

INTRODUCTION

The primary objective of Pima Animal Care Center is rabies control and bite prevention.

OBJECTIVE

To outline the procedures for effective bite investigation and enforcement.

- Conducting witness and defendant interviews, and using appropriate interview techniques.
- Write clear and concise bite investigation reports.
- Apply pertinent quarantine statutes and laws according to jurisdiction.

APPLICABLE LAWS	CITY	COUNTY	MARANA	ORO VALLEY	SOUTH TUCSON
Biting Animal	4-7(2)(b)	6.04.120(b)(2)	6-5-2(A)	89-13(2)(D)(1)	3-7(2)(B)
Dog at Large	4-97	6.04.030	6-3-39(B)	89-13(2)(A)(1)civil	3-97
No License	4-81	6.04.070	6-2	89-13(2)(B)(2)civil	3-81
Rabies Vac	4-76	11-1010 A.R.S.	6-2	89-13 (2)(B)(1)civil	3-76

POLICY/ PROCEDURE:

Arizona law requires anyone that has knowledge of a bite to report same. If told by anyone a bite has occurred, take a report; if possible, investigate it. If found to be true, be sure that a case number is secured.

If working in the dispatch office, bites are entered in the Access computer network program. File name BITE. Points to remember:

Field Officers will use investigative reports for on-site situations. The officer will ask the dispatcher for an open bite case number. The investigative report form is self-explanatory. Fill out this form completely. If a question cannot be answered leave the space blank. In a 10-25 situation with an officer of another law enforcement agency get their name, badge number and their case number. Tucson Police use their payroll number instead of badge number.

Bite Victim Interviews:

If a bite report contains sufficient information to identify the dog and the dog owner, the officer does not need to interview the bite victim and any witnesses before placing the dog under quarantine. If citations will be issued to the dog owner for violation of leash law or biting dog, the officer must interview the victim and any witness of the incident so that their information may be included in the Investigative Report. Field Officers must obtain all names and contact numbers from medical personnel on-scene.

When asking a victim on a bite if they are willing to testify in court and they indicate they do not want to prosecute, the following procedure applies.

Get All Victim Information:

Name, address, (D.O.B.) age, and telephone number, date, time, location of occurrence, how and why it happened, and type of animal with the best description possible, all available owner information, and whether or not the owner knows about the bite. Your first question to anyone reporting a bite is "Was the skin broken?". Give victims and owners the case number and advise them that in calling Pima Animal Care Center about a bite case to use the case number. Also, if the victim is going for medical treatment to a hospital, doctor, or other, advise that the bite has been reported and to give them the case number.

Give the animal owner the case number. Advise that if they call the Pima Animal Care Center to use the case number and if the animal is taken to a veterinarian hospital for quarantine the hospital is to be given the case number and will call the Pima Animal Care Center for a release date.

Owner Notification Form (Biting Animal)

If the owner of an animal involved in a human bite is not present at his or her residence, this form will be used.

- Fill out the form completely.
- Provide all available information as required by the form.
- Leave the hard copy at the owner's residence. The soft copy will be attached to the bite report.

If the owner does not contact Pima Animal Care Center within the designated time frame, the Animal Care Officer will impound the animal. In some cases you will request the presence of a Police Officer while you impound the animal.

Violation bites, serious non-violation bites and bites with questionable information will be initiated with an interview of the victim. Other bites shall be at the discretion of the officer. The following is a protocol of criteria that needs to be followed when interviewing the victim.

1. Bite victim interview - Obtain all information that is relevant such as; their name, age (D.O.B.) address and telephone number. Inquire as to the circumstances of the bite, including location, time and description of the animal and the whereabouts of the animal. Ask to see the bite wound and make a record of the description of the wound. Photograph the bite wound. Determine whether the dog was at large. Ask if the owner is known and record the information on the report.
2. Victims Rights - It is imperative that the victim is informed of their rights as a victim. The victim can elect to "Request or Waive" their rights. This is noted on the Investigation Report. Note in the report as to their asking for restitution. Direct them to the prosecutor's office for any questions regarding their legal rights.
3. Ask the victim if he/she wants to pursue a Dangerous Dog assessment. If city enforcement has reason to believe an animal is dangerous an evaluation shall be conducted. Appropriate note shall be made on the investigation report.
4. Possible Biter Impound – If an animal is impounded while working a bite case, and this animal could be the biter animal, then place the animal on a regular kennel card. Write this kennel card number, and information in the bite report. Take a photo of the possible biter animal and place this photo with the bite report. This photo will go back to the field with the report, until the victim has viewed the photo. After the victim looks at the photo, and states that this is the biter animal, then the ACFO that has contact with the victim at that time will see that the animal is placed on a bite kennel card, and notifies the kennel that the animal on this regular kennel card is the biter animal. The animal will then be placed under quarantine. Dispatch will be notified that the biter animal is now under quarantine.

After interviewing the victim and obtaining all information, continue the investigation. If it is determined that the dog is a stray (no known owner), continue by patrolling the area where the dog was last seen. If the whereabouts of the owner is known, then proceed to the owner and follow the protocol of criteria that needs to be followed when interviewing the animal owner.

Owner Notification:

Whenever an Animal Care Officer goes to an owner's address, something is done.

1. If there is no response at the owners residence:
 - Complete the white doorknocker (24-hour notice to quarantine).
 - Separate the two copies and post the hard copy of the notice at the residence indicating that bite has been reported.
 - Attach the soft copy of the doorknocker to your report.
 - If you have observed the reported animal at that location, also include this in your report.

2. If someone is present upon your arrival, identify yourself and the reason for your presence. Ask to speak to the owner of the animal involved. Remember, ownership is an important aspect of the case. Make sure that positive identification of the animal is made before proceeding.
3. Once these aspects have been established, inquire of the owner documentation of current rabies vaccination and licensing of the animal in question.
4. Take appropriate action to quarantine (see quarantine procedures on page)
5. Check the confinement area if home quarantine is being considered.
6. Issue appropriate citations according to jurisdiction.
7. Leave a Dangerous Animal Notice with the owner if appropriate.
8. In violation bites, take a picture of the dog for the file and possible dangerous dog assessment.
9. Be sure to document all steps you have taken in your report.

In the event of a bite case involving a person, (victim) other than the owner or a member of the owner's household where citations are issued, the ACFO will ask the victim to fill out a Victims Rights Request/Waiver Form. If the victim is incapacitated, the victim's spouse, parent, child or lawful representative shall be asked to fill out the form.

1. If the victim is a minor, explain to him/her the purpose of the form (if appropriate) and ask her/her parents or lawful representative to fill out the form if the victim can't do it.
2. The form must be completed (if possible) at the time of initial contact with the victim, whether or not the biter has been identified or captured.
3. If we are unable to meet with the victim/representative it can be done over the phone.
4. The first Officer on the scene who meets with the victim/representative/guardian will fill out the form.
5. If the dog is a stray, or the owner is not known, and citations are to be issued, once the animal is under quarantine at PACC, ensure the following:
 - a. Make a copy of the bite report and place it in the supervisor's room, in the basket, marked cites to be issued.
 - b. If the animal owner/care taker comes in to redeem this biter animal, an Animal Care Officer will issue the citations for the violations.
 - c. This ACFO will also write the Investigation Report. The Animal Care Officer that issued the citation(s) will also accomplish the investigative report.

Bite Reports:

The Officer that works a bite investigation, or quarantines the animal, or has contact with either animal owner, or bite victim, will be responsible for recording all bite information on the bite report.

1. If you do not have the bite report with you in the field, when working a bite case, record the information on an investigation form.
2. The Officer is responsible for writing the release date, D/D (yes or no), victim wants cites issued (yes or no), victim want restitution (yes or no), and all victim/owner information in the bite report. Always confirm the bite circumstance if possible.
 - a. Any information taken in the field will be the Officer responsibility to ensure that the information is written in the report the same date. Dispatch will still write any information they take over the phone in the report
 - b. The Officer will leave the report with dispatch so they can enter the information in the computer, then close, or set back up for the next shift.

- c. If the bite is closed, (Biter In Quarantine, FTQ, OR UTQ) and does not require another response, then the dispatcher will put the bite report paperwork in the Bite Basket in dispatch, and a supervisor will review the reports.
 - d. Any time an Officer or Dispatcher has questions reference any bite, they should have a Supervisor review the bite as soon as possible. Do not leave the bite for a Supervisor that is off-duty, give it to the Supervisor on duty so they can make a decision on how the bite should be handled. Time is very important, do not waste it.
3. If you have contact with the animal owner, and the animal is quarantined/owner agreement, and we have NOT had contact with the victim, and this is a violation bite, then note that information in the bite report, or contact the victim, if possible before the end of your shift. Ask the victim if they want the D/D, Cites, or Restitution.

Bite Kennel Cards:

Animals picked up for quarantine, or non-biting animals picked up for FRA, should be recorded on bite cards. Always be sure you record a phone number for the owner. If the owner has no phone, you must put down a work phone number or a message phone number. The owner should sign the bite card indicating whether they are going to redeem the animal at the end of the quarantine. They should also indicate whether they want their animal vaccinated and should sign acknowledging that they have read the card.

Distribution of Bite Copies:

1. Hard copy attached to kennel cage;
2. Yellow copy is receipt to owner. If stray, place copy in dispatch, if licensed stray place in license section;
3. Soft copy is placed inside bite report copy and is placed in box (bite) in the Licensing office.
4. If you impound a stray biter dog with identification.
 - a. Make a copy of the hard white kennel card. Put a copy out in Licensing wall holder marked IA so that a call can be made or a letter sent to the owner of record. The card must have a notation made on the back stating card has been left in licensing wall basket by person leaving the card.

Bite Card (Impoundment Card):

When a bite kennel card (impoundment card) is completed, all copies are submitted to the Dispatch Office with the completed bite report.

If the animal to be submitted has not bitten a human, a bite out card is used and filed out completely with F.R.A. (Fluorescent Rabies Antibody) test requested by name or number on the front of the card. Any other information such as who to notify should also be added.

The FRA card is stapled to the plastic bag containing the head. This is placed on the shelf in the cooler. The booking card is taken to dispatch and given to the Senior Dispatcher or Dispatcher on duty.

The State Lab is located on West Congress in the Old State Building, 415 West Congress. If mail is picked up from the State Laboratory, (lab reports) they are to be delivered to the Senior Dispatcher or the Dispatcher on duty. If remains of the head are picked up from the State Laboratory, they are to be placed in the contaminated materials container in the walk-in cooler.

Issuing Citations On A Violation Bite:

Print the following on the bite copy statement: I (blank space for victim to sign), do not want to pursue prosecution for the alleged violation against the responsible party(s). Date (blank space for date).

1. Have the victim date and sign their name.
2. All quarantine procedures still apply.

3. Citations for no vaccination/License/FTQ/ still apply.
4. When a minor is the bite victim, ALWAYS have the responsible adult print and sign.
5. This procedure will apply in the county and City.

Multiple Bite Incidents:

Any bite incident that produces more than one (1) victim shall be handled in the following manner:

1. Each victim shall be identified by a different case number.
2. The first case number can contain all animal information and owner information. Reference all other related bite cases by writing the first case number down on the narrative section of the other cases.

Livestock bites are not recorded by the Pima Animal Care Center; but are recorded and quarantined by the Arizona Livestock Sanitary Board, A.R.S. 24-372B.

Bird bites are not recorded. Birds may have but cannot transmit rabies.

Stray Dog Bite Procedure:**I. Field****A. Description**

It should be the responsibility of the first officer on the case to interview the victim and any witnesses to establish the most accurate description of the animal. There should be a standard check-list to cover, which includes pictures of various breeds for comparison. Obtaining this information should be given high priority.

1. Size

How big is the dog in relation to you?
How big in relation to other dogs?
Attempt to ascertain the weight of the dog.

- a. Small - Chihuahua
- b. Medium - Cocker spaniel, Beagle
- c. Large - German Shep, Lab
- d. Giant - St. Bernard, Great Dane

2. Color

- a. Basic Color
- b. Color Combinations
- c. Unusual Markings

3. Coat

- a. Length; Long, Medium, Short
- b. Condition; Well Groomed Or Not
- c. Type:
 - i. Curly
 - ii. Straight
 - iii. Shaggy

4. Ears - Erect, floppy, long, short, clipped

5. Tail - Long, short, curly, stubby, bushy

6. Collar And/Or Tags - Color of collar/tag

- B. If the field officer is unable to immediately catch the animal or establish ownership, he/she should request assistance. Do not chase the dog, instead attempt to follow the animal.

- C. Advise the victim that if they see the dog again they should:
Have someone call Animal Control immediately and if possible, follow (not chase) the dog. Remember, size, color, coat, and other distinguishing features.
- D. If the officer is unable to apprehend the animal, a dog/cat trap should be set and checked twice daily. If a dog/cat other than the biter is trapped, impound the animal and ensure the trap is reset and baited.
- E. Upon recommendation of a supervisor: the dart gun may be assigned to the case. Chemical capture will be used in accordance with the policies stated in the animal behavior and handling section of this manual.
- F. Canvass
An officer should be assigned to talk to residents in the neighborhood to try to establish ownership of the animal.
- G. Information To DOA Driver
Description of the animal, area, etc., will be given to the DOA driver.
- H. Possible Biter Impound
If an animal is impounded while working a bite case, and this animal could be the biter animal, then place the animal on a regular kennel card. Write this kennel card number, and information in the bite report. Take a photo of the possible biter animal, and place this photo with the bite report. This photo will go back to the field with the report, until the victim has viewed the photo. After the victim looks at the photo, and states that this is the biter animal, then the Officer that has contact with the victim at that time will see that the animal is placed on a bite kennel card, and notifies the kennel that the animal on this regular kennel card is the biter animal. The animal will then be placed under quarantine. Dispatch will also be notified that the biter animal is now under quarantine.

DOA's Involved In Bite:

An FRA card will be stapled to the bag containing the specimen being sent to the lab with the following information:

1. Case Number
2. Impoundment date
3. Location of Pick up
4. All victim information, name, address, telephone number, age and sex
5. Species
6. Head number assigned by Dispatch
7. Date specimen prepared
8. Your name and badge number

A white bite kennel card will also be made up indicating DOA in the release date and shall be given to dispatcher so lab slip can be completed.

Reservation Bite Procedures:

If anyone is bitten by an animal that resides on an Indian Reservation, the following is the procedure

1. The Reservation Police Department must be involved.
2. We do not issue a bite case number
3. If the animal is impounded
 - a. Put the animal on a white kennel card.
 - b. Write reservation bite across the top of the card using a bold red or black sharpie pen
 - c. Fill out the release date space with the appropriate date.
4. The reservation police will be in charge of releasing animal from quarantine

- a. Reservation police must be contacted before any animal is released from quarantine at PACC to get permission for disposal.

Procedures for Removing Heads for State Laboratory:

1. Removal of animal heads for submission to state lab.

- a. Place the animal's neck under hydraulic blade.

- (1.) Use all protective gear and gloves before starting head removal process.
- (2.) Use the hydraulic devise to sever the neck.
- (3.) Use caution to ensure that you not strike the head.
- (4.) When the neck is completely severed and the head is separated from the neck, allow blood to drain from head before placing the head in plastic bag.
- (5.) Staple the FRA card to the bag.
- (6.) Place the head on a shelf in the cooler.
- (7.) If the animal is a skunk, put the body in the red contaminated materials container in the cooler.
- (8.) If the animal is a dog or cat, attach a piece of paper with the date on it to the body and leave the body in the cooler.
- (9.) Bats do not need to be decapitated.
- (10.) Midnight officer will not prepare specimens for the lab. The midnight officer will leave a note in the Dispatch Office that a specimen needs to be prepared.
- (11.) The bodies of owner animals that have been requested to be picked up after testing must be marked clearly and placed on the hold shelf. If the body will be picked up by a cremation service the must list the company and phone number.

2. When transporting specimens to the State Laboratory, the Officer will insure that the descriptions of the animal, victim information, case number, etc., match the information on the lab slips that are provided by Dispatch. Always insure each specimen has a corresponding lab slip. **Must wear rubber gloves.**

Rabid Animals:

Immediate response will be made to any situation involving a suspected or potentially rabid animal, including wildlife species and domestic animals.

Exposure:

PACC considers exposure as any contact of a person or animal with a rabid or suspected rabid animal. Bat exposure will be considered as contact or close proximity to the rabid or suspected rabid bat.

Should a suspected rabid animal be reported and tentatively confirmed by the responding officer, all available resources will be directed toward the apprehension and containment of the animal. Assistance should be sought from other agencies in cases involving wildlife (Game and Fish Department) and Livestock (Livestock Sanitary Board). Naturally, if there is a clear and present danger to the public or to the officer(s) posed by the presence of a suspected, uncontained rabid animal, the presence of a law enforcement officer with authority to discharge a firearm should be requested promptly.

Most cases of rabies will be clinically diagnosed as part of the Fluorescent Rabies Antibody Test used by the Arizona Department of Health Services. If a specimen submitted for examination is positive, PACC is notified immediately. In cases where a human bite, human exposure, animal bite, or animal exposure occurs, the victim, exposed person(s) or exposed animal owner must be notified by the Dispatch section. Dispatch will also immediately notify the Pima County Health Department Disease Control Section, and the Animal Control Manager.

Upon confirmation of any rabid animal by the state laboratory, the following procedures will be employed:

Bats:

The primary objective is to notify the Health Department Disease Control Section of the finding and location where the bat was found. The dispatcher in charge will immediately notify the Animal Care Manager. Because of the inherent pattern of bats, neighborhood canvassing is not necessary.

Other Wildlife:

The procedure above applies with the addition of area canvassing. Upon notification of a rabid animal finding, the Animal Care Manager will designate a certain area to be canvassed, the extent of which will be determined by the population and housing density. If the area designated is not fully canvassed, the Senior Officer on duty will leave information for the following shift where canvassing is to resume. As a general rule, a five to seven block radius should be canvassed. The completed canvassing lists are to be given to the Animal Care Manager who will then determine if any additional canvassing needs to be done.

The primary purpose of canvassing is to notify area residents of the rabid animal finding. Naturally, all dogs must be checked for license and vaccination. Notices should be left at all homes where the resident is not found at home.

Incidents where significant contact has occurred between domestic animals and rabies vectors must be monitored closely. A significant contact is not limited to only observable bites but also includes incidents where domestic animals are reported to have killed or seen struggling or "playing" with the potential vector.

When such incidents are reported to dispatch or to the officer in the field when he/she picks up the wildlife, the dispatcher or officer will immediately begin an officer's report stating the specifics that were reported and the name of the individual(s) reporting the contact. If the report is begun by the dispatcher, the officer assigned to pick-up the animal will add any additional findings or witness statements. This report will be appended to the dispatch kennel copy where it will remain until results of the FRA examination are reported back to Pima Animal Care. The report must include, if applicable, the vaccination certificate numbers in the case of cats and dogs and the current license number in cases where dogs were involved.

Should positive results from FRA be reported back to PACC, provisions of Arizona Department of Health Services regulations, Article II, R-9-6-211 and R-9-6-212 become immediately applicable. The following policies related to handling domestic animals that have come into contact with known rabid animals are based on these regulations.

- 1. Animals With No Current Vaccination:** Animal should be impounded, destroyed immediately and submitted for rabies analysis. Unvaccinated animals exposed to a rabid animal should be euthanized immediately. If the owner is unwilling to have this done, the animal should be placed in strict isolation for six months (180 days) at a veterinary facility. Animals with expired vaccinations will be evaluated on a case-by-case basis with the Animal Care Manager. Protocols for the post-exposure vaccinations of previously unvaccinated animals have not been validated, and there is evidence that the use of vaccine alone will not prevent the disease. Animals that are currently vaccinated should be revaccinated immediately, kept under the owner's control, and observed for 45 days.
- 2. Currently Vaccinated Dogs And Cats Or Other Currently Vaccinated Animals Against Rabies:**
The animals may be quarantined for 45 days at PACC or a veterinary hospital, or a home quarantine may also be permitted given the owner meets all other home quarantine requirements are met (i.e. proper confinement, dog not at large during contact, etc.). The animals must be vaccinated for immediately. All fees are waived for currently licensed dogs, vaccinated cats, and other vaccinated animals. Board and vaccination fees are charged for unlicensed dogs.

Note that in all cases, the only rabies vaccinations that will be legally recognized in terms of implementing this policy will be those as defined in ARS 11-1013 and 11-1010.

QUARANTINE PROCEDURES

Whenever an officer goes to an owner's address, something is done! If the owner is not home, a twenty-four hour notice to quarantine is left. A form is provided for this purpose (original retained, hard copy left at owners.)

If the animal is at large, it is to be picked up. If one officer cannot apprehend the animal, help shall be requested. If owner's address is known, a notice is left. (Refer to Stray Dog Bite Procedures.) If the owner is contacted, a determination must be reached as to type of quarantine.

The officer should be prepared to answer questions. Any action taken by the officer should be recorded on the bite report. The laws and options available to the animal owner should be explained.

Hybrids are not quarantined:

As per current Compendium of Animal Rabies Control, we will no longer quarantine Hybrids involved in bites.

1. If an owner states that the biter is a Wolf or Coyote Hybrid, advise them that the animal must be euthanized and tested for rabies. This will apply to animals with hybrid characteristics and body features.
2. If the owner states that the animal is a dog (and it appears to be a dog) it will be quarantined for the ten day period, vaccinated and licensed before release.

Medical Advice Prohibited:

Staff is not to provide any medical or veterinary advice under any circumstances to any citizen.

1. Medical advice is understood as any recommendation, suggestion or comment regarding the treatment, therapy, medication, prophylaxis, or manipulation of any illness, disease, malady or injury.

When a person contacts the Pima Animal Care Center with concerns regarding their own or someone else's health in relation to a bite or any other animal control issue, they must be referred to their own physician or to the Office of Disease Control at the Pima County Health Department at 740-8315.

If the citizen continues to insist in requesting medical advice, the person shall be referred to a supervisor immediately.

Refusal To Quarantine:

1. If the bite is not owner/victim same:
 - a. Issue the owner a citation for Failure to Quarantine.
 - b. Record all information necessary to obtain a search warrant.
2. If the bite is owner/victim same and the biting animal is a dog or cat that does not have a current rabies vaccination, or the biting animal is not a dog or cat, or is a puppy under three months:
 - a. Gather as much information as possible, and leave the bite report, with all information for a supervisor to review.
3. If the bite is owner/victim same and the biting animal is a currently vaccinated cat:
 - a. Issue the owner a citation for failure to quarantine.

Bite Procedures Regarding Humane Society:

1. Any bite cases involving quarantine at HUSA do the following:
 - a. Quarantine agreement filled out over the phone
 - b. Get Supervisors name at HUSA.
 - c. Quarantine release done by phone.

2. Any animal that needs to be transported to PACC from HUSA:
 - a. If HUSA requests the animal being transported by PACC personnel, arrangements shall be made immediately to ensure the animal is picked up during the same shift. Transport charges apply.

Quarantine:

Violations of quarantine statutes and ordinances (City and County) will be handled in the following manner:

1. If the bite is not owner/victim same:
 - a. Issue the owner a citation for failure to quarantine.
 - b. Record all information necessary to obtain a search warrant.
2. If the bite is owner/victim same and the biting animal is a dog or cat that does not have a current rabies vaccination.
 - a. Issue the owner a citation for failure to quarantine.
3. If the bite is owner/victim same and the biting animal is either a currently vaccinated cat, or puppy under 3 (three) months old:
 - a. Issue the owner a citation for failure to quarantine.
4. Caged or pet rodents or rabbits shall not be quarantined or laboratory tested.
5. Wild Animals (except wild rodents) that bite any person or directly exposes any person to its saliva is considered a (Rabies Contact). Bats that have been inside a dwelling in which humans have also been inside at the same time must be considered exposure.

All biting animals are quarantined from the date the bite occurred. If the date of the bite is uncertain, the quarantine period shall start on the first day of impoundment. Dogs and cats are quarantined for ten (10) days. All other domestic animals are quarantined for fourteen (14) days. Example: if a dog is quarantined on Monday, the first (1st), it would be released nine (9) days later, or on Wednesday the tenth (10th).

Others (any domestic animal other than a dog, cat, or a caged or pet rodent or rabbit) quarantined on Monday, the first (1st), would be released on Sunday, the fourteenth (14th).

Quarantine Dates:

Add nine (9) days to the date of the bite, (the bite occurred on 11/20/96, the released date would be 11/29/96.

Quarantine Board Fees:

Advise owners to contact Licensing, DO NOT QUOTE FEES..

Release From Home Quarantine Procedures:

Animals that have been placed under home quarantine may be released by calling the owner.

1. Upon signing the quarantine agreement, the animal owner will be advised by the Animal Care Officer, that on the release date, Animal Care will call to check on the animals health
 - a. The animal will remain under quarantine until they have been contacted by Animal Care.
 - b. After animal owner is contacted by Animal Care, and animal owner states animal is healthy. The animal is released from quarantine.
 - c. If the animal owners states that the animal is sick or does not appear normal, person calling will report this to a supervisor.

2. If the animal owner does not have a phone or can't be reached by the phone number provided, then an officer will be dispatched to the residence.

Quarantine of Owner Animals that are Sick and/or Injured:

Under no circumstances shall Field personnel quarantine owner animals at PACC that are sick/injured, and that are going to be redeemed. These owners shall be advised to quarantine the animal at a licensed veterinarian or sign the animal over to the Pima Animal Care Center. Animals that are signed over to the Pima Animal Care Center will be destroyed immediately and the specimen will be sent to the State Laboratory.

Owners will be advised of this, at the time of impoundment.

Out Of Area Quarantine:

Occasionally an animal which is visiting the Tucson area will be involved in a bite. The following are procedures for handling situations involving non-resident biting animals.

1. Out of Area Quarantine agreement.

This must be approved by the Enforcement Operations Supervisor. The owner must have proof of a current rabies vaccination. There are five things which must be on the certificate of rabies vaccination:

- a. The date the vaccination was given.
- b. The manufacturer of the vaccine used.
- c. The serial number of the vaccine.
- d. Whether the vaccine was MLV (modified live virus) or killed virus.
- e. The signature or name of the veterinarian administering the vaccination.

The Out of Area Quarantine agreement must be filled out and signed by the Officer. It must be signed by the dog owner. The top copy stays with the bite case and is turned in to dispatch. The second copy is given to the dog owner along with a self-addressed envelope. The dog owner must agree that he or she will have the dog examined by a veterinarian on the release date. They must have the veterinarian sign the Out of Area Quarantine agreement and they must mail the agreement back to us.

Owner Quarantine Agreement:

When ever an animal owner wishes to deliver the animal to a veterinarian or transport it themselves to the Pima Animal Care Center, the owner quarantine agreement is used. This form will be completed during the earliest possible contact. No more than twenty-four (24) hours shall be allowed to expire between the contact and the time given the owner to comply with the quarantine regulations. This agreement will not be used on a violation bite, where there is no proof of rabies vaccination. The officer will impound the biter for quarantine at pacc. Once the biter is at pacc, upon the confirmation by a veterinarian, the owner will be allowed to transport the biter to that veterinarian for quarantine.

Guidelines For Home Quarantine:

1. Vaccinated dogs.

- a. The dog is currently vaccinated against rabies and the dog was not in violation of any other ordinance when bite occurred or owner was issued citations for any other violations.
- b. The dog is in apparent good health and has received its first rabies vaccination no less than thirty (30) days prior to the biting incident. Subsequent vaccinations must be given within thirty-six (36) months. Signs of illness such as mange, lameness, or old age may be allowed; if the animal is showing nervous disorders, or if you are in doubt, please consult your supervisor.

(1.) A sick or injured dog may be granted a home quarantine under the direct supervision of the animal owner's veterinarian.

- (2.) If the animal needs veterinarian care while quarantined at the Animal Care Center, an animal care officer will transport the animal to and from the veterinary hospital; Animal Care will charge a \$70.00 fee (one way) to transport their animal.
- (3.) If the bite was inflicted on a family member (owner/victim same), the owner may request permission from Animal Care to transport their animal to and from the veterinarian's office. It is the owner's responsibility to contact Animal Care once the animal returns from the veterinarian's office.
- (4.) Non-owner/victim animals that are immobilized may be transported to a veterinarian by their owner with approval from Animal Care.

- c. The Animal Care Officer is fully satisfied that the owner is capable of confining said dog. The objective of home quarantine is to prevent escape. An enclosed, fenced yard, kennel or exercise pen may be used.
- d. A dog that is normally confined in the house may be quarantined after the officer has determined that the owners are responsible and will not allow escape.
- e. If a dog bite occurs on the owner's property and all other statutory and administrative requirements are fulfilled the dog may be allowed home quarantine. (See Vicious Animal procedures.)

Dogs that have bitten while at large as defined by City Code or County Ordinance may receive a home quarantine if properly vaccinated and citations are issued for biting dog and for leash law.

The issue of the dog being at large will be address by issuing a 3rd party citation for leash law. The victim will serve as the third party. The victim must be willing to testify in order to issue a citation under these circumstances.

The officer in the field may require quarantine at the Pima Animal Care Center or at a veterinary hospital when the officer feels that the circumstances surrounding the bite, (i.e., severity of bite, previous bites, etc.) warrant the use of these alternatives.

- f. Home quarantine for cats or any other animals not covered under these regulations will not be allowed by Field Personnel.
- g. Home quarantine may only be granted in the presence of an adult, and the adult must sign the home quarantine agreement.
- h. Animals may be quarantined at the Humane Society with the permission of the Manager, or an Animal Care Field Supervisor.
- i. No dog under four months of age may be home quarantined, (the exception is dogs vaccinated at 3 months of age and at least 30 days prior to bite incident).
- j. Home quarantine may be permitted only if the animal is a dog currently vaccinated and (see exceptions listed in number one (1)). The first vaccination must be at least thirty (30) days old. Check the rabies certificate, the dog description is important. Be sure the dog you are quarantining is the dog described on the certificate. Then check the area and method of quarantine. Do not permit a home quarantine if you doubt the ability of the owner to maintain quarantine. **Home Quarantine will not be permitted on a tie-out.**
- k. Home quarantine may be permitted on out-of-state rabies certificates if the owner can meet all the above standards. Owners are given the second or yellow copy. They are told that the animal is not released from quarantine until they received a call from Pima Animal Care Center Dispatch on the release date.
- l. In-state county licenses will be honored by the Pima Animal Care personnel.
- m. The following applies to any currently vaccinated dog under quarantine except those under O.S.C. or dangerous animal investigations:

- (1.) Dogs under home quarantine which require transportation to, or to-and-from a veterinarian, may be transported by the owner.
- (2.) Dogs at Animal Care, with proof of a valid rabies vaccination, may be transported home by the owner after confinement has been approved by an animal care officer
- (3.) Dogs quarantined at a veterinary clinic may be transferred by the owner to Animal Care to complete the quarantine period, or to the owner's home, with approval of confinement by an animal care officer.

The owner must be made aware of his/her liability during transportation from one facility to the other, as indicated in the Quarantine Agreement.

- n. In the event where **the severity of the bite is rated a 4 or 5, the investigating officer shall not grant a home quarantine**, unless otherwise authorized by PACC Manager.

Kennel Cards

All animals impounded shall have a kennel card completed. Completed including nursing puppies or kittens. Each animal will have a separate kennel card.

1. Kennel cards are used for both City and County and should contain the following information:

- A. Code of call
- B. Complaint #
- C. Impound Date
- D. Release Date Procedures
- E. Necessary enforcement action

- (1.) Strays without a license are held three (3) days and released on the fourth (4th) day.
- (2.) Licensed dogs or strays with identification are held for seven (7) days and released on the eighth (8th) day.
 - ◆ *Animals will be released as prescribed by law (ARS 11-1013), unless claimed by owner
- (3.) Animals will be released on the designated release date unless "HOLD BOND" is indicated on the kennel card. A report must accompany the complaint if the code "3C" is marked in the right hand corner on the kennel card. The pending reports can be located in wall pockets marked "PENDING REPORTS" in the briefing room or welfare office. Any card marked 3C or hold bond will be done so using a red or black sharpie pen.
- (4.) If an animal owner dies, becomes hospitalized, evicted, or is incarcerated, PACC may respond to a call through the request of an enforcement agency and impound owner animals. Written or verbal notification must be given to the animal owner or responsible party that the animals will be released (as prescribed by law) after seven (7) days. Field officers should attempt to obtain owner or next-of-kin information while on the scene. Law enforcement officer's names and contact numbers must also be obtained along with complaint numbers.
- (5.) Animal may be held at PACC as evidence for government agencies. The owner of the animal is responsible for impound and board fees.
 - a.) Bond/OSC Hold
 - b.) Location first sighted (indicate if the dog was loose)
 - c.) Location animal was picked up
 - d.) Time of impound
 - e.) Agency case number
 - ◆ An "possible owner" information and other agency case #'s e.g., DPS or TPD should be noted in this section.

- *Any additional information for TPD pick-ups, etc., should be noted on the back of card under remark section.

- f.) Owner name
- g.) Owner address
- h.) Owner telephone number
- i.) Description of dog or animal, size, age, etc.
- j.) Color
- k.) Name (when it is applicable)
- l.) Sex—if the animal has been altered, check box marked "n/s".
- m.) Breed – Check purebred or mix

F. Condition of animal

- (1.) Note any collar, etc., that is worn. Indicate color of type being checked.
- (2.) Coat, check appropriate blocks.
- (3.) Tail, check appropriate blocks.
- (4.) Ears, check appropriate blocks.
- (5.) Tattoo
- (6.) Jurisdiction
- (7.) Statement that animal has not bitten. When removing an animal at the request of a complainant or owner, always obtain a signature at that time. The only exception to this would be picking up a dog on-site for leash law violation.

Note: Any treatment information for sick/injured animals should be indicated.
- (8.) If the animal is a stray, request that he/she sign for removal.
- (9.) If call is an owner pick-up, have owner sign for removal.
- (10.) Also indicate trip charges and receipt number for owner pick-up only.

NOTE: Both copies of the kennel card are taken in to the kennels in case corrections are necessary on those copies. The hard copy is attached to the kennel and the soft copies are given to the Dispatch Office. The soft copies are then filed into the lost/found system by a dispatcher.

Temporary Kennel Card

All animal impounded shall have a kennel card completed.

IF YOU GIVE THE ANIMAL, THE OWNER (7-day) RELEASE DATE, THEN YOU MUST FILL OUT THE TEMPORARY KENNEL CARD, UNLESS CITATIONS HAVE BEEN ISSUED TO THE ANIMAL OWNER/CARETAKER AT THE TIME OF IMPOUNDMENT. This white card has, TEMPORARY KENNEL CARD at the top of the card.

Fill in the following:

- 1. Card number (kennel card number)
- 2. Kennel Number (kennel cage number on cage door)
- 3. License Number (number on tag, ID number if one)
- 4. Color (color of animal)
- 5. Breed (breed of animal)
- 6. Sex (sex of animal)
 - A. Date (date animal was impounded)
 - B. Officer # (employee number)
 - C. Year (year of tag, ID)
 - D. Employee # (employee number, who gave shot)

If citations are issued to the owner/caretaker at the time the animals were impounded, then you do not need to fill out this card, since there is written proof that you had contact with the animal owner/caretaker, but if you leave a notice with someone at the owner/caretakers home, or on a door, then you should still fill out the temporary kennel card.

Euthanasia Sticker (bright green)

The green sticker is one of the mechanisms to ensure that no mistakes occur during the euthanasia process. **NO ANIMAL WITHOUT A STICKER WILL BE EUTHANIZED!** The sticker will be affixed to the card by the first person to have contact with the animal's owner in the case of an owner PTS. If the animal has already been in the PACC system, the person selecting the dog for euthanasia, usually a Kennel Supervisor, or Veterinarian will affix the sticker to the card.

The sticker is to be affixed on the back of each kennel card or bite card in the box labeled "FOR ADOPTION", not in the box labeled "EUTHANASIA".

How to fill out sticker:

Field 1: DATE- This field should be filled out by the person who makes first contact with the owner of the animal if it is an owner surrender. This could be licensing for an owner PTS, dispatch for an after- or before-hours PTS, enforcement for an animal being surrendered in the field, or by shelter staff in some cases, for example, a fee waiver PTS. In the case of an animal that has already been booked in at PACC, as a stray, biter, adoptable, or welfare, this field will be filled out by the person who is selecting that animal for euthanasia, normally a Shelter Supervisor.

Field 2: IMPOUNDED/SIGNED-IN/MARKED FOR PTS BY- This field should be filled out by the same person who filled out field 1, the date. By initialing this box, this person is indicating that PACC is receiving this animal specifically for euthanasia. This field could be initialed by licensing, enforcement, dispatch, or shelter personnel. Again, if an animal that has already been booked in at PACC is being selected for euthanasia, the field will be initialed by the person marking the animal, normally a Senior Animal Care Tech or the Shelter Supervisor.

Field 3: ALL SIGNATURES- This field usually applies only to animals being received specifically for euthanasia. It must be initialed by the Animal Care Tech who receives the animal at the back door or from the Officer who impounded the animal. The person receiving the animal should check for proper signatures **BEFORE** the owner leaves and initial the field at this time. In most cases for animals already booked in at PACC, this field will be marked "N/A" by the person who has selected that animal for euthanasia, again, the Senior ACT or Shelter Supervisor. The exception to this would be in the case of an animal booked in for adoption that, in fact, turned out to be not adoptable immediately- in this case, verify signatures for both relinquishment and no bite before proceeding and initial this field accordingly.

Field 4: DESCRIPTION- This field is to be completed by the Animal Care Technician who receives the animal from either the public or Enforcement staff. Initial the field after confirming that the description of the animal, including breed, size, color, sex, name, collar, coat, tail, and ears are correct. Remember that Licensing and Dispatch do not physically see the animals as they are doing paperwork and have to rely on what they are told by owners. If there are inconsistencies, correct them **IN THE OWNER'S PRESENCE**. If the animal was impounded by Enforcement, have the Officer correct or complete the card as necessary since they are the person that received the animal from the owner and there is no other way to confirm that you are dealing with the correct animal.

Field 5: SOFT COPY- This field is to be completed only in the case of an animal that is on a bite card. If it is an owner PTS, the person who receives the animal from either the public or Enforcement should initial the field to indicate that the soft copy of the card is present **AND MATCHES** the hard copy. If the animal has been previously impounded, the person who marks that animal for euthanasia will initial the field to indicate that they have obtained and matched the soft copy, verified that there are no notations that would contraindicate euthanasia, placed the soft copy with the hard copy, and marked both copies for euthanasia. **IF THERE IS NO SOFT COPY ON A BITER,**

THAT ANIMAL MAY NOT BE EUTHANIZED UNLESS CLEARED THROUGH THE SHELTER SUPERVISOR.

Field 6: **COLLAR-** This field pertains only to dogs previously booked in to PACC, not owner PTS animals. It should be initialed by BOTH the person who marks the dog for euthanasia AND by the person who moves it to either the euthanasia room or the treatment room. Initialing this field indicates that you have verified the dog has a paper collar and that the collar matches the card. If a dog is NOT wearing a paper collar, there should be a notation on the card of "unable to collar" or something similar to indicate that the animal was never collared. If this is the case, the person who marks the dog should initial the field. In the case of an owner PTS, a cat, or other species that will not be collared, the field should be marked "N/A".

Field 7: **RELEASE DATE-** This field will be initialed either by the person selecting an animal for euthanasia or by the person who is receiving an owner PTS at the back door or from Enforcement. If it is an animal that has been previously booked in at PACC, the person marking the animal will initial to confirm that they have verified the release date to be correct. If it is an owner PTS, the person receiving the animal will initial the field to verify that the box for the release date on the kennel card says "PTS" instead of an actual date.

Field 8: **CARD VERIFIED BY-** This field has two spaces to be initialed by the person or persons who are updating the cards in the computer. One space should be initialed by the person updating mainframe and the other by the person updating Q & A. It is acceptable for the same person to initial both spaces if they are updating both computer programs. It will no longer be necessary to initial the front of the card now to indicate you have updated Q & A.

Field 9: **EUTHANIZED BY-** This field should also be completed by the team who is performing euthanasia. Both members must initial the card just prior to performing euthanasia to indicate that they have both verified that all information on the kennel card is correct and matches the animal: breed, color, sex, size, regular collar, coat, tail, ears, paper collar, release date, signatures, etc. EXCEPTION: Since cats are not moved by the euthanasia team but rather by the person cleaning the cat room, the person who is cleaning the cat room and moving the cats needs to initial one of these two spaces to indicate that THEY have verified that all info matches as listed above. The Animal Care Tech who performs the actual euthanasia will then do the same and initial the other spot.

There are two other check boxes on the sticker, one for **VET ORDER** and one for **AGGRESSIVE**. These boxes should be checked by the person marking the dog for euthanasia if appropriate- the box labeled **AGGRESSIVE** should be checked to indicate an animal that was too aggressive to have a paper collar put on it. The **VET ORDER** box should be checked if an animal is being PTS'd before the release date by the veterinarian.