

**ADMINISTRATIVE POLICY 6-4**


**DISTRIBUTION:** Animal Shelter

**SUBJECT:** Policy and procedures manual for Animal Control

**RESPONSIBLE DEPARTMENT:** City Clerk

**EFFECTIVE:** This policy is in effect from the date of issuance until amended or rescinded.

Dated this 3 day of March, 2009

  
\_\_\_\_\_  
Greg Buckley, City Manager

# POLICY AND PROCEDURES MANUAL FOR ANIMAL CONTROL

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## INTRODUCION

The policies and procedures set forth in this manual are for the guidance and direction of all personnel of the Muskogee Animal Shelter.

The policies and procedures set forth govern the operation of the Muskogee Animal Shelter. They take effect on the date specified, superseding and rescinding all previous policies and procedures inconsistent or in conflict therewith.

This manual is the property of the Office of City Clerk. The individuals to whom they are issued are responsible for their proper care and for keeping the updated with all new revisions, which may be issued.

Violation of, or failure to comply with any of the policies or procedures in this manual by any employee of the shelter, may result in disciplinary action against any employee responsible for such violations.

Every employee must understand that no set of policies and procedures can be established that will cover every case and situation that may arise in the course of the individual's employment. Much must be left to the good judgment and discretion of the employee.

Those entrusted with the care of animals must be relied on to exercise good judgment and apply sound common sense at all times to make the shelter equitable and effective.

All employees of the shelter are required to familiarize themselves with the contents of this manual. Supervisors are expected to frequently instruct their subordinates in the policies and procedures of the shelter, as set forth in this manual.

The City Clerk reserves the right to; alter, amend, add to or rescind in whole or in any part, any of the policies and procedures or to make additional ones as circumstances require.

This manual shall be the official guide to the Shelter's organization and operations.

## CANONS OF ETHICS

### **Primary Responsibility of Job**

The primary responsibility of the Animal Shelter and of the individual employee is the protection of people and animals through proper care and compassion. The shelter employee always represents the whole of the community and its' will with regard to animals.

### **Limitations of Authority**

The first duty of the Animal Shelter employee, is to know the bonds placed upon them in performing this duty. Because they represent the will of the community, they must be aware of the limitations and proscriptions which the people have placed upon them.

### **Duty to be Familiar with the Responsibilities of Self and other Public Officials**

Animal Shelter employees shall assiduously apply themselves to the study of the principles which they uphold. They will make certain of their responsibilities in the particulars and seek aid from their superiors in matters of technicality or principle when these are not clear to them; they will make special effort to fully understand their relationship to other public officials, including other agencies.

### **Conduct Toward the Public**

Animal Shelter employees should be, mindful of their responsibility to the whole community, shall deal with individuals of the community in a manner calculated to instill respect for its' laws and its' service. The employee will give service where they can. They will do neither from personal preference or prejudice, but rather as duly appointed employees in the discharge of their obligation.

## **Conduct in Dealing with Violators**

Animal Control Officers shall use their powers strictly in accordance with state laws and the City's Code of Ordinances and with due regard to the rights of the citizen concerned. Their office gives them no right to prosecute the violator or mete out punishment for the offense. They shall, at all times, have a clear appreciation of their responsibilities. They shall conduct themselves in such a manner as will minimize the situation at hand. To this end they shall cultivate a dedication to the service of the people in dealing with all persons.

## **Gifts and Favors**

Employees, representing government, bears the heavy responsibility of maintaining, in their own conduct, the honor and integrity of all government institutions. They shall, therefore, guard against placing themselves in a position in which any person can expect special consideration or in which any person can expect special consideration in being given. Thus, they should be firm in refusing gifts, favors, or gratuities, large or small, which can, in the public mind, be interpreted as capable of influencing their judgment in the discharge of their duties.

## **Attitudes Toward Profession**

Employees shall regard the discharge of their duties as a public trust and recognize their responsibility as public servants. By diligent study and sincere attention to self-improvement they shall strive to make the best possible application of science to the solution for effective leadership and public influence in matters affecting the public safety. They shall appreciate the importance and responsibility of their office, and hold their work to be an honorable profession rendering valuable service to their community.

## ORGANIZATIONAL POLICES

**Organizational Policies:** To provide a guide for future action in organizational planning, it is policy of the City Clerk to:

Fix responsibility for each function, the manner in which such responsibility has been fixed is set forth in this manual.

Delegate authority for decision making and action to the lowest possible level.

Describe lines of authority and such functional and advisory relationships as are necessary.

Have established lines of authority followed in all routine matters. It is not the purpose of this policy, however, to put an end to the "open door" policy. When normal lines of authority do not suffice, persons are encouraged to seek advice and discuss problems with higher authority.

**Organizational Chart:** The organizational chart shows in graphic form the over structure, the management positions in the structure, and the flow of authority and accountability.

CITY CLERK  
UNCLASSIFIED (1)

ANIMAL CONTROL  
SUPERVISOR  
G-12 (1)

ANIMAL WARDEN  
G-7 (2)

SHELTER WORKER  
G-4 (2)

## CHAIN OF COMMAND

The City Clerk is responsible for the overall operation of the department. Authority is delegated to other supervisors who will be directly in charge of certain functions and operations of the Muskogee Animal Shelter.

The chain of command as it applies to the Animal Shelter in descending order is as follows:

City Clerk

Animal Control Supervisor

Animal Control Officer

Shelter Worker

Temporary Worker

All employees will respect the supervisor and will comply with all legal orders. The supervisor will have the authority and the responsibility to enforce the policies and procedures of the Animal Shelter, regardless of that supervisor's function or assignment. Should the supervisor see any infraction of any department policy or procedure being committed by any employee of this department, he has the right to take immediate action against the employee.

All problems, ideas, complaints, and/or requests will be submitted through the proper channels.

## **DISCIPLINE**

Discipline is training which corrects, molds, strengthens or improves and is not necessarily synonymous with punishment. Punishment is normally resorted to only when other means have failed. A well disciplined department is not a well punished one; rather it is a department that voluntarily conforms to all departmental policies, procedures and orders. It follows that the best disciplined



department is least in need of punishment and, therefore, it is the least punished department. The violation of policies, procedures and orders requires disciplinary action.

In administering discipline, the motive and the intent of the offender will be considered. There are three aims in taking disciplinary action. The prime reason is to bring about a change in the thinking and action of those who have deviated from acceptable department behavior. The second purpose is to dissuade potential violations. The third objective is to inform members of the department policies, procedures and rules is required.

Regardless of the atmosphere of positive discipline, occasions will arise when it becomes necessary for the City Clerk to take disciplinary action in the negative sense. The manner in which this is done will have a marked effect on the morale of the department; therefore, it will be the policy of this department to achieve these aims swiftly and certainly through the application of positive discipline with objective of securing voluntary compliance to all policies and procedures of the department.

When a member of the department is to be disciplined for any violation of any department policy, procedure or order each case will be considered in regard to the severity and intent of the violation. Discipline will take the form of counseling, oral warning and reprimand, written warning and reprimand, suspension without pay, demotion or dismissal.

Discipline will be administered by the City Clerk, on recommendation of the Supervisor of the Animal Shelter.

The City Clerk may administer disciplinary action against any employee, as she/he deems necessary in accordance with the Merit System Rules and the A.F.S.C.M.E. contract.

Any employee who feels aggrieved about disciplinary action taken against them, shall follow the grievance procedure as outlined in the existing contract.

## **ANIMAL SHELTER GOALS**

This statement of shelter goals has been prepared as a guideline for the employees of the Animal Shelter and the supervisor so that they can better communicate to all personnel the basic objectives of this department.

### **Mission**

As employees of the City of Muskogee, our mission is to protect and serve the public through professional practices pertaining to animals.

In order to carry out this mission, every employee of the shelter should adopt a personal standard of excellence that would ensure the citizens of Muskogee the finest service the shelter is capable of offering.

### **Goals**

The goals of the shelter are:

Public Service

Community Support for Shelter Goals

Humane treatment of animals

### **Prevention and Suppression**

This area consists of both, long and short range prevention efforts. It covers educational programs to make the public aware of laws pertaining to animals and their care. Specialty programs presented to civic and business organizations. Referrals to the appropriate organization for those in need of further information or help in reference to animals.

## **Public Service**

A significant number of calls to the shelter will fall into a miscellaneous or non-criminal category. These calls may be for information or to inquire about a lost pet, it is the policy of the shelter to render as much service as possible. These services are to be given in a timely, courteous manner, to the full extent of the availability of manpower.

## **Community Support for Shelter Goals**

Citizen support and participation in attaining goals is essential in ensuring the success of the shelter's mission. It is a major goal of the shelter to secure that support and participation. We should recognize that the power to fulfill our functions and duties is dependent on public approval. Our existence is dependent on the ability to secure and maintain public respect. This may be obtained not by pandering to public opinion, but by constantly demonstrating absolutely impartial service, without regard to wealth, social standing, or any factors other than those pertinent to the situation at hand.

## **RULES OF CONDUCT**

### 1. Violation of Rules

Employees shall not commit any acts or omit any acts which constitute a violation of any of the rules, regulations, directives or orders of the department whether stated in this order or elsewhere.

### 2. Unbecoming Conduct

Employees shall conduct themselves at all times, both on and off duty, in such a manner as to reflect most favorably on the department. Conduct unbecoming shall include that which brings the department into disrepute or reflects discredit upon the employee as a member of

the department, or that which impairs the operation or efficiency of the department or employee.

### 3. Immoral Conduct

Employees shall maintain a level of moral conduct in their personal and business affairs which is in keeping with the highest standards of the profession. Employees shall not participate in any incident involving moral turpitude which impairs their ability to perform the required duties or causes the department to be brought into disrepute.

### 4. Conformance to Laws

- a. Employees shall obey all laws of the United States and of any state and local jurisdiction in which employees are present.

### 5. Reporting for Duty

Employees shall report for duty at the time and place required by assignment or orders and shall be physically and mentally fit to perform their duties. They shall be properly equipped and cognizant of information required for the proper performance of duty so that they may immediately assume their duties.

### 6. Neglect of Duty

Employees shall not read, play games, watch television or movies or otherwise engage in entertainment while on duty. They shall not engage in any activities or personal business which would cause them to neglect or be inattentive to duty.

### 7. Fictitious Illness or Injury Reports

Employees shall not feign illness or injury, falsely report themselves ill or injured, or otherwise deceive or attempt to deceive any official of the department as to the condition of their health.

#### 8. Sleeping on Duty

Employees shall remain awake while on duty. If unable to do so, they shall report to their superior, who shall determine the proper course of action.

#### 8. Leaving Duty Post

Employees shall not leave their assigned duty posts during a tour of duty except when authorized by proper authority.

#### 9. Unsatisfactory Performance

1. Employee shall maintain sufficient competency to properly perform their duties and assume responsibilities of their positions. Employees shall perform their duties in a manner, which will maintain the highest standards of efficiency in carrying out the functions and objectives of the department. Unsatisfactory performance may be demonstrated by a lack of knowledge of laws required to enforce; an unwillingness or inability to perform assigned tasks; the failure to conform to work standards established for the employee's position; the failure to take appropriate action on any condition deserving attention; or absence without leave. In addition to other indicia of unsatisfactory performance, the following will be considered prima facie evidence of unsatisfactory performance: repeated poor evaluations or a written record of repeated poor evaluations or a written record of repeated infractions of rules, regulations, directives or orders of this department.

#### 10. Alcoholic Beverages and Drugs in the Animal Shelter

Employees shall not store or bring into the animal shelter or vehicle, alcoholic beverages, controlled substances, narcotics or hallucinogens except controlled substances used for the care, tranquilization or euthanasia of animals.

#### 11. Possession and Use of Drugs

Employees shall not possess or use any controlled substances, narcotics or hallucinogens except when prescribed in the treatment of the employee by a physician or dentist. When controlled substances, narcotics or hallucinogens are prescribed, employees shall notify their superior.

#### 12. Use of Alcohol on Duty or in Uniform

Employees shall not consume intoxicating beverages while in uniform or on duty. Employees shall not appear for duty, or be on duty, while under the influence of intoxicants to any degree whatsoever, or with an odor of intoxicants on their breath.

#### 13. Use of Alcohol Off Duty

Employees, while off duty, shall refrain from consuming intoxicating beverages to the extent that it results in impairment, intoxication, obnoxious or offensive behavior which discredits them or the department, or renders the employee unfit to report for their next regular tour of duty.

#### 14. Insubordination

Employees shall promptly obey a lawful order of the supervisor. This will include orders relayed from a superior by an employee of the same or lesser standing.

#### 15. Gifts, Gratuities, Bribes or Rewards

Employees shall not solicit or accept from any person, business or organization any gift, (including money, tangible or intangible personal property, food, beverage, loan, promise, service or entertainment) for the benefit of the employees or the department, if it may not be reasonably inferred that the person, business or organization:

- a. Seeks to influence actions of an official nature or seeks to affect the performance or non-performance of an official duty or;
- b. Has an interest which, may be substantially affected directly or indirectly by the performance on non-performance on an official duty.

#### 16. Abuse of Position

- a. Use of Official Position or Identification. Employees shall not use the official position, official identification cards or badges:
  1. for personal or financial gain
  2. for obtaining privileges not otherwise available to them except in the performance of duty
  3. for avoiding consequences of illegal acts

#### 17. Endorsements and Referrals

Employees shall not recommend or suggest in any manner, except in the transaction of personal business, the employment or procurement of a particular product or professional service. This is to include for

the purposes of the shelter any recommendation of a veterinarian or veterinarian supplier.

#### 18. Courtesy

Employees shall be courteous to the public. Employees shall be tactful in the performance of their duties, shall control their tempers, exercise the utmost patience and discretion, and shall not engage in argumentative discussions even in the face of extreme provocation. In the performance of their duties, employees shall not use coarse, violent, profane or insolent language or gestures, and shall not express and prejudice concerning race, religion, politics, national origin, lifestyle or similar personal characteristics.

#### 19. Requests for Assistance

When any person applies for assistance or advice, or makes complaints or reports, either by telephone or in person, all pertinent information will be obtained in an official and courteous manner and will be properly and judiciously acted upon consistent with established departmental procedures.

#### 20. Public Statements and Appearance

- a. Employees shall not address public gatherings, appear on radio or television, prepare any articles for publication, act as correspondents to a newspaper or periodical, release or divulge information, or any other matters of the department while holding themselves out as representing the department in such matters, without proper authority. Employees may lecture on related subjects only with the prior approval of the City Clerk.



## 21. Personal Appearance

- a. Employees on duty shall wear uniforms or other clothing in accordance with established departmental procedures.
- b. Except when acting under proper and specific orders from a superior officer, employees on duty shall maintain a neat, well-groomed appearance.

## 22. Residence

Employees shall keep the City Clerk and their superior, informed of their current home address and shall report immediately any change of address.

## 23. Dissemination of Information

Information regarding the official business of the Animal Shelter shall be disseminated only to those for whom it is intended, in accordance with established departmental procedures. Employees shall not divulge the identity persons giving confidential information except as authorized by proper authority.

## 24. Departmental Reports

Employees shall submit all necessary reports on time and in accordance with established departmental procedures. Reports submitted by employees shall be truthful and complete, and no employee shall knowingly enter or cause to be entered any inaccurate, false or improper information. An incident report will need to be filed with the City Attorney's office when an Officer has had to use deadly force on any animal not at the shelter.

## 25. Abuse of Process

Employees shall not make false accusations in any matter brought before them.

## 26. Use of Department Equipment

Employees shall utilize department equipment only for its' intended purpose, in accordance with established departmental procedures, and shall not abuse, damage or lose department equipment. All department equipment issued to employees shall be maintained in proper order.

## 27. Operation Department Vehicles

Employees shall operate official vehicles in a careful and prudent manner, and shall obey all laws and all departmental orders pertaining to such operation. Loss or suspension of any driving license shall be reported to the department immediately.

## 28. Carrying Firearms

Animal Control Officers shall not carry a sidearm. Dart or tranquilizer guns, are permissible as provided by the Department . The employee is allowed to have a 22 rifle only to be used as a last defense where the public is in danger or the Officer is in immediate danger. Whenever the officer is out of his truck the vehicle is to be locked.

## 29. Treatment of Animals

Employees shall not mistreat animals that are in their custody. Employees shall handle animals in accordance with law and departmental procedure.

## **Shelter Community Relations**

### a. **Employees Contact with the Public**

In each contact with the public, an employee must be aware that the actions, appearance and statements are those of the department. For that reason, and because of the inherent potential for conflict in contacts, an employee must develop a fair, impartial and reasonable attitude and perform the task in a businesslike manner. Their statements must be the result of considered judgment and be absent of personal opinion, bias or editorial comment. Extended conversations, which reflect the employees' personal opinions, will normally be considered inappropriate.

### b. **Role of the Individual Employee**

Community relations, is manifested in its most common form in the numerous daily encounters between individual employees and citizens. It is at this level where the greatest opportunity for strengthening community relations is found.

In dealing with people, each employee must attempt to make contact, which inspires respect for themselves as an individual and a professional, and one which generates to cooperation and approval of the public. While entitled to their own personal beliefs, an employee cannot allow individual feelings or prejudices to enter into public contacts.

### c. **Individual Dignity**

An employee must treat a person with as much respect as that person will allow, and must be constantly mindful that the people with whom they are dealing are individuals with human emotions and needs. Such conduct is not a duty imposed in addition to an employee's primary responsibility, it is inherent to them.

## DETENTION OF ANIMALS

Animals may be obtained by city codes:

- Section 14-26.A Any vicious, wild or dangerous animal found at large, shall be impounded by the city.
- Section 14-27.A It is the duty of the city manager or his designated representative, upon receipt of a verified complaint, to cause the animal involved to be impounded pending a vicious animal determination hearing.
- Section 14-26.C Any animal, including fowl, running at large in the city shall be taken up by the animal control officer and impounded at the animal shelter.
- Section 14-31 Any dog or cat or other small animal kept as a house pet found running at large, shall be picked up and immediately impounded in the animal shelter. Small unvaccinated animals, other than dogs or cats, shall be impounded when found running at large within city limits.
- Section 14-71.A It is the duty of the animal control officer, to cause all animals found running at large contrary to this code, to be seized and impounded in some proper pound, selected or provided for that purpose.
- Section 14-96.A Every animal that bites or scratches a person, shall be reported within 4 hours to the animal control division and shall thereupon is securely quarantined at a veterinarian hospital for a period of 10 days from the date of the bite.

## ANIMAL SECURITY

All animals brought into the shelter will be secured in cages. The public will have access to these areas only when accompanied by an employee of the shelter. Only a shelter employee or an animal control officer may place into or remove an animal from the cage.

## ANIMAL INTAKE PROCEDURES

When animals are brought into the shelter by any means, as quickly as possible the animal will be photographed and an intake form completed. These forms should contain; the date, time, where the animal was picked up or if a walk-in, who picked up or brought the animal in, a description of the animal, the owner of the animal if known, whether or not the rabies vaccination is current, a short summary of the circumstances the animal was impounded under, whether or not the animal was tranquilized, any holds on the animal, disposition of the animal and who filed the intake form.

## ANIMAL BITE PROCEDURES

When the owner of the animal who has bitten or scratched a person is known, the animal is to be housed at a veterinary hospital at the owners' expense for a period of 10 days from the day of the bite. When the animal is a stray or it is not readily apparent who the owner of the animal is, the animal is to be housed at the animal shelter until such time as the animal may be sacrificed and the remains properly disposed of sent for testing. An animal bite report is to be filed upon notice of the bite, noting whether the animal is housed for quarantine or for sacrifice. The victim of the bite is to be notified as to what steps to take prior to the completion of the quarantine period and/or results of the testing. When the quarantine is completed or results of the testing are known, the victim is to be once again notified of the results.

An animal involved in a first party ownership which bites must be quarantined at a veterinary hospital at the owner's expense for a period of 10

days from the day of the bite. Dogs in service that would cause a threat to the owners' well-being through separation, may be home quarantined.

### **EUTHANASIA OF ANIMALS**

Animals brought to the shelter will be held for a 3 day period for reclaim or adoption, unless other mitigating factors are present. These could include an animal bite, owner out of town or unavailable and like matters. At the end of such time if the animal has not been reclaimed or adopted, it shall be euthanized in a humane manner, as specified by state law. Any animal euthanized will be noted in a separate log in addition to noting this on the intake form. After which the animals are to be disposed of in the manner specified by state law.

### **LOGGING OF EUTHANASIA SOLUTION**

Whenever animals are euthanized, the animals description, intake number, weight, amount of solution used, the date, time, administered by whom and solution balance forward will be noted on a proper form. This form will be kept from month to month and will be kept current as animals are put down.

### **USE OF TRANQUILIZERS GUNS AND SOLUTIONS**

Only employees with the proper training are to use tranquilizer guns and the tranquilizing solutions. Each time a dart or solution is used, it is to be logged on a form. The form will contain; the date, time, location, animal type and description, reason for use, disposition of the animal and by who administered.

### **BUILDING AND GROUNDS**

The cages and runs at the shelter are to be cleaned twice daily, more if soiled or needed. The office areas and all public areas of the shelter are to be kept clean and in order. Items should be stored and/or filed and not stacked or

laying around. Areas of the shelter not accessed by the public are to also be kept clean, in order and locked if so equipped. If any modifications and/or repairs are needed, they are to be noted and forwarded to the City Clerk. All outside areas and grounds of the shelter are to be kept free from trash and litter and neatly groomed for the present season.

## VEHICLE POLICIES

A goal of this department is to eliminate all preventable accidents and to utilize all vehicles in a cost effective manner. It is a policy of this department to exercise the utmost caution and care in the use of department vehicles. Unnecessary civil liability and expenses for injury to persons and damage to property can be significantly reduced through a conscious concern on the part of all drivers.

At the beginning of each day, each department vehicle shall be carefully inspected to be sure that it is in a serviceable condition and is not damaged. If any defect or damage is noted, the employee shall, in writing, report it to his or her immediate supervisor. The supervisor will in turn forward the damage report to the City Clerk.

All reports of damage to a department vehicle will be reviewed by the City Clerk and the Animal Shelter Supervisor, to determine whether employee negligence or improper use was involved. Improper use or employee negligence may result in disciplinary action against the employee.

Each employee who operates a department vehicle, shall be accountable for the proper use and care of the vehicle and all accessories, equipment and tools assigned to that vehicle. Vehicle equipment shall not be interchanged, altered or removed from a vehicle unless so directed or approved by Supervisor or City Clerk.

The employee shall be responsible for ensuring that the vehicle is promptly delivered to the garage at the Public Works Department for necessary maintenance servicing or repair. The employee shall also be responsible for the appearance and cleanliness of the vehicle both inside and out.

In the event of a vehicle malfunction, the employee shall not attempt to repair or adjust the vehicle without the expressed consent of their supervisor.

When an employee is involved in any accident, they shall immediately notify their supervisor. The supervisor will then require employee to complete an accident report after investigation of the accident and file with the City Attorney's Office. The employee shall also make a detailed report of the accident and attending circumstances. The Supervisor will immediately notify the City Clerk of any accident.

An employee is not allowed to use any city owned vehicle or equipment for personal use. All requests to drive the vehicle outside of the Muskogee City Limits must be approved by the Supervisor or City Clerk. When an Officer is on duty during the week or weekend they are allowed to stop and have lunch in the city vehicle. An Animal Control Officer who is assigned to be "on call" after normal working hours is allowed to drive the city vehicle home as long as they live inside the city limits. Only when a call is received for service after normal working hours are they allowed to drive the vehicle to respond to the call. At all other times the vehicle must remain at the Animal Shelter. Employees must be sure the vehicle is secure and locked when not in use.

## **COMPLAINTS AGAINST EMPLOYEES**

It is the policy of the Animal Shelter to formally investigate all sworn complaints lodged against any of its' employees.

If the investigation reveals that the complaint is true and that the employee has violated a department policy, procedure or regulation, then that employee will be disciplined accordingly.

Anyone wishing to file a complaint against an employee is to be directed to that employees' supervisor or to the City Clerk. Any complaint which has substance, which is brought to the attention of a supervisor, shall be brought to the attention of the City Clerk.

The complaint may be required to give a signed and sworn statement setting forth the facts of the complaint that is lodged against the employee.



The City Clerk or her designee will then appoint someone to investigate the complaint, interview any witnesses, and submit a report of the findings.

The employee will be notified of the complaint and instructed not to purposely contact the complaining party in any manner during the investigation.

The employee who is complained against will give a thorough and detailed written account to the investigating officer, and shall cooperate in every way. Employees who fail or decline to cooperate with the investigation may be suspended or terminated at the discretion of the City Clerk.

When the investigation is complete, both the employee and the complainant will be informed of the findings and of any action taken.

If any employee is contacted by a citizen in regard to a complaint; the employee will notify his/her immediate supervisor. The employee will inform the complainant to contact the employee's supervisor or the City Clerk. The employee will not make any statements either in support or against the employee that is being complained against.

### **OVERTIME POLICY**

It is the policy of the Animal Shelter Division that overtime will be kept to a minimum. A record of all regular and overtime hours will be maintained by the City Clerk's Office, based upon information provided by each employee's time sheet. The payroll times sheets will reflect regular time and overtime worked, vacation days taken, sick leave, military leave, comp. time, injury leave and any other time off that may be taken by an employee. The payroll time sheets will be approved by the City Clerk.

Overtime will be paid only when authorized and approved by the employee's supervisor. The supervisor will have the responsibility of determining if the overtime is necessary to accomplish the task, or if the task could be performed during the employee's regular time. No overtime is authorized, nor will it be paid, unless the employee has previously been approved to work the overtime by their supervisor.

Overtime will not be authorized for an employee writing reports after their regular work hours unless it is absolutely necessary. The Supervisor should make allowances and instruct their personnel to complete their reports before the end of their work period. If an employee is authorized to write reports on overtime, they will finish the report as quickly as possible.

Employees will fill out the claim for overtime payment form completely and submit it to their supervisor for approval. The supervisor will turn the form in with the employee's time sheet to the City Clerk's Office.

### **BUILDING AND RECORDS SECURITY**

It is the policy of the Animal Shelter that no unauthorized person will be permitted free access to any offices, records and/or files. Unauthorized persons include but are not limited to, spouses and friends.

### **GENERAL DEPARTMENT POLICY**

a. Training

The Animal Control division strives to keep all employees updated on current law trends and procedures. Employees are required to attend any scheduled training periods.

b. Attendance Work Hours

All work hours and time off will be set and regulated by the supervisor to comply with the job requirements and will adhere to city personnel regulations. Hours of work and related pay will also be regulated to comply with state and federal law.

c. Sick Leave

Sick leave will be regulated by the City's Merit System and the current contract. Any sick leave in excess of three days may require a doctor's certificate or similar information. Supervisors are responsible for checking the validity of sick leave.

d. Vacation Leave

Vacation Leave will be regulated by departmental policy, City's Merit System and the current A.F.S.C.M.E. contract. Requests will be governed by departmental requirements as to maintaining levels, departmental policies, seniority, and employee classification. Each period of vacation requires prior approval by the employee's supervisor.

e. Compensatory Leave

All requests for comp. leave shall be made a minimum of three days in advance, except for emergency situations.

Comp. leave shall be granted on a first come first served basis. Comp. leave will be granted as manning levels permit or for emergency situations.

In addition, supervisors may at their discretion grant early departure from work and charge this to comp. leave.

f. Report of Injuries

Any time an employee of the department is injured on duty, they shall notify their immediate supervisor as soon as possible. It shall be the responsibility of both the supervisor and the injured employee to fill out a city accident investigation report; further, it shall be the responsibility of the supervisor to collect any witness statements as well. The employee will be sent for drug testing at a facility chosen by the City.

These reports shall be completed promptly, accurately and fully. The report when completed shall be reviewed by the supervisor who shall then be responsible for duplicating and forwarding both the original and duplicate copies to the City Clerk.

g. Reporting for Duty

If an employee is ill or injured and cannot report for duty, the employee, himself/herself, shall notify their Supervisor, at least one hour prior to their scheduled reporting time, unless an emergency condition exists.

All non-sick leave absences, such as vacation, comp. or military leave must be approved in advance by the employee's supervisor.

Additionally, an employee shall be punctual in reporting for duty. Repeated failure to report promptly will be deemed neglect of duty.

h. Pre-Exposure Vaccinations

Each employee of the animal shelter will be required to take a pre-exposure vaccination against rabies which will be paid by the City. The employee will then every two years receive a booster immunization.

i. Gas Gate

Anytime an employee gases up at the Public Works pump, they shall see that the gate to the gas pump is locked and secured prior to leaving the area.

An employee found negligent by not properly securing the gate, shall be subject to disciplinary action.

j. Weekend and Holiday Care of Animals

Anytime the shelter is closed for business, i.e. weekends and holidays, any employee of the shelter shall in the morning hours and again in the afternoon/evening hours, feed, water and clean the kennels and check the well being of the animals housed therein.

## **REPORTING TIMES FOR DUTY**

All employees of the shelter are to be present and at their posts ready to work as of 0800 hours each day of operation, or at a time set by the Supervisor. Lunches will be staggered so that no more than one shelter worker at a time is away from the shelter for lunch. The employee is to be back at the shelter ready to work, within one hour from the time they began their lunch break. Employees are to have the shelter cleaned up, the animals fed and watered and ready to lock up at 1700 hours each day. Overtime will be granted only with prior approval from the shelter supervisor.

The Supervisor of the Department will set schedules for Shelter Workers to allow the shelter to be open on Saturday. The Supervisor will assign the work schedule and after hours work duty for the Animal Control Officers making sure the City has an officer available 24 hours a day.

## **CITY OWNED EQUIPMENT**

All city owned and provided equipment is to be kept in clean and operational order. The employee will be responsible for any and all equipment issued or checked out to them. The equipment is to be used only for the purpose for which it was designed. Any equipment breakage or malfunction is to be immediately reported to the employee's supervisor. Unauthorized use of City equipment is prohibited.

## **TRAINING CLASS ENROLLMENT**

Any employee who wishes to attend training related to their duties is to forward a request to the employees' supervisor. Only classes of related training and taught by accredited institutions will be considered. Of these, any class attended must be arranged for by the City Clerk.