

ORDINANCE NO. 193

AN ORDINANCE AMENDING TITLE 10, "ANIMAL CONTROL" CHAPTER ONE "ANIMAL CONTROL" OF THE MOUNT CARMEL MUNICIPAL CODE.

WHEREAS, Mount Carmel Code Title 10, Chapter 1, provides animal control rules and regulations for the Town of Mount Carmel, Tennessee; and

WHEREAS, in order to make the affairs of the Animal Control Department uniform; and

WHEREAS, adoption of such uniform policies and procedures facilitate the operation of the Animal Control Department of the Town of Mount Carmel, Tennessee; and

WHEREAS, Animal Control operations may create a substantial amount of liability and exposure for the Town of Mount Carmel, Tennessee, and to minimize the effect of this exposure, a written policy for animal control procedures clearly define the obligations and responsibilities of each Animal Control Officers; and

WHEREAS, the health and welfare of the citizens of the Town of Mount Carmel, Tennessee, require it;

**NOW, THEREFORE, BE IT ORDAINED BY THE BOARD OF MAYOR AND
ALDERMEN of the Town of Mount Carmel, Tennessee, as follows:**

SECTION I. That the Mount Carmel Municipal Code be amended by adding to Title 10, "animal Control" Chapter One, the following sections: 10-109. Animal Control Department Policies and Procedures Manual adopted.

The Town of Mount Carmel, Tennessee, Animal Control Policies and Procedures Manual is hereby adopted by reference and included as a part of this Code as the official policy of the Town of Mount Carmel, Tennessee, and all approved amendments thereto, and is to be used by all members and employees of the Animal Control Department in carrying out the duties, responsibilities, and obligations imposed upon them by law or necessarily assumed in carrying out the departments objectives;

SECTION II. LEGAL STATUS PROVISIONS.

A. Conflict With Other Ordinances. In case of conflict between this ordinance or any part thereof, and the whole or part of any existing or future ordinance of the Town of Mount Carmel, the most restrictive shall in all cases apply.

B. Validity. If any section, clause, provision or portion of this ordinance shall be held to be in doubt or unconstitutional by any court of competent jurisdiction, such holding shall not affect any other section, clause, provision, or portion of this ordinance which is not of itself invalid or unconstitutional.

C. Effective Date. This ordinance shall become effective upon passage, the public welfare requiring it.


JAMES DEAN, Mayor

ATTEST:


NANCY CARTER, Recorder

APPROVED AS TO FORM:

APPROVED AS TO FORM:

Michael A. Faulk
LAW OFFICES OF MICHAEL A. FAULK

PASSED 1ST READING: 6-22-98 Ayes 4 Nays 0 Other 0

PASSED 2ND READING: 8-27-98 Ayes 5 Nays 0 Other 0

PUBLIC HEARING: _____

PUBLISHED ON:	
DATE:	<u>10-6-98</u>
NEWSPAPER:	<u>Kingsport Times-News</u>

ANIMAL CONTROL POLICY MANUAL

PURPOSE

The Animal Control Policy Manual is designed to provide the Animal Control Officer guidance and instruction in performing his/her duties and responsibilities and solving animal problems that may arise.

SCOPE

This manual is not in lieu of the Police Policy and Procedures Manual and is not intended to cover every possible situation that confronts an officer, nor does it eliminate the necessity for exercising initiative and sound judgment when it is called for.

RESPONSIBILITIES

Each employee is expected to perform their assigned duties in a manner which inspires confidence from the public, other employees, and the city. Each employee will be required to conduct themselves in a professional and courteous manner at all times.

PUBLIC RELATIONS

Your job entails almost constant contact with the general public. You have the means to enforce the animal control ordinance at your disposal. You will face many confrontations each day that will place you in the position of villain and the owner on the defensive. Be prepared for the worst in people you deal with in defense of their animal. Whatever the situation, be fair, courteous, and firm as necessary. Your job is to enforce the animal control ordinance in a professional manner. Anytime you approach a citizen in any situation, state your name, who you represent, and the nature of the business you need to discuss with them. Always have your facts correct and follow "due process" as set forth in this policy manual. When you face situations you cannot handle effectively, back off and consult your field supervisor or department head. Practice professionalism - it's contagious! Know the ordinance you are enforcing. The ordinance is a guideline, not the ultimate answer to every animal problem.

MISSION STATEMENT

It is the intention of the Mount Carmel Animal Control Program to assist the citizens of Mount Carmel in being responsible pet owners. The animal registration ordinance is not to generate revenue to the town, but rather to readily identify lost animals and return them safely to their owners. The town has adopted codes that will be enforced evenly and fairly to insure the enjoyment of pets by responsible pet owners and to insure that animals will not be a nuisance to other citizens.

FIELD PROCEDURES

The city vehicle you are assigned to drive will be kept clean; not only for good public relations, but for the health and safety of the animals you transport. Anytime you park your vehicle for a prolonged period of time, turn off the engine. Animal Control Services vehicles will be driven in a defensive, courteous manner at all times; adhering to all instructions as set forth in the T.C.A. Codes and City Ordinances. Having the correct equipment to work with will make your job easier. The equipment you need will be kept in your unit and inventoried regularly.

EQUIPMENT ASSIGNED TO YOUR UNIT

- A. dog leash
- B. catch-all pole
- C. tranquilizer equipment
- D. catch-all net
- E. snake tongs
- F. heavy gloves
- G. disposable gloves
- H. shovel
- I. dead animal bags
- J. first aid kit

PRIORITY OF CALLS AND COMPLAINTS

- A. attacking/biting animals
- B. sick or injured animals
- C. strays

ATTACKING/BITING ANIMALS

If the owner is available, have them lead the animal to the unit and put the animal in the cage. If you must use a control stick, be careful to avoid choking or any other abuse of the animal. Move slowly so you can lead the animal along rather than pulling it. Use only as much force as is absolutely necessary to get the animal into the proper compartment of your unit. Always keep your safety in mind when handling vicious animals. The following is the proper procedure in working an "animal bite" case:

- A. When an animal bite is reported
 - 1. contact the bite victim and make a full report of the bite.
 - 2. request the victim to identify the animal.
 - 3. advise the victim to consult a physician or report to hospital emergency room.
- B. After the animal has been identified, the owner must be contacted in person and informed of the incident. The owner must be informed of their options in regard to confining the animal. The options are:
 - 1. The animal must be impounded for ten (10) days, in the Mt. Carmel Animal Shelter or a veterinarian clinic, if a valid rabies vaccination certificate can not be produced by the owner.
 - 2. If a valid veterinary rabies certificate can be produced by the owner, the owner may be allowed to confine the animal for ten (10) days.

3. A citation shall be issued to the owner of the dog. The court date must be confirmed in such a time to provide the owner time to make restitution of any charges filed by the victim. The citation may be non-processed if the victim is satisfied of complaints against the owner.
4. If the confined animal should show signs of disease or should expire, the veterinarian designated by the town should be notified immediately. An expired animal that is to be checked for rabies or other disease should not be placed in a freezer but instead placed in a refrigerator or an ice chest with ice. All procedures to prepare the animal to be checked for disease will be performed by the veterinarian. The results should take no more than two (2) to three (3) days.

SICK OR INJURED ANIMALS

Be cautious in approaching an injured or sick animal. An animal in pain will bite. A muzzle strap, used correctly, should protect you and cause no great discomfort to the animal. If sick or injured animals have identification tags, make every effort to contact the owner of the animal. If an animal is critically sick or injured, and the owner cannot be contacted, then euthanize the animal to prevent further suffering.

- A. You must make a full report of the animal's condition
- B. Notify the owner in person or by certified mail return requested if properly tagged.

STRAY DOGS

When going after stray dogs, remember, almost any dog can outrun you. Don't get into this kind of competition. Get the dog to come to you. Stay still and call him in a calm tone of voice. Be reassuring. A bit of food treats may tempt him to come to you. Take your time and avoid quick moves that might startle him and scare him away. When the dog is close enough, take hold of his collar or slip a leash over his head. There will be times you will have to pursue a dog to catch it. Usually a stray-owned dog will run home.

- A. When a stray owned dog runs home:
 1. Follow the dog home.
 2. Check to see if anyone is home.
 3. If the owner is home, issue a citation (at officer's discretion).
 4. If no one is home, check with neighbors to see if the dog belongs there.
 5. If dog belongs there and no one is home, leave a door notice. If you chased the dog into the yard and it is not properly tagged, then impound the dog.
 6. If the dog is properly tagged then do not impound the dog. Record the rabies and city tag numbers. Return to the address to contact the owner and issue a citation (citation is at officer's discretion).
- B. When a dog is impounded:
 1. Check for identification tags.
 2. Check for any tattoos in both ears and inside back legs.
 3. Record all information on your "brought in by patrol" form.
 4. Your records must be reviewed by the Animal Control Supervisor and then properly filed.
 5. Any dog you impound for whatever reason must be boarded for a minimum of five (5) working days.
 6. If a dog is properly tagged, the owner must be notified of impoundment in person or by certified return requested mail.

TRAPPING ANIMALS

When stray and wild animals cannot be captured by hand, humane wire box type traps may be used in the following manner:

- A. If a trap is set on private property, permission must be obtained from the owner.
- B. The officer who places the trap will be required to monitor the trap.
 - 1. Traps must be checked every twelve (12) hours.
 - 2. The animal trapped must be impounded or released in a proper area.
 - 3. All traps will be chained and locked to a stationary object.

TRANQUILIZING EQUIPMENT

Animal Services Officers are equipped with professional tranquilizing capture equipment. The tranquilizing system has been proven to be safe and a humane way to capture stray and vicious animals that cannot be handled easily. Only properly trained officers shall use the tranquilizing system. Each officer who uses the tranquilizing system will be responsible for the proper handling and maintenance of the system.

Citizens may check out raccoon/cat traps from the animal shelter. Traps may be used to relocate animals or bring them to the shelter. Deposits for the traps are as follows:

- A. Cat trap \$45.00
- B. Raccoon trap \$45.00
- C. Dog trap \$75.00
- D. Squirrel trap \$45.00
- E. Skunk trap \$45.00
- F. Possum trap \$45.00

UNWANTED PETS

When a call is received to pick up a stray animal from a citizen or on private property, request a signature on a statement of surrender form. All impounded animals must be held according to the following guidelines:

- A. All animals must be impounded and segregated according to species, sex, and size.
- B. All unclaimed animals must be boarded for a minimum of five (5) working days.

OFFICER ON CALL

ANIMAL CONTROL OFFICERS

Animal Control Officers will be required to perform on call after hours and on weekends as scheduled by the field supervisor or department head. Employees will be compensated. The on call officer will wear a beeper and subject to be called out via the police department, supervisor, or department head. All calls will be handled promptly and professionally. Officers on duty should wear working uniform. Officers will respond to the following:

- A. Animal bite
- B. Injured animal
- C. Animal in traffic
- D. Pit Bull or other large dangerous dog at large
- E. Request assistance to remove animals from inside a residence
- F. To impound an animal from a traffic accident or arrest
- G. Female dog in season running at large

To provide the citizens of Mount Carmel the best possible service and protection, the officer is authorized to drive their unit home during their tour of duty. Town vehicles should not be used for personal use.

SHELTER DUTIES FOR ON CALL OFFICER

- A. Check food and water for all impounded animals on Saturday, Sunday, and Holidays
- B. Clean shelter as needed on Saturday, Sunday, and Holidays
- C. Check the answering machine or in box at the police department for messages

Animal Control Officers shall not accept money for services rendered or otherwise, without proper written receipt.

YOUR IMAGE

The public demands your best service possible. The Mount Carmel Animal Control Officers must be hard working, intelligent, public servants. You must do your best to help the community and the animals. To do this, you should check your performance in three areas:

APPEARANCE

Look like a professional. Wear your uniform proudly. Your equipment must be clean and in good working order at all times. Your vehicle must be kept clean.

ATTITUDE

You are dealing with people. The way you approach people will affect their view of you and the Animal Control Department. Be courteous and friendly and avoid arguments. Be informative. Use field work as an opportunity to educate people. Explain the reason behind the laws you are enforcing. Pet owners who understand why they must control their animal will mean less work for you in the long run.

ACTION

Keep in mind always that the animals you deal with are living, feeling creatures that, like most of us, will respond better to kindness and gentleness than force or pain. Use only as much force on an animal as is absolutely necessary to protect yourself and the public. Take the time to reassure a nervous or frightened animal. Remember, the public will be watching the way you handle the animals.

ANIMAL SHELTER

The animal shelter is a public facility visited by citizens to redeem animals, possible adoptions, request information, and other various reasons. Consequently, the cleanliness of the shelter should be a continual endeavor; not only to maintain an adequate public image, but for the safety, health, and well being of the animals confined; employees working in the shelter; and the visiting general public. First impressions are very important and the office and kennel worker should be friendly, courteous, considerate, and maintain a helpful attitude. Employees must be available to render assistance and/or assist in the following instances:

- A. Answer questions and impart information
- B. Aid in adopting and reclaiming of animals
- C. Assist citizens with animals brought to the shelter

VISITORS

Citizens bringing animals or visiting the shelter are to be received in a friendly, courteous fashion and should not have to wait unnecessarily for assistance. All children should be cautioned not to put their hands in animal cages since a bite could occur. Make every effort to give correct advice and proper information relative to any questions asked. Written receipts will be required for all animals released or accepted. Requests and complaints should be carefully considered in light of the ordinance or policies governing Animal Services and should be handled with impartiality and fairness. When in doubt, check with the department head.

SHELTER HOURS

The normal working hours are Monday through Friday and will be posted at the shelter and at town hall. The shelter will be open to the public but visitors must be accompanied by an Animal Control Officer. This provides the opportunity to clean the shelter before receiving the general public. Although the animal shelter has posted hours, any citizen bringing an animal to the shelter will be received in a courteous manner at any time. The animal shelter will be closed to the public Saturdays, Sundays, and Holidays.

OFFICE PROCEDURES FOR ANIMAL CONTROL OFFICERS

The office will be the responsibility of the Animal Control Officer, although available Police Officers will assist when necessary. The telephone will be answered with a well-modulated voice. A courteous, helpful voice will be required in all telephone conversations. All requests and complaints will be logged in the "daily complaint" log. The Animal Control Officer is responsible for:

- A. Maintaining all forms and records as set forth by the department head, including checking in all animals brought to the shelter during regular working hours
- B. Answering the telephones
- C. Computerization of all city dog and cat licenses
- D. Correspondence from department head as necessary

- E. Assisting the public in adopting and reclaiming animals
- F. Cleaning and disinfecting the shelter daily as well as providing proper food and water for all shelter animals

ANIMAL ADOPTION PROCEDURES

- A. Person's name, date, and time placed on the back of the applicable form
- B. Animals are adopted only when
 1. animal has been surrendered by the owner
 2. animal has been impounded the legal time and every effort has been made to notify the owner if known
 3. all puppies and kittens are adoptable at this time unless otherwise posted on the proper record
- C. Persons adopting an animal shall read and sign the Adoption Form
- D. Animals are adopted on a first come basis

ANIMAL RECLAIM PROCEDURES

All animal reclaims will be in accordance to the animal control ordinance.

EUTHANASIA

Euthanasia is the act of inducing a painless death to an animal. Animals to be euthanized are:

- A. Stray, unclaimed animals whose required boarding time has expired
- B. Request by owners by statement of surrender
- C. Sick and injured animals

DISPOSAL OF DEAD ANIMALS

The Animal Control Officer will coordinate the disposal of all dead animals through the designated veterinarian and in accordance with all health regulations. Owners of animals may authorize the Animal Control Officer to dispose of deceased animals in special circumstances, but will be responsible for all costs involved.

SAFETY RULES AND REGULATIONS FOR THE DEPARTMENT OF ANIMAL CONTROL

PURPOSE

The Animal Services Safety Program is designed to provide guidelines and instructions in performing your duties and responsibilities in a safe and efficient manner.

SCOPE

This guideline is to be adhered to in conjunction with the already established Policy and Procedure Manual. This guideline is not in lieu of any other city rules and regulations, nor does it eliminate the necessity for exercising initiative and sound judgment when it is called for.

HAZARDS

The work areas of the Animal Control Officer vary from the field procedures to the animal shelter. The Animal Control Officer is continually walking and running over uneven terrain, wet or icy spots, and littered areas. Injuries can occur when running after stray animals or walking on a wet floor in the animal shelter. Other injuries also occur from animal bites and scratches. Animals are unpredictable. There are several diseases that can be transmitted from animal to man. Rabies is the most feared of all diseases. Also, injuries may occur from lifting heavy animals. Injuries may also occur if employees misuse tranquilizer guns and equipment.

The burden of euthanasia is a potential hazard. Animal Control Officers also deal with irate citizens which could result in bodily harm.

SPECIFIC SAFETY GUIDELINES FOR THE ANIMAL CONTROL OFFICER

FIELD PROCEDURES

- A. Drive and park your vehicle on the right side of the street in designated areas.
- B. Turn the vehicle engine off and remove keys before walking away from your vehicle.
- C. Do not run after an animal unless the animal can be captured in a short period of time and space.
- D. When working unfamiliar terrain, watch out for holes, low hanging clothes lines, and sharp objects.
- E. Do not climb over fences, walk on top of built structures, or crawl under structures such as houses or buildings unless authorized by your supervisor or department head.
- F. Many animals can be safely captured by hand. You have been issued proper equipment to safely and humanely capture any animal. Your equipment includes:
 - 1. ketch-all poles
 - 2. snake tongs
 - 3. heavy gloves
 - 4. animal traps
 - 5. tranquilizer system
 - 6. animal control vehicle
- G. Use both hands to pick up a large dog. Dogs should be picked up with one hand behind the neck and the other hand under the chest. Cats should be picked up with one hand behind the neck and the other hand constraining the feet.

SHELTER PROCEDURES

- A. Wear non-skid rubber boots when cleaning the shelter. Walk slowly and use caution on wet floors.
- B. Use a ketch-all pole or leash when moving animals around.
- C. Wear disposable gloves when cleaning cat cages and litter pans. Wear heavy gloves when handling frightened and wild cats.
- D. Do not allow the public into kennel area until the floor has been cleaned and is dry.

PROTECTIVE EQUIPMENT

- A. The following protective equipment is required for animal control personnel involved in animal control work:
 - 1. Working uniforms for which a laundry service will be provided to prevent the spread of contagious disease.
 - 2. ketch-all poles / snake tongs / animal traps / leash / dead animal bags
 - 3. tranquilizer equipment
 - 4. flashlight / heavy gloves / disposable gloves / first-aid kit

- B. Animal Control Officers must be protected with pre-exposure rabies inoculation (the human diploid cell vaccine) with a booster every two years.
- C. When rescuing animals or 10-67's from the street, always use the emergency lights with the four-way flashers on your vehicle.

VEHICLE EQUIPMENT INSPECTION AND MAINTENANCE

- A. Animal Control Officers are responsible for the general preventive maintenance for vehicle and equipment assigned to them. Officers who drive a city vehicle are responsible for all maintenance such as gas, oil, etc., in keeping the vehicle in a clean and sanitary condition.
- B. All protective equipment used in the field for officers will be kept in a safe working condition at all times.

TRAINING NEW EMPLOYEES

New employees will be trained in:

- A. Proper use of all equipment.
- B. Proper handling of all animals.
- C. Recognizing dangerous animals.
- D. recognizing and avoiding hostile situations.

Adopted by the Board of Mayor and Alderman on _____, 1998.

Nancy Carter

Jim Dean