report all lighting not properly working to the Manager as soon as possible (generally next business day).
 - B. Supervisor shall check all out buildings and ensure they are properly closed and secured.
 - C. Supervisor shall close and secure all gates.
 - D. Supervisor shall check the incinerator and ensure that it is running properly and that the safety chain is in place.
 - E. A large bowl of fresh water will be left near the front door, out of direct sunlight.
15. Building Alarm
- A. Supervisor shall ensure the building alarm is working properly and is set for the night.

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NOTE: The Supervisor may delegate some of these duties to other employees to ensure that the entire close down procedure is performed. The responsibility to ensure the shelter is properly closed down rests with the Supervisor on duty.

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Approved by

Date

City of Tulsa Animal Welfare Division

Section / Title: Section 600 – Front Office
Policy: Section 600 – Front Office Access
Written by: J. Letcher
Submitted by: J. Letcher
Date: January 12, 2010

Purpose and Scope: Establish guidelines as to who has access to the front office.

Responsibility: All employees

Action and Method:

1. Only Animal Welfare Supervisors and Front Office staff have authorization to be in the Front Office. No other personnel are authorized to enter the front office area at anytime unless a Supervisor gives authorization for a specific function. The front office is defined as the area in which AW staff conducts business.
2. The Front Office door is to remain closed and locked when the shelter is open to public and any time there is money in the office.

Approved by

Date

City of Tulsa

Animal Welfare Division

Section / Title: Section 600 – Front Office
Policy: Section 601 – Front Office Opening Procedure
Written by: J. Letcher
Submitted by: J. Letcher
Date: January 12, 2010

Purpose and Scope: Establish guidelines to ensure proper process of opening the front office and lobby each day.

Responsibility: Front Office staff

Action and Method:

1. Turn on the lights in the outer lobby.
2. Turn on the lights in the front lobby.
3. Turn on the lights in the front office.
4. Listen for vendors at the front door who arrive before public opening (US mail, UPS, ...)

Approved by

Date

City of Tulsa Animal Welfare Division

Section / Title: Section 600 – Front Office
Policy: Section 602 – Cash Drawer Opening Procedure
Written by: J. Letcher
Submitted by: J. Letcher
Date: January 12, 2010

Purpose and Scope: Establish guidelines to ensure proper process of opening the cash drawer for business.

Responsibility: Front Office Staff

Action and Method:

1. Turn on the computers and log into Chameleon.
2. Retrieve opening cash bag from safe, one bag for each front office staff person.
3. Lock the door to the front office.
4. Count cash in the change bag and determine if change is required.
5. Note any discrepancies and report to Supervisor.
6. During the day keep the cash drawer locked.

Approved by

Date

City of Tulsa

Animal Welfare Division

Section / Title: Section 600 – Front Office
Policy: Section 603 – Front Office Closing Procedure
Written by: J. Letcher
Submitted by: J. Letcher
Date: May 5, 2014

Purpose and Scope: Establish guidelines to ensure proper process of closing the front office each day.

Responsibility: Front Office staff

Action and Method:

1. Thirty minutes prior to closing, make an announcement on the overhead speaker informing the public they have thirty minutes remaining. Follow the closing announcement script located in the front office.
 - a. To use the overhead speaker: pick up the receiver and dial 9-918-669-6288 and then press
4. Speak into the phone.
2. Ten minutes prior to closing, make an announcement on the overhead speaker informing the public they have ten minutes remaining. Follow the closing announcement script located in the front office.
3. At closing make an announcement on the overhead speaker informing the public that the shelter is now closed. Follow the closing announcement script located in the front office.
- 4. Finish assisting any citizens already in line or still in the shelter.**
5. Lock the front doors.
6. Log out of the computers.
7. Turn off the lights inside the front desk area.
8. When leaving the front office make sure the door locks behind you.
9. Turn off the lights in the lobby.
10. Turn off the recessed lights in the outer lobby.

Approved by

Date

City of Tulsa Animal Welfare Division

Section / Title: Section 600 – Front Office
Policy: Section 604 – Cash Drawer Closing Procedure
Written by: J. Letcher
Submitted by: J. Letcher
Date: May 5, 2014

Purpose and Scope: Establish guidelines to ensure proper process of closing the cash drawer.

Responsibility: Front Office staff

Action and Method:

1. Unlock and open the cash drawer
2. Count out \$200.00 in the smallest available bills for the next day's start-up.
3. Leave a message for a Supervisor if change will be necessary.
4. In Chameleon run the *Cash Box Closing for Today* report with the Shelter location.
5. Count the remaining cash and checks and attach to the *Cash Box Closing for Today* report.
6. Indicate on the report if the money does not match the amount indicated on the report.
7. Place the report and the money in the safe through the drop feature.
8. Place any escrow RSDs in the safe through the drop feature.
9. Place the start-up cash in the change bag and place it in the safe through the front door.

Approved by

Date

City of Tulsa Animal Welfare Division

Section / Title: Section 600 – Front Office
Policy: Section 605 – Credit Card Closing Procedure
Written by: J. Schwartz
Submitted by: J. Letcher
Date: May 5, 2014

Purpose and Scope: To ensure proper process of closing credit card terminal.

Responsibility: Front Office staff

Action and Method:

The credit card terminal must be settled at the end of every business day.

On the terminal

1. Near the middle of the top row of buttons press SETTLE
2. When prompted for a password, enter 0000 and press Enter.
3. You will be prompted “Is the amount correct?”.
4. Verify amount matches batch report amount
5. Press Enter/Yes
6. Print settlement report
7. Attach both copies of settlement report to all signed credit card slips.
8. Put with Cash Box Closing for Today report and money.
9. Drop in safe through the drop feature.

Approved by

Date

City of Tulsa

Animal Welfare Division

Section / Title: Section 600 – Front Office
Policy: Section 606 – Reporting revenue transactions and deposits
Written by: J. Letcher
Submitted by: J. Letcher
Date: January 12, 2010

Purpose and Scope: To ensure all personnel handle revenue transactions appropriately.

Responsibility: Animal Welfare Supervisors.

Definitions:

Remittance Source Document (RSD): A document reporting the amount of cash, checks and credit cards taken received at the Shelter by specific fund categories during a specific time period.

Sterilization Deposit Escrow Remittance Source Document: A document reporting the amount of cash and/or checks taken in at the Animal Shelter to be held in escrow for a customer who has retrieved an owned, unsterilized animal.

Procedure:

1. Each front office clerk will print a *Cash Box Closing for Today* report and place it in the drop safe with the checks and cash (minus startup) from their cash drawer.
2. If the cash, checks and credit card receipts do not total with the sales recorded that day, the clerk and the OA III shall make every effort to resolve the discrepancy. If the supervisor and the clerk cannot determine why the receipts do not balance, the clerk shall note on the daily remittance document that a shortage or overage exists.
3. On Monday and Thursday of each week an AW Supervisor shall collect the cash and checks, the *Cash Box Closing for Today* reports, and the Sterilization Deposit Escrow Remittance Source Documents from the safe and prepare a deposit slip.
4. The Supervisor shall print two Remittance Source Documents for the days being reported – the cash and checks RSD and the credit card RSD. The Supervisor will confirm that the two RSDs totals plus the Sterilization Deposit Escrow RSD totals equal the amount of the deposit. Any overage or shortage shall be reported on the RSD.
5. The cash and checks will be placed in a BOK deposit bag and sealed. The credit card receipts The bag number will be written on the deposit slip.
6. The RSDs and the white and pink copies of the deposit slip will be placed in the clear pouch on the outside of the bag.
7. The BOK bag shall kept in the drop safe until it is picked up by the courier from the Treasury Division of the City of Tulsa Finance Department. The AW staff person shall sign the log sheet releasing the BOK and the Courier shall sign the log sheet indicating he/she has received the BOK bag.
8. The log sheet will indicate the date and the bag number and be kept in the safe.
9. All documents shall be retained for a minimum of three years.

Approved by

Date

City of Tulsa Animal Welfare Division

Section / Title: Section 600 – Front Office
Policy: Section 607 – Check Acceptance
Written by: J. Letcher
Submitted by: J. Letcher
Date: January 12, 2010

Purpose and Scope: Establish guidelines for accepting checks at COTAW.

Responsibility: Front Office Supervisor and Front Office Staff

Action and Method:

1. Checks will be made out to “City of Tulsa Animal Welfare” or “COTAW.” The COTAW stamp may also be used
2. The Front Office Clerk shall confirm that the information printed on the check is correct. Correct any incorrect information.
3. The customer must present a picture ID.
4. On the check the clerk shall write
 - a. His/her initials
 - b. ID number (indicate the type of ID)
 - c. State license was issued in
 - d. Date of birth
 - e. Expiration date of license
5. Look at picture on the license and compare to person presenting the check.
6. Do not accept checks that do not have the individuals name pre-printed on the check.
7. Do not accept checks that do not have a check number pre-printed on the check.
8. Do not accept checks from anyone who has written a bad check to COTAW in the past.
9. Do not give change for a check written for more than the amount of the transaction.
10. We will not require identification for Checks written as a donation to the Shelter.
11. Volunteers working on behalf of the Shelter at off-site outreaches will abide by this policy when accepting check payments.
12. TAW staff may not write a check for cash.

Approved by

Date

City of Tulsa Animal Welfare Division

Section / Title: Section 600 – Front Office
Policy: Section 608 – Returned Checks
Written by: J. Letcher
Submitted by: J. Letcher
Date: January 12, 2010

Purpose and Scope: Establish guidelines to ensure proper processing of returned checks.

Responsibility: Front Office Supervisor

Action and Method:

1. City of Tulsa Finance Department will send a copy of the returned check via e-mail or interoffice mail.
2. The Supervisor or OT III will make a note of the returned check in the customer's record in Chameleon.
3. The copy of the returned check will be appropriately filed.

Approved by

Date

City of Tulsa Animal Welfare Division

Section / Title: Section 600 – Front Office
Policy: Section 609 – Refunds and Journal Entry in Chameleon
Written by: J. Letcher
Submitted by: J. Letcher
Date: January 12, 2010

Purpose and Scope: Establish guidelines to ensure proper process of performing a refund or journal entry in Chameleon.

Responsibility: Animal Welfare Manager

Action and Method:

1. A journal entry will be performed in Chameleon by the AW Manager when an error is made on a Receipt.
2. A refund will be made only on approval of a Supervisor or the Manager
3. A refund will be performed in Chameleon to return funds that have not been deposited with City of Tulsa Treasury.
 - a. Refunds will be made by returning a check if the transaction was paid by check.
 - b. Refunds will be made by returning cash if the transaction was paid in cash.
 - c. Refunds will not be paid in cash if the transaction was paid by check.
4. A refund will be given on funds that have been deposited with City of Tulsa Treasury by generating a payment request.
5. The payment request will be sent to WIN Administration for approval and forwarded to Accounts Payable.

Approved by

Date

City of Tulsa

Animal Welfare Division

Section / Title: Section 600 – Front Office
Policy: Section 610 – Animal Reclaim/RTO Policy
Written by: J. Letcher
Submitted by: J. Letcher
Date: January 12, 2010/July 26, 2012/ September 26, 2012

Purpose and Scope: Establish guidelines to ensure proper processing of reclaimed animals.

Responsibility: Animal Welfare Supervisor on duty

Action and Method:

1. A citizen attempting to reclaim an animal will show proof of ownership in one of the following ways:
 - a. An address within a reasonable proximity of where the animal was originally found
 - b. Health or Veterinary records (including description) of the animal
 - c. Pictures of the animal
 - d. Any other documentation reviewed and approved by management
2. Ask the Citizen when the animal was lost/picked-up and confirm it is not contrary to when the animal came into the shelter.
3. A citizen reclaiming an animal is responsible for all charges incurred during the animal's stay at the Tulsa Animal Welfare. The charges include: impoundment (if applicable), processing, boarding and rabies vaccine (if applicable).
4. If the owner is not redeeming the animal at that time, issue an *Estimation of Redemption Fees* form. Be sure to enter:
 - a. Today's date
 - b. The Last Day to Reclaim
 - c. The Animal ID
 - d. All applicable fees
 - e. The initials of the TAW employee completing the form
 - f. Print the name of the owner
 - g. Have the Owner sign the *Estimation of Redemption Fees*.
 - h. Give the Owner a copy.
 - i. The signed copy of the *ERF* will be retained until the animal's final disposition
5. Owners redeeming their unsterilized dogs or cats from Tulsa Animal Welfare may choose to
 - a. pay the \$150 sterilization escrow and have the animal spayed/neutered on their own.
 - b. have TAW spay/neuter their pet for \$75 with approval of the staff veterinarian. The staff veterinarian will have final approval of all owned animal spay/neuters.
6. Inform the owner of citations that will be issued.
7. If the animal is 3 months old or older and owner cannot provide proof of rabies vaccination, one will be given before the animal is released to the owner.

Approved by

Date

City of Tulsa

Animal Welfare Division

Section / Title: Section 600 – Front Office
Policy: Section 611 – Animal Reclaim/RTO Procedure
Written by: J. Letcher
Submitted by: J. Letcher
Date: January 12, 2010/July 26, 2012/ September 26, 2012/ May 5, 2014

Purpose and Scope: Establish guidelines to ensure proper processing of a reclaim/RTO

Responsibility: Front Office Staff

Action and Method:

Once a Citizen has established ownership of an animal (see Section 609) and the owner wishes to reclaim the animal the following procedure will be followed.

1. The Owner shall bring the cage number or the animal number to the front desk.
2. In Chameleon bring up the Kennel record of the animal.
3. Inform the Owner of fees that must be paid before the animal can be reclaimed. Fees may include:
 - a. Impound
 - b. Daily food and care - determine how many days the animal has been held at the shelter including days the shelter is closed.
 - c. Rabies vaccination – include the cost of rabies vaccination if the animal is 3 months old or older and owner cannot provide proof of current rabies vaccination, one will be given before the animal is released to the owner.
 - d. Sterilization escrow – if the animal is not spayed/neutered and the owner wishes to get the animal s/n elsewhere, include the Sterilization deposit
 - e. RTO spay/neuter fee – if the animal is not spayed/neutered and the owner wishes TAW to perform sterilization surgery.
 - f. City license – if the animal is sterilized and there is no city license, one shall be issued
4. Inform the Owner of citations that may be issued.
5. If the owner is not redeeming the animal at this time:
 - a. provide an Estimation of Fees,
 - b. explain the last day to redeem date,
 - c. get name, address and phone number of owner
 - d. make note of owner visit with contact info in Chameleon record,
 - e. put hold in Chameleon with Has Owner in Request.

If the animal is spayed/ neutered or the Owner is paying the Sterilization Deposit for an unsterilized animal:

6. Enter the Owner information in Chameleon.
7. In the [Outcome Information](#) in the Kennel window enter RTO in Type.
8. Indicate the condition of the animal in Cond.
9. Enter the date and time of the RTO.
10. Enter clerk's initials in By.

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11. Generate a receipt detailing all fees. Include citations given with a zero item price.
12. Print two receipts and give one to the Owner.
13. Update the record.
14. If a Sterilization Deposit is required:
 - a. Generate the Sterilization Agreement. Print two copies, the Owner will sign one which is kept in the Front Office and the other is for the Owner.
 - b. Generate the Sterilization Deposit Escrow RSD and place in the cash drawer.
15. If a rabies vaccine is required, call the clinic and ask for it to be administered.
16. Write appropriate citations.
17. Return the animal to the Owner.

If the animal is not spayed/ neutered and the Owner is paying for TAW to perform the sterilization surgery:

5. Enter the Owner information in Chameleon.
6. Schedule the spay/neuter surgery date in the Animal window.
7. In the **Outcome Information** in the Kennel window enter RTO in **Type**.
8. In the **Subtype** field enter S/N.
9. Indicate the condition of the animal in Cond.
10. Leave the outcome date blank – just like an adoption.
11. Enter clerk's initials in By.
12. Generate a receipt detailing all fees. Include citations given with a zero item price.
 - a. Impound – if applicable
 - b. food/care - \$10 per day
 - c. RTO spay/neuter surgery - \$70 for dogs, \$70 for cats
 - d. City License - \$5
 - e. Rabies - \$0
13. Print two receipts and give one to the Owner.
14. Update the record.
15. Print the two copies of the Return to Owner Spay/Neuter Agreement (in Chameleon under RTO reports).
16. Ask the Owner to complete the Owner Information, Pet information sections and sign and date both copies.
17. Sign both copies as witness and give one to the Owner.
18. Inform the owner of the surgery date and confirm they will pick-up the animal at the proper time.
19. Tell the Owner we will call them if the animal is unsuitable for surgery and the sterilization will need to be paid.
20. Make one copy of the spay/neuter agreement and attach to the surgery schedule for the Clinic. File the signed copy.

Approved by

Date

City of Tulsa Animal Welfare Division

Section / Title: Section 600 – Front Office
Policy: Section 612 –Reclaim/RTO Procedure of Observation Animal
Written by: J. Letcher
Submitted by: J. Letcher
Date: January 12, 2010/July 26, 2012/September 26, 2012

Purpose and Scope: Establish guidelines to ensure proper process of a reclaim/RTO of an animal held for rabies observation.

Responsibility: Front Office staff

Action and Method:

1. The Owner shall present his photo ID at the front desk stating he is reclaiming a bite dog.
2. Confirm the person presenting himself as the Owner has the same name as the Owner listed in the Bite screen.
3. Pull the bite folder and confirm the Veterinarian has signed the health certification.
4. Make a copy of the photo ID to place in bite folder.
5. In Chameleon bring up the Kennel record of the animal.
6. Inform the Owner of fees that may need be paid before the animal can be reclaimed.
 - a. Impound.
 - b. Daily food and care - determine how many days the animal has been held at the shelter including days the shelter is closed.
 - c. Rabies vaccination – if the animal is 3 months old or older and owner cannot provide proof of current rabies vaccination, one will be given before the animal is released to the owner.
 - d. if the Owner does not have proof of current rabies vaccination,
 - e. Sterilization escrow or RTO S/N fee – if the animal is not spayed/neutered
 - f. City license – if the animal is sterilized and there is no city license
 - g. Generate an *Estimation of Redemption Fees* form.
7. Follow the instructions for RTO in Section 611, Numbers 3 through end.
8. Print three receipts - give one to Owner, place one in bite folder, keep the third for the files.
9. Write appropriate citations.
10. Return the animal to the Owner.
11. Return the bite folder to the Senior Investigator.

Approved by

Date

City of Tulsa

Animal Welfare Division

Section / Title: Section 600 – Front Office
Policy: Section 613 – Citations
Written by: J. Letcher
Submitted by: J. Letcher
Date: January 12, 2010

Purpose and Scope: It is the policy of TAW to issue citations for violations of Title 2, Tulsa Revised Ordinance Establish and Title 21, Section

Responsibility: Animal Welfare Representative

Action and Method:

A. Citations for violation of Title 2.

1. Citations shall be issued for all violations of Title 2 (Animal Ordinance).
 - a. Title 2 Section 111, Paragraph C., states, there shall be authorized by the Municipal Judge and provided by the Municipal Court Clerk suitable serially-numbered forms (citation) for the notification of violators to appear and answer charges for violating this title, which forms shall be issued and receipted by the Clerk of the Municipal Criminal Court or by duly authorized persons acting for him.
 - b. Upon the commission of any violation of Title 2 with a pre-set fine, the Animal Welfare representative shall take the violator's name, address, and place of employment and issue to the violator in writing a notice (citation) on the form authorized by the Municipal Judge and provided by the Clerk of Municipal Criminal Court, commanding the violator to answer the charge against him within ten (10) business days at the place specified in the notice.
 - c. Citations that are booked to Court will have twenty (20) business days.
 - d. The notice (citation) shall contain a description of the animal found in violation and shall specify the fine for the violation in accordance with the order issued by the Judge of the Municipal Criminal Court.
 - e. The issuance of a citation may be in addition to or in lieu of impoundment of the offending animal.
 - f. When a violator refuses to sign the citation, the issuing officer shall write “**refused to sign**” in the violator's signature block.
 - g. Any information that is unavailable or if the violator refuses to provide the information, the issuing officer shall draw a line through the block or write N/A in the appropriate area.
 - h. The issuing officer shall make detailed notes on the back of the citation's hardcopy in the officer's note section explaining what has occurred.
 - i. A citation cannot be issued in absentia (violator not present) or sent to the violator by U. S. mail or by any other delivery service.

B. Arrests for violation of Title 2.

1. No one shall be arrested (taken into custody and booked into jail) for a violation of Title 2, except as provided by ordinance.

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- a. An arrest for violation of Title 2, is strictly forbidden by ordinance, see Title 2, Section 111, except as provided for in Paragraph D.
 - b. If a violator fails to give the required information (name, address and place of employment) or answer the notice (appear in court) provided for in paragraph C. of Section 111 authority is given to the Chief of Police to immediately place the violator under arrest and in custody.
 - c. All other information requested on the citation form is strictly voluntary and does not have to be provided by the violator and refusing to provide that information is not unlawful.
1. Arrests for Violations of Animal Code Violation.
 - a. If the arrest of a violator is necessary because of the violator's failure to provide the required information or for outstanding bench warrants(s), for failure to appear on a previous animal ordinance violation, a police officer shall be summoned to affect the arrest.
 - b. If the arrest is because the violator refused to provide their name, address, and place of employment, the police officer shall be instructed to include in his booking and arrest information that the arrest was due to the violator's failure to provide mandated information.
 - c. If the violator is arrested for an outstanding warrant(s), they cannot be charged with the current animal ordinance violation but must be issued a citation for the offense (If they comply with providing their name, address and place of employment for the citation) at the scene prior to being transported and booked by the police officer on the warrant.
 - d. If a police officer is assisting an animal control officer with an uncooperative violator, the animal control officer may need to explain to the police officer that Title 2 specifically states that the violator cannot be arrested and booked on animal code violations. Most police officers are likely to be unfamiliar with the restrictive language of the animal code.
 - e. If a problem arises concerning this matter, animal control officers shall contact an animal control supervisor.

Approved by

Date

City of Tulsa Animal Welfare Division

Section / Title: Section 600 – Front Office
Policy: Section 614 – Escrow for Sterilization
Written by: J. Letcher
Submitted by: J. Letcher
Date: January 12, 2010

Purpose and Scope: Establish guidelines to ensure proper processing of Sterilization Escrows.

Responsibility: Front Office staff

Policy: Any dog or cat over the age of 6 months is required by City Ordinance to be sterilized. The Owner of any dog or cat over 6 months old which is not spayed or neutered and is held by Tulsa Animal Welfare shall be required to leave a Sterilization deposit which shall be held in escrow and returned to the Owner when proof of sterilization is shown within 60 days of reclamation.

Action and Method:

During the reclaim/RTO process (Section 610) determine if the animal is spayed/neutered or not. If not:

1. Enter the RTO information and update the record.
2. Print two copies of the Sterilization Agreement.
3. Ask the Owner to sign one copy which is kept in the Front Office and filed. The other is for the Owner.
4. The amount of the Sterilization Deposit can be combined with other fees that may be paid. It does not need to be kept separately.
5. Print a Sterilization Deposit Escrow RSD and place in the cash drawer.
6. The Sterilization Deposit Escrow RSD shall be placed in the drop safe with the cash and checks at the end of the day.
7. The Sterilization Deposit Escrow RSDs shall accompany the deposit to City of Tulsa Treasury where each shall be assigned an escrow number.
8. The SDERSDs will be returned to AW and filed with the Sterilization Agreement.
9. When the Owner returns with proof of sterilization, staff will make two copies.
 - a. One copy will be sent with the escrow refund form to WIN Administration for appropriate signature and then onto Accounts Payable.
 - b. One copy will be attached to the SDERSD and filed at AW with the Sterilization Agreement
 - c. The original will be returned to the Owner.

Approved by

Date

City of Tulsa Animal Welfare Division

Section / Title: Section 600 – Front Office
Policy: Section 615 – City Licensing
Written by: J. Letcher
Submitted by: J. Letcher
Date: January 12, 2010; updated June 9, 2017

Purpose and Scope: Establish guidelines to ensure proper process City of Tulsa Animal Licenses.

Responsibility: All Employees

Policy:

1. All companion animals in the City of Tulsa shall be licensed.
2. Proof of current rabies vaccination and sterilization are required before a City of Tulsa animal license will be issued.
 - a. Current rabies vaccination must have been administered by licensed veterinarian.
3. Depending on the type of rabies vaccination, a one year or three year license may be purchased.

Action and Method:

1. Get a dog license tag or cat license tag from the tag holder.
2. Log onto Chameleon and open Tag window.
3. Enter the Owner's information in **Person ID**
4. Enter the animal's information in **Animal ID**
5. Enter the number on the tag in **Tag No** in the format of **L**-123456** where * is the 2 digit yr.
6. Enter the **Tag Type** LIC SN
7. Enter **Status** as Current.
8. Enter the tag expiration
9. Enter the vaccination date from written proof provided by Owner
10. Enter the term of the vaccination, 12 or 36.
11. Enter the expiration date.
12. Enter the **Price**.
13. Create a receipt, print two copies and give one to Owner.
14. Store the tag (**F9**)
15. Print the Pet License Registration and give to Owner.

Approved by

Date

City of Tulsa Animal Welfare Division

Section / Title: Section 600 – Front Office
Policy: Section 616 – Rabies Vaccination Certificate
Written by: J. Letcher
Submitted by: J. Letcher
Date: January 12, 2010/September 26, 2012

Purpose and Scope: Establish guidelines to ensure proper processing of rabies vaccinations and Rabies Vaccination Certificates.

Responsibility: All Employees

Policy:

1. All animals age 3 months and older that are adopted from TAW will receive a rabies vaccination.
2. Any animal age 3 months or older that is reclaimed by an owner will receive a rabies vaccination if the owner is not able to provide proof of a current rabies vaccination given by a licensed veterinarian.
3. An owner may request a copy of the Rabies Certificate any time the certificate is valid.

Action and Method:

1. Get a rabies tag from the tag holder.
2. Log onto Chameleon and open the Kennel window.
3. Pull up the animal's record.
4. Process the Outcome Information – either adoption or RTO.
5. Open the tag window.
6. Confirm that **Vaccine, Lot No, Lot Exp** and **Serial Number** are already entered (default).
7. Leave the **Tag No** field blank.
8. Enter the **Tag Type** RABIES CERT.
9. Enter **Status** as Current.
10. Enter the tag expiration.
11. Enter the vaccination date from medical record.
12. Enter the term of the vaccination, 12.
13. Enter the expiration date.
14. Enter the number from the rabies tag in the Cert No field.
15. Enter the **Price** as 0.00.
16. Store the tag.
17. Chameleon will generate the **Tag No**.
18. Print the Rabies Certificate and give to Owner.

Approved by

Date

City of Tulsa

Animal Welfare Division

Section / Title: Section 600 – Front Office
Policy: Section 617 – Trap Rentals
Written by: J. Letcher
Submitted by: J. Letcher
Date: January 12, 2010; updated May 11, 2017

Purpose and Scope: To establish guidelines for the rental of live animal traps belonging to the Animal Shelter.

Responsibility: All employees

Policy:

1. Live Animal traps will be rented only to citizens living in the city limits.
2. Rentals are for a one week period. The citizen may renew the rental by phone with supervisor approval for one additional one week period.
3. A citizen may rent only one trap at a time.
4. A deposit is charged and will be returned to the citizen when the trap is returned to TAW.
5. All traps shall be stored in the fenced in area behind the animal shelter.

Action and Method:

Checking a trap Out

1. Verify TAW has traps in stock.
2. Determine the size of trap the citizen needs
3. Have the citizen complete the trap rental form
4. Inform the citizen that:
 - a. traps may be kept one week;
 - b. traps must be monitored to ensure no animal is left without water for more than 12 hours
 - c. traps should not be set on weekends
5. Collect deposit from citizen.
6. Place the deposit and a copy of the trap form in an envelope with the date and the citizen's name written on the outside. Place the envelope inside the safe.
7. Give the citizen the bottom copy of the completed trap form.
8. Place the completed Trap form in the Trap form folder.
9. If the citizen calls in for a trap extension and is approved by a supervisor, note it on the original trap form

Checking the trap In

1. When citizen returns the trap, pull the white copy from the Trap Form folder located in the top drawer of the file cabinet under the mailboxes.
2. Note the date, the staff person's initials and the condition of the trap on the form.
3. Instruct the citizen to sign at the bottom of the form acknowledging the deposit has been returned.
4. Place the white copy in the Trap Returned file
5. Return the trap deposit to the citizen.
6. Dispose of the yellow copy or the citizen may retain if he wishes.

Approved by

Date

City of Tulsa Animal Welfare Division

Section / Title: Section 600 – Front Office
Policy: Section 618 – Monthly Shelter Report
Written by: J. Letcher
Submitted by: J. Letcher
Date: January 12, 2010

Purpose and Scope: Establish guidelines to ensure accurate reporting of shelter statistics.

Responsibility: Manager

Policy:

1. TAW shall report monthly statistics to WIN management and the public.
2. The statistics shall include:
 - a. Impound
 - b. Intake from the public
 - c. Adoptions
 - d. RTO (Return to Owner)
 - e. Transfers
 - f. Release to Habitat
 - g. Euthanized
 - h. Rabies Observation

Action and Method:

1. Determine the number of animals on the first day of the reporting month and the first day of the month after.
2. Generate the Kennel Statistics report for the reporting month and export it to an Excel spreadsheet.
3. Print the Account Code summary for the reporting month.
4. Print the TCSO intake report and the TCSO euthanasia report.
5. Enter extrapolated numbers in Monthly Report form (Excel)
6. Distribute report via e-mail to Manager and Supervisors.
7. Update the Annual Report with reporting month number.

Approved by

Date

City of Tulsa Animal Welfare Division

Section / Title: Section 600 - Business Office
Policy: SOP 619 – Publication of Injured, Stray Quarantine and Livestock
Written by: J. Letcher
Submitted by: J. Letcher
Date: January 11, 2010

Purpose and Scope:

Establish guidelines that ensure distribution of information regarding stray animals not in the public viewing areas.

Responsibility:

Shelter Supervisor

Action and Method:

1. Prepare a list of stray animals being held for bite quarantine from Chameleon.
2. Post Kennel Cards in envelope on bulletin board outside the Bite Room in the Main Kennel.
3. Post Kennel Cards of animals being held in the Clinic on the Found bulleting board in the Main Lobby.
4. Post a letter publicizing the sale of any livestock being sold at the Tulsa Stockyards.
 - a. On front door of shelter
 - b. On door into the Main Kennel
5. Place an advertisement in the Tulsa World publicizing the sale of any livestock being sold at the Tulsa Stockyards.

Approved by

Date

City of Tulsa

Animal Welfare Division

Section / Title: Section 600 – Business Office
Policy: Section 620 –Animals with Tags, Tattoos or Microchips
Written by: J. Letcher
Submitted by: J. Letcher
Date: March 30, 2010

Purpose and Scope: Establish guidelines to ensure proper handling of any identifying information upon impound in the shelter including but not limited to owner tags, rabies tags, veterinary tags, tattoos, and microchips.

Responsibility: All employees

Action and Method:

Upon capture in the field the impounding Officer will search and scan every animal for any city license tags, owner tags, rabies tags, other veterinary tags, tattoos, and microchips.

1. If any tags can be read by the Officer and a phone number is found or a City license tag is found, the Officer will call Dispatch with the number to try to reach an owner. If an owner is located every attempt will be made by the officer to return the animal to the owner before bringing the animal to the shelter.
2. If the animal is brought to the shelter, the Officer will place a hold on the animal in Chameleon with a reason of **HOLD NOTIFY**.
3. The result of the microchip scan shall be entered in **Scan Info**.
4. All other means of identification shall also be recorded in the animal's impound record in Chameleon.
5. Using the tag information, the Officer will attempt to identify and notify the Owner before leaving the shelter. Results of the attempt will be entered in the comments section with the date and initials of the Officer.
6. **After the Officers initial attempt, the Front Office staff will run a Hold Report every morning and ½ hour before the end of the day to confirm that all identification has been followed up on.**

Approved by

Date

City of Tulsa

Animal Welfare Division

Section / Title: Section 600 – Business Office
Policy: Section 621 –Selling Microchips at TAW
Written by: J. Letcher
Submitted by: J. Letcher
Date: December 13, 2013

Purpose and Scope: TAW will make microchips available to owners of animals adopted and reclaimed from TAW. They may also be made available to the other pets in the family of adopted and reclaimed animals. Establish guidelines to ensure proper recording of revenues of microchip sales and the proper recording of microchips sold to adopters and owners of reclaimed animals.

Responsibility: All employees

Action and Method:

- 1) Registration is accomplished by automatic upload of adopter and animal information from Chameleon to Datamars.
- 2) Bar code scanners will be used to upload the microchip numbers so there are no input errors.
- 3) The microchip includes lifetime enrollment; NO annual fees for changes, updates and transfers.

Microchip purchase procedure:

Receipts

1. The cost is \$15.00.
2. Use the Datamars inventory item for purchases. (abbreviation DM will bring it up)

Procedure for animals **with** a kennel record (adoptions and RTOs):

1. After printing the receipt, print two of the **Petlink Microchip registration** found in the Adoption Documents section of Reports.
2. The **Password** field and the **Barcode label** field will be empty.
3. Ask the adopter to confirm all the information is correct and initial under the words *Owner Information*.
4. Both copies go to the clinic
 - a. If the animal is having surgery the next day, attach the forms to the surgery schedule.
 - b. If the animal is going home immediately, take the forms to the clinic staff.
5. Clinic staff will add the microchip number label to the Chameleon record when they implant the chip.
 - a. In the kennel window, click to open the tag window
 - b. Place your cursor in the Tag Number field and scan the microchip barcode
 - c. Tab to the Tag Type window and select DM for Datamars
 - d. Store the record – F9**
6. Clinic staff will add the barcode label to the form initialed by the adopter and keep it.
7. Clinic staff will add the barcode label to the 2nd form to give to the adopter.
8. Clinic staff will give the Petlink Microchip registration and tag to the adopter at discharge.

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Procedure for animals **without** a kennel record (other family pets):

1. Have the customer fill out a blank Datamars form
 2. In Chameleon, create an animal record in the Animal window.
 3. Open the Tag window
 4. Enter the Person ID number and the Animal ID number
 5. Leave the Tag No blank
 6. Tab to the Tag Type window and select DM for Datamars
 7. Go to the Receipt No and create a receipt for the microchip
 8. Store the record – F9 – which will enter a U- number in Tag no.
 9. Write the Animal Id number on the Datamars form
 10. Make a copy of the form and take both copies to the clinic
 11. Clinic staff will go to the Tag window (not through Kennel window) and enter the animal ID number to pull up the record
 12. Place the cursor in the Tag No field and delete the number
 13. Scan the microchip barcode to enter the microchip number
 14. Update the record – F8.
6. Clinic staff will add the barcode label to the form initialed by the adopter and keep it.
 7. Clinic staff will add the barcode label to the 2nd form to give to the adopter.
 8. Clinic staff will give the Petlink Microchip registration and tag to the adopter.

Approved by

Date

City of Tulsa

Animal Welfare Division

Section / Title: Section 700 – Programs
Policy: 700 – Animal Adoption Policies
Written by: J. Letcher
Submitted by: J. Letcher
Date: May 27, 2008

Animal Adoptions

It is the policy of City of Tulsa Animal Welfare that adoptions are on a first-come/first serve basis unless, at the discretion of COTAW, the safety of the public and/or the welfare of the animal would be compromised as a result of the placement. In such cases, COTAW may refuse placement of an animal entirely, may refuse the placement of an animal into a specific environment, and may prohibit placement with individuals for reasons delineated in this Section.

1. Only animals that do not appear to pose a threat to the safety of the public or to other domesticated animals will be adopted or placed with Adoption Partner.
2. In order to ensure the animal's safety and welfare, animal placements will be based on the needs, temperament, age, health status, personality characteristics and other factors specific to the animal being placed
3. COTAW reserves the right to send an animal to an Adoption Partner in lieu of directly adopting the animal to the public.

Health of Animals Available for Adoption

It is the policy of COTAW to provide healthy animals for adoption. Before released to an adopter or Adoption Partner:

1. Animals will have received species and age appropriate vaccinations.
2. Dogs will be tested for heartworm disease.
3. Cats will be tested for feline leukemia (FELv) and feline immunodeficiency virus (FIV).
4. Animals will have been checked for intestinal parasites and if positive, will have been treated with a broad spectrum dewormer
5. Animals will have been spayed or neutered.

While it is policy that COTAW adopts out healthy animals, they are exposed to many unvaccinated animals during their stay. Some diseases have incubation periods whereby an animal may appear normal for a time before becoming ill. If an animal becomes ill within 14 days of adoption, it can be returned to COTAW and exchanged for another animal.

COTAW will not reimburse any medical expenses incurred for an animal adopted from COTAW.

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Right Of Refusal To Place Animals

It is the policy of COTAW that COTAW has the right to:

1. Refuse to place an animal with an adopter.
2. Refuse to place an animal with an Adoption Partner.
3. Transfer an animal to an Adoption Partner in lieu of adopting the animal directly to the public.
4. Euthanize the animal in lieu of placement.

Reasons for refusing to place an animal with an individual or with an Adoption Partner include, but are not limited to, the following:

1. Placement will mean that the owner will exceed the legal pet limit in the community in which he lives.
2. The adopter is not of legal age.
3. The animal would be placed in an environment unsuitable for the animal because of medical reasons, temperament, age, behavior, environmental needs and similar reasons. For example, we may refuse to adopt toy or fragile animals to homes with very young or rough children, we may refuse to adopt an animal not suited for outdoor weather to be a “yard pet”, and we may refuse to place livestock with people who are not experienced in housing and caring for them.
4. The adopter has any pending court cases that are animal-related or violence-related in which he or she is a defendant, until such time as the cases are resolved and the person is found not guilty.
5. The adopter is currently under investigation for animal neglect or cruelty by any agency or is currently under investigation for any act of violence toward another person, as far as can be determined.
6. The adopter has bounced a check to the City within a two-year period and has not reimbursed the City at the time of the requested adoption.
7. The adopter obtains three or more animals in a short period of time (evaluated on a case-by-case basis).
8. The animal shows aggression toward people or other animals.
9. The animal has, without provocation, bitten or attacked a person or other animal.
10. The dog is to be used primarily as a “guard dog” (we adopt pets only to be companions, except to law enforcement officials for use in the performance of their official duties).

Prohibiting Persons From Adopting Animals

COTAW reserves the right to prohibit anyone from adopting any animal from, in the judgment of COTAW; it would not be in the animal’s best interests to be placed in that home. Reasons for prohibiting certain persons from adoptions include, but are not limited to, the following:

1. The adopter has been convicted of or pled no contest to any animal violation involving animal neglect, animal cruelty, or harboring a vicious animal.
2. The adopter has two or more times been convicted of any other animal control violation during a two-year period. This does not include two or more violations issued at one time: i.e., running at large AND no vaccination. It does include chronic violations over time.

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3. The adopter has relinquished their own pet to any shelter then wants to adopt a shelter pet, except when their own pet is aggressive or has behavior problems that the owner has tried and failed to correct.
4. The adopter has bounced two or more checks to the City within a one-year period, regardless of whether or not reimbursement was made.
5. The adopter has worked as an Adoption Partner or as a rescue groups agent and has violated provisions of the PPP agreement.
6. The adopter appears to be a “animal hoarder” or “collector:” an individual who obtains, takes in, or maintains a large number of animals as evidenced by:
 - a. An inability to properly care for every animal in his or her custody, including meeting routine and emergency medical care needs;
 - b. Failure to provide for the animals’ physical, environmental, exercise, housing and dietary needs;
 - c. Maintaining more than the legally-permitted number of animals in substandard conditions, failing to provide safe and humane care for each animal;
 - d. Acting as a “rescue” but not providing customary rescue activities, such as taking in numerous animals but not having an active adoption program;
7. The adopter sells, “adopts”, gives away, raffles, barter or otherwise transfers an animal obtained from any animal shelter to another person within six months of obtaining the animal, except when the animal is returned because it was aggressive, sick upon adoption, or because the owner is unable to manage previously unknown behavior problems.
8. The adopter did not follow through with a directive to obtain medical care for the animal after its placement (for animals released on medical addenda).

Adoption of Aggressive and Bite Animals

It is the policy of the COTAW that no animal involved in an **unprovoked** attack or bite on a person or other animal will be adopted from the animal shelter.

1. Animals involved in **provoked** incidents may be adoptable on a case-by-case basis with the approval of the Manager or the Veterinarian.
2. Animals that show unprovoked aggression towards people and other animals shall not be placed for adoption or transferred to Adoption Partners.
3. Dog that have been trained or used for dog fighting will not be placed for adoption or transferred to Adoption Partners.

Livestock Adoption Policy

1. Stray Livestock (defined by Title 2 Ordinance) must be held for three days of stray time. After the three days, it becomes the property of the City of Tulsa. After 10 days notice posting of public sale, the animal is eligible for adoption, rescue or sale at auction.
2. No animal welfare employee involved in the impoundment or investigation of incidents related to livestock will be allowed to place a hold that livestock.

Adoptions to City of Tulsa, Tulsa County Employees

City of Tulsa Animal Welfare Division

1. Any person, who can verify by an employee identification card, that they are employed by the City of Tulsa or Tulsa County may adopt a cat or dog from the animal shelter at a reduced fee. The WIN Department Director shall establish the amount of this fee.
2. Fee: On 6-27-07 the reduced amount was set at \$10.00.
3. A copy of the person's identification card shall be attached to the Adoption Application.

Approved by

Date

City of Tulsa Animal Welfare Division

Section / Title: Section 700 – Programs
Policy: 701 – Adoption Return/Animal Exchange Policies
Written by: J. Letcher
Submitted by: J. Letcher
Date: December 2009

Purpose and Scope: Establish adoption return guidelines to ensure that all adoption returns are handled the same manner.

Responsibility: All shelter employees.

Action and Method:

An Adopter may return an animal to COTAW for any reason within 14 days of adoption and exchange it for another animal.

An Adopter has one year within which to utilize the exchange and adopt another animal from COTAW

COTAW does not provide refunds unless approved by the Manager.

Adoption Return Procedures are found in Section 400.403.

Approved by

Date

City of Tulsa

Animal Welfare Division

Section / Title: 700 – Programs
Policy: 702 – Animal Adoption Procedures
Written by: J. Letcher
Submitted by: J. Letcher
Date: May 27, 2008

Purpose and Scope: Establish proper procedure to process animal adoptions.

Responsibility: All Employees

Action and Method:

1. Adopter comes to front counter with the cage number of the animal.
2. In Chameleon, TAW staff person will look in the Kennel window to confirm the animal is available for adoption.
3. If available, have the adopter complete the Animal Adoption Form (front and back).

If the animal is ready to go home: (already sterilized)

4. In Outcome Information use the Person To to either find an existing Person file or create a new Person file.
5. Enter Adoption in the Type field
6. Enter Normal in the Cond field
7. Enter today's date and time (F5)
8. Enter AWR initials in By
9. Create a receipt in the Receipt No window and **print two copies**. Each fee is on a separate line item i.e. \$70 for adoption fee and \$5 for license fee. Make sure the receipt number shows in the Kennel window
10. If the animal has received a rabies vaccination, create a rabies vaccination certificate in the Tag window.
11. If the animal received a City license, create that information in the Tag window
12. Update the Kennel window with all information
13. Print
 - a. Two copies of the Adoption Contract
 - b. One copy of the Medical Records
 - c. One copy of the Rabies Certificate (if applicable)
 - d. Once copy of the City License Registration (if applicable)
14. Instruct the citizen to read and sign both copies of the adoption contract. AWR signs both copies as a witness.
15. Adopter keeps
 - a. One copy of the Receipt
 - b. One copy of the Adoption Contract
 - c. the Medical Records
 - d. the Rabies Certificate (if applicable)
 - e. the City License Registration (if applicable)

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16. TAW retains
 - a. one copy of the Adoption Contract
 - b. one copy of the Receipt.
 - c. The Adoption Application
17. Ask an ACO to bring the adopted animal up to the lobby, either in a cat box or on giveaway leash. Adopter is given Adoption bag
18. Thank them and tell them to enjoy their new pet.

If the animal is NOT ready to go home (not sterilized)

4. In Outcome Information use the Person To to either find an existing Person file or create a new Person file.
5. Enter Adoption in the Type field
6. Enter Normal in the Cond field
7. Do not enter the date
8. Enter AWR initials in By
9. Create a receipt in the Receipt No window and **print two copies**. Each fee is on a separate line item i.e. \$70 for adoption fee and \$5 for license fee. Make sure the receipt number shows in the Kennel window
10. Schedule spay/neuter surgery in the Animal record (F4 with cursor in Animal ID field) for next available day.
11. Update the Kennel window with all information
12. Give the Adopter a copy of the Receipt along with instructions to return the day of the surgery after 4pm.
13. Attach the Receipt to the Adoption Application and hold at the front desk until the animal is picked up.
14. Confirm the animal is on the surgery schedule for the next day unless other arrangements have been made.

The morning the Adopter is supposed to return to pick-up the animal:

15. Pull up the record in the Kennel window
16. Enter today's date and time (F5) in the Outcome Information
17. If the animal received a rabies vaccination, create a rabies vaccination certificate in the Tag window.
18. If the animal received a City license, create that information in the Tag window
19. Update the Kennel window with all information
20. Print
 - a. Two copies of the Adoption Contract
 - b. One copy of the Rabies Certificate (if applicable)
 - c. Once copy of the City License Registration (if applicable)

When the adopter comes in to pick up the animal:

Print

- a. One copy of the medical history

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21. Instruct the citizen to read and sign both copies of the adoption contract. AWR signs both copies as a witness.
22. Adopter keeps
 - a. One copy of the Adoption Contract
 - b. the Medical Records
 - c. the Rabies Certificate (if applicable)
 - d. the City License Registration (if applicable)
23. TAW retains the other copy of the Adoption Contract which is attached to the Receipt and the Adoption Application. The packet is then filed.
24. Ask an ACO to bring the adopted animal up to the lobby, either in a cat box or on giveaway leash. Adopter also receives an Adoption bag
25. Thank them and tell them to enjoy their new pet.

Approved by

Date

City of Tulsa Animal Welfare Division

Section / Title: 700 – Programs
Policy: 703 – ADOPTION HOLD program; Wait List Process for Animals Not Yet Available for Adoption
Written by: J. Letcher
Submitted by: J. Letcher
Date: May 27, 2008

Purpose and Scope: To ensure that all employees understand the how to put a potential Adopter on the wait list for an animal that is not yet available.

Responsibility: All Employees

Action and Method:

If a potential Adopter is interested in adopting an animal that is not available yet, they can put their name on a list for that animal if and when the animal becomes available. Putting their name on the list does not hold the animal. It does determine the order of priority if more than one person on the list is at the shelter to adopt when the animal at the opening of business the day the animal is available.

If a potential Adopter wants his/her name on the wait list:

1. Explain to the potential Adopter that
 - a. putting their name on the list does not hold the animal for them.
 - b. the animal's owner may claim the animal before it becomes available.
 - c. even though we ask for their phone number, COTAW will not call them.
2. In the Chameleon Kennel record for the animal, enter the name and phone number of the potential Adopter in the comment box.
3. Put a Hold on the animal with an explanation of Poss Adoption
4. The potential Adopter will be given an adoption information card that has the shelter phone number, date and time available, log number, pen number and what number the citizen is on the list

Approved by

Date

City of Tulsa

Animal Welfare Division

Section / Title: Section 700 – Programs
Policy: 704 – Release of Animals to Rescue/Welfare Organizations
Written by: J. Letcher
Submitted by: J. Letcher
Date: December 2009

Purpose and Scope: To establish and follow a procedure for the purpose of releasing animals to approved local Animal Rescue Organizations.

Responsibility: All shelter employees.

Action and Method:

“Approved Animal Welfare representative” refers to any Animal Welfare Organization representative that has been approved by the Manager of Animal Welfare.

CRITERIA FOR RELEASE

1. An animal that is considered a “stray” must stay at TAW a minimum of 3 working days before the animal can be transferred to an approved Animal Welfare Organization.
2. An animal that is considered “owner surrender” may be transferred to an approved Animal Welfare Organization the day after it is received by TAW.
3. Any animal that is sick or injured, may be immediately released to an approved Animal Welfare Organization Representative, provided that a photograph has been taken and posted on the “Found” board of the Animal Shelter and the Staff Veterinarian has determined the animal requires medical attention beyond the shelter’s capabilities. Animal Welfare Organization representatives removing the sick or injured animal from the shelter must provide a contact name and phone number where the animal is located in case an owner is found.
4. An animal with a citizen name (POSS ADOPT) on it may NOT be transferred to an Animal Welfare Organization until the day after the adoption hold has expired. An “Adoption Hold” shall be indicated when there is a hold with Poss Adopt in the animals Kennel record.
5. No animal may be transferred to any approved Animal Welfare Organization until the end of the first day it is available for review.
6. No animal with a known owner may be transferred to any approved Animal Welfare Organization without the expressed permission of the TAW Manager or his/her designee.

PROCEDURE FOR RELEASE OF ANIMALS

1. All animals released from the TAW to an approved Animal Rescue Organization must be approved by a Supervisor, the staff Veterinarian or the Manager.
2. When an Animal Welfare Organization representative decides the organization would like to remove an animal, the representative must confirm with a Supervisor, the staff Veterinarian or the Manager.
3. Determine if the animal is available to be released immediately or must stay for a required holding period.
 - a. If the animal must stay at the Shelter, the shelter employee will enter the name of the Animal Welfare Organization and contact number in the comments section of the Kennel

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record in Chameleon and give the representative the date and time the animal will be available for release.

- b. If an animal is ready for release at the time the inquiry is made, a Supervisor will first ensure the Animal Welfare Organization representative's name is on the "pull list". If the name is on the "pull list", the Supervisor will instruct a Front Office staff person to complete the transfer in the Chameleon file and sign out the animal to the Animal Welfare Organization.
- 4. If an Animal Welfare Organization does not pick-up an animal within three (3) days of adoption or stated intent to rescue, the animal may be made available for adoption for considered for euthanasia.
- 5. No Animal Welfare Organization representative will be allowed in the Animal Shelter's euthanasia or rabies observation holding rooms. If an inquiry is made of the animals in these rooms, the AWO will be referred to a Supervisor. There is no guarantee that any animal held for rabies observation will be released to the Animal Welfare Organization.
- 6. No Animal Welfare Organization representative will be allowed in the veterinary services areas without the approval of the veterinarian, the veterinary staff or the manager.
- 7. If an Animal Welfare Organization representative places their name on the wait list for an animal and does not adopt or rescue the animal three working days after the animal becomes available for release, the animal may be subject to euthanasia.
- 8. Any approved Animal Welfare Organization representative may view any animal in the stray animal or adoption pens during the Animal Shelter's normal business hours. A representative must have an employee accompany them in the stray cat room.

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Date

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Animal Welfare Division

Section / Title: Section 700 – Programs
Policy: 705 – Animal Transfer Program; Out of State
Written by: J. Letcher
Submitted by: J. Letcher
Date: December 2009

Purpose and Scope: To establish and follow a procedure for the purpose of releasing animals to approved Animal Rescue Organizations located outside Oklahoma.

Responsibility: All shelter employees.

Action and Method:

Animal Welfare Organizations located outside Oklahoma may be selected to participate in the Transfer Program. The Staff Veterinarian shall approve all participants in the Transfer Program.

CRITERIA FOR RELEASE

7. An animal that is considered a “stray” must stay at TAW a minimum of 3 working days before the animal can be transferred to an approved Animal Welfare Organization.
8. An animal that is considered “owner surrender” may be transferred to an approved Animal Welfare Organization the day after it is received by TAW.
9. Any animal that is sick or injured, may be immediately released to an approved Animal Welfare Organization Representative, provided that a photograph has been taken and posted on the “Found” board of the Animal Shelter and the Staff Veterinarian has determined the animal requires medical attention beyond the shelter’s capabilities. Animal Welfare Organization representatives removing the sick or injured animal from the shelter must provide a contact name and phone number where the animal is located in case an owner is found.
10. An animal selected by a citizen to participate in the “Adoption Hold” program, may NOT be transferred to an Animal Welfare Organization until the day after the adoption hold has expired. An “Adoption Hold” shall be indicated when there is a hold with Poss Adopt in the animals Kennel record.
11. No animal may be transferred to any approved Animal Welfare Organization until the end of the first day it is available for adoption.
12. No animal with a known owner may be transferred to any approved Animal Welfare Organization without the expressed permission of the TAW Manager or his/her designee.

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City of Tulsa Animal Welfare Division

Section / Title: Section 700 – Programs
Policy: 706 - Citizen Request Policy
Written by: J. Letcher
Submitted by: J. Letcher
Date: December 2009

Purpose and Scope: Establish consistent information is provided to the public about animal and breed requests.

Responsibility: All TAW employees

Action and Method:

At this time TAW is not able to keep a list of requests.

Citizens can log a request at PetHarbor.com.

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Date

City of Tulsa Animal Welfare Division

Section / Title: Section 700 – Programs
Policy: 707 – Volunteer Policies
Written by: J. Letcher
Submitted by: J. Letcher
Date: September 29, 2010

Purpose and Scope: Establish guidelines to ensure proper introduction into the volunteer program.

Responsibility: Supervisor in charge of Volunteer Program

Action and Method:

1. Citizens wishing to join the volunteer program fill out the volunteer application packet found on the Front Lobby.
2. Volunteer Applications are turned into the Supervisor in charge of the Volunteer Program.
3. Supervisor reviews applications and calls provided references.
4. All applicants must attend Volunteer Orientation and tour the facility with a TAW staff person.
5. Potential volunteer attends the scheduled orientation that includes a presentation, watching the “Animal handling” video, and a tour of the facility.
6. The Supervisor schedules a start date for the new volunteer.
7. On the start date the Supervisor issues the new volunteer a name badge and introduces them to their work assignment.

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Date

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Section / Title: Section 700 – Programs
Policy: 708 – Volunteer Duties in Veterinary Services
Written by: C. Pienkos
Submitted by: J. Letcher
Date: December 2009

Volunteer Duties in Veterinary Services

1. The Shelter Veterinarian must approve volunteers working in Veterinary Services. The Shelter Veterinarian reserves the right to set hours of volunteers.
2. Veterinary Technicians and/or the Veterinarian will train volunteers working in Veterinary Services. Volunteers will be allowed to perform duties only if proficiency is demonstrated in tasks assigned. The safety of personnel and the animals' well-being will be taken into account at all times.

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Date

City of Tulsa Animal Welfare Division

Section / Title: Section 800 – Veterinary Services
Policy: 800 – Access to veterinary service areas
Written by: C. Pienkos DVM
Submitted by: C. Pienkos DVM
Date: December 11, 2009

Purpose and Scope: Establish guidelines as to who has access to the Surgery, Surgery Prep, Surgery Holding and the Clinic.

Responsibility: All employees

Action and Method:

Only the Veterinarian, Veterinary Technicians, Veterinary Assistant, Supervisors, Managers, and volunteers authorized by the Veterinarian are to be in the veterinary service areas. No other personnel have authorization to enter the clinic at any time unless a supervisor gives authorization for a specific function.

Clinic

Officers and other personnel will be allowed to enter the main exam room area in the clinic for the purpose of having an animal evaluated or may enter the surgery holding area for the purpose of retrieving an adopted animal. No other access to any other part of clinic is permitted.

Surgery Holding

Surgery Prep

Surgery

Only the Veterinarian, Veterinary Technicians, Veterinary Assistant and Veterinary students approved by the staff Veterinarian may be in Surgery.

Approved by

Date

City of Tulsa

Animal Welfare Division

Section / Title: Section 800 – Veterinary Services
Policy: 801– Controlled Substance Forms and Reports
Written by: C. Pienkos DVM
Submitted by: C. Pienkos DVM
Date: December 11, 2009

Purpose and Scope:

Establish procedure to properly track controlled substances.

Responsibility:

All Animal Welfare employees using controlled substances

Action and Method:

1. Veterinary technicians are responsible for ordering and logging all controlled substances. All controlled substances must be logged into the "Controlled Substance Inventory Log" immediately upon receipt. While unpacking the shipment match the actual number of bottles received against the packing slip, initial the packing slip, and file in the safe.
2. Officers may request Fatal Plus from the veterinary technician. The technician must note the bottle dispensed to the requestor in the Drug Inventory Log and the requestor shall sign for the issued bottle in the log. . Requester shall double check the bottle number to be sure it is correct before they sign for the bottle! Once the requester has signed for the bottle, the requester is responsible for correctly handling and securing the bottle in their possession. Controlled substances, when not being used, but be secured in a locked enclosure.
3. No one other than the veterinarian or veterinary technician shall record in the Controlled Substance Inventory Log, nor shall the Log be removed from the drug safe by anyone other than the veterinarian or veterinary technician.
4. Individual drug doses shall be recorded in the Controlled Substance Use Log. Each entry shall include date, species, amount used, Animal ID number, and users' initials.
5. All Controlled Substance logs shall only be written in using permanent ink. White out shall never be used in the drug logs. Mistakes can be corrected by drawing a single line through the mistake and then writing your initials next to the mistake.
6. As soon as the drug bottle has been used entirely, balance the log, correct any errors, and turn the bottle and the log into your supervisor. Supervisor will initial the log after the final entry.
7. Drugs are to be used as directed by the Veterinarian. No changes are to be made to the drugs without the Veterinarian's permission.
8. Personnel shall exercise caution when handling drugs to avoid contact with eyes, nose, mouth, and open wounds.

Approved by

Date

City of Tulsa

Animal Welfare Division

Section / Title: Section 800 – Veterinary Services
Policy: 802 - Basic Medical Treatment Protocols
Written by: Catherine Pienkos, DVM
Submitted by: Catherine Pienkos, DVM
Date: January 21, 2009

Purpose and Scope:

Ensure proper treatment of simple medical conditions.

Responsibility:

All Veterinary staff

Action and Method:

1. Follow updated dosing and protocols posted in the clinic protocols book.
2. Record all exam findings, tests, treatments, and medications for every animal treated in the medical record according to SOP 706.
3. Guidelines for treating specific conditions:
 - A. **Upper Respiratory Infection (URI)** – sneezing, cough, nasal discharge, ocular discharge
 - A. Consider euthanasia first for both dogs and cats if the animal is not considered highly adoptable or has a reasonable chance of release to a rescue group.
 - B. Cats should be moved to isolation and started on the appropriate antibiotic. In addition:
 - a. If the cat has not been Felv/FIV tested, then complete viral testing before starting treatment.
 - b. Assess hydration – give SQ fluids if dehydrated.
 - c. Give Metacam if patient is febrile or appears particularly uncomfortable.
 - d. For conjunctivitis flush eyes with artificial tears. Consult veterinarian prior to starting antibiotic eye ointments.
 - e. Give Buprenorphine if cat is salivating or has oral ulcers.
 - C. Before starting any dog on treatment for URI perform thorough behavior evaluation and heartworm test. If the dog is heartworm negative, passes behavior evaluation, and appears highly adoptable or has a chance to go to a rescue group then start the dog on a course of antibiotics and cough tabs according to protocols posted in clinic. If cough is severe consult veterinarian. If at all possible isolate the dog by placing it in the veterinary clinic or placing in a foster home.
 - B. **Diarrhea**
 - A. If bloody and there is an obvious Parvo odor, do not test, but immediately euthanize. If in doubt use Parvo test and euthanize if positive. If frank blood persists despite negative test, then euthanize the animal.
 - B. If the diarrhea is not bloody or suspicious of parvo then skip parvo test and perform fecal flotation.
 - C. If the diarrhea is very watery perform a Giardia test in addition to the fecal float.
 - D. Treat the following parasites as follows:
Coccidia → *Albon*

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Whipworms→3 days of Panacur, repeat in 2 weeks

Hookworms, Roundworms →Pyrantal (Strongid) every 2 weeks for 3 doses.

Giardia→Panacur for 5 days. Schedule dog for bath on the 5th day

Tapeworms→Cestex or Droncit

E. If all tests are negative then start a 5 day course of Panacur and Metronidazole.

C. Minor wounds.

A. Clip and clean all wounds. Use sedation only if necessary according to dosage charts.

B. Use injectable Rimdayl for dogs and Metacam for cats if pain medication is warranted.

C. Start the animal on an appropriate antibiotic. Clindamycin is the first choice for minor wounds. Baytril is second choice if the wounds are very deep or severely infected. Choose only those medications that can be given with once a day dosing.

D. Make notes in comments section of chameleon medical record describing the wounds and treatment given.

D. Skin conditions in dogs

A. If very severe (no hair, severe crusting, and infection) then consider euthanasia

B. For minor skin conditions examine for fleas and perform skin scrape.

C. If scrape positive for Demodex, apply Promeris and set up repeat treatment in two weeks.

D. If scrape positive for Sarcoptic mange, give Ivermectin injection, and repeat weekly for 3 treatments.

E. If scrape is negative but condition is suspicious for mange, then you may treat with both an Ivermectin injection and Promeris.

F. If fleas are severe, give Capstar in addition to topical flea treatment and treat for tapeworms.

E. Skin conditions in cats.

A. Any patches of missing hair are ringworm until proven otherwise. If a foster home cannot be found then euthanize. If in doubt, then cat can be held until veterinarian is available to examine it.

B. If flea allergy dermatitis is suspected then apply Advantage. Administer Capstar and Droncit (for tapeworms).

F. Heartworm Positive dogs

A. Try to locate a rescue group to take the animal.

B. If no rescue is available but dog is highly adoptable:

a. make note of condition in medical record,

b. give the dog its first dose of Iverheart,

c. return the dog to a kennel, and

d. make a note on the kennel card that the dog has Heartworms and will be treated if adopted.

e. Make a note in the comments section of the dog's record in Chameleon that it has heartworms and will be a vet approved adoption only.

C. If the dog is not a good adoption candidate, then euthanize.

D. If the dog is not adopted, but is a transfer candidate, the dog may be treated prior to transfer with prior approval from the receiving shelter. These will be assessed on a case by case basis.

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- G. Conditions that may warrant immediate euthanasia include but are not limited to: paralysis, multiple fractures, inability to breathe, inability to stand, unable to eat or drink on own, shock, severe trauma, loss of consciousness.

Approved by

Date

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Animal Welfare Division

Section / Title: Section 800 – Veterinary Services
Policy: 803 - Medical Treatment of Animals in the Absence of a Veterinarian.
Written by: Catherine Pienkos, DVM
Submitted by: Catherine Pienkos, DVM
Date written: January 16, 2010

Purpose and Scope: Ensure proper treatment of all animals in the absence of veterinary staff.

Responsibility: All Animal Welfare Officers

Action and Method:

1. The veterinary clinic will be staffed by a veterinarian or veterinary technician Monday through Saturday. The veterinarian and veterinary technicians are available for after hours phone calls and treatment of animals only if absolutely necessary. The majority of injured or ill animals should be assessed and treated appropriately by the Animal Welfare officer on duty according to the following protocol. If the animal cannot be assessed or treated based on the following protocol then the AWO may call the veterinarian and /or veterinary technician for further assistance.
2. In the absence of veterinary personnel, animals presenting with severe symptoms of illness and/or injury should be euthanized. The following conditions warrant immediate euthanasia:
 - Paralysis
 - Multiple or severe fractures
 - Unresponsive or barely responsive animals
 - Animals that are not able to breathe comfortably
 - Animals that cannot stand up or sit up on their own
 - Animals that cannot eat or drink (due to facial trauma, deformity, etc.)
 - Bloody diarrhea
 - Persistent, uncontrollable vomiting
 - Female animals giving birth where a newborn is stuck in the birth canal
 - Internal organs that are exposed (eviscerated) due to trauma
3. Animals with minor injuries/illnesses will be assessed by the veterinary staff the next day the veterinary clinic is staffed (Mon-Sat). Assess whether the animal would be more comfortable in the veterinary clinic or in a regular holding pen. Place the animal in the appropriate holding area and provide food, water, and a blanket or pad. Indicate on the white board outside the clinic the nature of the injury/illness, date, and location of the animal. There is no need to call veterinary staff unless there are specific questions regarding the animal.
4. Livestock that needs immediate euthanasia may be euthanized by TPD. Call TPD for assistance. If TPD is unable to euthanize the animal then the animal can be euthanized by intravenous Fatal Plus administered through the jugular vein at a dose of 1cc per 10 pounds. Horses and cows can be euthanized with 240mls Fatal Plus IV. Call the veterinarian or veterinary technician if assistance is needed with livestock.

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- 5. Administering pain medication to injured animals.** Animal Welfare officers are authorized to administer injectable *Rimadyl* to cats or dogs as pain medication when the veterinary clinic is not staffed. Injectable *Rimadyl* will be stored in the drawer in the clinic refrigerator. Dosing chart is on the refrigerator door. Administer by subcutaneous injection only. Do not administer more often than every 24 hours without veterinary approval. Handwrite on the kennel card the dose given and the time given.
- 6. Administration of antibiotics to animals with suspected infection.** Animal Welfare officers are authorized to administer injectable Penicillin (Pen-G) to animals they suspect of having infection. The penicillin is stored in the refrigerator on the door. Dosing chart is on the refrigerator door. Administer once every 24 hours by subcutaneous injection according to the dosing chart.

Approved by

Date

City of Tulsa Animal Welfare Division

Section / Title: Section 800 – Veterinary Services
Policy: 804 – Medical Treatment Records
Written by: Catherine Pienkos, DVM
Submitted by: Catherine Pienkos, DVM
Date: January 16, 2010

Purpose and Scope: Establish guidelines for documentation of all medical treatments as part of an animal’s permanent medical record.

Responsibility: Veterinary Technicians

Action and Method:

1. Refer to SOP 802, 803, and the treatment guidelines and drug dosages posted in the clinic.
2. To update medical information in Chameleon.
 - A. Open treatment screen for animal being treated.
 - B. Start a new entry with the correct date and new treatment number.
 - C. Write brief summary of the condition in the exam notes section. For example, “sneezing, watery eyes. Still eating and drinking. Temp=103. Moved to isolation. Started doxy. Gave 0.1cc Metacam SQ”
 - D. Record all treatments given or tests performed with results in the “treatment” box of the treatment window.
 - E. Record any medication given and any course of medication that will be started, including dose, frequency, and duration in the “medication” box of the treatment window.
 - F. Store treatment window -
 - G. For medications being dispensed to go home with an animal, ensure the label is filled out correctly. If using preprinted labels then the medication going home must still be entered into the animal’s medical record in Chameleon.

Approved by

Date

City of Tulsa Animal Welfare Division

Section/Title: Section 800 – Veterinary Services
Policy: 805 – Identification, Location and Notification of Sick/Injured
Animals Needing Veterinary Services in Shelter
Written by: Catherine Pienkos, DVM
Submitted by: Catherine Pienkos, DVM
Date: January 24, 2010

Purpose and Scope: To insure sick/injured animals are placed in proper location so they are able to be treated or disposition, and to minimize potential for them infecting other, healthy animals. To ensure Veterinary Services staff is notified when animals are sick or injured.

Responsibility: All COTAW employees and volunteers

Action and Method:

1. Sick or injured animal already in the shelter—animal exhibiting any signs of abnormal health, such as, but not limited to: bleeding, vomiting, abnormal stools, not eating, sneezing, coughing, abnormal nose or eye discharge, severely affected skin, altered mental status (depressed, lethargic), obvious signs of injury (cuts, broken bones, missing flesh, etc.). – write pen #, date, problem, brief animal description on white board next to clinic.
2. New Animals arriving in through Receiving or out of the field who are exhibiting any signs of illness or injury can be brought directly to the vet clinic for evaluation. If the veterinary staff is unavailable at the time then the animal can be left caged or tethered safely in the clinic with its kennel card or, if the illness or injury does not appear severe, it can be placed in general holding and the location of the animal and problem noted on the white board outside of the clinic.

Under no circumstance will a noticeably sick or injured animal be put into any animal areas without notification of the Veterinary Services staff.

Approved by

Date

City of Tulsa Animal Welfare Division

Section / Title: Section 800 – Veterinary Services
Policy: 806 – Sick/Injured Animal Health Checks
Written by: Catherine Pienkos, DVM
Submitted by: Catherine Pienkos, DVM
Date: May 9, 2009

Purpose and Scope: Establish guidelines and area of responsibility for assessment of sick animals

Responsibility: Veterinary Technicians

Action and Method:

1. Animals noted on the white board for illness or injury will to be assessed daily.
2. Write down the pen numbers, description, and symptom of animals listed on the board.
3. Go to each kennel and observe the animal.
4. If the problem cannot be visualized or assessed within the kennel, take the animal to the clinic for more thorough examination.
5. Make appropriate decisions for medical treatments based on SOP 802.
6. Notify veterinarian for additional assistance as needed.
7. Once the animal as been examined and treated appropriately then erase the information from the white board.
8. Enter any treatment given in the animal's record in Chameleon.

Approved by

Date

City of Tulsa Animal Welfare Division

Section / Title: Section 800 – Veterinary Services
Policy: 807 – Adopted Animal Health Checks
Written by: Catherine Pienkos, DVM
Submitted by: Catherine Pienkos, DVM
Date: May 9, 2010/September 26, 2012
Last Updated: October 16, 2017

Purpose and Scope: Establish guidelines and area of responsibility for assessment of animals being adopted and/or leaving the shelter

Responsibility: Veterinary Technicians

Action and Method:

1. *For cats being adopted or being made ready to go:*
 - A. FVRCP initial vaccine given to all cats older than 4 weeks
 - B. FVRCP booster every 2 wks until 6 months old
 - C. Combo test,
 - D. Rabies vaccine if 3 months or older
 - E. Revolution topical
 - F. Strongid dewormer for all cats under one year old
 - G. Droncit or Cestex for tapeworms,

2. *For dogs being adopted or making ready to go:*
 - A. Bordatella vaccine
 - B. DAPPV vaccine single dose if 6 months or older, booster in 2 wks if under 6 months
 - C. Rabies vaccine if 3 months or older
 - D. Heartworm test if 5 months or older
 - E. Advantix
 - F. Tapeworm treatment: Cestex, Droncit, or Drontal.
 - G. Round and hookworm treatment: Drontal or Strongid
 - H. Iverheart Max as heartworm preventative.

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Date

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Animal Welfare Division

Section / Title: Section 800 – Veterinary Services
Policy: 808– Surgery Technician Duties
Written by: Catherine Pienkos, DVM
Submitted by: Catherine Pienkos, DVM
Date: January 16, 2010/September 26, 2012

Purpose and Scope: Establish job tasks for the technician assigned to the surgery area.

Responsibility: Veterinary Technician assigned by veterinarian to surgery.

Action and Method:

1. Prepare Operating Room:
 - A. Turn on surgery heating pads.
 - B. Turn on oxygen. Ensure tanks have enough oxygen for the day's surgeries. If the tanks need to be changed ask an officer to bring a new tank before surgeries are begun.
 - C. Ensure there are gloves, packs, drapes, suture and blades out for use.
 - D. Ensure the anesthesia machines are filled with Isoflourane.
 - E. Place a care pad on Surgery tables; change as needed during Surgery.
 - F. Provide a laundry basket for dirty drapes
 - G. Set up Chlorhexidene solution and water mix in tray for soaking endotracheal tubes.
2. Prepare surgery paperwork
 - A. Print the surgery schedule and post outside the clinic door and on the cabinet door in the clinic
 - B. Print the "adoption medical history" report for all surgeries. If there is no medical history report for that animal then just print a kennel card.
 - C. Once the surgery room is prepared and all paperwork is prepared, begin bringing animals in for adoption. If possible enlist the aid of a volunteer to walk the dogs first and then bring them into the clinic. Weigh and age each animal as it comes into the clinic. Record the information on their medical records and calculate vaccine needs and drug dosages based on weight and age. If space allows begin bringing cats into the clinic. If no space allows, cats can be brought in later in the day. The general order for surgeries should be puppies first (so they are not fasted long), then large dogs (longest recover times), then medium sized and small adult dogs, then cats. Determine what each animal needs for.
3. Review the animals medical record and ensure that the animals will have received all treatments and medications required for their adoption to be complete as follows.
 3. *For cats being adopted or being made ready to go:*
 - H. FVRCP initial, and booster in 3-4 wks if under 6 months
 - I. Combo test,
 - J. Rabies vaccine if 3 months or older
 - K. Advantage multi or Frontline
 - L. Strongid dewormer for all cats under one year old
 - M. Droncit or Cestex for tapeworms,

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4. *For dogs being adopted or making ready to go:*
 - I. Bordatella vaccine
 - J. DAPPV vaccine single dose if 6 months or older, booster in 3 wks if under 6 months
 - K. Rabies vaccine if 3 months or older
 - L. Heartworm test if 5 months or older
 - M. Advantix
 - N. Tapeworm treatment: Cestex, Droncit, or Drontal.
 - O. Round and hookworm treatment: Drontal or Strongid

Note: consult with veterinarian as needed for animals with special needs

4. Preparing animals for Surgery:
 - A. Pre-medicate all animals that will be done in the morning as they are brought into the surgery holding area. Premedication usually lasts 3 to 4 hours.
 - B. Pain medication is given at time of induction.
 - C. The surgeon will provide a brief exam before beginning surgeries. The exam must include but not be limited to ears, eyes, mouth, skin, heart, and lungs, as well as confirming age and sex and need for surgery. Exams can be completed after premeds have been given. A technician or volunteer may be required for assistance for exams. At this time medications to go home should be added to the medical record.
 - D. Prepare animal for surgery: induce on the assigned surgery table, intubate all animals except male cats, place surgical monitor on all animals, and make sure each animal has heat supplied to maintain body temperature. Confirm animal is stable prior to performing surgical prep.
 - E. To prep area for surgery, clip hair from appropriate areas, vacuum loose hair, and perform scrub of areas using aseptic surgical scrub technique. Scrub with Chlorhexidene 3 times and rinse one time with alcohol. Scrub contact time needs to be at least 1 minute.
 - F. Give all animals nail trims under anesthesia.
 - G. Utilize time while surgeon is busy to wrap packs, wash instruments, clean cages, enter medical records in Chameleon, etc.
 - H. After surgery is complete, allow animal to breathe pure oxygen for at least 2 minutes. After this time if animal is breathing well then disconnect anesthesia machine and allow to breathe room air. Ensure the animal stays warm during the recovery period. Extubate when swallowing reflex returns. When animal is sternal and stable, it can be moved to the 400 ward if it will be picked up that day or back to its cage/kennel if not going home that day. Use volunteers as needed to ensure animals are not neglected during recovery.
5. Paperwork:
 - A. Ensure all treatments and surgeries performed, as well as medications going home and reason for medication are entered in the treatment window in Chameleon. Ensure the age is correct in the computer, change sex to spayed or neutered, and enter completed date for surgery in Chameleon.
 - B. Record all controlled substances in their appropriate logs.

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- C. If medication is going home with the animal be sure the owner understands why and how to administer. Call the owners with the explanation of the medications and why we are sending them home for all medications except dewormers.
 - D. Fill the adoption bag with all appropriate materials including post surgical instructions, HW starter pack, kitty scratcher pad, etc. Hang the adoption bag on the animal's cage for the ACO to pick up when the animal is discharged.
6. Clean surgery suite:
- A. Clean all surfaces (tables, counters) with Trifectant daily.
 - B. Sweep and mop the floor at the end of every day.
 - C. Clean endotracheal and anesthetic tubing and leave to dry overnight.
 - D. Soak all leg ties for 20 minutes in chlorhexidene and leave to dry overnight.
 - E. Finish cleaning instruments and making surgery packs.
 - F. Turn off oxygen tanks. .
 - G. Empty trash and put in new liners
 - H. Turn off heating pads.
 - I. Clean the dirty cages
 - J. Sweep and mop floors.
 - K. Do surgery laundry.
 - L. Wrap packs
 - M. Autoclave packs
 - N. Stock surgery holding area and prep area with care pads for next day.

Approved by

Date

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Animal Welfare Division

Section / Title: Section 800 – Veterinary Services
Policy: 809– Clinic Technician Duties
Written by: Catherine Pienkos, DVM
Submitted by: Catherine Pienkos, DVM
Date: September 29, 2010

Purpose: Establish job tasks for the technician assigned to the clinic and shelter operations

Responsibility: Veterinary Technician assigned by veterinarian to the clinic and shelter operations.

Action and Method:

1. Morning Procedures
 - A. Feed and clean all animals housed in the veterinary clinic and cat isolation areas.
 - B. Move any animals from the clinic to adoption kennels that may have stayed in the clinic overnight after surgery.
 - C. Check Voicemail and return all phone messages as needed.
 - 1) Dial 2200 on the clinic phone.
 - 2) Enter Mailbox number: 6291 #
 - 3) Enter Password: 6291#.
 - D. Check email account daily.
2. If no volunteer is available then make sure all of the dogs in respiratory isolation are put in the outdoor play yard in play groups.
3. Perform medications rounds.
 - A. In Chameleon Reports locate and print the report *Treatment To Do List Daily*.
 - 1) Medicate all sick cats first as prescribed by veterinarian. Notify doctor if there is any change in the cats status.
 - 2) Prepare medications for all dogs on the report using the ice cube tray.
 - 3) Prepare cart for “doxy rounds” in kennel.
 - a. load all ice cube trays with pedigree
 - b. put Doxy tablets and cough tabs in separate bowls on the cart. Quarter and halve a few of the Doxy tablets.
 - c. box of tongue depressors
 - d. paper towels
 - e. tray or box as a trash can.
 - f. a small amount of greenies pill poppers
 - g. hand sanitizer
 - h. medication list, paper, and pen for notes.
 - i. Ice cube tray with medication prepared for dogs that are on med list.
4. Perform Doxy Rounds.
 - A. Medicate every dog in the shelter for the first 7 days it is in the shelter with Doxycycline at 5mg per pound. Use laminated dosing chart posted in clinic if needed.

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- B. Administer the doxycycline in pedigree from the ice cube trays. Use the pill pockets if more than one dog in a kennel.
 - C. While performing rounds make note of sick animals, animals that may have special needs, animals that may be candidates for rescue, or animals that may need to be considered for euthanasia.
4. Assist Clinic veterinarian with shelter/clinic operations
- A. Assist veterinarian by bringing animals in and out of the clinic for vaccines and evaluations.
 - B. Vaccinate and evaluate animals presented by Animal Welfare officers according to current clinic vaccine protocols.
 - C. Move animals to adoption kennels as kennels become available.
 - D. Assist officers and veterinarian with sick and injured animals brought to the shelter.
 - E. Assist veterinarian with adoption rechecks.
 - F. Contact and assist rescue groups as needed.
 - G. Be available to assist adopters if needed.
 - H. Discharge all of the days surgeries to adopters that are picking up that day.
 - 1) Discuss any medications going home.
 - 2) Review medical records.
 - 3) Discuss post operative care.
 - 4) Discuss rechecks required with their veterinarian (e.g. vaccine appointments for puppies and kittens, appointments to acquire heartworm prevention, etc.)
 - 5) Ensure adopter has blue adoption materials bag.
 - 6) Ensure all puppies have sample of heartworm preventative to go home.
5. End of Day Procedures
- A. sweep and mop floor in clinic area. Use approximately ¼ cup bleach in mop bucket.
 - B. clean countertops with bleach or trifectant.
 - C. empty trash and bring to dumpster
 - D. make sure all cages are clean and ready for next day of surgery.
 - E. make sure isolation cats are clean and have food and water for the evening.
 - F. lock medication cabinets.
 - G. lock safe.
 - H. log off all computers and turn screens off.
 - I. ensure that any dog that had surgery that day that have not been picked up have a blanket, food, and water.
 - J. let clinic cat loose in the clinic.
 - K. lock clinic door and arm the clinic alarm.

Approved by

Date

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Section / Title: Section 800 – Veterinary Services
Policy: 810 – Medical and Behavior assessments of Animals for Adoption/Foster/Transfer Programs.
Written by: Catherine Pienkos, DVM
Submitted by: Catherine Pienkos, DVM
Date: February 2, 2010

Purpose and Scope: Establish guidelines for evaluating animals for adoption, foster, transfer, or rescue placement

Responsibility: Veterinary Technicians or those designated by the veterinarian.

Action and Method:

1. Animals being considered for adoption or rescue placement must receive a preliminary health and behavior evaluation.
2. All animals should be assessed before or on their due out date.
3. Procedure for evaluation:
 - A. Perform medical evaluation -bring the animal out of its kennel for evaluation to ensure it can walk on a leash.
 - 1) Scan for microchip
 - 2) Weigh and record weight in Chameleon
 - 3) Confirm sex and spay/neuter status. Record any changes in Chameleon
 - 4) Confirm age. Record any necessary changes in Chameleon
 - 5) Confirm breed or change to appropriate breed if needed.
 - 6) Perform brief physical exam
 - a. Examine eyes and ears
 - b. Examine oral cavity and confirm age estimate
 - c. Examine skin for fleas, skin lesions.
 - d. Check nose for signs of discharge
 - e. Observe for coughing and sneezing
 - f. Listen to heart and lungs
 - g. Observe walking for signs of limping, abnormal gait
 - B. *For dogs* perform heartworm test
 - C. *For cats* perform Felv/Fiv test only if the cat is highly suspicious for infection or it is being made “ready to go”. A highly suspicious cat is any unneutered or unspayed cat that is over one year old and is suspected have having been free roaming prior to arriving at the shelter.
 - D. Perform brief behavior evaluation.
 - a. Any aggression toward people at all – do not hold for adoption
 - b. Too fearful – Do not hold for adoption
 - c. Not social – consider not holding for adoption
 - d. Aggressive toward other animals – Do not hold for adoption
 - e. Food aggressive – Do not hold for adoption unless it is a puppy that can be
4. Retake picture if necessary.

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5. If it will be held for adoption, write “Approved for adoption” followed by your initials in the comments section of chameleon. Place a hold in Chameleon “Poss. Adopt.” Move to adoption pen if room available.
6. If the animal fails the health or behavior exam and it is has completed necessary stray holding times and there are no other holds on the animal then it can be immediately euthanized. Otherwise designate it for euthanasia the first day it becomes the property of COTAW.
7. Notify veterinarian of any special medical needs.
8. Set up any medications needed. (Follow SOP 8??).

Approved by

Date

City of Tulsa Animal Welfare Division

Section / Title: Section 800 – Veterinary Services
Policy: 811 – Medical Rechecks of Adopted Animals
Written by: C. Pienkos DVM
Submitted by: C. Pienkos DVM
Date: December 11, 2009

Purpose and Scope: Establish guidelines as to

Responsibility: All employees

Action and Method:

Once an adoption contract is signed the veterinary clinic will see the animal for limited medical rechecks for a period of up to two weeks.

These rechecks are limited to conditions that are a result of exposure to infectious disease in the shelter or related to post surgical complications.

Medical rechecks are in no way a guarantee of health or a guarantee that a condition will be treated until "cured."

Approved by

Date

City of Tulsa Animal Welfare Division

Section / Title: Section 800 – Veterinary Services
Policy: 812 – Identifying Animals Eligible for Foster Care
Written by: Catherine Pienkos, DVM
Submitted by: Catherine Pienkos, DVM
Date: February 10, 2010

Purpose and Scope: Establish guidelines to ensure adoption candidate animals needing foster care are placed in the foster program.

Responsibility: Veterinary Technicians

Action and Method:

1. Maintain a list of active foster families in the clinic. Use Chameleon foster inventory to identify who currently has animals in foster.
2. Any not weaned animals **without mothers** are to be brought to the Clinic for evaluation. If eyes are not opened and/or they are not eating on their own, then euthanize.
3. Kittens or puppies that are adoption candidates but under surgery weight limit of 2 lbs must be placed in a foster home until they reach minimum weight. If a foster home cannot be found within 48 hours of the end of their stray time, then euthanize.
4. Any animal that has good temperament but has been diagnosed with a Medically Treatable condition may be eligible for the Foster Program (Refer to SOP 724). Identify such animals during stray time and begin trying to locate a foster home during stray time. If no foster home can be found within 48 hours of the end of their stray time, then euthanize.
5. Any other animals approved by the veterinarian can be placed into foster homes.

Approved by

Date

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Animal Welfare Division

Section / Title: Section 800 – Veterinary Services
Policy: 813 – Processing Animals for Foster Care
Written by: Catherine Pienkos, DVM
Submitted by: Catherine Pienkos, DVM
Date: January 24, 2010

Purpose and Scope: Properly process animals placed in foster care program

Responsibility: Veterinarian Technicians

Action and Method:

All foster animals will undergo the following procedures before being released to foster care:

1. Health Checked – follow SOP 8** for health checks.
2. If the foster parent has not filled out release forms then ensure this is done prior to releasing the animals.
3. If needed, fill any prescriptions and ensure all medications dispensed are recorded in their medical records.
4. Fosters families may be asked to provide their own food and litter depending on supplies at COTAW. In cases where food, supplies, or litter is given to foster families donated food and supplies are to be used first. Canned food is only to be dispensed for kittens or puppies that are too small to eat dry food alone. Foster parents are responsible for the cost of any care administered by an outside veterinarian.
5. Note any special instructions and/or return date (i.e. recheck for making 2 lb weight limit) on the animals medical records. Give the medical records to the foster parent to have as reference and in case of emergency.
6. Outcome the animal(s) in chameleon to the foster parent. Make sure to time, date, and initial the outcome so that the animals will be checked fully out of the shelter.
7. Inform foster parent to call if they have any questions, if animal's health deteriorates, or if expected improvement in animal condition does not occur. Ensure the foster parent has either the veterinarians or veterinary technician's cell phone number in case of emergency.
8. Inform foster parent of when they should return for recheck and note this by writing it on their take home medical records.
9. Foster puppies and kittens should receive species appropriate vaccines every 3 weeks until 16 weeks old while in foster care.

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10. When foster Animals are returned, re-enter them into the shelter system in Chameleon by using the same "A" number, but entering the foster parent as "person from." Do not create a new impound number.
11. Kittens and puppies should return for a FVRCP or DA2PP boosters one week prior to coming back for spay/neuter surgery. They should be spayed or neutered the day they return and be placed in adoption the evening they return or the next day.
12. All foster caregivers must have a signed application and liability waiver on file.

Approved by

Date

City of Tulsa

Animal Welfare Division

Section / Title: Section 800 – Veterinary Services
Policy: 814 – Head to Laboratory for Rabies Testing
Written by: Catherine Pienkos, DVM
Submitted by: Catherine Pienkos, DVM
Date: January 22, 2010

Purpose and Scope: Ensure proper handling of animal tissue sent to the State Laboratory for Rabies Testing.

Responsibility: Veterinary Technicians

Action and Method:

1. Testing may be warranted under the following conditions:
 - a. Only animals that have bitten a human are required to have their heads removed and sent to the state laboratory for testing.
 - b. Wild animals known to be carriers of rabies may be tested on a case-by-case basis if they bite domestic pets.
2. If there is an animal showing signs of possible rabies, bring to the attention of the Veterinarian for authorization to remove and test the head.
3. Refer to the ODH FORM 460 (Rev. 1/01) for protocols/procedure for sending HTL (head to lab for rabies testing). Be sure form is accurately completed.
4. Euthanize the animal and confirm death (Refer to SOP 716).
5. The Veterinary Technician must wear a mask which covers the mouth, two pairs of latex gloves, and have protective eyewear.
6. Remove all items from the sink before placing the dead animal there.
7. Place the entire animal's body in two garbage bags with the opening of the bags pulled up just below the head.
8. Use a scalpel or necropsy knife to cut the skin, muscles and other tissue of the neck as neatly as possible. Then use the scalpel to cut through the vertebrae close to the base of the skull.
OR Use a disinfected hacksaw or necropsy knife to saw through the tissues of the neck, close to the base of the skull. Safely remove the head leaving enough skin from the scruff of neck to cover the exposed bone tissue
9. Pack the head as directed by the Oklahoma State Health Department into the approved container.
10. Dispose of the body and any other disposable items use during the procedure in double bags.
11. Clean the sink with bleach solution or Trifectant.
12. Call *A La Carte* for pickup of the head. If the sample cannot be picked up that day then clearly label it as a rabies suspect sample and place in clinic refrigerator or cadaver cooler.

Approved by

Date

Attached: ODH FORM 460

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Section / Title: Section 800 – Veterinary Services
Policy: 815 – Euthanizing Animals
Written by: Catherine Pienkos, DVM
Submitted by: Catherine Pienkos, DVM
Date: January 24, 2010

Purpose and Scope: Ensure the correct animals are euthanized and ensure that the euthanasia is performed properly and humanely.

Responsibility: Animal Welfare officers assigned to euthanasia duties or veterinary technicians performing euthanasia

Action and Method:

1. Follow the guidelines in the Euthanasia Certification Training and Manual.
2. The “Pre Euthanasia List” will be prepared by the veterinary clinic for the next day and stored in the Chameleon. Euthanasia from the euthanasia list must be finished before 10 am.
3. **If performing euthanasia of animals that are currently in the shelter while the shelter is open, then immediately prior to euthanizing the animal confirm with the front office that the animal is not being inquired about, adopted, or redeemed by owner. No exceptions**
4. When working from the “pre euthanasia list” the kennel supervisor will print the list first thing each morning. The supervisor will then view each animal on the list individually in Chameleon and confirm that they 1) have fulfilled their stray time, 2) do not have an owner, 3) do not have a potential adopter or rescue, and 4) that their identification information matches their picture. Once this is confirmed the kennel supervisor initials the list and the list can be given to the officer in charge of euthanasia and the officer can proceed with euthanasia of animals on the list. **On days that the kennel supervisor is not in the shelter this procedure for double checking will be the responsibility of the animal control officer in charge of euthanasia that day.**
5. Procedure for Euthanasia
 - A. Retrieve list from kennel supervisor.
 - B. Gather supplies needed:

Pre euthanasia list	Euthanasia solution
Clip board	Tranquilizer premix
Ink pen	Syringes and needles of various sizes
Leash	Cotton balls soaked with chlorhexidene
Clippers	Sharps container
Control stick	Syringe pole

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- C. Set up workstation in euthanasia room.
- D. Unless circumstances dictate otherwise, start with dogs, then proceed to cats.
- E. The officer should proceed to the kennel with the list. Confirm the identity of the animal by matching the information on the list to the animals kennel card, the animals picture, and the appearance of the animal. If there is any doubt as to the identity of the animal or the necessity for euthanasia (i.e. the animal appears highly adoptable) then **DO NOT PROCEED WITH THE EUTHANASIA**. Make a note on the euthanasia list as to why the euthanasia was not performed and go to the next animal.
- F. Bring the dog and its kennel card to the euthanasia room and immediately sedate it with the appropriate dose (0.5cc per 10 lbs) of “Premix” given IM or SQ.

(The premix is made by adding 200mg (2cc of 100mg/ml concentration) of Xylazine to a new 10ml bottle of Ketamine. After IM or SQ administration it should take approximately 5 to 10 minutes for the animal to become anesthetized and anesthesia will last approximately 40 minutes. The premix will be provided by the veterinary clinic. Each officer shall keep at least one bottle of the premix in their lock box at all times).

- G. Continue with the previous steps until there are 3 or 4 animals in the room. Litters of puppies can be brought in together.
- H. Before proceeding with euthanasia scan each dog for a microchip and check for identification tags. If identification is found then alert either the veterinarian or the kennel manager, who will determine whether the euthanasia will proceed or not. If it is determined that the euthanasia will not be performed or there is no immediate supervisor available to make that determination, then move the dog to the veterinary clinic while the sedation wears off. Once the dog is standing and alert it can be returned to its original kennel.
- I. Proceed with euthanasia. If restraint or sedation is not adequate then do not proceed until restraint is adequate. If either the officer or the assistant do not feel that the situation is safe or humane then stop the process and notify a supervisor. **Never attempt to euthanize a dog without an assistant to administer restraint. Remember that even a sedated dog can bite.**
- J. Administer Fatal Plus at a dose of 1cc/10 lbs by intravenous injection. Use the cephalic vein. If the cephalic vein does not work then attempt the femoral or jugular vein. If all of these veins are attempted unsuccessfully the dog may be administered Fatal Plus by intraperitoneal injection at a dose of 3cc/10 lbs.
- K. Puppies may be euthanized by IP injection instead of IV injection. Under no circumstances should an adult dog or puppy over 20 pounds be euthanized by IP injection without first attempting IV injection.

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- L. Intra cardiac injection of Fatal Plus may be attempted ONLY on fully anesthetized, unconscious animals. Intra cardiac injection should NEVER be attempted on an awake animal or an animal that is merely sedated. Unconsciousness will be determined by lack of a blink reflex and it is the officers' responsibility to determine if the animal is unconscious.
- M. Record all drugs used on the euthanasia list as you proceed.
- N. The officer confirms death by the following three criteria:
 - 1. Absent blink reflex
 - 2. Absent respiration
 - 3. Absent heartbeat (confirmed by auscultation or needle penetration).
- O. Once death is confirmed the body of the animal can be moved to the incinerator or the cooler, depending on the status of the incinerator.
- P. Once all dogs are done proceed to cats. All cats should be euthanized in their cage or just in front of their cage. For tame cats that are not a danger to handle, administer 3cc Fatal Plus/10 lbs of body weight IP and leave the cat in their cage. Remove food and water bowls.
- Q. For dangerous or feral cats use the pole syringe to administer 0.5cc of Premix sedation IM while they are in their cage. For very large feral cats (over 15 lbs) administer 1.0 cc of the premix IM. Return in 10 minutes to anesthetize the cat by IP injection using the same dose as for conscious cats. If the cat is fully unconscious as demonstrated by lack of a blink reflex then the Fatal Plus can be administered intra cardiac.
Observe cats receiving IP injections for signs of distress. If the cats are in severe distress and death appears to be prolonged, then attempt intravenous injection of 1cc of Fatal Plus. If this is not possible, then administer 1cc of the Premix sedation IM. If this does not improve the cat's distress then bring the cat to the veterinary clinic. Turn on the oxygen tank and then the oxygen flow meter on the anesthesia machine all of the way up and administer Isoflourane anesthetic gas at 5% flow rate via mask until the animal is anesthetized. Proceed with IC administration of Fatal Plus once anesthetized.
Confirm death in cats by the same criteria used in dogs
Record drugs used (both Fatal Plus and Premix) on the Euthanasia List as the cats are euthanized. Place deceased cats in incinerator or cooler depending on the status of the incinerator.
- R. Record all euthanasia performed in the computer: In the kennel window, under outcome. Enter the amount of Fatal Plus used under "dose 2." Enter bottle number of Fatal Plus used. Enter your initials. Enter date and Time and Save the changes by using the F8 key.
- S. Record drug usage (both Fatal Plus and Premix) in the Fatal Plus log book. Fill out each column completely.

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- T. Return the Euthanasia List to the box outside of the veterinary clinic door, making notes on any animals not euthanized and why.

- 6. When performing euthanasia without a list (i.e. during the day for owner surrenders, ill or injured animals, animals being euthanized for space needs), follow all steps above with the following changes.
 - A. DO NOT PERFORM EUTHANASIA WITHOUT A PRINTED KENNEL CARD SIGNED BY A SUPERVISOR, VETERINARIAN, OR VETERINARY TECHNICIAN. NO EXCPTIONS. It is the responsibility of the person admitting the animal to the shelter (i.e. the field officer or receiving officer at intake) to print the kennel card and have it signed for euthanasia. If an animal is left in the euthanasia room without the appropriate signed paperwork then the admitting officer will have to immediately return from their duties in the field to complete the paperwork. If the officer is unable to return to the shelter at the time to finish the paperwork then the officer will complete the paperwork and humanely euthanize the animal as soon as they return to the shelter later that day.

 - B. Instead of recording drug usage on the pre euthanasia list, record drug usage on the animals kennel card as the euthanasia is performed and then record in chameleon and the drug logs as described in sections 5.q and 5.r. Collect all kennel cards for euthanized animals and place on your supervisor's desk at the end of your shift.

Approved by

Date

City of Tulsa Animal Welfare Division

Section / Title: Section 800 – Veterinary Services
Policy: 816 – Preparing Animals for OSU spay/neuter surgery training
Written by: Dr. Catherine Pienkos, DVM
Submitted by: Dr. Catherine Pienkos, DVM
Date: January 21, 2009

Purpose and Scope: To properly select and prepare animals to go to OSU for junior surgery spay/neuter training.

Responsibility: Veterinary Technicians

Action and Method

1. OSU will call the clinic one week prior to the surgery lab with the number and sexes of dogs it would like for its surgery lab. Attempts should be made to match their needs if possible, but are not required. If we are not going to be able to assign the minimum number of dogs required then the OSU junior surgery department needs to be notified at least 48 business hours in advance so that other arrangements can be made. In general, it is better to prepare more dogs to go to OSU than what they actually require.
2. Selection criteria:
 - A. Puppies must be at least 10 pounds and have received a DA2PP vaccine at least 3 days prior to going to OSU.
 - B. Select only dogs that are highly adoptable at COTAW or have a reasonable chance of going to a rescue group or transfer to a partner shelter.
 - C. Do not send pit bulls unless they have been thoroughly behavior assessed and are exceptional adoption candidates.
 - D. Try to provide a mix of small, medium, and large dogs
 - E. Choose dogs that can be kenneled together whenever possible.
 - F. Do not send sick animals.
3. Evaluation. Follow SOP 711 and evaluate each dog as if preparing to hold for adoption or transfer. Confirm that the dogs are not spayed or neutered. Shave the fur if necessary to look for spay scars.
4. Print medical records and kennel cards and a master list and leave on kennel supervisor's desk the night before OSU picks up the dogs.
5. The morning the dogs are to be picked up walk the kennel and confirm that all dogs selected are healthy and free from illness, including kennel cough.
6. When the dogs are returned ensure that medical records and spay neuter status are updated.
7. The day after the dogs are returned check the incision on every dog and briefly examine the dog to make sure there are no signs of illness. Notify veterinarian if abnormalities or illness are found.

Approved by

Date

City of Tulsa Animal Welfare Division

Section / Title: Section 800 – Veterinary Services
Policy: 817 – Sharps Disposal
Written by: Jean Letcher
Submitted by: Jean Letcher
Date: June 23, 2010

Purpose and Scope: To properly select and prepare animals to go to OSU for junior surgery spay/neuter training.

Responsibility: All Animal Welfare employees

Action and Method

1. Red sharps containers are provided in the Animal Welfare Clinic and in the Euthanasia Room.
2. All needles will be placed in the sharps containers, not in the regular trash.
3. Every three months the sharps containers will be packed up in the boxes provided by the waste vendor and delivered to the Oklahoma State University Forensic Laboratory for disposal.

Approved by

Date

City of Tulsa Animal Welfare Division

Section / Title: Section 800 – Veterinary Services
Policy: 818– Inventory Control
Written by: Catherine Pienkos, DVM
Submitted by: Catherine Pienkos, DVM
Date: January 22, 2010

Purpose and Scope: Ensure proper maintenance of items in Veterinary Services inventory.

Responsibility: Veterinary Technicians are responsible to the Veterinarian for maintaining proper inventory levels.

Action and Method:

1. One technician will be assigned a purchase card and be responsible for all ordering and for proper use of the p-card as directed by the city of Tulsa.
2. Items in need of restocking will be brought to the attention of the ordering technician by writing items needed on the want list in the clinic.
3. Orders will be placed daily or as needed.
4. When items are delivered to the shelter they will be brought to the clinic immediately by person accepting delivery. If no one is available to bring the shipment to the clinic, then a veterinary technician will need to retrieve the order and bring it to the clinic as soon as possible.
5. The Veterinary Technician assigned to unpack the delivery will note any discrepancies in order/shipped items and initial the invoice. The Veterinary Technician will give the invoice to the technician in charge of ordering supplies.
7. Veterinary Technician(s) assigned by veterinarian will conduct yearly inventory by end of fiscal year for all Clinic supplies.

Approved by

Date

City of Tulsa Animal Welfare Division

Section / Title: Section 800– Veterinary Services
Policy: 819 – Oxygen inventory
Written by: Catherine Pienkos, DVM
Submitted by: Catherine Pienkos, DVM
Date: February 2, 2010

Purpose and Scope: Establish guidelines for ensuring surgical oxygen supply is adequately maintained.

Responsibility: Veterinary Technician assigned to surgery

Action and Method:

1. On Tuesday of each week all oxygen tanks in the outdoor storage area shall be inventoried.
2. If there are less than four full tanks, notify a Supervisor to order more tanks.

Approved by

Date

City of Tulsa Animal Welfare Division

Section / Title: Section 800 – Veterinary Services
Policy: 820 – Emergency Oxygen Turn Off
Written by: Catherine Pienkos, DVM
Submitted by: Catherine Pienkos, DVM
Date: April 21, 2010

Purpose and Scope: Ensure oxygen flow turned off during an emergency.

Responsibility: Veterinary Technician assigned to surgery

Action and Method:

If a building evacuation is called for or if the emergency alarm is activated, turn oxygen tanks off prior to exiting if possible.

Approved by

Date

Section / Title: Section 900 – Investigations
Policy: Section 900 – Role of the Investigator
Written by:
Submitted by:
Date: February 2010

Purpose and Scope:

Establish

Responsibility:

Action and Method:

Approved by

Date

Section / Title: Section 900 – Investigations
Policy: Section 901 – Stages of the Investigation
Written by:
Submitted by:
Date: February 2010

Purpose and Scope:

Establish

Responsibility:

Action and Method:

Approved by

Date

Section / Title: Section 900 – Investigations
Policy: Section 902 –Rules of Evidence
Written by:
Submitted by:
Date: February 2010

Purpose and Scope:

Establish

Responsibility:

Action and Method:

Approved by

Date

Section / Title: Section 900 – Investigations
Policy: Section 903 – Evidence Collection
Written by:
Submitted by:
Date: February 2010

Purpose and Scope:

Establish

Responsibility:

Action and Method:

Approved by

Date

Section / Title: Section 900 – Investigations
Policy: Section 904 – Photography, Sketching and Videotaping
Written by:
Submitted by:
Date: February 2010

Purpose and Scope:

Establish

Responsibility:

Action and Method:

Approved by

Date

Section / Title: Section 900 – Investigations
Policy: Section 905 – Search and Seizure, Search Warrants and Affidavits
Written by:
Submitted by:
Date: February 2010

Purpose and Scope:

Establish

Responsibility:

Action and Method:

Approved by

Date

Section / Title: Section 900 – Investigations
Policy: Section 906 – Interview and Interrogation
Written by:
Submitted by:
Date: February 2010

Purpose and Scope:

Establish

Responsibility:

Action and Method:

Approved by

Date

Section / Title: Section 900 – Investigations
Policy: Section 907 – Report Writing
Written by:
Submitted by:
Date: February 2010

Purpose and Scope:

Establish

Responsibility:

Action and Method:

Approved by

Date

Section / Title: Section 900 – Investigations
Policy: Section 908 – Courtroom Testimony
Submitted by:
Date: February 2010

Purpose and Scope:

Establish

Responsibility:

Action and Method:

Approved by

Date

Section / Title: Section 900 – Investigations
Policy: Section 909 – Bloodsports
Written by:
Submitted by:
Date: February 2010

Purpose and Scope:

Establish

Responsibility:

Action and Method:

Approved by

Date

City of Tulsa

Animal Welfare Division

Section / Title: Section 1000 – Rabies Observation
Policy: 1000 – 240 Hour Hold for Rabies Observation
Written by: Jean Letcher
Submitted by: Charity Curtis
Date: Updated November 26, 2019

Purpose and Scope: Establish guidelines for holding animals confiscated for biting a person.

Responsibility: Animal Welfare Officers

Action and Method

1. All bite animals will be held for 240 hours from the time of the bite or the remainder thereof for observation. Exceptions include but are not limited to:
 - A. the animal arrives dead,
 - B. dies in quarantine
 - C. exhibits illness that requires euthanasia.
2. Bite animals are kept under lock and key in kennels 301 through 328 for rabies observation,
3. If the animal is dead, dies, or is euthanized the head will be removed and sent to state laboratory for testing.
4. If an urgent request by the bite victim's physician is placed to the shelter veterinarian, requesting immediate results, the head may be removed and sent to state laboratory for testing.
5. If no space is available in OBS Area (kennels 301 through 328) to hold additional animals, "Owner Surrender" animals, that is animals that have been signed over by the owner to COTAW, may be euthanized and the head sent to the State Laboratory.
6. The Veterinarian or his/her designee will remove the head following the Head to Laboratory for Rabies Testing SOP 813
7. Under no circumstances is information about quarantine animals to be released to citizens who inquire about bite animals unless they are owner of that animal. The exception is that the victim may be informed that the animal is still alive and is under observation. If the bite victim (or his agent) requires more information, he will be referred to the City Clerk's Office or the State Health Department.

Approved by

Date

City of Tulsa Animal Welfare Division

Section / Title: Section 1000 – Rabies Observation
Policy: 1001 - Dates for Disposition of Observation Animals
Written by: Jean Letcher
Submitted by: Jean Letcher
Date: June 1, 2010

Purpose and Scope: Establish guidelines

Responsibility: Animal Welfare Officers

Action and Method

Following are the number of days held for each status of animal:

1. Owned Bite (OB): Held 240 hours from the time of bite
2. Stray Bite (SB): Held 240 hours from the time of bite with a found card posted on the Lost and Found Board for the public to view.
3. Relinquished Bite (RB): Held 240 hours from the time of bite, unless supervisor/veterinarian deems necessary to euthanize due to health concern, severity of bite or lack of space. If animal is euthanized, the Technician must prepare and send its head to lab for rabies testing (Refer to SOP 813).

Approved by

Date

City of Tulsa Animal Welfare Division

Section / Title: Section 1000 – Rabies Observation
Policy: 1002 – Observation Animal Records
Written by: Jean Letcher
Submitted by: Jean Letcher
Date: June 1, 2010

Purpose and Scope: Ensure proper record keeping of animals being held under observation.

Responsibility: Senior Investigator, Animal Welfare Officers, Front Office staff

Action and Method:

1. All of the following **must** be recorded on the daily observation record:
 - A. Pen number
 - B. I.D. number
 - C. Report number
 - D. Rabies vaccination history if given
 - E. Status: Stray Bite (SB), Relinquished Bite (DB), Owned Bite (OB), Hold for Vicious – Stray (HFV-S), Hold for Vicious – Relinquished (HVF-D), Hold for Vicious – Owned (HVF-O), Cruelty (Cr), Cruelty – Stray (Cr-S), Owner in Jail (OIJ), Owner in Hospital (OIH), Lockout, Owner Evicted, Owner Deceased, etc.
 - F. Daily comments
 - G. Disposition date
 - H. Any updates from officer assigned to animal’s case, court orders, etc.
2. Obtain a copy of the Officer’s report and attach it to the Daily OBS record.
3. Any email updates received from a supervisor, court orders and copies of Courtesy Notices must be attached to the back of the record.
4. Under no circumstances are personal or “editorial” comments to be noted on the record. (i.e. “This dog is psycho” or “Too Sweet to pass up!!”) It is acceptable to note aggression and temperament in a professional manner.
5. All daily records are to be kept in the OBS book, following the inventory log, in order of pen numbers.

Approved by

Date

City of Tulsa Animal Welfare Division

Section / Title: Section 1000 – Rabies Observation
Policy: 1003 – Daily Inventory of OBS
Written by: Jean Letcher
Submitted by: Jean Letcher
Date: June 1, 2010

Purpose and Scope: Ensure animals being held for observation are inventoried accurately.

Responsibility: Animal Welfare Supervisor or designee responsible for shelter inventory

Action and Method:

1. Obtain an inventory of all animals impounded on bite, vicious, cruelty, and miscellaneous cases as well as any livestock.
2. On the 1st day a newly impounded animal is inventoried, record all the following items, if available:
 - A. Pen number: if none is available, write down the room (i.e. Small Observation (OBS), Barn, Clinic, Holding, etc)
 - B. I.D. number
 - C. Status: Stray Bite (SB), Relinquished Bite (DB), Owned Bite (OB), Hold for Vicious – Stray (HFV-S), Hold for Vicious – Relinquished (HVF-D), Hold for Vicious – Owned (HVF-O), Cruelty (Cr), Cruelty – Stray (Cr-S), Owner in Jail (OIJ), Owner in Hospital (OIH), Lockout, Owner Evicted, Owner Deceased, etc.
 - D. Entry Date
 - E. Description
 - F. Comments: Bright, Alert and Responsive (BAR), lethargic, vomiting, diarrhea, shedding, on medication, etc.
 - G. Report number
 - H. Owner’s name, if known
 - I. Victim’s name
 - J. Disposition date
3. The following three items **must** be recorded after the initial inventory. Add any new information as it is received:
 - A. Pen number
 - B. I.D. number
 - C. Status

Approved by

Date

City of Tulsa

Animal Welfare Division

Section / Title: Section 1000 – Rabies Observation
Policy: 1004 – Daily OBS Tech Duties for Quarantined Animals
Written by: Jean Letcher
Submitted by: Jean Letcher
Date: June 1, 2010

Purpose and Scope: Establish guidelines of the OBS (Observation) Technician duties.

Responsibility:

Action and Method:

1. Take a daily inventory of OBS animals and livestock animals
2. Check all OBS animals for any health concerns and make notes of them on the comments section of the inventory log. Notify veterinarian of any concerns.
3. Record all comments on the daily record of each animal in OBS.
4. If the animal was impounded after the last inventory, a new record must be started and a copy of the Officer's report attached to the paperwork.
5. Stray OBS animals **must** have a found card made and posted on the bulletin board outside OBS for public viewing. This card will be posted from the 1st day that animal is inventoried until the animal is dispositioned.
6. Pull all reports from the log book kept in the Clinic that are to be dispositioned that day, check the computer for any notations made for that animal, and take to the Control Supervisor for authorization of disposition. After authorization of disposition is given, euthanasia must be performed within 24 hours.
7. Send a Courtesy Notice to all owned bite animal owners 96 hours before their animals are to be reclaimed. A Courtesy Notice is to be made and given to the Animal Control Supervisor. (sent out with an Officer assigned to the duty by Animal Control Supervisor). Courtesy Notices must allow owners at least 24 hours to reclaim after time of delivery.
8. Call all Owner Bite Animal Owners 72 hours before their animal are to be reclaimed. If no phone number is available, double check with Control Supervisor to see if one can be obtained. Make note in record if verbal contact was made or not made.
9. If the owner was taken to jail, call the county jail no later than second day of animal being inventoried, and find out if the owner is still in custody. If so, a next of kin (NOK) form is to be sent to the county jail by an Animal Welfare Officer. If NOK is already recorded on the report, make contact with that person. If owner is not in jail, proceed to make contact as early as possible.

City of Tulsa Animal Welfare Division

10. Give rabies vaccination needed at time of reclaim.
11. If the owner requests a microchip implanted, this procedure must be finished before the animal is reclaimed.
12. Make sure notes of medications are listed in the logbook as well as in the computer, so any charges for antibiotics or other drugs may be assessed to the owner before reclaim.
13. Do not quote prices for reclaim of animals to owners, refer all inquiries of fees to the front desk.

Approved by

Date

ATTACHMENT - J

Pre-Proposal Meetings Attendees

Name	Company
Nancy Atwater	Spay Oklahoma
Nora Hall	AFSCME
Curt Mullin	TAW
Dwain Midget	WIN
Allison Daffern	TAW
Kaylin Yockey	TAW
Macheal Ita	TAW
Austin Gates	HST-Tulsa Humane Society
Gina Gardner	HST-Tulsa Humane Society
Caitlin Taylor	HST-Tulsa Humane Society
Jenessa Cutler	Arnall Family Foundation
Marshelle Freeman	WIN
Debra Fite	TAW
Jean Letcher	TAW
Pat Atkinson	Spay OK
Troy Ita	TI and Associates
Adam Lamb	BVSPCA
Mindy Tiner	Tulsa SPCA
Jamee Suarez	Oklahoma Alliance for Animals, Inc (OAA)
David Boynton	

ATTACHMENT - K

Watershed Grant Agreement



Grant Agreement

This Grant Agreement is effective on March 21, 2019. WaterShed Animal Fund (the "Fund") has awarded a grant to the recipient named below on the terms provided in this Grant Agreement.

1. Basic Terms:

Recipient:	<u>City of Tulsa-Animal Welfare</u>
Recipient's Address:	<u>175 East 2nd Street, Suite 15</u> <u>Tulsa, OK 74103</u>
Recipient's Tax ID:	<u>73-6005470</u>
Amount of Grant:	<u>\$132,603.00</u>
Purpose of Grant:	<u>Coalition for Tulsa Pets - Tulsa Animal Welfare</u>
Grant Paid no later than	<u>\$66,301.50 to be paid by 4/15/2019</u> <u>\$66,301.50 to be paid by 10/15/2019</u>
Special Conditions:	<u>See Attachment A</u>
Administrative Contact Name	<u>Jean Letcher</u>
Administrative Contact Number	<u>(918) 596-8002</u>
Wiring Instructions	
Bank Name	_____
Bank Address	_____
ABA Routing	_____
Account Name	_____
Account Number	_____
Further Credit Account Name	_____
Further Credit Account Number	_____
Reference	_____

1. Grant. The Fund has awarded a grant to Recipient for the purpose identified in this Agreement and in the Recipient's grant application submitted to The Fund. Subject to the terms and conditions set forth in this Agreement. In accepting this grant, Recipient agrees to use the grant funds solely for the purpose described, on the terms and subject to the special conditions set forth in this Agreement. In the case awards are paid via stock gift transfer in which the fair market value substantially exceeds the payment amount, the Fund reserves the right to demand the return of the excess or reduce future payments by the excess total.
2. Payment. The Fund will pay the amount of the grant to Recipient as follows:
First payment of \$66,301.50 will be paid by wire no later than 4/15/2019
Final payment of \$66,301.50 will be paid by wire no later than 10/15/2019
3. Representations and Warranties. Recipient represents and warrants to, and covenants with, The Fund as follows:

(a) Recipient is either (i) a nonprofit corporation that is organized and operated exclusively for charitable purposes; is a charitable organization described in Section 501(c)(3) of the Internal Revenue Code of 1986, as amended (the "Code"); and is not a private foundation under Section 509(a) of the Code; (ii) a governmental agency or entity identified in Section 170(c)(1) of the Code that will use the grant exclusively for public purposes; or (iii) an "Indian tribal government," as defined in Section 7701(a)(40) of the Code, is treated as a state under Section 7871 of the Code, and will use the grant exclusively for public purposes. Recipient will immediately notify The Fund if there is a change in its status as represented.

(b) Recipient will immediately notify The Fund of any change in the purpose of the grant or proposed use of any grant funds. Recipient will not transfer or assign any of the funds provided by The Fund without the prior written approval of The Fund. Recipient will also immediately notify The Fund if the proposed program or project for which the grant funds are intended is canceled, delayed, abandoned, or discontinued.

(c) Recipient will not grant a security interest in or pledge any of the grant funds as collateral for loans, bonds, or other indebtedness. Recipient will at all times maintain the grant funds free and clear from any and all liens, security interests, and other encumbrances.

(d) Recipient will not use any of the grant funds to carry on propaganda or otherwise attempt to influence legislation; to engage in lobbying activity; to intervene in, support, or oppose a candidate for public office or influence the outcome of a public election; or to finance any activity for any purpose restricted or prohibited in Section 501(c)(3) of the Code.

(e) All information that Recipient submitted to The Fund relating to the grant, whether in Recipient's grant application, in documents submitted in support of the grant application, or otherwise (including all financial information, financial projections, descriptions of

the proposed use of funds, program and project descriptions, available financing, and other information), is true and correct.

(f) Recipient did not and will not, directly or indirectly, provide any goods or services to The Fund or to any director, officer, staff member, or advisory board member of The Fund as consideration for, or in exchange for, the funds granted by The Fund or as an inducement for The Fund to provide funds to Recipient.

(g) Recipient will not transfer any of the grant funds to any account, bank, investment firm, or other organization that is not located in the United States or use any of the grant funds to support any foreign organization, government or governmental unit.

(h) If any representations or warranty becomes inaccurate in any way at any time before expenditure of the grant funds and Recipient's full performance of its responsibilities under this Agreement, Recipient will immediately notify The Fund.

4. Reports. Recipient agrees to submit written reports to The Fund every six months after the date of this Agreement until such time as recipient spends all grant funds. In the reports, Recipient must describe in reasonable detail the receipt and expenditure of grant funds from The Fund in a manner consistent with general accounting principles. If requested by The Fund, Recipient will also describe the receipt and expenditure of funds from other organizations and other sources. Upon request, the Recipient shall also present a report regarding the grant and the related project or program to The Funds's Board of Directors or Grants Committee. Recipient shall comply with other policies or procedures that The Fund may establish for reporting.
5. Use of The Fund's Name, Trademarks. Recipient may identify that The Fund has awarded a grant to Recipient, the amount of the grant, and the purpose of the grant. If requested by The Fund, Recipient shall use The Fund's name, trademarks, service marks, logos, commercial symbols or other identification to identify The Fund as a sponsor, donor, or contributor. Any use of The Fund's name or marks as part of "naming rights" of a program, project, facility, or event is subject to The Fund's prior written consent and approval. Recipient shall comply with publicity policies established by The Fund. Any right or permission that The Fund gives to use its name or marks (including all art, plates, negatives or designs that The Fund or any independent artist, lithographer, printer, or other person may supply) shall automatically and immediately terminate upon notice by The Fund.
6. Use of Recipient's Name, Trademarks. The Fund may announce and publish in press releases, on its website, and in other media that it has awarded a grant to Recipient, the amount of the grant, and the purpose of the grant. The Fund may utilize Recipient's name, trademarks, service marks, logos, commercial symbols or other identification to identify the Recipient as a grant recipient.
7. Unused Funds. Recipient shall immediately return to The Fund any grant funds that Recipient does not use within 12 months after receiving the funds. If Recipient

- requires additional time for application of the funds, Recipient may submit a written request to The Fund explaining its need for additional time and requesting an extension of time. The Fund may in its discretion permit an extension of time or may require a return of the funds.
8. Termination. The Fund may terminate this Agreement immediately upon notice to Recipient if Recipient breaches any representation, warranty, covenant, or condition in this Agreement. If the Fund terminates this Agreement due to breach by Recipient, The Fund may withhold any future advances of the grant, may require Recipient to repay any grant amounts previously paid, and may take such other action as The Fund may consider appropriate.
 9. Suspension. The Fund may discontinue, defer, or reschedule some or all payments under this Agreement or may suspend this grant, in its sole and absolute discretion, due to changes in economic or financial conditions or financial markets, force majeure, or other circumstances beyond its reasonable control.
 10. Books and Records. Recipient shall maintain accurate and complete records regarding the grant and the related program or project for a period of five years following the expenditure of the grant funds. The Fund and its duly authorized representatives may inspect Recipient's books and records pertaining to the grant during normal business hours upon request.
 11. No Guarantee of Future Funding. The award of this grant does not imply a commitment on the part of The Fund to provide future funding or to continue funding beyond the terms specified in this Agreement.
 12. Non-Discrimination. Recipient shall not exclude from participation, deny benefits or services, or discriminate against any individual in employment or otherwise on the basis of race, color, national origin, religion, gender, physical disability, or impairment in any program, project, or activity it operates, sponsors, or conducts.
 13. Notices. Any and all notices, requests, consents, or other communications by one party intended for the other shall be deemed to have been properly given if in writing and personally delivered, transmitted by electronic means, or deposited in the United States first class mails, postpaid, to the addresses or numbers set forth below the signatures of the parties.
 14. Severability. The invalidity or unenforceability of any provision of this Agreement will not affect the validity or enforceability of any other provision.
 15. Assignment. Recipient may not assign its rights nor delegate its duties under this Agreement without the prior written consent of The Fund.

16. Binding Effect. This Agreement shall be binding on, and shall inure to the benefit of, the parties and their respective legal representatives, successors, and permitted assigns.
17. Governing Law. This Agreement shall be governed by, and construed in accordance with, the Oklahoma law.
18. Entire Agreement. This Agreement, and the terms in the grant application, constitutes the entire understanding and agreement of the parties with respect to its subject matter and cannot be changed or modified except by another agreement in writing signed by the parties. If this Agreement conflicts with Recipient's grant application or materials, this Agreement will control.

Fund:

WaterShed Animal Fund

By Christy Counts

Address:
911 NW 57th Street
Oklahoma City, OK 73118

Recipient:

City of Tulsa- Animal Welfare

By G. F. Bynum, Mayor **PRO-TEM** Jack Blair

Address: **MAR 27 2019**
175 East 2nd Street, Suite 15

Tulsa, OK 74103

[Signature]
ATTEST: Deputy City Clerk



APPROVED AS TO FORM:

By: *[Signature]*
ASST. CITY ATTORNEY

**City of Tulsa-Animal Welfare
Payment and Conditions**

This attachment sets forth the conditions that must be satisfied by Recipient in order to receive each scheduled payment. If Recipient is not able to meet one or more conditions, the Fund may choose to defer or withhold payment until such condition has been met. The schedule below reflects a contribution in the amount of \$132,603.00 payable in installments in the amounts seen below. Satisfaction of each condition is subject to verification by the Fund and subject to its approval, which shall not be unreasonably withheld. The conditions are briefly listed in summary fashion. If Recipient has any questions about the conditions (including specific requirements, responsibilities, or interpretations), Recipient should seek clarification from the Fund in order to avoid a misunderstanding. The WaterShed Animal Fund has final decision- making authority with respect to interpretation of each of the specified conditions and the determination of whether Recipient has satisfied the applicable conditions.

April 2019

The first payment of \$66,301.50 will be made on or before April 15, 2019 if the following conditions are met.

Recipient agrees to all conditions on future payments

October 2019

The second payment of \$66,301.50 will be made on or before October 15, 2019 if the following conditions are met.

- Community Outreach & Volunteer Coordinator has been identified, hired and onboarded.
- Pet Diversion Specialist & Helpline Coordinator has been identified, hired and onboarded.
- Diversion materials developed and printed for distribution (provide a copy).
- All animals adopted or returned to owner have been implanted with microchip and registered in the national database.

I have read and understand the conditions required to receive future payments related to this grant award.



Recipient Signature, Title *Mayor PRO-TEM*
Jack Blair

MAR 27 2019

Date

APPROVED AS TO FORM:

By: 

ASST. CITY ATTORNEY

6



ATTEST: Deputy City Clerk

