

METRO ANIMAL SERVICES
Standard Operating Procedure

ISSUING COMMAND: Metro Animal Services		S.O.P.# AC-004.01
ISSUE DATE: November 1, 2011		REVISION DATE: N/A
SUBJECT: Shelter Operations Procedures		
SUB-TOPIC: Dress Code		
REFERENCES:		

Shelter Operations

Kennel/Shelter Personnel will wear the issued uniform during the performance of their duties. Uniforms will be clean and neat. Kennel/Shelter Personnel are prohibited from wearing non-issued items on the uniform.

Kennel Personnel will not wear any part of the uniform while off duty.

Management may make exceptions to this policy on a case by case basis. Medical certification may be required depending on the exception being requested.

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ISSUING COMMAND: Metro Animal Services		S.O.P.# AC-004.02
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SUB-TOPIC: Duty Preparation		
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Uniforms

Kennel/Shelter Workers are required to be in complete uniform while executing the performance of their duties. Uniforms issued to each employee are to be clean and neatly pressed at all times.

Each piece of uniform apparel provided becomes the full responsibility of the employee. In the event an article of clothing becomes lost, damaged, etc., the Animal Care Supervisor or his/her designee is to be immediately notified. Uniforms will be supplemented as needed. Worn or torn articles shall be turned in to the supervisor who will arrange for repair or replacement.

Uniformed kennel/shelter staff shall follow the same appearance and grooming requirements as that followed by the ACO's.

The following is a list of uniform apparel to be issued to all Kennel/Shelter Staff:

All Season Pants
Shirts

Pair of Boots

No form of personal attire (i.e. baseball jacket, sweatshirt, hats, etc.) shall be worn with their uniform. No employee shall wear any items or articles of their uniform while off duty.

Employees will maintain their Departmental identification card on their person at all times.

Name tags, if/when provided must always be worn on the outermost garment.

The Department shall provide kennel/shelter workers facility/cage keys.

Upon termination of employment with Metro Animal Services, any and all, employees regardless of what unit assigned, shall turn in all issued uniforms, items and articles (cleaned).

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ISSUING COMMAND: Metro Animal Services		S.O.P.# AC-004.03
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SUB-TOPIC: Housing, Disease Control & Isolation		
REFERENCES:		

Housing, Disease Control & Isolation

HOUSING

1. Stress reduction and disease control are the goals when determining how to separate animals.
2. Separate animals as follows:
 - a. Dogs from Cats
 - b. Sick and injured from healthy animals
 - c. Puppies and kittens from adult animals (unless puppies and kittens are nursing, then the mother may be left with puppies)
 - d. Males from females
 - e. Aggressive animals from all others
 - f. Nursing mothers and their young from all others
3. Animals that are stressed or recuperating from injuries or illness must have a quiet place to rest during their recovery period. If kept awake, stressed, or forced to be on the guard because of close proximity to barking dogs, their recovery period may be lengthened or otherwise compromised.
4. Enclosures shall be equipped as follows:
 - a. Potable water must be available at all times. Water containers should be cleaned and disinfected regularly (and always before a new animal is put into the cage or run). Water containers should be mounted so that animals cannot tip them over or urinate in them.
 - b. Provide resting boards or beds. Even with heated floors, beds should be provided for nursing mothers, injured animals, sick animals, and animals being held for an unusually long time (for example, in cruelty cases). Cardboard boxes and other enclosures or platforms that can be disposed of, changed, or easily disinfected may be used, and blankets or towels that can be disinfected may be used for bedding.
 - c. Cats shall be supplied with litter pan(s).

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- d. Ensure that each cat has constant access to water and dry food.

DISEASE CONTROL & ISOLATION

Employees will be mindful of the health and well-being of the animals within the shelter at all times. Animals that are impounded can very easily be sick and/or injured at the time of their taken into Department custody. As a result, it is Animal Services' responsibility to provide the most humane treatment necessary for these animals, even if it means humane euthanasia. Furthermore, animals in the Department's care and custody at the shelter will at times show symptoms of illness or injury. With that said, it is absolutely imperative that employees constantly and consistently monitor the animals in Department's care for signs of illness and/or injury. **It is every department employee's responsibility to care for these animals.**

Personnel will evaluate all animals at the time of intake and observe them during their entire stay with the agency. When faced with a possible sick animal intake – whether it's over the counter or in the field.

- If a dispatcher or other staff member is alerted to a sick animal being brought into MAS by a citizen over the counter (i.e. a person comes to the gate) - the dispatcher will immediately alert animal care staff that the animal is incoming and the citizen should be advised not to bring the animal into the facility until instructed to do so by animal care personnel, veterinary staff and/or a supervisor.
- If a dispatcher or other staff member is alerted to a sick animal being brought into MAS by an ACO from the field - the dispatcher or employee will immediately alert animal care staff and the ACO will not remove the animal from their truck until instructed to do so by veterinary staff and/or a supervisor.

All personnel should be mindful of what measures are necessary to limit cross contamination at all times. This includes the wearing of gloves, gowns, etc that can be disposed of after personnel have finished handling a potentially diseased animal. Furthermore, once an animal is taken into custody, whether on the street or over the

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counter – staff must be mindful of anything and everything that may now be contaminated. Any countertops, clothing, floors, tables, trucks, transport carriers, shoes, blankets – just to name a few – will be properly disinfected immediately to avoid cross contamination.

Any animal showing signs of having any type of illness, disease or injury shall be brought to the attention of a supervisor immediately. Upon being notified, the supervisor will then contact veterinary staff who will then determine whether the animal is to be placed in isolation, sent to a veterinarian (staff or off-site) or euthanized.

Once the animal has been assessed and it is determine that the animal has symptoms consistent with a potentially contagious disease (respiratory illness, nasal discharge, ocular and/or nasal discharge, vomiting, diarrhea, lethargy, etc) the animal will then be placed in the designated isolation area if it is determined after a consult with veterinary staff and/or supervisors that the animal will be held at the facility. Employees will remember that sick, injured, pregnant and nursing animals shall not be housed with other animals and in the isolation area – the animals will only be housed one per run/enclosure.

Utilizing the LMAS animal health check list that shall be completed on all intakes will also help personnel determine if/when animals should be isolated and/or when vet staff should be notified. Personnel should remember that regardless of how busy they are, any abnormalities that are consistent with an animal being sick and/or injured shouldn't simply be documented on the animal health check and filed away - swift action must be

taken to provide the animal with the care needed and to immediately determination the actions necessary to keep the overall animal population healthy at all times.

Some common signs of illness in dogs and cats that may warrant veterinary care (this list shall not serve as an all-inclusive list):

- a. Eyes are watery, appear swollen or show discharge.
- b. Ears appear red or in flamed, show discharge, or have a foul odor.
- c. Nose shows discharge (mucous, blood, or pus) or is crusty, congested, or blocked.

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- d. Gums are swollen, inflamed, pale or dark red in color.
- e. Animal Sneezing, coughing, or wheezing.
- f. Animal has fleas or ticks, skin shows swelling or lesions, animal limps.
- g. Animal has wounds or abscesses, or body temperature is abnormal.
- h. Vomiting, diarrhea and/or lethargy.

All symptoms of possible illness and/or injury must be documented on the animal's impound form/entered into the computer system and/or medical record. **Most importantly, all possible signs of illness or injury, whether listed above or not, must be brought to the attention of a supervisor and a veterinary treatment request form will be submitted immediately.**

An employee handling animals that potentially have a contagious disease is required to wash their hands thoroughly before handling any other animals. Furthermore, ANY and ALL areas a sick animal has come in contact with must be properly disinfected immediately. Whenever possible for parvo cases, the employee should try to keep their clothing from coming in contact with the animal or shall change clothing if it becomes soiled with excretion from the infected animal.

Note: Whenever an animal is moved to a new location, that change must be reflected in Chameleon and on the animal's impoundment form. The animal's cage card must also be moved with the animal to prevent confusion.

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ISSUING COMMAND: Metro Animal Services		S.O.P.# AC-004.04
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SUBJECT: Shelter Operations Procedures		
SUB-TOPIC: Animal Housing and Cleaning Procedures		
REFERENCES:		

Animal Housing Cleaning Procedures (Any animal area- dog or cat, etc)

The following is the animal housing area(s) cleaning procedure:

- All kennels, cages, and runs must be cleaned daily and sometimes more than once a day with hot water (if available) and a broad-spectrum disinfectant proven to be effective against various bacteria and viruses common in a shelter environment (including distemper and parvovirus.) Each enclosure should be cleaned, scrubbed, and disinfected BEFORE a new animal enters. At the present time, Animal Control employees will use bleach at a ratio of 1:32 dilution. This may be replaced by a broad-spectrum disinfectant as approved by the Department Head/Director.
- Remove the animal from the run or cage and place him/her in a separate holding area, carrier, or clean pen, then remove all matters in the enclosure such as bedding, toys, newspaper and all food and water containers. Take all items such as bedding, toys and all food and water containers to be properly cleaned and disinfected. Additionally, any and all water or food bowls are to be removed from the kennels prior to any kennel cleaning. Cage cards should be transferred at this time as well if necessary. NO animal shall be in a cage while chemicals are being used to disinfect the enclosure.
- Remove all solid waste such as feces and hair by scooping it out into a bucket lined with a garbage bag. This is important because disinfectants are much less effective in the presence of organic material and this material will clog the drains. The scoop should be disinfected between each run. This can be accomplished by rotating two scoops in a bucket of disinfecting solution; use one scoop, place it in the bucket, use the other scoop and then place it in the bucket, and so on. This bucket of disinfectant solution should be changed daily. Do not hose solid waste into the drainage system; rinse away only urine into the drainage system.
- Wash enclosures using a high pressure sprayer, steam-cleaning machine, or long-handled, stiff-bristled scrub brush. Do not spray adjacent row of pens causing animals to get wet. Spray aisle and visitor area floors as you go along. Also use a hose proportion regulator such as a Hydro-Foamer Sprayer to apply disinfectant to all surfaces of empty runs at the same time (after initially scrubbing is completed). This is a relatively

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inexpensive piece of equipment that accurately dilutes chemicals to a desired dosage. This equipment also puts air into the chemical as it sprays out, allowing it to foam as it runs down the walls, thus helping to leave the disinfectant in place for a suggested minimum of ten minutes before scrubbing and rinsing.

- Open cage doors and scrub interior doors and all parts of cage/enclosure. After germicidal/disinfectant cleaner has been applied between cages, on top and behind – Using a scrub brush and a solution of detergent/disinfectant in accordance with manufacturer's instruction, scrub all surfaces within the enclosure including the floor, sides, resting boards/pads, top, walls, gates and doors. If any one section of the shelter is left un-sanitized, disease can be easily transmitted.
- Using a germicidal/disinfectant cleaner, soap cages in their entirety so contact is made to every part of the cage/enclosure, including between cages, on top and behind each cage. Make sure cage doors are closed at this time. By this time – no area of the enclosure should have any unclean areas before the final application of the disinfectant.
- Allow the solution to stand for at least 10 minutes (or the length of time recommended by the manufacturer.)
- Thoroughly rinse all surfaces with a steady stream of water (preferably hot.)
- Scrub all visitor/common area floors, walls and drains in their entirety. Drains are to be clean and free from any hair, excrement and/or dirt.
- Rinse all floor aisles.
- Mop floor with 1 cup bleach in 1 gallon of water or other approved disinfectant.
- Dry the run or cage as completely as possible using a squeegee or disposable item such as a paper towel. No cages shall be cleaned with rags where fomites may be transmitted from one cage to another or dirty water from one cage may expose an animal in another enclosure. If possible, ventilate the area prior to returning animals to it. Squeegee all pens and floor areas pushing excess water into the drainage system. Enclosures should be

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entirely dry before placing an animal back into the pen, cage or enclosure. Cat pens shall be lined with newspaper.

- Flush drainage system(s) with disinfectant.
- Clean, disinfect and dry beds, toys, food dishes, water bowls, or anything else to be placed or has been placed in an animal holding area.
- Clean and disinfect cat litter boxes. Properly dispose of any disposable litter boxes.
- Clean and disinfect the holding area or carrier after each animal has been removed.
- Clean and disinfect other areas used by animals. Personnel shall be mindful that there will be cross contamination that needs to be addressed when moving animals from one building to another (i.e. moving animals from the 100 building to the 200 building).
- Ensure all cabinets are cleaned and polished. Clean all windows and window sills. Make sure hand soap dispenser(s) and hand sanitizers are full. Make sure all animals have fresh water.
- Spray room with deodorizer such as ODOR-BAN or other deodorizer/neutralizer as approved by the director.
- Clean all areas used by the staff and public. Because bacteria can accumulate and lead to disease and/or odor problems, be sure to regularly clean and disinfect all areas, including the aisles, walls and ceiling.
- At a minimum of once a week, all animal holding areas shall be cleaned with an approved disinfectant/degreaser.

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SUB-TOPIC: Animal Isolation Areas/Cleaning Procedures		
REFERENCES:		

Animal Isolation/Cleaning Procedures

Any sick animals entering the facility, or becoming sick once in the facility, is to be placed in the animal's designated Isolation Area.

Animal Isolation Areas will be closed off to general staff and/or public access at the beginning of each shift to prevent unnecessary employees/volunteers from coming into contact with contagious diseases.

Latex gloves and disposable gowns will be worn and changed between handling each potentially sick animal. This will reduce the risk of spreading diseases from one animal to another.

New laminated "Under the Weather" signs will also be utilized as a way to display on an animal's cage that he/she is not feeling well or could potentially spread any contagious disease to other shelter animals such as parvo, distemper, mange, etc. The sign is to be hung on the animal's cage and remain on the animal's cage until the animal leaves the shelter. Animals with these signs on their cages must not be moved out of that cage until approved by the Animal Care Supervisor or the Veterinary Services Supervisor, and shall only be handled with gloves and gowns as universal precautions, separate foot baths with bleach as needed.

In addition to food, water and litter pans for cats, a towel can be placed in the cage to provide additional comfort for sick/injured animals.

When an animal has been removed from an area, the entire cage/area is to be thoroughly cleaned.

The floor and walls of all animal areas are to be scrubbed with an approved disinfectant and dried daily.

Authorized Animal Services employees will only take the necessary medications needed to treat sick or injured animal(s) to help avoid contamination with medications kept in storage.

Animals will be maintained on the same level of cages (when room is available) to minimize cross contamination (especially with consideration of cats). Divide the cages whenever possible. Make sure cages with dividers are only used when maintaining kittens. Disease can spread without a solid barrier.

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Towels will be used to cover the front of the cages to avoid air borne contaminants from spreading as animals cough or sneeze as much as possible but also in consideration of ventilation needs.

Hand and arm washing will be completed once employees have completed their duties in the designated Isolation Areas. Foot baths will also be implemented in areas where sick or potentially exposed animals are being maintained.

Foot baths have also been placed at the entrance and exit of all kennel areas and they will be used by everyone (volunteer, employee, public, etc.) prior to entering or exiting a kennel area.

EMPLOYEES MUST MINIMIZE EXPOSURE TO SICK ANIMALS SINCE THEY CARE FOR HEALTHY ANIMALS THROUGHOUT THE DAY.

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SUBJECT: Shelter Operations Procedures		
SUB-TOPIC: Animal Quarantine Cleaning Procedures		
REFERENCES:		

Animal Quarantine Cleaning Procedure

All animal quarantine areas will be cleaned in the same way as any other animal holding area. However, for the safety of employees, whenever an employee is handling an aggressive/feral cat, approved **handling gloves must be worn** by the staff member when it is necessary to protect their health and safety. Whenever an aggressive dog is being handled, a **control pole** will be used for the safety of the staff when deemed necessary.

Employees must keep in mind while handling an animal in the quarantine area that these animals are usually being observed for signs of a communicable disease such as rabies. Animals in quarantine could also be in that particular holding area due to a public safety violation such as a bite. Animals that are being housed in quarantine may not be housed with another animal due to the possibility of disease transmission and/or aggressive animal behavior.

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SUB-TOPIC: Miscellaneous Cleaning and Maintenance		
REFERENCES:		

Euthanasia Room Cleaning Procedure

The Euthanasia Room is to be maintained in as spotless a manner as possible. All used needles are to be placed in the sharps container. Used syringes are to be rinsed in the bowl provided, and placed back in the drug box. All euthanasia drugs, syringes, and needles are to be kept in a double-secured box or drawer.

Muzzles, when used are to be wiped off after use. If they become soiled they are to be washed and dried.

All trash cans are to be emptied daily. The floor in the Euthanasia Room is to be scrubbed once a week and mopped daily.

The euthanasia table is to be kept clean at all times. Hair, fecal material, urine and blood are to be cleaned immediately prior to the entrance of each animal.

No more than one (1) animal may be permitted in the Euthanasia Room at any given time.

Receiving/Animal Food Preparation Areas

Thoroughly clean counters, floors, all stainless steel and any other surface or walls.

Loading Bay Area

The Shelter Loading Area/Bay is to be kept free from clutter at all times. The loading dock/bay area shall also be disinfected and scrubbed daily.

Storage Room

All storage areas are to be maintained in a way to allow access to the room. No stacks of food or litter are to be piled higher than 6 feet. All food and litter bags are to be stacked in a way that will keep them dry (on pallets, etc). Any spilled food or litter is to be promptly cleaned up.

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Any objects placed in the Storage Rooms should be placed to ensure the safety of all employees.

Any observed potential danger is to be brought to the attention of a supervisor immediately.

Freezer Cleaning and Maintenance

The freezer entryway is to be kept clear at all times. The freezer floor and walls are to be scrubbed at least quarterly. **Freezer doors are to remain closed at all times when not in use.**

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SUB-TOPIC: Animal Check-In		
REFERENCES:		

General Animal Check In:

All discussions or findings including but not limited to prospective lost pet owners who may call or stop by or interested parties in adoption or rescue shall be immediately documented by the staff member in on the respective animal's memo in chameleon. This is done so that MAS ensures every effort to save as many animals as possible is afforded. If someone were to come by and say that they are really interested in an animal and left intending to come back the next day or a few days later, the concern is that MAS personnel won't know who the person is.

An animal is considered picked-up or impounded when it enters the custody of the ACO/Shelter staff by way of any physical restraint. Every animal impoundment form shall be filled out **COMPLETELY** as soon as an animal has been impounded. **The impoundment form must include the complete name, address and home/work phone numbers and any other available contact numbers for the person/owner.** Employees will not accept P.O. Boxes as addresses. A street address must be obtained so that the location of animals linked to a particular home can be located.

The assigned staff member will note the animal's condition on the designated animal health check sheet and update Chameleon with the information as well.

ACO's will make every effort to redeem a pet to his/her owner in the field before deciding to bring the animal to the shelter (i.e. microchip, tags, speaking with neighbors, etc.)

All incoming animals will be immediately taken to the receiving area along with the animal's impoundment form.

Impoundment forms examples are: Owner Surrender, Stray Surrender, Confiscation Form, Euthanasia Form, etc.

All live animals entering the facility are to be thoroughly examined and evaluated by the Animal Care employees:

1. Determine if animal is aggressive or feral before handling.

For aggressive dogs a control pole will be used for the safety of the staff when deemed necessary and handled by two staff members when appropriate. If the animal cannot be

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handled safely, it is to be brought to the attention of the Animal Care Supervisor or his/her designee. The supervisor will determine if a visual examination is warranted or what steps are needed to safely check in the animal. Aggressive animals will be maintained in quarantine after check-in.

2. Leash dogs and weigh. For cats, weigh in the cage and deduct the cage weight. Indicate weight on the impound form.
3. Dogs may be examined on the floor or examined on a table/counter just as would be done for a cat.
4. Determine and indicate on the animal's impoundment form in the appropriate area:
 - a. Species (Domestic, Wildlife, Livestock)
 - b. Breed (Breeds are to be identified as accurately as possible)
 - c. Color
 - d. Sex
 - e. Altered
 - f. Age
 - g. Tail: Docked, Long, Feathered, Curly
 - h. Ears: Cropped, Floppy, Point, Fold
 - i. Muzzle: Short, Medium, Long
 - j. Coat: Short, Medium, Long, Wavy, Thick, Curly, Coarse, Smooth, Clipped
 - k. Note if the animal is wearing a collar. Accurately describe the collar. Ex: blue nylon, black leather with silver studs.
 - l. Note if the animal is wearing any identifiable tags, tag numbers and collars. Ex: rabies, name tag, etc.
 - m. Scan for micro-chip twice. Record microchip number on animal impoundment form or note scanned none found.
 - n. Look for tattoos or other identifying marks.
 - o. During intake, personnel shall conduct an intake exam on each animal to assess their current condition. Everything from overall body condition, eyes, ears, weight, parasites, mouth, etc will be examined. Notes will be entered into the computer database to indicate that a triage exam was conducted (i.e. NSF, WNL, BAR). If a problem is found, note it and determine if veterinary care is needed.
 - p. For cats, check to see if the animal is de-clawed.
 - q. Temperament (Aggressive/Feral, Friendly, Shy, Nice, Scared, etc.)

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- r. Note any wounds, parasites, skin conditions and determine if veterinary treatment is required. Administer minor first-aid, if necessary.
- s. Administer necessary vaccines. Be sure to put vaccinations that are given in Chameleon. In addition, employees must create a memo on the TO DO list for two weeks out to revaccinate each animal that comes in. The stickers from the vaccination vials will also be placed on the animal's kennel card.
- t. Take a digital photo of the animal.
- u. Place animal in a holding cage
- v. Determine proper location for the animal to be placed in the facility and note the location.
- w. Enter all information in chameleon. Print a kennel card and impound form then place in clean pouch.
- x. **Collar ALL animals** (*unless aggressive/feral and behavior prohibits an employee's ability to handle the animal safely or it would endanger the animal's health and safety by collaring such as with an infant animal*) with ID collars. The collar insert is to have the animal id number placed on them. Collars should be snug, but not overly tight (2 fingers should be able to be slipped under the collar). If an animal is found without a collar, the staff member that finds the animal is responsible for placing one on the animal with the correct impound number and notifying the supervisor. Animals that cannot be collared shall be brought to the attention of the Animal Care Supervisor or his/her designee immediately.
- y. Take animal to the appropriate kennel and write the pen # on the animal's impoundment form. Blankets are to be provided to all thin, injured, sick, weak animals, puppies under 8 months, and dogs over 10 years old. Attach pouch with paperwork on kennel door.

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The previously mentioned check-in procedure also applies to other domestic animals (such as birds, rabbits, gerbils, hamsters, ferrets, etc.).

All animals brought into the facility either through the Receiving Lobby, by a citizen, or when an ACO brings an animal in from the field, are to have an animal impoundment form completed.

Animals are to be handled humanely at all times. In the event a dog will not walk on a leash, it is to be picked up and carried or the animal care supervisor should be contacted. Cats will be transported by carriers. **AT NO TIME** is an animal to be restrained or handled in an inhumane manner.

It is the responsibility of the Animal Care employee to perform all necessary check-in procedures on each animal prior to taking the animal to a kennel.

If an employee needs to place an aggressive dog in a pen in quarantine - a notation that the dog, or any animal, is aggressive must be clearly noted on the pen door, impoundment form and in chameleon. All doors which could be a route of escape for the animal should he/she get loose are to remain closed. The door to the quarantine building must remain locked at all times. Do not prop open doors for any length of time.

Incomplete animal impoundment reports will be brought to the attention of a supervisor.

Animal Care employees will check lost & found for possible matches. The animal care employee will initial and date the lost and found book. Employees will utilize any information located on the animal impoundment form, lost & found, animal tags or microchips to alert the owners their animal is at the facility by telephone or posting the property. Every effort to contact a possible owner **MUST** be performed.

The animal control employee will record the efforts made to contact the owner on the animal memo in chameleon. Any updates must include the date and employee's name.

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Any animal that shows possible signs of abuse or neglect must be investigated fully. This includes situations with owner surrenders or strays. Animal Care employees will alert their supervisors of suspected abuse or neglect based on their observations and facts to support their conclusion. The supervisor will ensure the abused/neglected animal receives the appropriate care required and notify the Animal Control Supervisor of the animal's status. The Animal Control Supervisor will then assign an officer to cases that warrant an investigation.

Many times animal abuse or neglect is not apparent until several factors are reviewed. Suspect or animal history is available upon request to assist employees in making that decision. It is necessary that Animal Care employees update chameleon for any animal that was not initially listed as an abuse/neglect case. The following list contains some examples of possible animal abuse or neglect:

- 1 Untreated or unexplained injuries/sickness. Lack of necessary veterinarian care without reasoning or justification.
- 2 Extremely underweight or obese animals.
- 3 Extensive Animal Control history.
- 4 Skittish animals with signs of injuries.
- 5 Abandonment situations.
- 6 Uncooperative or evasive animal owners with animals revealing suspect behavior or injuries/illness.
- 7 Animal hoarding situation

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Animal Care employees must ensure the following evidence is obtained and forwarded to the ACO/Supervisor handling the animal abuse or neglect case for court purposes:

- 1 Photographs (ex: before, during, and after treatment).
- 2 Medical records.
- 3 Physical evidence (ex: bullet, embedded collar).

Identifying Animals over the phone

Based on the high probability for error, MAS employees will not attempt to identify an animal over the phone for an owner who calls in looking for their lost pet. Callers shall be advised that we do not identify animals over the phone, and should be encouraged to come to the shelter for identification.

Additional Domestic Animal Check-In Information

It is always helpful and in most cases comforting to the owner when told that all will be done to process their pet's visit as quickly as possible. Let them know that we must ensure their pet was not injured while at large and that we appreciate their patience during this process. However, do not forget to obtain the possible owner's contact information if they leave or have called via telephone stating that they would potentially be the animal's owner.

Keep in mind that in most cases a pleasant voice, personal unhurried attention and sincere concern for a person's feelings go a long way.

All animals will be monitored closely throughout the day by Animal Care personnel. Staff shall observe the animal's behavior, temperament, eating, urination and elimination on a daily basis. Any concerns in these areas will be brought to the attention of a supervisor immediately.

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Animals observed to be aggressive or unpredictable will be relocated to quarantine whenever possible. The designated Animal Care employee will ensure the cage is marked with a sticker or sign stating "Aggressive – Seek Assistance."

Volunteers will NOT be permitted in areas marked "Employees Only" for their health and safety.

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Director, Metro Animal Services

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ISSUING COMMAND: Metro Animal Services		S.O.P.# AC-004.09
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SUBJECT: Shelter Operations Procedures		
SUB-TOPIC: Animal Monitoring		
REFERENCES:		

Animal Monitoring

Daily Observation Records will be completed by Animal Care employees for all animals maintained in isolation, or animals requested to be monitored by a supervisor. The purpose of the Daily Observation Record is to safeguard the well-being of each animal in these areas due to extenuating circumstances while in MAS's custody. This is done by observing the animal daily and recording the findings. The form will be maintained on or with the animal's impoundment form. The form will then be filed with the animal impoundment form once disposition has been made on the animal if the form was completed on a separate paper from the impoundment form.

All dogs will be provided beds whenever possible. Injured, elderly and young dogs shall be provided blankets adequate for their size at all times. All cats will have dry and clean cages throughout the day. Every animal will have an ample supply of fresh water at all times.

All doors to restricted areas of the facility will be locked at all times.

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ISSUING COMMAND: Metro Animal Services		S.O.P.# AC-004.10
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SUBJECT: Shelter Operations Procedures		
SUB-TOPIC: Medical Care/Treatment Injured Animals		
REFERENCES:		

Medical Care/Treatment Injured Animals
(See Administrative section for more detail)

When an animal comes into the facility with a *wound of unknown origin*, the animal will be placed in the quarantine section of the shelter. These particular animals are not readily available for adoption/redemption. At the top of the animal's impoundment form will be marked "Adoption with Extensive Quarantine Conditions". The types of injuries will be listed on the animal's impoundment form and entered into chameleon. Should a citizen show an interest in adopting/redeeming one of these animals, the citizen will be advised that the animal is to be placed on a strict 6-month isolation quarantine if rabies vaccination status is expired or unverifiable and a 45-day quarantine if the rabies vaccination is current. The location of the quarantine must be at a veterinarian hospital or a boarding facility. The approval of the location must be done by the assigned Animal Control employee prior to adoption approval/release of the animal. Animals with wounds of unknown origin shall not be permitted to be adopted without prior approval from the Director.

Animal Care employees must ensure that any animal that appears sick or injured will be made comfortable during the time it is in our custody. A decision must be made to provide veterinarian care for those animals whose condition causes them pain or discomfort. Special care will be taken to maintain the highest level of comfort to animals having to be moved or transported.

Employees will contact a supervisor to determine the kind of treatment needed in each particular case. Minor medical treatment may be provided to the animal by trained staff. The designated Animal Care Staff member will immediately contact the MAS Veterinary Services staff in all cases where the animal is in discomfort or injuries/sickness is apparent. Should a decision be made to later transport the animal to a veterinarian outside of MAS, the Animal Services employee assigned to take the animal to the veterinarian for treatment will be responsible for relaying the monetary limits to the attending veterinarian prior to any services being rendered. **Treatment will not exceed \$50.00 without supervisor approval.** The employee will notify a supervisor of the veterinarian's evaluation and any instructions for care of the animal in writing.

Employees will determine a proper course of action for treatment of animals during non-business hours. Employees shall review the policies and procedures for "Injured Animal With & Without I.D." Employees who have taken in badly injured/sick animal(s) will contact the on-call veterinary services staff member so that an informed decision can be made regarding treatment

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for the animal. The employee will document on the animal's memo in chameleon which veterinary staff member authorized the treatment for the animal.

Employees will submit a copy of the animal's kennel card, veterinarian bill and any related paperwork to the Assistant Director on the same day as completed. The original assigned employee, will also follow-up on the animal's care and condition daily until a supervisor has relieved them of that responsibility.

In the event an animal dies or becomes sick, either in the kennel during the required holding period or at any time during the quarantine, a supervisor will be notified immediately. If the animal is not adopted/redeemed, it will automatically be tested for rabies after the required holding period if there has been contact with humans or animals that constitutes an exposure in accordance with state and county public health regulations.

Any animal impounded injured is to be treated with the utmost of care. If the animal is placed in the kennel it is to be made as comfortable as possible. The same policy applies for sick animals brought into the shelter.

Minor medical treatment may be provided by the facility staff. Whenever appropriate, Animal Care employees may treat minor injuries. All other cases, suspect or serious in nature, shall be promptly treated by a veterinarian.

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Justin L. Scally
Director, Metro Animal Services

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ISSUING COMMAND: Department of Animal Control	S.O.P.# AC-004.11
ISSUE DATE: November 1, 2011	REVISION DATE: N/A
SUBJECT: Shelter Operations Procedures	
SUB-TOPIC: Rescue Procedures	
REFERENCES:	

Rescue Policy

Metro Animal Services works with Breed Specific Rescue leagues as well as All Breed Rescuers as a means of providing a second chance at adoption for animals. All animals available to rescue groups are deemed available at the discretion of MAS. The objectives of MAS with regards to working with rescues are to ensure:

- the protection of public health through timely rabies vaccination and spay/neuter,
- suitable placement of all adoptable animals,
- quality care throughout the holding and adoption transition process, and
- timely compliance of all requirements.

Adoption Criteria

MAS may work with rescue groups and their representatives upon verification of the groups' legitimacy in the form of at least two of the following with the exception of the requirement marked with " * ", which is a requirement of all rescue groups:

- A) - Adoption Application or Criteria
- B) - Business Card
- C) - Adoption or Fostering Contract
- D) - Adoption Policy
- E) - *Must have a 501 (c) 3 or be a group otherwise approved by the Department Head/Director

Rescue facilities are subject to inspection by Animal Control in order to:

- A) - provide initial inspection of a new rescue facility,
- B) - investigate a complaint,
- C) - ensure each rescue group remains in good standing with the Department.

Inspections shall be arranged in advance with a rescue group unless the inspection is prompted by a complaint. Interference or refusal of an inspection by Animal Control

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may warrant the revocation of adoption privileges.

Adoption Process

Metro Animal Services shall make a concerted effort to call appropriate rescue groups for those animals available for adoption. When an animal is of interest to a rescue group, the following shall apply:

- A) - Animals shall be held for consideration by a rescue group for not longer than two business days once notified and they fail to contact the department, unless by special arrangement.
- B) - Unless otherwise determined by a supervisor, all adopted animals shall be spayed/neutered and provided with a current rabies vaccination. If these tasks cannot be completed prior to adoption, the animals shall be released on compliance and a follow-up to ensure compliance will be conducted only as approved by the director.
- C) - *It is the responsibility of the rescue group to obtain compliance information from their adopters, and in turn provide that information to MAS.*

Compliance information from rescuers may be mailed or faxed to:

Metro Animal Services
Post Office Box 16346
Louisville, KY 40256-0346
ATTN: Adoption Program
FAX NUMBER: 502-363-9742

Adoption Medical Expenses

In the event a rescue group wishes to adopt an animal requiring medical care too extensive and involved to be treated by MAS, a rescue group may offer to pay for medical services for that animal. This particular type of situation is more complicated than a routine adoption and therefore, must be discussed with the Director or designee in advance for approval. Due to budgetary constraints, the rescue group

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interested in adopting an injured/sick animal will be required to pay all medical expenses above and beyond those which would be normally paid through Animal Control.

Adoption Denial

Adoption privileges may be revoked or suspended, if:

- there is failure to provide rabies and/or spay/neuter verification in a timely manner,
- the rescue group denies an inspection of their facility by Animal Control,
- there is a history of failure to respond to view a rescue animal which had been placed in "hold" status for the rescue group,
- a rescue group representative displays offensive behavior.

Fostering or Rehabilitation of Animals

All MAS employees interested in fostering or rehabilitating animals that come into the facility shall get approval from the Director; for each animal fostered, the animal impoundment form will be initialed by the approving supervisor. It shall be the responsibility of the employee fostering the animal to report to the designated supervisor on a weekly basis with a progress report. Also, a copy of the animal impoundment form(s) of the animal(s) fostered shall be given to the designated supervisor to be kept in the book/clip board along with the progress reports. It shall be the responsibility of the employee to provide the proper food and care necessary and also any medical treatment needed for the fostered animals. Any deviation from this policy will result in future foster denials and possible disciplinary action.

Care and Feeding of Foster Animals

All animals that are being fostered by employees are not to be fed during working hours unless that employee is on his/her break or lunch; or the employee has received prior approval from a supervisor.

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Feral Animals

Feral dogs and cats are to be brought to the attention of the Animal Care Supervisor when impounded, who will determine whether the animal will be held. All known feral cats are to be monitored in an area away from the public for both the animal and visiting public's safety. If unsure, cats shall be held and re-evaluated at a later time when the animal has a chance to calm down.

Unadoptable Strays

It is the decision of the Animal Care Supervisor and/or his/her designee which animals are considered adoptable or unadoptable. Any animal deemed adoptable will be available for the public. Any animal that has been determined to be unadoptable by the supervisor may become adoptable when re-evaluated. If a citizen insists on adopting an animal determined to be unadoptable, they are to be referred to the Assistant Director or Department Head/Director.

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Director, Metro Animal Services

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Animal Feeding/Watering

- 1 All healthy adult dogs will be fed fresh dry food daily and observed during feeding time to ensure that certain dogs are not guarding the food from the others that are housed within their respective kennel. If after approximately twenty minutes all of the food within the cage has been eaten, place an additional small amount of food in the kennel or cage. Water should be available at all times for all animals (dogs, cats, etc.)
- 2 Make fresh dry food available at all times for all healthy adult cats.
- 3 Puppies and kittens should be fed fresh dry puppy and kitten food daily until they are 16 weeks old. Then, they should be switched to an adult food. If they are under 8 weeks old, or are having difficulty eating dry food, canned food should be made available. Observe them to be sure they are eating well. Puppies and kittens that are six to twelve weeks of age should be fed three times a day.
- 4 Nursing mothers should be fed a high protein diet that includes canned kitten or puppy food.
- 5 Geriatric animals and those with dental problems should be fed soft food. Underweight or malnourished animals may have enhanced nutritional needs. This could include but shall not be limited to having access to more food throughout the day than a healthy dog or cat may require.
- 6 Bowls should be emptied and disinfected daily. Stale or moldy food should never be used.
- 7 Animals that are to be fed once daily, such as adult dogs, should be fed between 6:00 p.m. and 6:30 p.m., their stools can then be removed before closing and the dogs will generally be in clean kennels overnight.
- 8 An animal impounded after hours will be provided with fresh food and water at the time that they are brought into the shelter.

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- 9 Animals that appear to not be eating or drinking shall be brought to the attention of a supervisor immediately.

Vaccinations/Worming

All animals will be given a distemper vaccination and deworming suspension prior to being placed in the kennel. Dogs shall also be administered a bordetella vaccination prior to being placed in the kennel. This policy will be strictly followed unless otherwise advised by the Director.

It is important to remember to note the date of vaccination and the vaccine given on the animals' impound form as well as ensuring that it's documented in Chameleon.

Bathing and Grooming

A dog or cat entering as a stray cannot be groomed prior to the required holding period unless needed for health reasons (i.e., hair matted to eyes, around rectum, etc.) or prior approval has been received from a supervisor. In the event that an animal does have excessive matting and he/she is on hold – the animal will be photographed and clipped when necessary. This is to ensure the humane care for the animal and to ensure that the animal has no injuries or wounds under the mats.

Grooming animals at the animal adoption facility areas will be essential to adoption success. However, grooming should only be done by trained professionals and/or trained staff.

Any medical problems found such as ticks, fleas, open sores, skin diseases, etc., shall be brought to the attention of a supervisor as soon as possible and noted on the animals impound form. Animals with excessive matting shall also be brought to the attention of a supervisor and veterinary staff as there could be underlying medical issues as well.

Wildlife Care and Handling

Any wildlife brought into the facility by either ACOs or through the receiving area is to

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be treated with caution. Gloves must be worn when handling any form of wildlife.

Whenever possible, wildlife (raccoons, skunks, groundhogs) are to be left in the carrier they were brought in so that they can be euthanized by a certified staff member.

Injured wildlife is to be brought to the immediate attention of a supervisor who will determine if the animal can be rehabilitated or euthanized.

Certain newborn wildlife may be raised by authorized rehabilitator's. However, all rehabilitation arrangements must be pre-approved by a supervisor.

Housing Location(s)

All cats are to be housed in either the cat room (for healthy cats) or the Cat Isolation Room if the animal exhibits signs of illness, if at all possible. Possible feral cats that require a re-assessment will not be placed with healthy cats up for adoption.

All dogs are to be kept in the kennel runs. However, the same policy of isolation shall also apply to dogs.

Animal Carcass Disposal

Dead animals are to be placed within the drums in the freezer, if available. THE ANIMAL CARE EMPLOYEE SHALL PLACE CARCASSES **COMPLETELY** IN THE DRUMS IN THE FREEZER WHEN AVAILABLE. **At no time shall a carcass be left partially out of a drum.**

Prior to placing any domestic carcasses in the drum, the Animal Care employee must remove all items, materials, collars, etc.

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Contagious Diseases

Contagious diseases are of great concern in any animal facility.

To avoid spread of possible contagious disease, no animal is to be placed in a pen/cage that another animal has occupied unless that pen/cage has been disinfected.

Most commonly seen **disease** includes:

1. **Parvo-Virus** - a gastro-intestinal disease characterized by severe vomiting and bloody foul smelling diarrhea. The animal quickly becomes listless and can often die within 24-48 hours.
2. **Canine Distemper** - a central nervous system disease often characterized by convulsions often confined to certain groups of muscles in the limb. Often-times accompanied by a greenish discharge from eyes and or nose.
3. **Canine Kennel Cough** - a dry hacking "goose honk" type sound cough found in dogs often in kennel situations (hence the nickname). It is highly contagious to other dogs and can spread throughout the facility quickly.
4. **Mange** - some types of mange can be contagious to humans as well. Most often noticed by hair loss commonly around the eyes and face, but can spread to the rest of the body. Care must be taken by employees to prevent spread of the disease to themselves.
5. **Feline Upper Respiratory Disease/Infection** - highly contagious viral disease that spreads rapidly through cats. Signs include watery, runny eyes and sneezing. The cat loses his appetite and will not drink water. Dehydration may occur if the animal does not drink.

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RABIES

What is it?

A natural disease caused by a virus of dogs, cats, bats, domestic animals, and wild carnivores.

How is Rabies Transmitted?

It may be recovered from the central nervous system, also from the salivary glands, pancreas, kidney, and adrenal tissue of infected animals. In nature it is transmitted from animal to animal by means of a bite introducing the virus bearing saliva, although there have been recorded cases of transmittal through aerosol.

What are the Symptoms of Rabies?

The incubation period is variable, but generally is within 15 to 50 days. There are two types and two sets of symptoms. Paralytic (Dumb), characterized by early paralysis of the throat and masticator muscles, usually with profuse salivation and an inability to swallow. Drooping of the lower jaw is a common sign in dogs. These animals are not vicious and rarely attempt or are able to bite. Furious form (Mad Dog), the animal becomes irrational and viciously aggressive. The facial expression is one of alertness and anxiety with pupils dilated.

Noise invites attack, and it is instinctive in all species to attack.

Such animals lose all caution and fear of natural enemies. There is no evidence of paralysis during the excitatory stage; dogs rarely live beyond ten (10) days after the onset of symptoms.

Is the Disease Communicable from Dead Animals?

Rabies virus lives only a short time in dead tissue. The virus is destroyed by sunlight within a few minutes.

Can a Vaccinated Animal Get Rabies?

No vaccination is 100% effective. Occasionally a vaccinated animal will contract the disease; therefore, any animal bitten by a rabid or suspected rabid carrier must be quarantined for the prescribed period of time.

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Handling of Diseased Animals/Disease Control

Any animal showing signs of having any type of illness or disease are to be brought to the attention of a supervisor immediately. They will determine whether the animal is to be held in isolation, sent to a veterinarian or euthanized. Latex gloves and disposable gowns will be worn and changed between handling each potentially sick animal. This will reduce the risk of spreading diseases from one animal to another.

The cage/pen from which a sick animal was removed is to be thoroughly cleaned with bleach and left empty for at least 24 hours.

When cleaning a pen or pen containing parvo, there shall be a bleach bath set up for the employee to step into upon entering and exiting each pen. This is done to help prevent the spread of parvo-virus.

An employee handling animals that potentially have a contagious disease is required to wash their hands thoroughly before handling any other animals. Whenever possible for parvo cases, the employee should try to keep their clothing from coming in contact with the animal or shall change clothing if it becomes soiled with excretion from the infected animal.

Note: Whenever an animal is moved to a new location, that change must be reflected in the computer and on the animal's impoundment form. The animal's cage card must also be moved with the animal to prevent confusion.

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Adoption Policy

The adoption policy of the Metro Animal Services is to seek quality homes for as many adoptable animals as possible. The facility reserves the right to refuse adoption of its animals to any individual or determine an animal is unadoptable for any reason it deems appropriate, being selective as to which animals are available for adoption.

Adoption Procedure

When a citizen visits Animal House and selects an animal to adopt:

1. Citizen is to complete an Adoption Processing Form with an Adoption employee.
 - Adoption processing form must be completely filled out with all information confirmed, i.e., landlord approval, veterinarian records, past history i.e., citations, past adoptions, etc.
2. Prior to approval, remember to check for previous adoption compliance, outstanding citations, bad checks, cruelty complaints, declarations, etc. Any problem areas warrant the denial of adoption.
3. Once approved, the adoption fee is then collected in the form of a check, cash or credit. All checks are to contain phone number and driver's license number and are to be checked in the "delinquent check file".

Refer to Office Procedure for payment procedure.

4. The adopter's paperwork must indicate:
 - a) "Paid in Full" and initialed by the processor.
 - b) The contract requiring spay/neuter of the animal must be attached.
5. At the time of pickup:
 - A) Adopter is to submit their receipt.
 - B) Processor is to pull copy of animal impoundment form and review attached spay/neuter and rabies certificate (if applicable), post surgery instruction forms or any other pertinent forms/instructions (if applicable).
 - C) Processor is to complete name, address, etc., on rabies certificate or rabies compliance notice.

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- D) Processor is to complete Adoption Contract indicating spay/neuter surgery compliance requirement.
- E) Processor is to note all vaccinations and medical treatment given.
- F) The processor is to ensure the adopter leaves with all necessary paperwork.

No one other than the Department Head/Director or his/her designee shall have the discretion to make fee adjustments to the public.

Adoption Procedure Regarding Animals with Injuries of Unknown Origin:

When an animal comes into the facility with an *injury of unknown origin*, whether it is a stray or a give-up, the animal will be placed in the quarantine section of the kennel. These particular animals are not readily available for adoption/redemption. Should a citizen show an interest in adopting/redeeming one of these animals the citizen will be told by an Animal Services employee that the animal is to be placed in a strict 6-month isolation quarantine if rabies vaccination status is expired or unverifiable and a 45-day quarantine if the rabies vaccination is current. The location of the quarantine must be at a veterinarian hospital or a boarding facility. The approval of the location and the caretaker of the animal must be done by the Animal Control Supervisor and Animal Care Supervisor prior to adoption approval/release of the animal. All adoptions of animals with wounds of unknown origin however will require the approval of the director.

Due to the health and safety of the public there will not be any exceptions made to this policy. In the event an animal dies or becomes sick, either in the facility during the required holding period or at any time during the quarantine, the animal must be euthanized and tested for rabies. If the animal is not adopted/redeemed, it will automatically be tested for rabies after the required holding period if there has been contact with human or animal. At the top of the animal impoundment form will be marked "Adoption with Extensive Quarantine Conditions". The types of injuries will be listed on the animal impoundment form and in Chameleon

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All animal adopted from the facility will be spayed/neutered and vaccinated prior to leaving unless otherwise stated by a veterinarian or if this process is not presently available by the Department. When animals cannot be spayed/neuter or vaccinated prior to their release, adoption employees will release animals on compliance to have the procedures done. Animals under quarantine may not be vaccinated for rabies unless being given a booster for a 45-day quarantine policies/procedures or has been released from quarantine.

Give-Up Animal (by Owner) Policy

All staff taking in GIVE-UP animals, either in the field or over-the-counter, shall request PROOF OF OWNERSHIP. In the event the alleged owner is unable to provide it, the animal shall still be accepted, but it shall be noted that no proof of ownership was shown.

The type of ownership verification provided shall be documented on the animal's impoundment form. Any verifying documentation, i.e. rabies or spay/neuter certificate, bill of sale, pedigree records, medical records, photographs, etc. shall be attached to the animal impoundment form. The rest of the process for receiving all incoming animals should be followed. In the comments section, an employee should write, "Owner unable to provide proof of ownership" when not provided. Employees shall legibly initial all comments documented by them. Staff will advise owners to bring proof of ownership when they bring the animal in.

There is no set time frame for holding periods of owner-surrendered animals and therefore these animals may be made available for adoption, rescue or euthanasia the same day that the animal is taken into MAS custody.

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First Choice Adoption

Many animals housed in the facility are strays. County law requires that all strays be held five (5) days before leaving the facility newly adopted.

All adoptable animals are available on a first come, first serve basis on the date they become available. However, as a means of preventing euthanasia in case no one else shows an interest, if at any point during the animal's stay at the facility, a citizen shows an interest in adopting the animal, Animal Care/Adoption personnel will place the person's name and contact information on the respective animals impound form and put the person's information in Chameleon. These persons should be noted as a "3rd Party Interest" and the animals status should be updated in Chameleon accordingly. The purpose behind taking this person's name even though the animal will be adopted on a first come first serve basis on the day it becomes available is so that employees may have an additional contact in case no one else shows an interest in the animal and no one had adopted it after its release date. More than one citizen may leave their information to be placed on the animal's impoundment form.

Stray Animal Adoptions

Stray animals are available on a first come first serve adoption on the date that they become available.

Employee Adoptions

Any employee of the MAS may adopt a pet from MAS and shall be subject to paying the required fee for adopting the animal unless prior approval has been received from the Director.

All employee adoptions and conditions are to be pre-approved by the Director.

Employees are expected to follow all county laws and Department policy and procedures pertaining to adoptions. Any exceptions must be pre-approved by the Department Head/Director or his/her designee.

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Protective Custody Policy

Animals impounded under protective custody will not be made available for adoption until such time as deemed appropriate by a designated supervisor and/or the Director.

Criteria for Denying Adoptions

A citizen wishing to adopt an animal may be denied adoption if any of the following apply:

- A. No proof of current address.
- B. Unable to verify landlord approval or landlord does not allow pets.
- C. A minor filing as adopter. (Adults 18 years of age or older are eligible for adoption.)
- D. Animal is going to be given as a gift.
- E. Citizen has adopted other animals and failed to comply with requirements.
- F. Other pets at home do not have current rabies vaccination(s).
- G. Bad check on file.
- H. Previous uncleared violations. (Cruelty, running, etc.).
- I. Adopted pet not suited for adopter based on Supervisor determination.
- J. Falsifying information provided by adopter.
- K. Poor pet ownership history, i.e. declaration, habitual violation problems.
- L. Adoption animal has been involved in bite case and shows signs of aggressive behavior.
(Note: Bite cases involving puppies/kittens under 4 months of age shall be evaluated and available for adoption on a case by case basis to be determined by the Department Head/Direct or his/her designee.)
- M. Adopter failed home inspection, if applicable.
- N. It has been determined by a supervisor that the animal is unadoptable due to aggressive or unpredictable behavior, illness, injury, etc.
- O. Public Housing Pet Ban.
- P. The director may deny any adoption for any reason.

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Adoption Fee Refund Criteria

Adopted young or sick animals or animals released for other reasons that are not spayed or neutered before they leave must have the procedure completed by the date listed on the adoption contract for spay/neuter and rabies compliance. If the animal cannot have surgery at the designated time, the adopter must provide a veterinary statement with a medical reason why the surgery cannot be performed by the given date. There must be a date when the animal can have surgery and proof of the procedure shall be brought to the facility once completed. According to County Policy, there are no refunds other than those approved by ordinance/contract.

Compliance, regardless of the circumstances must be aggressively pursued and monitored. A Civil Citation shall be issued for non-compliance where explanations are not provided. All such cases shall be handled via a supervisor or designee.

Adoption contracts should be filled out and signed at the time of payment.

Redemption Procedure

Any person attempting to redeem an animal from the facility must first establish proof of ownership for the animal.

Any of the following constitutes proof of ownership:

1. Rabies Certificate.
2. Veterinary records verification from a veterinarian.
3. Photographs.
4. AKC papers or bill of sale.

If the citizen is unable to provide proof of ownership they will have the option of adopting the animal or redeeming the animal as approved by the Department Head/Director. If adopted, the citizen will pay the adoption fee and the animal shall be spayed/neutered prior to release unless otherwise approved by the director for release on compliance. At the discretion of the Department Head/Director, the animal maybe held for the required five (5) day stray period when no proof is shown.

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If a citizen has proof of ownership, they can redeem the animal using the following procedure:

1. Have the citizen locate the animal in the facility and provide the pen number.
2. Pull the animal impoundment form and pull up the Chameleon record.
3. Obtain the citizen's driver's license.
4. Fill in the redemption section of the animal impoundment form and complete the necessary documents in Chameleon. Check the violations folder and computer database for prior violations.
5. Check for current rabies vaccinations. (If not current see section below)
6. Check to be sure there are no outstanding vet bills. It should be noted on the animal impoundment form if the animal was sent to a vet. **Vet bills must be paid in full before the animal can be redeemed to the owner.**
7. Have the owner sign the appropriate place on the impoundment form and any other documents necessary.

If an owner does not have a current rabies vaccination for their pet, the animal cannot be released from the facility until one is received or may be released on compliance to receive the rabies vaccination by a licensed veterinarian as approved by the assistant director or the director.

If the owner is going to pay a violation, it must be noted on the animal's impoundment form and in Chameleon. If the citizen is not paying the fine, a copy of his/her driver's license and a copy of the animal impoundment form and in Chameleon are to be made (and the impoundment form noted NOT PAID) in order that a civil citation is written. Animal shall not be released without the owner paying any associated violation fees/fines in full without prior approval from a supervisor.

Once all paperwork has been completed, the animal can be retrieved from the kennel. No animal is to be brought from the kennel until all paperwork is completed.

Check the animal impoundment form and Chameleon to see if a collar was on the animal at the time of impoundment. Staff is to ensure the collar is secured and returned to the owner at the time of redemption.

For all aggressive dogs, the owner(s) shall be instructed to handle their animal personally.

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Visiting Rooms

While citizens are visiting with animals in the visiting rooms, **under no circumstances will the citizens be left unattended during their visitation.**

Animals already under an adoption contract are not to be visited by other citizens.

Owners claiming to redeem their animals are not allowed to visit with the animal. All paperwork and fees must be taken care of before that animal is released to the owner.

ISSUING AUTHORITY: _____
Justin L. Scally
Director, Metro Animal Services

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ISSUING COMMAND: Department of Animal Control		S.O.P.# AC-004.14
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Euthanasia Procedures

One of the most important goals of this department is to provide a safe and comfortable environment for stray and unwanted animals while attempting to reunite lost pets with their families or while finding suitable adoptive homes. All personnel will work closely with each other to make animal lifesaving a top-priority at LMAS. Euthanasia of an animal should ultimately be the last resort of disposition for any healthy, adoptable animal.

The Animal Care Supervisor or his/her designee will authorize the euthanasia of an animal and before doing so will*:

- 1 Thoroughly check the animals' impound form(s), animals' memos in Chameleon, activity notes if impounded by an officer for any owner information, interested adoptee or rescue.
- 2 Re-check for micro-chips, tattoos and/or other forms of identification.
- 3 Re-check lost book for any information that might possibly match the animal impound form.
- 4 If a match is found, that animal will not be euthanized.
- 5 If there are ANY questions, problems or concerns or if something does not match or cannot be verified, the euthanasia selection process will be STOPPED IMMEDIATELY and the situation will be investigated further.
- 6 Ensure the steps listed in this policy as it relates to the Euthanasia Specialist are followed (i.e. double checking by completing the appropriate checklist, etc).

**The staff veterinarian and/or Veterinary Services Supervisor may also initiate and conduct this process as it relates to ET for medical reasons.*

Sodium Pentobarbital is an effective and humane euthanasia agent for animals. It is a crystalline white powder which, when given in sufficient strength (1 cc per each 10 lbs; ex: dog weighting 61 lbs use 7cc) and quantity, produces a sedative and hypnotic effect followed by a painless and almost instantaneous death. It is a barbiturate and acts as an overdose to stop the animal's heart. Sodium Pentobarbital is a controlled narcotic and can be fatal to human beings as well as other animals. For this reason, strict policies and procedures as well as consistent management practices must be in place.

All euthanasia performed by this facility is to be done in the most humane manner available.

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Euthanasia shall only be performed by certified staff members. Intentional cruelty or mistreatment will not be tolerated at any time. Intracardiac (IC) euthanasia is not permitted. The only time IC euthanasia may be performed is after the employee has obtained permission from a veterinarian or the animal care supervisor in unusual circumstances. IC euthanasia will not be permitted at any time on any conscious animals that are not heavily anesthetized/comatose in accordance with AVMA rules. All safety measures established through the S.O.P., written policy or verbally will be adhered to.

Animals are to be euthanized Intravenously (IV). If the animal is fractious or feral, it can be tranquilized prior to being euthanized. Young puppies such as puppies only a few weeks old, can be euthanized via an Intraperitoneal (IP) injection.

All animals are to be taken individually to the euthanasia room for humane euthanasia. Animal euthanasia is NOT over until death has been verified on the animal. If there is any doubt that an animal is deceased, the animal shall be reinjected and rechecked until death is confirmed.

According to The Humane Society of the United States, there are four ways that a euthanasia specialist should check to verify death. Employees will use a stethoscope several moments following injection and will verify the following before deeming the animal deceased and disposing of the body:

1. Lack of respiration
2. Lack of eye reflexes
3. Lack of heartbeat
4. Presence of rigor mortis

Department policy is that ALL of these signs should be checked in the order that they are listed above for verification of death. According to the HSUS, "Only the fourth sign, rigor mortis, is a certain sign of death. In rare instances, an animal may appear to lack respiration, eye reflexes, or a heartbeat but still be alive. Instead of succumbing to the effects of sodium pentobarbital, the animal may instead have entered a coma-like state in which most of his or her body functions are greatly suppressed or slowed. The animal may survive in this state until the effects of the drug wear off, sometimes many hours later. He or she may then revive. Because incidents such as this are possible, it is essential to develop a system for verification of death and ensure that it is followed without exception." As a result, the aforementioned policy, procedures and recommendations from the HSUS will be strictly followed by every department employee.

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Following the verification of the animal's death, the animal is to be removed from the euthanasia room and appropriately disposed of following the "animal disposal" procedure. The table and floor area is to be cleaned before another animal enters the room. **NOT MORE THAN ONE ANIMAL AT A TIME SHALL BE IN THE EUTHANASIA ROOM.**

ONLY Animal Services employees performing euthanasia shall be permitted in the euthanasia room, unless specifically authorized by a supervisor.

Use of Controlled Substances Policy

Metro Animal Services has been designated by Metro Government to impound and care for all animals found running at large or otherwise subject to impoundment in accordance with the provisions set forth within the Louisville Metro animal ordinance. In accordance with Louisville Metro Ordinance 91.070, (A) "Unrestrained animals shall be taken by the Animal Control Officer, peace officer, or may be turned in by any citizen, impounded in the animal shelter and there confined in a humane manner. However, if after a reasonable effort the seizure of any such unrestrained animal cannot be made or should the animal present a hazard to public safety or property or have an injury or physical condition which causes the animal to suffer, the Animal Control Officer or peace officer may immediately destroy the animal by the most reasonable and humane means then available." Furthermore, according to Louisville Metro ordinance 91.090 (B), "Animals not reclaimed by their owners within the established time periods and those not placed in suitable new homes after such time, may be humanely euthanized by MAS."

Animals that are surrendered by their owner(s) become property of Metro Animal Services and may be adopted or humanely euthanized immediately. In accordance with Louisville Metro ordinance 91.070 (B), "Any impounded dogs, cats, or ferrets shall be kept for not less than five days (or any state-mandated holding period), unless reclaimed by their owners. All other domestic pets or owned wildlife shall be held for not less than three days unless reclaimed by their owner." Furthermore, the ordinance states "if an impounded animal has an injury or physical condition which causes the animal to suffer, MAS may immediately humanely euthanize the animal." The use of controlled substances by the aforesaid department is not to be misconstrued as being the practice of veterinary medicine and the substances are only to be administered pursuant to the directions of a state licensed veterinarian.

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Storage of Euthanasia Solution

The bulk shipment of euthanasia solution is to be stored in the Veterinary Services Division in a locked safe inside the storage room. The safe has a combination and only designated members of the veterinary staff have the combination. The euthanasia solution bottles that are currently being used are to be kept in a locked safe that is contained within the euthanasia room. The aforementioned safe is bolted to the wall inside the euthanasia room. The euthanasia room is locked when unoccupied and/or not in use.

The storage room and safe shall be locked at all times except when stocking or removing euthanasia solution for use on animals at the animal shelter. The facilities' outside doors shall be locked and the exterior fence surrounding the facility shall be locked to prevent citizens from potentially entering the facility grounds during hours when the shelter is closed.

Record Keeping of Euthanasia Solution

When a delivery of euthanasia solution arrives at the shelter, the Veterinary Supervisor or designee shall be notified. The package shall then be examined for damage, shortages, overages, etc. Each bottle is assigned a number which coincides with the DEA logbook. Once the delivery has been verified, it shall be properly secured within the locked cabinet. The packing slip should be compared to the original requisition form to verify that the correct solution and amount have been delivered. Copies of the requisition forms and the packing slips should be kept and filed for future reference. New (unused) requisition forms shall be kept in a locked in the safe in the veterinary services division.

A record book shall be kept in the safe in the euthanasia room to record the amount of euthanasia solution used from each bottle. Each new bottle shall be numbered and recorded on a separate sheet of paper inside the log book. The name of the euthanasia solution is use shall be written at the top of the page. The date, the animal's impoundment number, the animal's species, total milliliters (ml) used and the initials of the euthanasia specialist shall be placed on the form for each animal euthanized by injection of the euthanasia solution.

The number of milliliters (ml) of the euthanasia solution used for each individual animal shall be recorded on the individual animal's impoundment card and it must be entered into the Chameleon database. The paper documents will be maintained in the

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monthly file for impounded animals and disposed of in accordance with established records retention laws/regulations.

Administration of Euthanasia Solution

Only personnel certified in humane animal euthanasia by injection shall administer the euthanasia solution. "Certified" implies that the employee has been properly instructed by a state licensed veterinarian and/or his/her designee; has completed a state approved course in humane animal euthanasia by injection techniques; and has been certified and is currently licensed by the State Board of Veterinary Examiners. The individual trained to perform humane animal euthanasia shall be referred to as a "Euthanasia Specialist" and shall be instructed in proper intravenous, intra cardiac, intra hepatic, or intra peritoneal injection. They shall also be instructed in proper animal restraint as well as animal behavior so that temperament can be assessed prior to handling the animal.

Instructions should also include the proper manner in which to calculate the appropriate euthanasia solution dosage according to body weight. The employee/specialist will also be trained in proper handling of the syringe and how to determine the correct size of syringe for the amount of solution to be used as well as the size of the animal the solution is to be given. Proper technique in "drawing up" the solution shall also be taught and appropriate method to log each procedure in the record book.

Selection of Animals for Euthanasia

Only those animals that have become property of Metro Animal Services shall be euthanized. These include any animal surrendered and signed over to the shelter by the owner, any animal that has been held at the facility for the required amount of time set forth for strays and/or any wildlife that may have been trapped, or otherwise turned into Metro Animal Services by citizens or animal control officials. Exceptions to this rule include animals that are determined by the Animal Care Supervisor, the Director, Veterinary Services Supervisor or a state licensed veterinarian to be badly wounded or diseased so that humane euthanasia is warranted to keep the animal from needlessly suffering.

The Animal Care Supervisor or his/her designee will make the initial determination in selection of euthanasia candidates. In his/her absence, the designee as approved by the director,

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will take on these duties. A signature from the Animal Care Supervisor and Rescue Coordinator or Foster Coordinator is needed before an animal shall be euthanized. If the animal is badly wounded or diseased so that humane euthanasia is warranted, the signatures required must be from the Animal Care Supervisor or Veterinary Supervisor and another employee. The director shall have the ultimate authority over any and all final determination on animal dispositions.

A physical exam shall be performed on any animal that may be considered for adoptions. When the physical examination is conducted on the animal, the animal(s) shall be examined for any obvious open, fresh wounds that may be bite marks left by a rabies vector and/or any signs of apparent infection or injury. Aggressive animals determined to be poor adoption choices, bite quarantine cases not redeemed by their owner(s), or dangerous/potentially dangerous animals may be euthanized. Animals that are sick or injured, regardless of the time of day or day of the week, will be brought to the immediate attention of the Animal Care Supervisor and the Veterinary Services Supervisor or his/her designee. In the case of after-hours emergencies involving sick and/or injured animals – the on-call staff member from the MAS veterinary services division will be contacted.

Euthanasia Solution to be used

Fatal Plus Solution, a schedule- II drug according to the Drug Enforcement Agency (DEA) shall be the primary controlled substance used for humane animal euthanasia in Louisville Metro.

Socumb manufactured by The Butler Co., which is also a controlled substance, may also be used for the humane euthanasia of animals

Any other products used for the humane euthanasia of animals shall include any other products containing sodium pentobarbital and/or any other product approved by the American Veterinary Medical Association for use in humane animal euthanasia.

Products such as a combination of Ketamine and Xylazine (Rompun) may also be used as a pre-euthanasia drug to anesthetize animals prior to the actual euthanasia procedure being performed. This shall be done particularly with aggressive/dangerous animals in an effort to ensure the safety of both the animal and the specialist.

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Final Steps to Euthanizing an Animal:

Before an animal is euthanized, the Euthanasia Specialist must:

- 1 Ensure proper approval for euthanasia has been obtained as stated within this SOP.
- 2 A Pre-euthanasia Checklist **MUST** be completed for **EVERY** animal **PRIOR** to the euthanasia or sedation of the animal. This checklist will include verification of animal's impoundment number, double checking lost/found reports, conducting a behavior assessment, checking/comparing the animal's cage card, checking/comparing the animal's collar, scanning for microchips again, checking animal for other forms of identification such as tattoos, checking/comparing for pending adoptions, rescues, or owner redemptions, checking/tracking of any and all supplemental forms related to the animal.
- 3 Thoroughly review the animal impoundment form and chameleon notes making sure all possible owner and interested adopter contact has been made. The intent is to ensure redemption and adoption possibilities are fully resolved and documented as such. If not, or if any such situation is in question, the **EUTHANASIA** process **WILL STOP IMMEDIATELY**. The animal will be returned to a cage or pen and owner/adopter information reviewed until it has been determined that euthanasia is appropriate by a supervisor. This review process, if necessary, shall be addressed and resolved the same day it came into question.
- 4 Double check for micro-chips, tattoos and collars, harnesses, etc., worn on the animal or that may have come in with the animal that may contain any information which can be used for owner contact. Documentation must be recorded which addresses the Department's effort to contact an owner. All collars, harnesses, etc., must be accounted for.
- 5 Lost reports must be thoroughly reviewed in order to determine if a possible owner has reported the animal lost. Any **POSSIBLE** matches must be researched thoroughly, and phone calls, property postings made **PRIOR** to euthanizing the animal. If there is any question, the animal shall be returned to a cage or pen until possible lost report matches are confirmed.
- 6 All aggressive dogs must be poled, and handled by two staff members. Aggressive dogs are to be tranquilized and muzzled. Aggressive cats are to be tranquilized. If the animal cannot be handled safely, it is to be brought to the attention of a supervisor.

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Carcass Disposal

Carcasses will promptly be placed in bins in the freezer. Bins in the freezer are to only be filled half way. When the bin is ½ full, carcasses will be cremated.

ISSUING AUTHORITY: _____
Justin L. Scally
Director, Metro Animal Services

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ISSUING COMMAND: Metro Animal Services		S.O.P.# AC-004.15
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SUB-TOPIC: Animal Receiving		
REFERENCES:		

Pet of the Week Program

The objective of the "Pet of the Week" program is to increase pet adoptions by advertising many of the wonderful pets we have at our facility via local media outlets. The "Pet of the Week" shall be chosen by the Adoption staff from available pets that are up for adoption within our facility. Once the pet has been chosen, the designated staff member will then note the respective pet's intake form to show that the animal has been chosen as "Pet of the Week." The designated staff member will then be responsible for documenting the date on the animal's form accordingly. Whatever date the animal will be advertised will be placed at the top of the form. As an example, an animal that is to be featured on December 5, 2011 will have "Pet of the Week" 12/5/11 placed at the top of the animal's impound record and it will be entered into the Chameleon database.

"Pet of the Week," just like any other animal up for adoption will be available on a first come-first serve basis. Most importantly, no pet that has been chosen to be "Pet of the Week" will be euthanized without first receiving prior approval from a supervisor. It is our goal to try to place as many adoptable animals as possible into new, loving compatible homes in a timely manner.

ISSUING AUTHORITY: _____

Justin L. Scally
Director, Metro Animal Services

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ISSUING COMMAND: Metro Animal Services		S.O.P.# AC-004.16
ISSUE DATE: November 1, 2011		REVISION DATE: N/A
SUBJECT: Shelter Operations Procedures		
SUB-TOPIC: Community Service Workers		
REFERENCES:		

Community Service Workers

Metro Animal Services at this time does not use community service workers. On the occasion that MAS accepts people to perform community service at the Animal Care Facility, workers will be used for office work and cleaning only. They are not allowed animal contact for safety reasons unless otherwise approved by the assistant director or the director.

ISSUING AUTHORITY: _____

Justin L. Scally

Director, Metro Animal Services

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ISSUING COMMAND: Metro Animal Services		S.O.P.# AC-004.17
ISSUE DATE: November 1, 2011		REVISION DATE: N/A
SUBJECT: Shelter Operations Procedures		
SUB-TOPIC: Reunification Of Animals		
REFERENCES:		

Reunification of Animals

The policy of LMAS will be to ensure we're making every effort to attempt to reunite animals with their owners when legally possible. As a result, to help ensure that MAS takes every step to get an owned animal home we will be implementing the following additional procedures to the ones already in use.

First, when an officer must impound an animal and they know where the animal lives, the officer will be required to leave a notice on the suspected owner's door and/or personally deliver the notice to the owner if he/she is available. This shall be the case for a variety of reasons including if a neighbor informs the officer where the animal came from, the animal has a microchip, etc. The notice will state that the animal is at MAS and that the owner must come to MAS to identify and reclaim the animal within 5 days. The officer must enter a memo on the animal in Chameleon stating that a notice was left, who they gave it to and any other particulars regarding the conversation/action.

If the officer speaks to the owner he/she will still be required to inform the owner of the period to reclaim the animal depending on how long the animal has been at the shelter. If the release date is rapidly approaching or if no additional contact can be made, the Animal Control Supervisor and/or Assistant Director will be consulted to determine if an extra effort to leave a notice at the owner's residence is necessary as a last ditch effort to save the animal's life.

When an animal is brought to the shelter and the owner is known - a notice must then be delivered to the persons' last known address if he/she cannot be contacted via telephone. If an officer has not already left a notice but the animal still isn't reclaimed, an officer will be dispatched to respond to the owner's home to advise them that their animal is at MAS and they must come to MAS by a certain date to identify/claim the animal. This will be done prior to final disposition being authorized on the respective animal(s).

When looking up the owner, please call all phone numbers associated with that person. If you are unable to make contact with the owner then please look up the address and see if other people live at the residence that will be able to contact the owner or may be a family member or co-owner, etc.

ISSUING AUTHORITY: _____

Justin L. Scally
Director, Metro Animal Services

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ISSUING COMMAND: Metro Animal Services		S.O.P.# AC-004.18
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SUBJECT: Shelter Operations Procedures		
SUB-TOPIC: Potential Animal Placement Documentation & Rescue Alert System		
REFERENCES:		

Potential Animal Placement Documentation

It is the responsibility of each and every member of the Animal Services Team to document when any animal has been listed, advertised or otherwise specifically promoted as needing rescue and/or adoption. These notes will be entered into the computer system immediately and without delay. Additionally, when information is sent to a rescue about an animal that is in the shelter needing rescue – this should be documented in the computer system immediately even if placement has not been found yet. The information that should be listed in the system shall include but should not be limited to the following: staff member completing the task and/or who is coordinating the outreach (i.e. John Doe, Rescue Coordinator); who the rescue or group was that was contacted that may or may not have an interest; whether the animals was sent in an email to the rescue group list as being available for rescue; if the animal was promoted as a pet of the week, etc. This policy shall also apply for when a potential adopter identifies that they're interested in an animal but they state that they need to come back or they must think about it first, etc.

Rescue Alert System

Upon examination and review, the veterinary supervisor and/or his/her designee shall determine the best course of care for the animal. If during this time it is determined that the animal can be saved but agency resources aren't adequate (i.e. no x-ray machine, inadequate pain medications, etc.) then the designated Rescue Coordinator should be contacted immediately – even after hours – to see if an appropriate rescue can be found in order to provide the animals with the appropriate care he/she needs. The Rescue Coordinator shall also be contacted in cases where orphaned animals are taken in and foster care is needed. **At no time will an animal remain without adequate veterinary care when it's needed and all employees will be held responsible for monitoring animal conditions.**

ISSUING AUTHORITY: _____
Justin L. Scally
Director, Metro Animal Services

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ISSUING COMMAND: Metro Animal Services		S.O.P.# AC-004.19
ISSUE DATE: January 12, 2012		REVISION DATE: N/A
SUBJECT: Shelter Operations Procedures		
SUB-TOPIC: Manslick Gate Policy		
REFERENCES:		

Manslick Gate Policy

The gates must remain closed when MAS is closed to the public.

The hours are:

- Sunday and Holidays- Closed
- Monday – 10am- 6pm
- Tuesday – 10am – 6pm
- Wednesday – 10am -7pm
- Thursday – 10am – 6pm
- Friday – 10am -6pm
- Saturday – 9am – 12pm

Citizens must be let in the gate when MAS is closed if they have a sick, injured, or dead animal. Fosters on the approved surgery list for that day may be let in as well. The surgery list will be provided by the Veterinary Service Supervisor or designee.

When employees are entering/ exiting through the top gate when MAS is closed, it is that person's responsibility to open and close the top gate, locking it behind them. There is a key in the lock box.

Employees may enter through the lower gate when MAS is closed if they call/alert dispatch to open the gate. The number for dispatch is 574-5521.

If MAS is closed and a citizen comes to the gate to turn in an animal then the dispatcher will first explain to the citizen that we are closed and that they should bring the animal back during business hours.

If they threaten to leave the animal or request that we come to their house to pick it up then the dispatcher will call Animal Care and advise them that there is a turn in at the gate.

Animal Care will open the gate and intake the animal.

If at any time Animal Care or the dispatcher feel threatened by the person then a supervisor must be notified to determine what must be done.

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ISSUING COMMAND: Metro Animal Services		S.O.P.# AC-004.19
ISSUE DATE: January 12, 2012	REVISION DATE: N/A	
SUBJECT: Shelter Operations Procedures		
SUB-TOPIC: Manslick Gate Policy		
REFERENCES:		

Dispatcher Responsibility

When a person is entering MAS to surrender an animal when MAS is closed it will be the responsibility of the person dispatching to open the gate and close the gate after the vehicle enters.

When an officer is entering/leaving MAS when MAS is closed it is the responsibility of the person dispatching to open/close the gate.

When an employee is leaving through the lower gate when MAS is closed it is the employee's responsibility to inform the dispatcher to open the gate and the dispatcher will close the gate behind them.

It is the responsibility of the dispatcher to open the lower gate when MAS is open and close the lower gate when MAS is closed.

ACS Responsibility

When a person who has been let in to drop off an animal is leaving, it will be the responsibility of the ACS to open the gate and then close the gate when the vehicle leaves.

It is the ACS responsibility to close the top gate when MAS is closed to the public in the evening/afternoon.

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ISSUING COMMAND: Metro Animal Services		S.O.P.# AC-003.01
ISSUE DATE: April 27, 2013	REVISION DATE: N/A	
SUBJECT: Field Operations Procedures		
SUB-TOPIC: Dress Code		
REFERENCES:		

Field Operations

Members assigned to Animal Control will wear the issued uniform while on duty. Uniforms will be clean and neat in appearance. All issued equipment designated, as part of the Animal Control uniform will also be worn. Members are prohibited from wearing non-issue items with the uniform. Members assigned to Animal Control will not wear any part of the issued uniform while off duty, except as is required to go to and from work.

Management may make exceptions to this policy on a case-by-case basis. Medical Certification may be required depending on the exception being requested.

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ISSUING COMMAND: Metro Animal Services		S.O.P.# AC-003.01.1
ISSUE DATE: April 27, 2013	REVISION DATE: N/A	
SUBJECT: Field Operations Procedures		
SUB-TOPIC: Dress Code		
REFERENCES: Mourning Bands		

Effective immediately the black mourning bands shall be worn on department issued badges only in the following circumstances:

- 1) Upon the line of duty death of an active law enforcement officer (LEO) or employee of the Department of Animal Services.
 - a) The mourning band shall be worn for a period of thirty days from the date of death when an employee of the Department of Animal Services has died.
 - b) Upon the line of duty death of a LEO or ACO from a neighboring jurisdiction, the mourning band will be worn from the date of death and removed at the conclusion of the day of burial.
- 2) The band will be worn by all officers in uniform or in civilian clothing while displaying a badge and when attending the funeral of an active LEO, ACO or member of the department. Upon the completion of the funeral, the mourning band shall be removed unless the thirty day period applies for a death of a member of the Department of Animal Services.
- 3) National Peace Officers Memorial Day (May 15th).
- 4) The day of any memorial service when the Department of Animal Services is honoring LEO's or ACO's who have died in the line of duty.
- 5) At the direction of department director when special circumstances dictate that the department's display of official mourning is appropriate.



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ISSUING COMMAND: Metro Animal Services		S.O.P.# AC-003.02
ISSUE DATE: April 27, 2013	REVISION DATE: N/A	
SUBJECT: Field Operations Procedures		
SUB-TOPIC: Duty Preparation		
REFERENCES:		

Uniforms

Animal Control Officers (ACOs) are required to be in complete uniform dress while executing the performance of their duties. All employees shall report for duty in clean, neat and appropriate attire.

Each piece of uniform apparel shall be signed for and becomes the full responsibility of the assigned. In the event an article of clothing becomes lost, damaged, etc. the Animal Control Supervisor is to be immediately notified.

The following is a list of uniform apparel to be issued to all ACOs:

All Season Pants
BDU/Tactical Shirts
Boots
Duty Gloves

ACO Badge
Name Tag
Coat
Duty Belt

Periodic uniform inspections shall be conducted to ensure a professional quality of appearance. A clean, neat look to include polished badges, name tags and boots is required. In addition, ACOs are to be well groomed. Facial hair shall not be excessive. Nail polish and lipstick are to be subtle. The wearing of visible jewelry by uniformed staff shall be limited to wristwatches and rings. Necklaces and chains are prohibited if exposed.

Uniformed employees shall have a spare, clean uniform available to use in the event that the one they are wearing becomes damaged or soiled.

Proper Wear

Alterations to make the uniform fit tightly are not authorized. A tight fit reduces the airflow needed for ventilation and cooling.

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The shirt is worn tucked inside the pants at all times. It will be at the discretion of the officer as to whether the sleeves are worn rolled or down. If the sleeves are worn rolled, they will be zip rolled.

Polo Shirts may be worn by the officer only when they are cleaning the kennel. The BDU or tactical shirt must be put on when the officer returns to normal duty.

Pants will be worn un-bloused (un-tucked in the boot). Officers are allowed to remove the draw string from the cuff of the pants if they choose.

The Badge will be worn centered above the left breast pocket on the badge tab.

The shoulder patch will be worn on the left and right sleeve centered $\frac{1}{4}$ inch from the shoulder loop.

The name plate will be worn centered $\frac{1}{4}$ inch above the right breast pocket. If the officer is wearing a serving since attachment with the name plate, the bottom of the serving since attachment will be $\frac{1}{4}$ inch above the right breast pocket.

Boot, black in color, shall be maintained routinely by waterproofing and polishing them.

No form of personal attire (i.e. baseball jacket, sweatshirt, hats, etc.) shall be worn with the uniform unless approved by management.

Uniformed employees shall report for duty in complete uniform and shall remain in complete uniform until they punch out and are off duty. Employees needing to change clothes, either upon arrival or before leaving, shall do so prior to their starting time or after punching out.

Uniformed employees are responsible for all articles and items issued to them.

No uniform may be altered without authorization of a supervisor.

No patches, insignias, pins or badges may be worn without approval of a supervisor.

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Uniformed employees wearing a visible T-shirt under a uniform shirt must wear a white, grey or black properly fitted crew neck T-shirt.

Employees in an incomplete, damaged or soiled uniform may be sent home without pay to correct the discrepancy.

Name tags must always be worn on the shirt.

Uniform replacement: Uniforms will be supplemented. Worn or torn articles shall be turned in to the supervisor who will arrange for repair or replacement.

No employee shall wear any items or articles of their uniform while off duty, except as is required to go to and from work.

Uniformed employees with tattoos on their arms shall wear a long sleeve uniform shirt during court trial appearances. Any visible tattoo in a location which a sleeve will not cover, the employee shall use a bandage to completely cover the tattoo.

No employee may expose any tattoo which is lewd, vulgar, obscene or racially and/or culturally insensitive.

No employee may obtain any new visible tattoo.

Upon termination of employment with Metro Animal Services, all employees shall turn in all issued uniforms, items and articles (cleaned).

Equipment

All animal control officers will be provided standard equipment to assist in their job duties. While all assigned equipment must be worn while on duty, the equipment may be placed on the duty belt at the discretion of the officer in such a manner as to provide comfort and convenience to the individual officer. All issued individual equipment will be properly maintained and kept clean and serviceable. Officers may add additional equipment as long as it does not interfere with safety and does not

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present a cluttered and un-kept appearance. The items must be if at all possible black in color or a suitable subdued color.

The following is a list of standard individual equipment that shall be issued and worn by each officer:

- a. Black nylon duty belt (1)
- b. Black nylon pants belt
- c. Bite stick
- d. Pepper spray
- e. Radio
- f. Cell phone

Catchpoles

Each officer will be assigned their own catchpole. MAS will have spare catchpoles that will be kept in the dispatch office. The officers will need to sign the poles in and out like they do with their boxes. There is a blue binder on the shelf where the boxes are located to sign the poles in and out.

These poles are meant to be spares. Each officer is required to have their assigned catchpole every shift that they work.

LMPD are not allowed to assist us in capturing an animal using a catchpole. They may help us load an animal if we need assistance.

Citation Books

All Citation books are assigned numbers. These numbers will be recorded after which they will be assigned to an officer and recorded on a ledger maintained by the Animal Control Supervisor.

An officer may request a new citation book when the previously assigned book has been used.

An officer may receive a second citation book before the first citation book has been completed only after it has been mostly used.

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Line Inspections

It is the responsibility of the Animal Control Supervisor or designee to conduct line inspections. The Animal Control Supervisor or designee will inspect the physical condition, appearance, and grooming of their subordinates, and will verify the accountability and condition of all issued equipment. Supervisors will conduct informal personnel and equipment inspections on a daily basis.

Formal, inspections of personnel and equipment are required at least monthly. Results of these inspections will be retained within the supervisor's unit files unless otherwise directed. Supervisors are responsible for all corrective action necessary to eliminate deficiencies discovered during these inspections. Follow-up inspections will take place to ensure that the deficiencies are corrected. Examples of these types of inspections are:

1. Uniform, appearance, equipment and vehicle inspection at least monthly.
2. Specialized equipment inspections.
3. Other inspections deemed necessary by supervisors to support their operations.
4. Inspection of written directive manuals.
5. Spot checks of compliance with various directives.

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Director, Metro Animal Services

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SUBJECT: Field Operations Procedures		
SUB-TOPIC: Duty Preparation		
REFERENCES: Portable Radio Emergency Button		

In an effort to improve officer safety, MetroSafe activated the orange emergency buttons on all department issued portable radios. This button, also known as a '10-30' button is to be used by personnel only when their life is in immediate danger.

Functionality of the Button:

-When the button is pressed on the radio while on the general MAS channel, the radio will send an alert to LMAS dispatch that an officer is in trouble and is in need of emergency assistance. There is no GPS on the radios therefore it is essential that officers always relay their locations to dispatch so that if the button is pressed – dispatch knows where to send help. Dispatch will know who pressed the button as the officer's radio ID number (not call-sign) will appear on the base radio screen. The radio ID number will be compared to the master radio/fleet map which will be maintained in a separate document.

-When the emergency button is pressed, the radio will stay in the 'emergency mode' until the radio is cleared by the person who hits the button. To clear your radio from 'emergency mode' you will need to press the orange button down until you hear the radio beep thus clearing the channel.

Personnel will not misuse the emergency button on their department issued radios. The orange button is for emergencies only in situations where an officer may not be able to communicate their immediate need for police assistance verbally through radio transmissions and/or telephone.

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ISSUING COMMAND: Metro Animal Services		S.O.P.# AC-003.02.2
ISSUE DATE: April 27, 2013	REVISION DATE: N/A	
SUBJECT: Field Operations Procedures		
SUB-TOPIC: Duty Preparation - Fleet/Equipment		
REFERENCES: Truck Box Procedure		

Metro Animal Services does not have assigned trucks. There are yellow plastic storage boxes sitting in the lobby by the copier. Each box contains a scanner, flashlight, camera, bite gloves, fuel card, light remote, tape, batteries, tape measure, a ruler and keys. When not in use, the boxes must sit on the shelf in view of the security camera.

Officers will come in at the start of the shift and take a box associated with the truck they are driving. They will check the box for the appropriate contents and then sign the form. They will then have an employee verify the contents. The same procedure will be followed when returning the boxes at the end of the shift.

Officers will also check the trucks and complete a Tour of Duty Checklist. The checklist must be completed and turned in before the officer leaves for the start of the shift. If an item is missing from the truck or damaged then the officer will enter that on the 2nd page of the Truck Sign In/Out Form. If it has already been documented it does not need to be documented twice.

Employees must immediately report any equipment that is lost, stolen, misplaced or damaged. A report, a Vehicle Requisition Form and an email to the lieutenant must be completed when the item is discovered initially. The forms will be given to the assistant director via the employee's chain of command. After an item has been initially reported a report, a Vehicle Requisition Form or email to the lieutenant does not have to be completed unless a new item comes up missing or damaged. Do not wait until the end of the shift to say that items were missing.

Employees will be held responsible for any loss or damage to equipment and employees could face disciplinary action up to and included termination for stealing and/or defacing Metro property.



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SUB-TOPIC: Use of Force Policy/ Procedures		
REFERENCES:		

Policy

Metro Animal Services recognizes the value of all human and animal life and is committed to respecting human/animal rights and the dignity of every individual, and the Constitutional right to be free from excessive force, whether deadly or not, by a law enforcement officer. The use of force, especially force likely to result in serious bodily injury or death, is a serious action. When deciding whether to use force, officers/employees shall act within the boundaries of the United States Constitution, Kentucky Constitution, laws, ethics, good judgment, this use of force policy, and all other relevant Louisville Metro and Metro Animal Services policies, practices and training. With these values in mind, an employee shall use only that degree of force necessary and reasonable under the circumstances.

An employee may use deadly force in the circumstances permitted by this policy when all reasonable alternatives appear impracticable and the employee reasonably believes that the use of deadly force is necessary. Deadly force will be the last resort for all members of this department. The only reason deadly force may be justifiable is in the protection of the officer's life or in the protection of the life of another person.

Employees must ensure that they do not engage in unreasonable actions that precipitate the use of force as a result of tactical, strategic, and procedural errors that place themselves or others in jeopardy.

It is important for employees to bear in mind that there are many reasons a subject or animal may be defiant to instructions or may be unresponsive. For example, the person in question may not be capable of understanding the gravity of the situation. The person's reasoning ability may be dramatically affected by a number of factors, including but not limited to a medical condition, mental impairment, developmental disability, physical limitation, language, drug interaction, or emotional crisis. Therefore, it is possible that a person's mental state may prevent a proper understanding of an employee's instructions or actions. In such circumstances, the person's lack of compliance may not be a deliberate attempt to defy the employee. An employee's awareness of these possibilities, when time and circumstances reasonably permit, should then be balanced against the facts of the incident facing the employee when deciding which tactical options are the most appropriate to bring the situation to a safe resolution.

Most animals will retreat and/or end their attack with the use of some sort of restraint, chemical agents or with a bite stick. Sometimes, just merely extending a bite stick in front of you, placing it between you and the animal will force the animal to focus on the bite stick. This can be done

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without striking the animal, therefore, diverting the animal's attention to the bite stick while you are able to retreat back to safety and call for additional assistance.

Employees may either escalate or de-escalate the use of force as the situation progresses or circumstances change. Employees should recognize that their conduct immediately connected to the use of force may be a factor which can influence the level of force necessary in a given situation. When reasonable under the totality of circumstances, employees should use advisements, warnings, verbal persuasion, and other tactics and recognize that an employee may withdraw to a position that is tactically more secure or allows an employee greater distance in order to consider or deploy a greater variety of force options or retreat.. The least amount of force must always be used in any situation.

Unnecessarily or prematurely exhibiting a high use of force limits an officer's/employee's alternatives for controlling a situation, creates unnecessary anxiety on the part of subjects, and may result in an unwarranted or accidental use of force. An officer's decision to draw or exhibit their baton should be based on the tactical situation and the officer's reasonable belief there is a substantial risk that the situation may escalate to the point where deadly force may be justified.

When an officer has determined that the use of force is not necessary, the officer should, as soon as practicable, retreat and call for police.

An employee who witnesses inappropriate, unnecessary, unreasonable or excessive use of force by another officer shall report it immediately to a command or supervisory officer.

Employees are responsible to ensure that medical treatment is provided to any person or animal that has been injured or any person who alleges injury to themselves or animal as a result of being subjected to the use of force.

Employees shall only carry OC spray or a tactical baton after completion of a department approved training. Employees who are issued OC spray or a tactical baton must carry one or both at all time while they are on duty.

The use of departmental equipment on humans must be reported immediately to a supervisor as well as the police and EMS. A police report will be requested in situations where employees were assaulted and departmental weapons were used as a last resort in their defense. A Use of Force report must also be completed by the department employee before the end of their shift.

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State Statutes

503.030 Choice of Evils

503.050 Use of physical force in self-protection -- Admissibility of evidence of prior acts of domestic violence and abuse.

503.060 Improper use of physical force in self-protection.

503.070 Protection of another.

503.120 Justification -- General provisions.

Concepts and Definitions

A. Definitions

1) "Deadly physical force" means force which is used with the purpose of causing death or serious physical injury or which the defendant knows to create a substantial risk of causing death or serious physical injury.

2) "Physical force" means force used upon or directed toward the body of another person and includes confinement.

3) "Physical injury" means substantial physical pain or any impairment of physical condition.

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B. Types of Resistance

- 1) Psychological Intimidation - Non-verbal cues in attitude, appearance, demeanor or posture that indicates an unwillingness to cooperate or a threat.
- 2) Verbal Non-Compliance - Verbal responses indicating an unwillingness to comply with officer's directions or threat to injure a person.
- 3) Passive Resistance - Physical actions that do not prevent the officer's attempt to control, for example, a person who remains in a limp or prone position.
- 4) Defensive Resistance - Physical actions that attempt to prevent officer's control including flight or attempt to flee, but do not involve attempts to harm the officer.
- 5) Active Aggression - A threat or overt act of an assault, coupled with the present ability to carry out the threat or assault, which reasonably indicates that an assault or injury to any person is imminent.
- 6) Aggravated Active Aggression - Deadly force encounter.

Psychological Intimidation, Verbal Non-Compliance and Passive Resistance usually do not involve conduct sufficient to support criminal charges related to resistance.

C. Factors to determine "objectively reasonable" force options.

1. The reasonableness of an employee's use of force under the Fourth Amendment requires careful attention to the totality of the facts and circumstances known by the employee prior to using force, including:
 - a. The severity of the crime at issue and
 - b. Whether the subject/animal poses an immediate threat to the safety of the employee(s) or others (in the case of animals)
2. Each situation is unique. Sound judgment and the circumstances of each situation will

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dictate the force option the employee deems necessary. Depending on the circumstances, employees may find it necessary to escalate or de-escalate the use of force. It is not the intent of this policy to require employees to attempt to exhaust each option before moving to the next, so long as the level of force used is reasonable and appropriate under the circumstances.

D. Use of Force/Control Options

1. The level of force employed must be commensurate with the threat posed by the subject/animal and the seriousness of the immediate situation. It is recognized and understood that circumstances are fluid and may change rapidly. Employees should rely on their training, experience, and assessment of the situation, to decide the appropriate level of force.
2. **Requesting Police Assistance:** Whenever an employee learns, through his or her observations or otherwise, that a person with whom the officer is dealing may be a mentally ill, developmentally disabled, or emotionally disturbed individual and poses a threat to officer safety, the officer will, if time and circumstances reasonably permit and dictate, contact dispatch and request that a police officer respond to the scene. If time and circumstances reasonably permit, officers will retreat to a safe distance and wait for the police officer. When a police officer arrives on the scene, he or she should be the primary officer responsible for coordinating negotiations with the mentally ill, developmentally disabled, or emotionally disturbed individual unless determined otherwise by the police officer or a superior officer.
3. **Edged Weapons:** When confronted by a subject armed with a deadly weapon, including edged weapons, an employee should weigh the totality of the facts and circumstances of each situation. Practical considerations may include, but are not limited to, the proximity of the subject to the officer(s) and other persons, how rapidly the circumstances are evolving, and the use of force options that may be necessary, appropriate, and available.

Employees should recognize that, when reasonable to do so with safety to employees and other citizens in the vicinity, disengagement, repositioning, cover, concealment, barriers or retreat, shall be a tactically preferable response to a confrontation.

The value of all human life should be appropriately weighed in the decision process. Above all, the safety of the public and the employee must be the overriding concern whenever the use of force is considered.

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E. The following list of use of force/control options is not intended to suggest the order in which the various categories of force should be used in any specific situation but will serve as a standard guideline for the escalation of force:

Use of force for an aggressive subject:

- 1) Professional Presence (Uniformed officer is always considered a deterrent.
- 2) Verbal Direction (i.e. Advise subject that an Animal Control Officer will not participate in a verbal/physical confrontation and that law enforcement will be notified if the situation deteriorates.)
- 3) Tactical Retreat (i.e. Remove yourself from the hostile situation and request assistance from law enforcement.)
- 4) Soft Empty Hand
- 5) Chemical agent (i.e. Animal Control Officer must say "Stop or I'll use Hot Pepper Spray".)
- 6) Hard Empty Hand
- 7) Baton / impact instrument
- 8) Weapons of Opportunity (To be used only to defend one self against an assault where bodily or life threatening injury could occur (e.g. radio, flashlight, catch pole,).
- 9) Deadly Force

Use of Force for attacking animals:

- 1) Employee presence.
- 2) Verbal commands.
- 3) Control & restraint. (i.e. Leash, catch pole)
- 4) Chemical agents. (i.e. ACO must say "Hot Pepper Spray" to warn any bystanders or other officers the pepper spray is about to be used)
- 5) Bite Stick. (To prevent or stop an attacking animal)

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Use of Force Procedures

Any time that force is used on a person it is the duty of the employee to:

(1) REPORT TO POLICE

Employees shall immediately report the circumstances of all incidents involving physical/chemical use of force on a person to the Police Department.

(2) REPORT TO LMAS

Employees shall immediately report the circumstances of all incidents involving use of force on an animal or person to a supervisor or command officer. The supervisor or command officer shall ensure that all sections of the Metro Animal Services SOP and the Kentucky Revised Statutes have been followed. A command officer (lieutenant or above) via chain of command will be notified immediately when use of force is applied to a person or animal.

- a. The Use of Force Report, related supervisory investigation and reports are required in any of the following circumstances:

1. An LMAS employee discharges O.C. spray other than in training.
2. A person/animal is injured or dies as a result of force.
3. A person is injured or complains of injury to themselves or their animal as a result of use of any physical force including the use of any weapon or chemical agent.
4. An officer encounters an individual or animal with obvious injuries, and the circumstances of the encounter, coupled with the nature of the injuries are such that the person/animal owner may claim the injuries resulted from contact with the officer or employee.
5. An officer applies force through use of the following:
 - a. Any tool, object or device used as an impact weapon.
 - b. Chemical agent.
 - c. Baton
 - d. Hard Empty Hand

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b. The primary involved employee will prepare a Use of Force/Injury Report, paying particular attention to the facts of the incident. The report shall include:

1. An accurate description of the incident and
2. Names of all involved officers, employees, subject (s) involved in the attack and witnesses. Additional forms will be used as continuation pages. Only those sections applicable need be completed on continuation pages, and
3. A narrative summary of the significant facts of the incident which are not listed on the front of the form.

c. The officer's supervisor/command officer shall respond to the scene and shall personally contact the officer immediately after the incident. The supervisor/command officer will interview witnesses and subjects, collect evidence and take photographs when appropriate. The supervisor will assist in preparing the Use of Force/Injury Report, paying particular attention to the facts of the incident. When indicated, supervisors shall counsel officers in methods to better handle future situations to avoid or minimize the use of force.

d. Each incident of physical/ chemical force will require the supervisor to conduct an independent and complete investigation and prepare and distribute written reports and documents the minimum guidelines for which are described below.

1. The supervisor's conclusion that the details of the incident and facts contained in the Use of Force/Injury Report are accurate, and
2. Names and statements of all witnesses, and
3. A narrative summary of any significant facts determined through investigation, and
4. Make every reasonable effort to identify video and/or still photos that may contain evidence relevant to the investigation and document actions taken to obtain and preserve the evidence and/or the instruments that contain such evidence, and

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5. The supervisor's conclusions that:

- a. The Use of Force, employed tactics, and all reporting requirements were performed within policy or
- b. One or more policies or procedures may have been violated. Cite the specific SOP. If the supervisor finds that violations may have occurred, his/her commanding officer will be immediately notified and will determine the appropriate course of action regarding additional Investigation.

6. The Report of Use of Force/Injury, shall be promptly distributed as follows:

- a. The original report, along with all original statements, copies of other reports and photos, shall be forwarded to the Director of Metro Animal Services.
- b. One copy shall be forwarded to the Assistant Director of Metro Animal Services.

7. Supervisors and Command officers SHALL NOT investigate use of force incidents in which they are personally involved.

(3) REQUEST MEDICAL ATTENTION

- a. Any time there is an injury or an alleged injury as a result of force used by department personnel or an employee encounters an individual with obvious injuries and the circumstances of the encounter coupled with the nature of the injuries are such that the person may claim the injuries resulted from the contact with the officer, the involved officer's shall:

1. Request medical attention via EMs and immediately notify a supervisor. When an individual is struck with a less lethal weapon or an impact tool/device or sprayed with a chemical agent, an ambulance shall be called to the scene of the incident to examine the person at the earliest and safest opportunity. Medical personnel will determine whether further medical attention is required.

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2. Any animal suffering from any illness, injury or other condition that requires medical attention from the use of force must be seen by LMAS veterinary staff and a veterinarian must be notified.

IMPACT TOOLS/DEVICES

1. Batons:

Officers must use the standard issue baton or a baton approved by Metro Animal Services.

2. Items prohibited for carry:

All other devices including but not limited to saps, sapgloves, brass knuckles, billy clubs, batons with ornate carvings or a metal ball attached to either end, yawara sticks, iron claws, shirkins, ropes, and non-department issued leg restraint devices, including rope or cord hobbles are not authorized for carry.

3. Officers must be able to articulate a compelling need to use any other device or object as an impact weapon.

a. Baton - General Guidelines:

1. A person or animal, who is non-violent, will not intentionally be struck with the impact tool/device.

2. If a person or animal physically attacks an officer, an officer is permitted to strike the person with an baton, provided the officer uses reasonable care to confine such strikes and power levels, to areas of the body which, if struck, are not intended or likely to cause serious bodily injury and are in line with the actions and striking locations articulated in training.

3. The head and neck shall not be intentionally struck with the baton, unless the employee is justified in using deadly force.

4. Impact tools/devices shall be maintained in serviceable condition and shall not be modified, altered or fitted with any unauthorized add-on device in any way that is not approved in writing by the Department. They may be marked with the officer's badge number but shall not be marked or adorned in any other fashion.

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5. Defective, broken, or altered batons shall not be carried.

a. An officer who discovers a baton that is unserviceable must immediately cease carrying the item and, if issued by the Department, promptly submit a written request for replacement through the chain of command.

b. All officers shall receive the designated training on the baton before carrying. The mandatory training will be recorded in the officer's permanent training record. The Training Sergeant will insure that the appropriate training is current and documented for all officers under their commands.

b. Use of Batons or Devices to Apply Deadly Force:

1. In certain circumstances the impact tool or device examples being a catchpole or radio can be properly used to apply greater force up to and including deadly physical force.

Refer to KRS §503.050 (2) for the circumstances under which deadly physical force can be used.

2. Examples of reasonable deadly force applications of impact tool or devices include:

a. Controlling a subject who has disarmed an officer and the officer reasonably believes that the subject is about to use the equipment against the officer or another.

b. Controlling a subject who is armed with a knife or other deadly weapon and due to the suspect's close proximity, the officer reasonably believes that the subject is threatening the officer with imminent death or serious bodily injury and the officer/ employee cannot retreat.

c. Controlling an animal when other means of force are not available and the officer is threatened with imminent death or serious bodily injury.

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Chemical Agents

1. Chemical agents provide an excellent force option in certain situations.
2. Chemical agents may be used when reasonable and justified in the following situations:
 - a. To prevent an injury to an employee or a third person.
 - b. To ward off threatening dogs and other animals.
 - c. Any situation where the employee can clearly articulate the need to deploy this device.
3. Immediate evaluation by medical personnel is required to determine the degree of injury suffered by the suspect. This medical check shall be documented on the Use of Force report. The employee shall notify vet staff if chemical agents are used on an animal.
4. Replacement
 - a. All OC spray devices shall be maintained in an operational and charged state by assigned personnel. Employees are responsible for notifying a supervisor when replacements are required for damaged, inoperable or empty devices.
 - b. Replacements of OC spray canisters shall occur when the unit is less than half full, as determined by weighing the canister.
 - c. OC canisters shall be inspected and weighed every 4 months. A record of this fact shall be maintained by the Administrative Sergeant.
 - d. Unexplained depletion of OC canisters shall require a written report by the employee to be submitted to their supervisor. An investigation will be completed by the supervisor and submitted to the Assistant Director.

Procedures:

1. Personnel must announce "Hot Pepper Spray" before discharging the chemical to alert anyone that the use of pepper spray is imminent. When using on aggressive subjects, the ACO must say "Stop or I'll use Hot Pepper Spray". The same policy applies to other weapons issued to department personnel before using other equipment such as a bite stick or firearm, etc.

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2. Personnel must be consistently aware of their surroundings and environment, i.e. spray location, bystanders, wind direction, backdrop before administering OC spray etc.
3. Read animal/subject's body language and anticipate a possible attack.
4. Personnel should maintain a safe distance from the animal/person of about two to ten feet.
5. When using pepper spray, a single spray burst about one to three seconds should be directed at the animal/suspect's nose, mouth and eyes. Additional bursts may be used if the initial burst proves ineffective.
6. Do not touch your eyes, nose or mouth until you are able to wash your hands after the use of pepper spray.

EFFECTS:

1. An animal/suspect will normally display symptoms of temporary blindness, temporary difficulty breathing, burning sensation in the throat, nausea and impaired thought process after being sprayed with pepper spray.
2. The effects of pepper spray vary among animals/individuals. Animals/Subjects intending on attacking an employee can still attack after being exposed to pepper spray. Personnel should also be prepared to employ other means of control to the animal, if necessary. In situations where pepper spray may not stop the attack of an animal/subject the employee should consider a tactical retreat until further assistance is available.
3. Personnel will be alert to any indications that the animal/subject needs medical care immediately after the use of any departmental weapon. Animal Services Personnel will immediately request assistance from emergency medical services if/when departmental issued weapons are used on humans.
4. Animal Services employees will advise any subjects that are exposed to pepper spray that the effects are temporary.

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5. If exposed to pepper spray, the following procedures can be used for decontamination:

- a. Remove oneself from exposure site to fresh air.
- b. Face self into wind.
- c. Flush face with cool water.
- d. Do not rub eyes with hands which may place residue back into eyes.

Self Defense Equipment

The following procedures will be followed concerning all equipment issued and carried by members of Metro Animal Services.

1. Self Defense Equipment

- a. All equipment, including bite sticks, pepper spray, or other self-defense devices will be issued through management of Metro Animal Services.
- b. Personnel will not exchange departmental weapons for any reason unless prior approval is received by the Department Director/Head or his/her designee.
- c. Department owned and issued equipment will be the only equipment carried by department personnel while on duty.

2. Personal Weapons

- a. Personally owned weapons will not be carried in a county vehicle unless approved by the Department Director/Head.

Tactics Review Board

The primary function of the Tactics Review Board is to review those tactical situations or incidents reported on a Use of Force Report. An After Action Report will be generated by the Animal Control Supervisor to present to the Tactics Review Board to determine if there is a possible deviation from Department training, policy, or procedure.

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The Board will conduct its review in order to determine compliance with existing policy and procedure; the need for revisions to policy, procedure, or training; proper management of the situation by supervision and command; and commendatory actions. The secondary function of the Tactics Review Board is to review and make recommendations on tactics under consideration by the Department for adoption as a tactical option.

As used in this policy, the term tactics shall be defined as the strategies and techniques employed by officers designed to reduce risk to themselves or others in order to achieve a legitimate police goal. These shall include **but not be limited to** the elements of communication, vehicle operation, less-lethal force and positions of peril.

Tactics Review Board Procedures

- a. The Board will meet within one week of the use of force or as determined by the Director of Metro Animal Services.
- b. Witnesses may be requested to provide additional information to the Board.
- c. All recommendations of the Tactics Review Board will be on the basis of a majority vote.
 1. Recommendations for changes to policy or training will be forwarded to the Director.
 2. Recommendations for commendatory action will be forwarded to the Director.
 3. Recommendations for additional training of the involved employee(s) will be forwarded to the appropriate supervisor.

Procedure for Submitting Proposed Tactics for Review and Consideration

Department members who become aware of a technique or tactic that may be beneficial to the Department may request that it be considered by the Department for adoption as a tactical option.

All records of the Board are to be considered confidential in nature and will not be disclosed to anyone without permission of the Director.

Records of the Tactics Review Board will be retained by the Director.

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ISSUING AUTHORITY: _____


Justin L. Scally
Director, Metro Animal Services

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ISSUING COMMAND: Metro Animal Services		S.O.P.# AC-003.04
ISSUE DATE: April 27, 2013	REVISION DATE: N/A	
SUBJECT: Field Operations Procedures		
SUB-TOPIC: Capture Gun and Chemical Restraint		
REFERENCES:		

The purpose of this policy is to ensure that tranquilization and/or sedation of animals will be given only when needed and at the dosage required for each animal as well as establishing standards regarding the proper logging, tracking, handling and transportation of controlled substances for use in the field. Louisville Metro Animal Services (LMAS) also wants to ensure that sedatives and tranquilizers are given by the most appropriate way to minimize stress for the animal while ensuring the safety of the staff member giving the medication.

Before using any tranquilizers and/or sedatives on any animal, staff members must ensure that all safe methods of capture have been exhausted. Always consider safety issues for the staff, the public and the animal before taking action. Err on the side of safety when uncertain of the best way to capture an animal.

The situations where the use of animal tranquilization may be necessary includes, but are not limited to: animals that need to be quarantined, aggressive animals, conventional capture is above conventional risk for the public and/or the officer, other means of capture have failed or the timing for the capture is crucial.

The administration method of any tranquilization and/or sedation should be oral as the first option, injectable as the second option and darting as the last option based on the medication given and the capture situation. When using darting for any tranquilization and/or sedation, staff must use the appropriate darting system. Every reasonable precaution must be taken in order to maintain the health and safety of any animal(s) and/or any individual(s) in the darting area.

Animals shall be treated with respect at all times by all LMAS employees regardless of their condition, temperament, history, age, disease vector status or breed during all phases of tranquilization/sedation, capture and transport.

Authorized staff for darting animals must maintain their controlled substances in accordance with the controlled substance policy in the locked cabinet in the veterinary clinic area of the facility at all times when not in use. When it is determined that chemical capture is necessary, the drugs and the equipment will be dispensed to the officer for use by the Veterinary Staff. The drugs must be kept in a locked box in the locked truck at all times. The removal of the box from the veterinary clinic area will also be tracked via a

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separate log (Chemical Capture Sign-Out Log) that will be maintained in the secure area where the officer and the veterinary staff member will initial when an officer takes the chemicals/equipment for use. This log will note when and why the chemicals/drugs were issued. Officers will have their own drugs which they will be responsible for while in the field. They will be given a shared lock box and key to place the drugs in when they go to a call. The individual controlled substance logs will be maintained by the officer and stored in the safe. A copy of the key to the lock boxes will be kept in the Veterinary Services office. The equipment may not leave LMAS when the authorized staff is off duty.

The box of supplies, equipment and drugs will promptly be returned to the veterinary services staff and put back into the secure area when the chemicals and equipment are not needed/in use. The veterinary services staff will be responsible for placing the drugs/box/log in the assigned, secure area of veterinary services after use by the officer. The Chemical Capture Sign-Out Log will then once again be completed.

Accurate records must be kept of all drugs in the possession of, and used by each officer. A copy of the officer's Controlled Substance Log and tranquilization report form must be turned in to a supervisor by the end of the shift when tranquilization is used.

Any tranquilization and/or sedation for any sick, injured, old, young, unhealthy or pregnant animal must be authorized by an LMAS Veterinarian or designee.

Authorization must be obtained from a LMAS Veterinarian or designee before giving additional doses.

After successfully tranquilizing and/or sedating and capturing any animal, such animal must be transported directly to LMAS facilities and remain under staff supervision until recovery.

Officers must report to a supervisor immediately if there is damage to the tranquilization equipment or gun, or if the equipment is inoperable. The damaged equipment must be turned in by the end of their shift.

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PROCEDURE

- 1.1 For field tranquilization/sedation: one bottle of premix will be assigned for field use at a time to an authorized person for a specific use. The veterinary technician, veterinarian, or designee will prepare the drug cocktail and sign it out of the central supply safe using the provided log. The recipient of the field premix bottle will sign for receipt of the bottle as specified in the central supply log.
 - 1.1.1 The employee must write on the specified page for that bottle number: "Bottle XX checked out (date), (amount in bottle), (initials)".
 - 1.1.2 The field premix bottle will then be maintained in the officer's assigned locked box – secured in the veterinary area of the facility. No controlled substance should ever be left in an unattended or unlocked vehicle and never overnight. All pre-mix and lock boxes will only be issued as needed for a short period of time for a specific purpose by the veterinary staff. Each use of the premix must be completely and clearly logged in the spaces provided in the controlled substance log for that officer. The Log is completed with all the documentation needed such as, but not limited to the date, Animal ID number, breed, reason for tranquilization, estimated animal weight, injection route, amount given in cc, amount remaining and legible signature of injector. ALL information must be legible.
 - 1.1.3 Upon completion of the use of the field premix bottle, the employee must note on the specified page for that bottle number: "Bottle XX checked in (date), (amount in bottle), (initials)". The completed Log must be turned in to the Veterinary Services Supervisor.
- 1.2 When a darting system is utilized for the sedation/tranquilization of an animal, the following procedures in addition to the others mentioned in this policy must be abided by all staff involved in the sedation/tranquilization and capture of the animal:

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- 1.2.1 The Director or her/his designee must be responsible for all aspects of the operation and the final decision to authorize the darting operation. A plan must be established with the director or designee prior to implementation.
- 1.2.2 The officer who performs the tranquilization/sedation must assess the area and environment of the darting to determine the possibility of the operation, the risks, the safety issues, and the need to control vehicular traffic, pedestrians, other animals and any other people involved or present during the operation. Special attention must be given to daycare, schools or other public establishments in the decision of authorizing the darting operation.
- 1.2.3 The officer who performs the tranquilization/sedation must assess the requirement for staff and other agencies and require sufficient Animal Control Officers, Animal Care Staff and Police Officers for the operation.
- 1.2.4 The officer who performs the tranquilization/sedation must assess the possibilities of animal escape before, during and after being darted based on the area, environment and the animal species, breed, behavior and temperament of the animal.
- 1.2.5 The officer who performs the tranquilization/sedation must establish a plan for capturing the animal after the darting including but not limited to the position of all the personnel involved in the capture, the recuperation of the darts, the tailing of the animal (people must stay silent and hide from the animal sight) and the observation of the animal until the full effect of the drugs.
- 1.2.6 The officer who performs the tranquilization/sedation must establish a plan for the capture and transportation of the animal to the LMAS facilities immediately after the full effect of the drug on the animal being

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captured with a supervisor. Stretcher and similar equipment depending on the size of the animal should be used to transport the animal.

- 1.2.7 The officer who performed the tranquilization/sedation must advise the Veterinary Staff of LMAS that a sedated or tranquilized animal is being transported and the responsibility of the animal will then be transferred to the Veterinary Staff upon arrival.
- 1.2.8 The officer who performed the tranquilization/sedation must complete the Tranquilization Report Form. The Tranquilization Report and a copy of the Controlled Substance Log must be turned in with their daily report by the end of their shift to the Lieutenant.
- 1.3 All animal under tranquilization or sedation in LMAS facilities must be monitored by LMAS Veterinary Staff until full recovery.
- 1.4 Once a darting operation has finished, all the drugs, the box and the log will promptly be returned to the veterinary staff member where they will sign and initial that the drugs are now re-secured. No controlled substances will be maintained outside of the secured area as specified in the controlled substance policy.
- 1.5 By the 15th of the first month of January, April, July and October the authorized staff must clean, inspect and maintain in order - all equipment and supplies used for darting. An inspection form must be turned into a supervisor.

ISSUING AUTHORITY: _____



Justin L. Scally
Director, Metro Animal Services

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ISSUING COMMAND: Metro Animal Services		S.O.P.# AC-003.05
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SUBJECT: Field Operations Procedures		
SUB-TOPIC: Vehicle Safety Light Policy		
REFERENCES:		

Vehicle Safety Light Policy

1. POLICY:

This directive addresses the guidelines for supervision, operation, and utilization of the vehicle safety light.

2. DISCUSSION:

The use of vehicle safety lights by departmental personnel is of the utmost importance to their personal safety when they are engaged in animal control activities upon the right-of-way of a road. Each member of Metro Animal Services that will, at one time or another, be called upon or initiates animal control activities will be driving a vehicle with safety lights. All personnel should be aware of the inherent danger of the roadway and right-of-way. Many officers have been killed in the line of duty while performing simple animal control activities. Drivers may have mental or physical conditions that cause them to lose control of their vehicles. Vehicles may have sudden equipment failures that cause the drivers to lose control of them. Drivers may even become distracted by dropping a cigarette or other item, switching radio stations, or even by looking at an accident scene or an animal control vehicle parked by the scene. Tragedy can be just a "fast" few feet away.

Animal Control Personnel must come to realize that the right-of-way of a road is a danger zone. The officer must be on constant alert when he or she is outside of their vehicle in this danger zone. Although a vehicle safety light is designed to make an officer more conspicuous, it will not save an officer from being injured or killed while performing animal control activities. A departmental personnel's first line of defense against serious injury or death must be their own awareness of their surroundings.

A. DEFINITIONS:

- 1. VEHICLE SAFETY LIGHT:** A flashing warning/emergency light and rear strobe lights designed to make the department personnel more visible and conspicuous to the motoring public.
- 2. ROADWAY:** The paved or surfaced portion of a publicly or privately owned road.

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3. **RIGHT-OF-WAY:** The area from ditch bank to ditch bank or approximately a distance of sixteen (16) feet extending from the center point of a roadway. This distance can be measured from the center of a two-lane road outward or from the center of each lane of travel of a divided four-lane highway.
4. **OBSTRUCTIONS:** Any animal that a staff member has been called to remove that hinders the normal traffic flow upon a highway or roadway.

B. SUPERVISION:

1. The Animal Control Supervisor will ensure that all animal control staff members are driving and maintain vehicles which have a vehicle safety lights installed.
2. The Animal Control Supervisor will ensure compliance of this directive and immediately take corrective action should ANY MEMBER of this department be in violation of this directive, whether it is a subordinate or himself.
3. All violations of this directive should be forwarded to the employee's immediate supervisor.

C. APPLICATION:

1. All personnel that engage or intend to engage in animal control activities in or on the roadside will operate their department issued vehicle safety lights.

D. PROCEDURES:

1. All personnel are required to maintain their department issued vehicle safety lights in good condition. Should a safety light become inoperable, it will be the responsibility of the individual staff members to request a repair or replacement vehicle safety light from his or her immediate supervisor.

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2. When department personnel are called upon or initiate animal control activities in or on the roadway or while parked on the side of a busy road, he or she will operate their department issued vehicle safety light before entering the right-of-way.
3. The department issued vehicle safety light should be operated in the intended manner, with the light functioning as designed. The light should be unobstructed by trees, signs, other vehicles, etc. and should be clearly visible.

E. ENFORCEMENT:

1. The supervisor will use progressive discipline as agreed in the collective bargaining agreement and Metro Personnel Policies.



ISSUING AUTHORITY: _____

Justin L. Scally
Director, Metro Animal Services

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ISSUING COMMAND: Metro Animal Services		S.O.P.# AC-003.06
ISSUE DATE: April 27, 2013	REVISION DATE: N/A	
SUBJECT: Field Operations Procedures		
SUB-TOPIC: Use of Traffic Safety Vests		
REFERENCES:		

Use of Traffic Safety Vests

1. POLICY:

This directive addresses the guidelines for supervision, operation, and utilization of the traffic safety vest.

2. DISCUSSION:

The use of traffic safety vests by departmental personnel is of the utmost importance to their personal safety when they are engaged in animal control activities upon the right-of-way of a road. Each member of the Metro Animal Services that will, at one time or another, be called upon or initiates animal control activities will be issued a traffic safety vest. All officers should be aware of the inherent danger of the roadway and right-of-way. Many officers have been killed in the line of duty while performing simple animal control activities. Drivers may have mental or physical conditions that cause them to lose control of their vehicles. Vehicles may have sudden equipment failures that cause the drivers to lose control of them. Drivers may even become distracted, dropping a cigarette or other item, switching radio stations, or even looking at an accident scene or an animal control vehicle parked by the scene. Tragedy can be just a "fast" few feet away.

Officers must come to realize that the right-of-way of a road is a danger zone. The officer must be on constant alert when he or she is outside of their vehicle in this danger zone. Although a traffic safety vest is designed to make an officer more conspicuous by reflecting light, it will not save an officer from being injured or killed while performing animal control activities. An officer's first line of defense against serious injury or death must be their own awareness of their surroundings.

A. DEFINITIONS:

- 1. TRAFFIC SAFETY VEST:** A reflective vest designed to be worn over outer clothing to make the officer more visible and conspicuous to the motoring public.

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REFERENCES:		

2. **ROADWAY:** The paved or surfaced portion of a publicly or privately owned road.
3. **RIGHT-OF-WAY:** The area from ditch bank to ditch bank or approximately a distance of sixteen (16) feet extending from the center point of a roadway. This distance can be measured from the center of a two-lane road outward or from the center of each lane of travel of a divided four-lane highway.
4. **OBSTRUCTIONS:** Any animal that the officer has been called to remove that hinders the normal traffic flow upon a highway or roadway.

C. SUPERVISION:

1. The Animal Control Supervisor will ensure that all animal control officers are issued, maintain, and have access to a department issued traffic safety vest.
2. The Animal Control Supervisor will ensure compliance of this directive and immediately take corrective action should ANY MEMBER of this office be in violation of this directive, whether it is a subordinate or himself.
3. All violations of this directive should be forwarded to the employee's immediate supervisor.

D. APPLICATION:

1. All personnel that engage or intend to engage in animal control activities in or on the roadside will wear their department issued traffic safety vest.

E. PROCEDURES:

1. All personnel are required to maintain their department issued traffic safety vest in good condition. Should a safety vest become unserviceable, it will be

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ISSUING COMMAND: Metro Animal Services		S.O.P.# AC-003.06
ISSUE DATE: April 27, 2013	REVISION DATE: N/A	
SUBJECT: Field Operations Procedures		
SUB-TOPIC: Use of Traffic Safety Vests		
REFERENCES:		

the responsibility of the individual officers to request a replacement vest from his or her immediate supervisor.

2. When an officer is called upon or initiates an injured animal pickup, he or she will wear their department issued traffic safety vest before entering the right-of-way.
3. The department issued vest should be worn in the intended manner, with the vest over the outer clothing, and secured as designed. The safety vest should be unobstructed by outer clothing, such as a jacket or coat, and should be clearly visible.

F. ENFORCEMENT:

The supervisor will use progressive discipline as agreed in the collective bargaining\ agreement and Metro Personnel Policies.

ISSUING AUTHORITY: _____



Justin L. Scally
Director, Metro Animal Services

**METRO ANIMAL SERVICES
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ISSUING COMMAND: Metro Animal Services		S.O.P.# AC-003.07
ISSUE DATE: April 27, 2013	REVISION DATE: N/A	
SUBJECT: Field Operations Procedures		
SUB-TOPIC: Mobile Data Terminals		
REFERENCES:		

1.1 MOBILE DATA TERMINALS

1.1.1 POLICY

It shall be the policy of the Louisville Metro Animal Services (LMAS) that Mobile Data Terminals (MDTs) shall be:

- Used for official business only.
- Installed in, and assigned to, marked animal control vehicles. All other MDTs shall be assigned to individual personnel. MDTs, installed in marked animal control vehicles are assigned to the vehicles and shall remain with the vehicle when the vehicle is reassigned from one officer to another.
- Removed from the vehicle prior to placing the vehicle in the shop. This includes repairs at the Logan Street or Newburg Road garage locations, as well as any other vendor location. The MDT must be given to the Lieutenant or officer of higher rank to store until the vehicle comes back from the garage.
- Locked in vehicles equipped with permanently-mounted docking stations. If the vehicle does not have a permanently-mounted docking station, the MDT shall be locked in the trunk or any other locked compartment of the vehicle or the device shall be given to a Lieutenant or officer of higher rank to be secured, when not in use.
- Animal Control Officers shall enter the results of each call for service before clearing unless approved by the dispatcher or supervisor.
- Animal Control Officers shall look up history and license prior to citing any citizen.

It shall further be the policy of the Louisville Metro Animal Services (LMAS) that MDTs shall **not** be:

- Used while the vehicle is in motion.
- Loaded with unapproved software or connected to any unapproved devices. Any requests to change the software or hardware must be submitted to the Director of Animal

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REFERENCES:		

Services or designee. All changes to the MDT software shall be coordinated and performed by the MDT Coordinator or MDT Central.

- Attached to any outside networks (e.g. Internet cafes, home-based networks, etc.), as this would make the system vulnerable to virus attacks and could grant access to unauthorized personnel. The member may utilize his/her MDT on the departmental network or via designated hot spots, as this network is properly secured and has safe access to email and the Internet.
- Altered, in any way, by the member. Members shall not attempt to change the settings or configuration of the MDT at any time.
- Use to sit any food or drink.

1.2.1 DEFINITIONS

Mobile Data Terminals (MDTs): Portable computers by which members can access the following:

- Citynet resources
- Internet

MDT Central: Authorized facility for issuing, receiving and servicing MDTs and related equipment. MDT Central is located at 410 S. 5th Street.

MDT Coordinator: Responsible for overseeing the MDT program. Duties include the ordering of MDTs and peripherals, setup of equipment, acquisition and maintenance of software packages, development of security rules and procedures, coordination of training of members, assistance with training in the use of software and overall coordination of the MDT program. The MDT Coordinator is an employee of Metro Technology Services (MTS).

MDT SERVICE & REPAIR

When service is required, members shall contact the MTS Service Desk at 574-4444 to schedule a time to inspect the equipment and resolve the problem.

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REFERENCES:		

Any damage to the MDT shall be reported, through the appropriate chain of command. The officer must complete a Vehicle/ Equipment Requisition Form and submit it to the supervisor. A member shall not attempt to repair the MDT on his/her own. MDT Central shall authorize repairs to the MDT at an approved repair facility.

If the MDT is lost or stolen contact a Lieutenant or higher rank immediately. Contact MTS Service Desk as soon as is practical to prevent the potential compromise of information.

If the virus software detects a virus on the computer, the member shall immediately shut down the MDT and contact the MTS Service Desk for assistance. The MTS Service Desk will advise the member of where to bring the MDT for service.

Any repairs needed to the MDT mount shall only be performed at the MetroSafe Transmitter, located at 1306 Bardstown Road.

USERNAMES & PASSWORDS

Each member is responsible for setting and maintaining his/her passwords. The MDT Coordinator shall issue a username and password for the MDT unit. Upon initially logging on to the MDT, the user shall change the default password to a more secure password of his/her choosing. The following restrictions apply when choosing a new password:

- It shall be a minimum of eight (8) characters.
- It shall not be a dictionary word or proper name.
- It shall not be the same as the username.
- It shall be changed at least every 90 days.

The system will automatically prevent previously used passwords from being used again. If a member forgets his/her password, it will need to be reset by the MTS Service Desk.

ISSUING AUTHORITY: _____



Justin L. Scally
Director, Metro Animal Services

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BASIC JOB DUTIES FOR ANIMAL SERVICES CLERK - DISPATCH

Animal Services Clerks are an integral part of any emergency services organization. They are the lifeline of the responder as well as citizens in the community. Animal Services Clerks are the first, first responder until a unit arrives on scene. Often this requires pre-arrival instructions, offering words of encouragement to victims or witnesses and gathering additional information to relay to units en route. In order to be effective each Animal Services Clerk must develop and utilize the following skills:

- a. Ability to adjust to various levels of activity.
- b. Multitask.
- c. Make sound decisions and judgments based on policy/procedure/experience.
- d. Form conclusions from disassociated facts.
- e. Work well alone and with others.
- f. Remember and recall information.
- g. Deal with verbal abuse.
- h. Manage interpersonal relations.
- i. Function under stress.
- j. Maintain confidentiality.
- k. Handle criticism, and view it as an opportunity to improve.
- l. Ability to follow written as well as verbal instructions.
- m. Ability to speak clearly.
- n. Writing skills.
- o. Voice control (includes the ability to maintain balance, tone, modulation, and inflection.)
- p. Relay information to all affected parties.

Animal Services Clerks are expected to interrogate callers regarding specific threats, risks, and hazards that responders and citizens may encounter. Examples include but are not limited to:

- a. Violent subjects at the scene.
- b. Weapon involvement.
- c. Substance abuse.

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- d. Hazardous materials.
- e. Unsafe conditions.

Additionally, Animal Services Clerks evaluate the request for service and determine what agencies or services are needed. Examples include, but are not limited to:

- Calls requiring police, fire or EMS
- Referrals to other agencies

Animal Services Clerks that perform dispatch functions make decisions that will result in the appropriate assignment of resources emphasizing the safety of the public and response teams. Animal Services Clerks are required to make decisions that may change their original action. Factors that cause changes to decisions or actions are the receiving and processing of additional information or updates that change the original call.

The Animal Services Clerk shall have the responsibility to obtain, document, disseminate and track activities and information of Louisville Metro Animal Services, while performing agency-specific duties and services to the Louisville/Jefferson County Metro community as defined by virtue of Kentucky Revised Statutes (KRS).

Animal Services Clerks are responsible for answering all in-coming calls, and for interrogating callers to ascertain information from the caller. MetroSafe (Red Phone) calls are given priority in the assignment of calls.

REPORTING FOR DUTY/START OF SHIFT

- Employees are required to report on time for duty.
- Employees will check equipment (telephone, radio, and computer).
- Employees will report any equipment that is out of service, and move to another station that is working properly.

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- Employees are expected to review current activities, any communications and/or on-going calls that may carry over into their shift before the shift starts.
- Employees who do not follow this procedure shall be considered late for work.
- Employees will have their headset upon reporting for duty.
- Employees shall log into all databases as themselves including but not limited to Chameleon and Midas.

END OF DUTY /END OF SHIFT

- Employees will clean up their workstation.
- Employees will return all resources to their proper place.
- Any other items are to be returned to their proper places.

GENERAL CALL TAKING PROCEDURES DETERMINING LEVEL OF ASSISTANCE

- The telephone is the most basic link for citizens requiring assistance from responders. The individual who has called has done so out of what they have identified as an immediate need for assistance. As communications employees, you are the first contact the caller will have with our agency. As a result, your effective and appropriate actions at the time of the call in determining the level of assistance required, will promote responder and public safety.
- Animal Service Clerks shall "Take Charge" of the conversation, to determine factual information pertaining to the call for service request: who, what, how, where, and when.
- Complete information shall be obtained or attempted to be obtained and documented for forwarding to appropriate response personnel.
- The Animal Service Clerk will assign the appropriate priority level to ensure that the correct resources are sent.
- Although Animal Service Clerks are required to ask for specific information from callers it is not acceptable to delay a response when the caller does not have the information, such as a call back phone number or a caller who does not want to give their name.
- When callers are unable to give their exact location, the call taker must use any and all available resources to assist the caller in determining where assistance is needed.

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PHONE SCRIPT

All phone lines will be answered: "Metro Animal Services Operator or Rank if officer and (last name)."

CALLER INTEROGATION

The employee will request the following information:

The location of the incident, always verify the location, the address of the caller may not be the location of the incident. Never assume the location.

- Type of Call. Employees must obtain detail to the offense being reported. It is important to find out whether the situation is in progress to ascertain the priority of the complaint. Determine when the offense is most likely to be observed if not in progress.
- Call back phone number
- Caller's Information: It is important to ascertain complete caller information. Full name and address is required. The employee will obtain home, work and cell telephone numbers. Employees will determine if the caller chooses to be contacted concerning this matter. Business titles or job location will not substitute for a full name. Citizens can remain anonymous. Indicate they wish to remain anonymous on the form.
- Any additional specific information that might apply to the call such as suite/room number, cross streets, what entrance, etc.
- Safety information- weapon/drug involvement
- Descriptions of persons/vehicles when appropriate & direction of travel
- Suspect/Owner Information: Obtain as much information from the caller as possible. Information obtained by the investigating Animal Control Officer can be added when the call is completed. Information generally needed in this section is a full name, exact address and home, work and cell telephone numbers for the suspect/owner.
- The Animal Services Clerk should pay close attention to background noise, tone and word choice of the caller as additional evidence to assist with the determination of the status of the call.

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DOCUMENTING THE REQUEST FOR INFORMATION

Each Animal Service Clerk shall make every attempt to obtain as much information on the call request as possible. In certain circumstances such as the caller's level of cooperation, the fact the caller is at the scene of the call request location or removed may eliminate the ability to obtain the above listed information. However, it is the responsibility of the Animal Service Clerks to ask and document the information pertaining to the event or reasoning as to why the information was unable to be obtained prior to routing the event for broadcast or dissemination to response personnel.

CALLERS WHO REQUEST TO REMAIN ANONYMOUS

When a caller requests to remain anonymous, the Call Taker will enter **ANONYMOUS** in the last name field. If a phone number is available, it may be entered into the phone number field in the event a call back would be necessary regarding additional information. ALL calls for service MUST have a complainant listed. If it's a self-initiated call by the officer, the officer will be entered as the complainant/caller via their ID for the activity. When the call comes from MetroSafe or MetroCall then they must be identified as the caller.

MULTIPLE CALLS – SAME INCIDENT

Animal Service Clerks shall check for an open call for service before entering a new call. When there are several calls regarding the same incident, the Animal Service Clerk will make sure that the caller is reporting the same incident and not an unrelated one. After determining the caller is reporting the same incident, and you have obtained any additional pertinent information the caller may have, advise the caller that the call is already entered and change the new date in Chameleon.

Call circumstances can change from the time a call is created until a responder arrives on scene. It is imperative to ask callers reporting the same incident over a period of time if anything has changed. We must not assume that the caller is just requesting an ETA. Animal Service Clerks will ask callers "has anything changed?" on each subsequent call to ensure a more urgent response isn't warranted. If the call has changed the call must be reconfigured and all necessary information will be entered in a memo in Chameleon for a safe and effective dispatch.

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It is never acceptable to simply place remarks into the comments section of Chameleon that would change a priority type without also changing the priority type in Chameleon. It may also be necessary to MetroSafe, if a multi-agency response is needed.

Entering Calls for Service

The following information is intended to be used as a guideline for determining priority levels for activities. Because of the many variables which may factor into each situation, these guidelines are not absolute, and may be adjusted accordingly. The Dispatcher will contact a supervisor immediately if an ACO refuses to handle a Priority One call for service per department policy.

Any call that is received where an animal is chasing, molesting or showing any signs of aggression need to be made a priority 1.

Priority 1

Assist (ACO, Police, Fire, Sherriff) – Any call where an ACO, Fire, Police, or other emergency responder requires assistance from the officer

Stray Aggressive – Any aggressive loose animal

Stray Sick – Any call for a sick animal.

Stray Injured – Any call for an injured animal.

Investigate Bite – Any call for a bite from an animal to a person.

Investigate Animal Attack – Any call for an attack on a animal by another animal.

Investigate Gross Neglect - A cruelty/abuse/neglect situation where the health and safety of an animal is in jeopardy as a result of exposure to extreme weather, or other neglect/abuse factors.

Transport Animal - Specimens to go to the Health Department.

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Priority 2

Stray Confined or Trapped – Any call for an unowned animal, including wildlife, confined by a citizen.

Investigate Neglect - A cruelty/abuse/neglect situation where the health and safety of an animal is at risk as a result of exposure to extreme weather, or other neglect/abuse factors.

Investigate Chaining - Any complaint of a dog on a chain. The dispatcher must verify with the caller that the dog is not in distress and has necessities such as water, shelter etc.

Owned Aggressive – Any owned animal that is aggressive but is not loose that the time of the call. If the animal is loose then it would be considered a priority 1.

Priority 3

Stray Owned/ Possible Owned – Any animal running loose that has an owner or possible owner. This is used when the caller does not want to give a statement or be contacted.

Investigate Alley Cats – Any call for an un-owned cat/community cat

Nuisance Barking – Any complaint on a barking dog where the complainant wants to be contacted

Nuisance Crowing – Any crowing complaint where the complainant wants to be contacted.

Nuisance Restraint – Any restraint complaint where the complainant wants to be contacted.

Surrender – Any call where an owner wants to surrender their own animal. This call is to only be used for special circumstances where the owner can not bring to animal to MAS. Any situation where the health and safety of an animal is in jeopardy will increase the call to a high 1 priority.

Priority 4

Stray Roam – Any animal running loose that has no known owner, excluding cats

Yard Check – Any call requiring an officer to inspect a property.

Xtra Service – Any call to pick up items or perform another service

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Priority 5

Investigate Barkletter – Any barking complaint where the caller wishes to remain anonymous
Investigate Crowing letter – Any crowing complaint where the caller wishes to remain anonymous
Investigate License letter – Any complaint to check license not reported by the Health Dept. or supervisor.

In an effort to show actual runs for service to the community we no longer make up activities for the following runs:

- Taking trucks to the garage, Picking up officers
- Runs to the Bank or Post Office, Runs to pick up or drop off Dismas
- Turn ins at the gate when MAS is closed, Court
- Picking up the docket

Officers are still required to document on their daily reports when they do any of the above but a run number will not be generated.

Animals in traps will be a priority and they will be handled the same day that they're received. Dispatchers must use caution and enter calls for animals in traps as being a stray "TRAP" and not just confined.

Whenever dispatch receives a call and no officer is available to immediately respond to a Rescue; Police/EMS/Fire/Sheriff assist; a bite or animal attack in progress; High Priority Neglects- where the animals life is in danger if we don't respond within 1 hour; Stray or Owned Aggressive calls, Sick or Injured animals and/or Abuse cases – they will immediately notify a sergeant on duty or the lieutenant and seek advice. If the lieutenant isn't available, see the director or assistant director immediately for guidance.

Please remember that all calls for service are to be entered real-time, they will not be held and entered. You must enter the call as it is received into Chameleon so that we can have accurate received, dispatched and response times. Please also remember to check for other pending calls when entering a call for service prior to entering a new run to avoid duplication.

The director will be apprised of any unusual or serious incidents via chain of command.

ISSUING AUTHORITY: 
Justin L. Scally
Director, Metro Animal Services

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ISSUING COMMAND: Metro Animal Services		S.O.P.# AC-003.08.2
ISSUE DATE: April 27, 2013	REVISION DATE: N/A	
SUBJECT: Field Operations Procedures		
SUB-TOPIC: Dispatch		
REFERENCES: Dispatch Procedures and Duties		

RADIO COMMUNICATIONS

GENERAL DISPATCH PROCEDURES

The employees have two (2) primary duties.

The first, notifying appropriate response units of the call request in a timely, efficient and proficient manner based upon:

- Geographical area of responsibility and assignment,
- Availability of response personnel within the area of daily assignments,
- Time of day,
- Unit status

The second, and most critical responsibility, pertains to monitoring and tracking the activity of the responders during a specific tour of duty.

ASCs are responsible for coordinating meals and breaks while ensuring that priorities are properly dispatched. Animal control officers will request permission from the dispatcher to take their meals and breaks. The dispatcher will then either approve or deny the break based on the number and severity of priority calls holding, and with the location of other available units. It is the ASC's responsibility to ensure that each animal control officer has the opportunity to take meals and breaks as provided by law. Animal control officers shall not take a meal or rest break without receiving authorization from the Animal Services Clerk.

Animal Control Officers are required to have their portable radio on their person at all times while on duty for safety reasons.

Animal Service Clerks are to present a professional image at all times and shall adhere to the following guidelines:

- Accuracy, Brevity and Clarity - Unessential or lengthy messages tie up radio channels and may prevent a responder from obtaining access to the radio channel.
- Courtesies such as: Please, thank you, you're welcome are conveyed through tone of voice and delivery. These are unnecessary to broadcast and shall be avoided.

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SUB-TOPIC: Dispatch		
REFERENCES: Dispatchers Duties		

- Remain alert and attentive at all times during duty assignment.
- Speak clearly and distinctly at all times.
- Eliminate all unnecessary verbiage that shall distract or circumvent a clear business-like delivery of information.
- Eliminate slang, or utilize poor grammar.
- Eliminate unprofessional voice inflections, which indicate anger, disgust, negativity, irritation or emotion.
- Broadcast only that information that will assist in solving a problem or performing an act related to law enforcement or public service.
- All radio transmissions shall be restricted to official business, using appropriate, concise language and professional demeanor
- Department personnel shall operate all communications equipment in compliance with applicable section or subsection of the Federal Communications Commission (FCC) Rules and Regulations, or the Communications Act of 1934.
- All calls for service shall be made without delay.

RELAYING INFORMATION

An employee's role in dispatching services is to relay information from one person to another with accuracy and understanding. To avoid giving wrong information, the employees will relay all pertinent information and will make clear who the source is.

Animal Services Clerk will not judge the integrity of their caller. When relaying information, employees must be careful not to embellish facts with their assumptions or interpretations of the situation. If there is reason to suspect that the situation may be other than it appears, this should be relayed, but it must be made clear that it is opinion, not fact.

MEALS/REST BREAKS

Officers must advise dispatch of the exact location of their breaks. During breaks other than the mandatory 30 minutes meal break, officers must keep portable radios and mobile phones on their person at all times and will be available to answer calls for service. All lunch breaks are required to begin between the employee's third and sixth hours. Dispatchers/Animal Services Clerks are

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REFERENCES: Dispatchers Duties		

UNIT IDENTIFIERS

Units will utilize radio identifiers based on the last four digits of their badge number.

Command Staff Radio Identifiers

The Command Staff will be identified as follows:

Director: 100

Captain/Assistant Director: 200

Lieutenant: 300

DISPUTE WITH RESPONSE RECOMMENDATION

When a call is dispatched to an officer and the officer disagrees with the call, the Animal Services Clerk will advise the officer to call them on the cell phone. If the Animal Services Clerk and officer cannot come to an agreement then the Animal Services Clerk will notify the Sergeant (Animal Control Officer II) on duty. If a Sergeant is not on duty then the dispatcher will notify the Animal Control Supervisor and proceed up the chain of command until the issue is resolved.

When a call is dispatched to a sergeant and the sergeant disagrees/questions with the call, the Animal Services Clerk will advise the sergeant to call them on the cell phone. If the Animal Services Clerk and sergeant cannot come to an agreement then the Animal Services Clerk will notify the Animal Control Supervisor and proceed up the chain of command until the issue is resolved.

ISSUING AUTHORITY: _____



Justin L. Scally
Director, Metro Animal Services

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ISSUING COMMAND: Metro Animal Services		S.O.P.# AC-003.08.3
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SUBJECT: Field Operations Procedures		
SUB-TOPIC: Dispatch		
REFERENCES: Marking Officers Out of Service		

For officer safety reasons, personnel working in dispatch will mark officers 'Out Of Service' in chameleon and list the officer's location in the comments section of the out of service screen. This will ensure that dispatch knows the location of officers at all times for officer safety reasons.

When an officer comes back into service, it will be the responsibility of the dispatch to mark the officer 'In Service' so that the officer doesn't show inaccurately as being 'Out of Service' on the dispatch screen.

When an officer has been out of service on a call for a period of time (i.e. 15 minutes) dispatchers will also be responsible for checking the well-being of the officer verbally by radio. In these situations, the truck on the dispatch screen for the officer will also likely be red. If the officer is unreachable by radio, the dispatcher will then attempt to reach the officer by his/her cell phone. Failed attempt to reach the officer will result in a commanding officer being notified. This again will help to ensure officer safety.



ISSUING AUTHORITY: _____

Justin L. Scally
Director, Metro Animal Services

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SUBJECT: Field Operations Procedures		
SUB-TOPIC: Dispatch		
REFERENCES: Calls for Service/ Procedures		

Due to the large call volume, dispatchers are encouraged to urge people to bring in any stray confined animal.

Dispatchers also need to be checking to see if a run is already generated before creating another activity. We are making extra work for ourselves by creating duplicates.

Dispatchers also need to remember if a call comes in that has already been generated instead of making up a new call, document in a memo or on the comments line that this is a 2nd or third call and change the new date to reflect the most recent call. We use the new date when cancelling out runs that are over 4 months old. It's very important to change the new date every time or the run may get cancelled when it was just called on that day.

Additionally, there has been a change in the way we response to certain calls for service to help reduce the call volume. The changes are as follows:

Letters will be sent for all barking calls, where a complainant is not known and all license calls. It will be the responsibility of the sergeant to check for the calls daily and send out letters.

We will no longer be making sequence 2's on license cases, stray possible owned, stray owned.

Any stray roam over five days old will be cancelled by the dispatcher.

Any stray possible owned, stray owned, nuisance, license, barking complaints over 4 months old will be cancelled.

Any owner surrender complaint over 2 months old the dispatcher will need to call the owner and see if they still have the animal, if they do then the run needs to be left open. If they do not then the run needs to be cancelled.

Calls not mentioned above will remain the same procedure.

ISSUING AUTHORITY: _____



Justin L. Scally
Director, Metro Animal Services

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ISSUING COMMAND: Metro Animal Services		S.O.P.# AC-003.08.5
ISSUE DATE: April 27, 2013	REVISION DATE: N/A	
SUBJECT: Field Operations Procedures		
SUB-TOPIC: Dispatch		
REFERENCES: Privacy Requirements		

PRIVACY REQUIREMENTS/NOTIFYING RESPONDERS OF POTENTIAL BIOHAZARDS

GM 10-015 (PPE)

Medical conditions are protected under the Fourteenth Amendment of the United States Constitution. Communications/dispatchers will, however, advise responders of specific health risks when responding to events involving any of the listed diseases.

There are instances where the reporting party will voluntarily disclose the fact they have a contagious airborne disease during caller interrogation. This information is critical to responder safety as the responder would be exposed to infection when making contact with the caller.

When callers voluntarily admit an airborne disease the call taker shall document in the event remarks "PPE airborne". The dispatcher would then broadcast the information to any responder by simply stating "Use PPE for airborne". The actual condition shall not be documented in the event remarks.

The following diseases are airborne contagions':

- Legionnaires Disease
- Meningitis
- Pneumonia
- Tuberculosis: more commonly known as TB
- Flu
- Chicken Pox
- Mumps
- Measles

Blood borne illnesses are visual, allowing the responder the opportunity to use PPE without prior notification. These conditions will not be documented in the remarks of an event.

MEANS OF DISSEMINATING INFORMATION

Dissemination of information shall be relayed primarily through radio communications.

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REFERENCES: Privacy Requirements		

However, if the situation warrants, Animal Service Clerks shall disseminate information via telephone when the investigative means may be compromised and therefore officer safety may be in jeopardy should the broadcast be disseminated in the normal format.

It is the intent of the dispatchers to provide timely and accurate information concerning events to field personnel in the geographical area of response.

The phone may not be utilized for routine calls for assignment.

Information in Chameleon concerning dangerous locations, subjects, animals, etc., shall not be disseminated to callers. The information will be included in the remarks section of the call for service to be relayed to responders.

Information concerning LINK, NCIC, E-Warrant, JCYC and Court net shall not be disseminated to members of the public.

ISSUING AUTHORITY: _____



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Director, Metro Animal Services

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REFERENCES: Owner Surrenders		

Metro Animal Services will no longer be responding to and picking up owner surrendered animals in the field. This is being done in an effort to streamline officer workloads, place responsibility on the owners for their pet's care, place emphasis on finding alternate routes of placement and/or retention versus surrendering the pet to the shelter, etc.

Owners wishing to turn their animals into the shelter must bring their animals in for them to be surrendered on their own. Officers will however continue to respond to all other calls for service and will continue to respond to impound stray animals. The only exception to this rule will be for when prior approval has been obtained from management in the case of unusual circumstances. For example, employees may seek approval from management to pick up an animal that is being surrendered by an elderly and/or disable person that can't drive.

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Justin L. Scally
Director, Metro Animal Services

**METRO ANIMAL SERVICES
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REFERENCES: Use of Letters		

Nuisance Complaints

In an attempt to help reduce the amount of calls pending MAS will implement a procedure to ensure that calls get answered in a timely manner. With the process, MAS expects to reduce the number of pending calls and increase the response time to priority calls.

Routine calls for barking, crowing, restraint violations will be handled different than past procedures. Routine calls will be answered with a letter instead of sending an officer out to speak with the owner. If the caller wants to be listed as a witness and give a statement, then the dispatcher will get their information and a sergeant in charge of nuisance complaints will take over the investigation or assign another officer to complete the investigation. This procedure will be explained in more detail below.

When a caller calls they **MUST** give the owners address for routine calls. If they can not provide an address please kindly ask them to call back when they get it.

There will be exceptions to this procedure. Please contact a supervisor with any questions.

Barking/Crowing

Dispatch Responsibility:

When a citizen calls with a barking/crowing complaint the dispatcher will advise the citizen of their options.

1. Option 1 – The caller can remain anonymous. If they wish to remain anonymous then MAS will send a letter to the address advising the resident of the complaint. An officer will not respond to the address.

The dispatcher will enter the complaint in Chameleon as Investigate Bark letter or Investigate Crowing Letter.

2. Option 2 – The caller can give their information and a statement will be collected. The dispatcher will advise the caller that based on their statement a fine may be issued to the owner of the dog/rooster and they may be called to testify at a civil hearing.

The dispatcher will collect the callers email address and inform the caller that witness statement

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will be emailed to the caller. The caller will complete the witness statement and have any other neighbors that may want to get involved complete statements and send it back to MAS. If the caller does not have an

email address the statement will be mailed to them. The dispatcher must specify with the caller how many statements need to be mailed.

The dispatcher will enter the complaint in Chameleon as **Nuisance Bark or Nuisance Crowing**. The dispatcher will enter the caller's information in the Caller ID section of Chameleon.

Sergeant Responsibility:

The officer's responsibility for the above are:

1. For Option 1 – Investigate Barkletter or Investigate Crowing Letter: Sergeants and the Lieutenant are responsible for completing the bark letters in a timely manner, preferably within 2 days of the call.
 1. To complete a bark letter the following must be performed:
 2. Go to the dispatch screen and arrange by activity_type, activity_subtype.
 3. Scroll down to the calls labeled "investigate bark letter" or "crow letter"
 4. Highlight the call and drag to the "activity box"
 5. Change the status from "new" to "complete"
 6. Fill in the "dispatch", "working" and "complete" time to the current date and time.
 7. Enter your badge number under "Officer ID"
 8. Enter "letter" in the result box.
 9. Update and save by pressing F8.
 10. Once updated go to the reports option
 11. Scroll to "single barkletter" or "single crow letter" and press ok.
 12. Print off one copy of the letter.
 13. Go to the Sgt. Paperwork folder on the G Drive.
 14. Go to Barking-License Letters Folder
 15. Print a copy of the Barking Dog Information Handout, Licensing flier and License application. This only applies to barking not crowing.
 16. Put all documents in an addressed envelope and place in the outgoing mail bin.

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17. Repeat steps for each letter.

2. For Option 2 – Nuisance Barking/Crowing calls for service:

- The Sergeant in charge of nuisance complaints will email or mail the witness statement to the complainant. The sergeant must go through the calls daily to ensure prompt service.
- The sergeant will mail a barking or crowing letter to the alleged owner.
- They will complete the activity in Chameleon and enter “statement” and “letter” as the results
- Once the witness statement is returned it will be given to the Nuisance Sergeant who will assign it to an ACO or complete the call. A sequence 2 will be generated when the witness statement is received. The type will be changed to “Investigate Bark Follow up” or “Investigate Crow Follow up”
- The officer assigned to the call will then complete the investigation and cite/educate as appropriate.

Restraint

Dispatch Responsibility:

If the call is for an aggressive, sick or injured animal then the call will be entered in accordance with standard procedure and an officer will promptly be dispatched to respond. If the caller states that the animal is “charging”, “chasing”, causing destruction on the property, harassing pedestrians or they say anything that can be construed as an aggressive act - then the run will be entered as a owned aggressive and an officer will be dispatched to respond immediately. Priority level will be based on the call takers discretion as it relates to current policy.

For all other restraint issues where the owner’s address is known and when the situation doesn’t constitute the immediate intervention of an officer citizens will be advised of their options in accordance with the following:

1. Option 1 – The caller can remain anonymous. If they wish to remain anonymous and the call does not meet the above criteria then MAS will send a letter to the address advising the resident of the complaint. An officer will not respond to the address.

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The dispatcher will enter the complaint in Chameleon as Stray Possible Owned.

2. Option 2 – The caller can give their information and a statement will be collected. The dispatcher will advise the caller that based on their statement a fine may be issued to the owner of the animal and they may be called to testify at a civil hearing.

The dispatcher will collect the callers email address and inform the caller that witness statement will be emailed to the caller. The caller will complete the witness statement and have any other neighbors that may want to get involved complete statements and send it back to MAS. If the caller does not have an email address the statement will be mailed to them. The dispatcher must specify with the caller how many statements need to be mailed

The dispatcher will enter the complaint in Chameleon as **Nuisance Restraint**. The dispatcher will enter the caller's information in the Caller ID section of Chameleon.

Sergeant Responsibility:

The officer's responsibility for the above are:

1. For Option 1 – Investigate Stray Letter: Sergeants and the Lieutenant are responsible for completing the stray letters in a timely manner, preferably within 2 days of the call.

Sergeants and Lieutenants must look at comments and notes on the run to ensure that an officer does not need to be sent. Sergeants and Lieutenant should check to ensure a substantial amount of history does not exist.

To complete a Stray Letter the following must be performed:

1. Go to the dispatch screen and arrange by activity _type, activity_ subtype.
2. Scroll down to the calls labeled "investigate stray letter"
3. Highlight the call and drag to the "activity box"
4. Change the status from "new" to "complete"
5. Fill in the "dispatch", "working" and "complete" time to the current date and time.
6. Enter your badge number under "Officer ID"

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7. Enter "letter" in the result box.
8. Update and save by pressing F8.
9. Once updated go to the reports option
10. Scroll to "stray letter" and press ok.
11. Print off one copy of the letter.
12. Go to the Sgt. Paperwork folder on the G Drive.
14. Go to Barking-License Letters Folder
15. Print a copy of the License application
16. Put all documents in an addressed envelope and place in the outgoing mail bin.
17. Repeat steps for each letter.

2. For Option 2 -Nuisance Stray calls:

- The Sergeant in charge of nuisance complaints and Lieutenant will email or mail the witness statement to the complainant. The sergeant must go through the calls daily to ensure prompt service.
- The sergeant will mail a stray letter to the alleged owner.
- They will complete the activity in Chameleon and enter "statement" and "letter" as the results
- Once the witness statement is returned it will be given to the Nuisance Sergeant who will assign it to an ACO or complete the call. A sequence 2 will be generated. The type will be changed to "Investigate Stray Follow up".
- The officer assigned to the call will then complete the investigation and cite/educate as appropriate.

ISSUING AUTHORITY: _____



Justin L. Scally
Director, Metro Animal Services

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SUBJECT: Field Operations Procedures		
SUB-TOPIC: Dispatch		
REFERENCES: Gate Procedure		

Manslick Gate Policy

Effective immediately the gates must remain closed when MAS is closed to the public.

The hours are:

- Sunday and Holidays- Closed
- Monday – 12pm - 6pm
- Tuesday – 12pm – 6pm
- Wednesday – 12pm -6pm
- Thursday – 12pm – 6pm
- Friday – 12pm -6pm
- Saturday – 11am –2pm

Citizens must be let in the gate when MAS is closed if they have a sick, injured, or dead animal. Fosters on the approved surgery list for that day may be let in as well. The surgery list will be provided by the Veterinary Service Supervisor or designee.

When employees are entering/exiting through the top gate when MAS is closed, it is that person's responsibility to open and close the top gate, locking it behind them. There is a key in the lock box.

Employees may enter through the lower gate when MAS is closed if they call/alert dispatch to open the gate. The number for dispatch is 574-5521.

If MAS is closed and a citizen comes to the gate to turn in an animal then the dispatcher will first explain to the citizen that we are closed and that they should bring the animal back during business hours. If they threaten to leave the animal or request that we come to their house to pick it up then the dispatcher will call Animal Care and advise them that there is a turn in at the gate.

Animal Care will open the gate and intake the animal.

If at any time Animal Care or the dispatcher feel threatened by the person then a supervisor must be notified to determine what must be done.

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REFERENCES: Gate Procedure		

Dispatcher Responsibility

When a person is entering MAS to surrender an animal when MAS is closed it will be the responsibility of the person dispatching to open the gate and close the gate after the vehicle enters.

When an officer is entering/leaving MAS when MAS is closed it is the responsibility of the person dispatching to open/close the gate.

When an employee is leaving through the lower gate when MAS is closed it is the employee's responsibility to inform the dispatcher to open the gate and the dispatcher will close the gate behind them.

It is the responsibility of the dispatcher to open the lower gate when MAS is open and close the lower gate when MAS is closed.

ACS Responsibility

When a person who has been let in to drop off an animal is leaving, it will be the responsibility of the ACS to open the gate and then close the gate when the vehicle leaves.

It is the ACS responsibility to close the top gate when MAS is closed to the public in the evening/afternoon.

ISSUING AUTHORITY: _____



Justin L. Scally
Director, Metro Animal Services

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REFERENCES: Wreckers		

WRECKERS

Anytime that an employee needs a wrecker, the employee will notify the Animal Services Clerk. It is the responsibility of the Animal Services Clerk to contact the wrecker.

It is the responsibility of the employee driving the vehicle to contact their supervisor to inform them that the vehicle is being towed.



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SUBJECT: Field Operations Procedures		
SUB-TOPIC: After Hours		
REFERENCES:		

After Hour Emergency Services

LMAS will only respond to routine field calls for service between the hours of 0800 and 1800 hours daily. After 1800 hours and until 2200 hours, LMAS will only have a limited number of officers on the street available to respond emergency situations (as defined later in this memorandum). LMAS telephones will be 'closed' to incoming calls after 1800 hours. Citizens who call after 1800 hours will receive a message stating that for emergencies they're to call 911.

Upon calling MetroSafe for emergency situations after 1800 hours, MetroSafe will begin questioning the citizen (or requesting agency such as LFD, LMEMS, LMPD) as to the nature of their request for LMAS assistance. Questions to be asked are type of animal, color, size and incident. If the situation fits the criteria for an LMAS emergency response between 1800 and 2200 hours, MetroSafe will contact the LMAS dispatch center via the RINGDOWN LINE to request an officer to respond.

After 2200 hours there will be no LMAS officers on duty. As a result, from 2200 hours and until 0800 hours the following day any emergencies that require the response of LMAS will be handled by an on-call officer. It will be the responsibility of MetroSafe to contact the on-call officer via telephone when any emergency situation occurs during that timeframe. The telephone number for the on-call LMAS officer is (502) 797-5672. If there is no answer, MetroSafe will page or call the Lieutenant and if still no answer call, the director.

For safety purposes, LMAS officers will only respond to situations that arise after 2200 hours if police, fire or ems are on scene and standing by until the LMAS officer clears. The response time will take a minimum of 1 hour as the officer many times must come to the shelter to pick-up a vehicle and generate a call for service using Chameleon.

Emergency situations that LMAS officers will respond to between 1800 hours and 0800 hours include:

1. Injured/Sick Animals. Animal Control shall respond to calls for injured/sick stray animals only.
2. Animal Bites to People.

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3. Assist Police, Fire or EMS with emergency situations – not routine stray animal calls.
4. EMS and/or Fire requesting assistance such as when an owner is incapacitated due to injuries in a motor vehicle accident or an owner is transported to the hospital after a house fire. An officer can respond to impound the animal if nobody is able to make disposition.
5. Vicious animal attacks against another animal and the animal's whereabouts are known.
6. Wildlife only when there has been pet or human contact and there is a public health risk. and/or when bats are found inside the living quarters of a home.
7. A cruelty/abuse/neglect situation where the health and safety of a domesticated animal is in jeopardy as a result of exposure to extreme weather, or other neglect/abuse factors. This includes reports of dog fighting/cockfighting in progress.

Additional Notes:

- All non-emergency callers will be advised to contact animal control during normal hours of operation.
- Officers are only for emergency responses after hours.

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Justin L. Scally
Director, Metro Animal Services

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SUBJECT: Field Operations Procedures		
SUB-TOPIC: After Hours		
REFERENCES: Third Shift On Call		

A rotating on-call system is necessary for each Animal Control Division Officer and Sergeant per Louisville Metro Government job description #088150 (Animal Control Officer I), and #088120 (Animal Control Officer II) as they possess expertise and qualifications that may be needed during their routine assignments or regularly scheduled off-duty hours. Each on-call system shall abide by the following standards:

- An employee's activities while on-call shall not be restricted, as long as he or she is able to report for duty as soon as possible. Furthermore, since employees are prohibited from reporting to duty with any measurable amount of alcohol in their systems, alcohol shall not be consumed during the period for which the employee is on-call.
- Employees shall be equipped with their cell phones at all times while they are on-call and must acknowledge calls as soon as possible, preferably within five minutes of notification.
- Employees shall be permitted to trade or swap their on-call responsibilities, subject to the approval of the Lieutenant or designee.
- Call outs are subject to a four hour minimum, as indicated in the collective bargaining agreement, unless such minimum is waived by the employee.
- On-call employees who fail to respond to emergency notifications may be subject to demotion or disciplinary action.

All the sworn officers and sergeants are responsible for the on-call during the third shift (hours of 10pm – 7:30 am). Officers will be on a rotation and will respond to any emergency from the public and assist the police.

Process

General: Services can be requested by the Louisville Metro Police department (LMPD) or the general public.

Service Requests Initiated by LMPD:

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LMPD will be given the phone number for the on-call cell phone.

If LMPD has an animal in their possession which they want to drop off at MAS, Metro Safe will provide them with instructions to enter the gate and where to take the animal. When LMPD will need more information or the instructions are unclear, they will call the on-call cell phone.

Safety Monitoring:

If a service is requested by LMPD, the on-call personnel will verify that LMPD is on scene and will stand by until the activity is completed. When the on-call personnel arrives at MAS to get a vehicle they may contact Metro Safe and alert them that they are at the shelter and give an estimated time of arrival to the scene. If the officer does not meet the estimated time, Metro Safe will monitor the officer's location using the cell phone. If the officer arrives and LMPD is not on scene, the officer will contact Metro Safe to check on the status of LMPD. The on-call personnel will alert Metro Safe that they are driving to a safe location and ask LMPD to meet them at that location. When LMPD arrives, both units will proceed to the location of the call out.

When the on-call personnel clears from the activity they will ask LMPD to alert Metro Safe that they are clearing as well. When the on-call personnel arrive at the shelter they may contact Metro Safe and advise them of an estimated time of stay. Metro Safe will then check in with the on-call personnel if the stay is extended beyond the estimated time given to Metro Safe. When the on-call personnel leave MAS they will call and inform Metro Safe.

When an ACO needs assistance the officer will call the Supervisor first.

For safety purposes, MAS will not respond to service requests if LMPD is not intending to stand by.

Service Requests Initiated by the Public:

Requests from the public to assist an owned injured animal should be referred to an emergency 24 hour vet clinic.

If there is a medical emergency concerning a stray animal, the officer will call the Vet staff on call and request their assistance. It will be the Vet staff discretion as to what action is taken for the animal.

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A sign will be placed on the lower gate indicating that animals are accepted between a particular set of hours of operation.

If a person has an emergency, they will be instructed to call 911. The person will also have the option to call MetroCall (311) and generate a service request to have MAS pick up the animal at their home during the first or second shift in non-emergency situations.

Aggressive Animal:

If the on-call personnel bring in an aggressive animal, the animal must be placed in the quarantine building. Animal Care will have a designated pen in Quarantine that will be reserved for the third shift. The on-call personnel must complete all necessary paperwork and must enter the required information in Chameleon as it is done during the first and second shift. All paperwork regarding the impounded animal must be placed in a plastic sleeve and attached to the kennel. Before the on-call personnel leave the building they must arm the alarm.

If the on-call personnel impound an aggressive animal, and they do not believe that the animal can be offloaded safely, they have the option to contact the supervisor and request assistance. The supervisor or designee must respond in a timely manner to assist.

For any animal not aggressive it is the responsibility of the on-call personnel to complete the correct form and place it in the plastic pouch with the animal and may if time allows enter all needed information in Chameleon including the animal's location.

The on-call personnel must respond to emergency calls in a timely and professional manner.

The officer will not take a vehicle home. If LMPD needs assistance the officer will come to the shelter clock in and pick up a vehicle. However, the paid time is starting when the on-call personnel is leaving her/his home.

Scheduling:

Each officer will work one week (seven days) and then the responsibility will rotate to the next person. The shift starts Sunday at 7:30am and ends the following Sunday at 7:30am.

If an officer is already scheduled for vacation when the on-call schedule is released, every effort will

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be made to honor the approved request. In this scenario, the officer on the list below the officer in question will switch weeks to honor the vacation. The rotation will return to the original rotation after this has been addressed. If an officer requests vacation during their "duty" week after the on-call schedule is released, it is the responsibility of the officer requesting the vacation to switch with another officer. A written agreement between the two officers switching schedule must be submitted to the Lieutenants. If no officer is willing to cover, the vacation request will be denied.

The schedule should rotate in the order of seniority. If someone is unable to complete their shift (resign, injured) the supervisor will ask for volunteers or draft for the remainder of the week.

When a new officer is added they will be placed at the end of the current rotation, according to seniority, regardless of where the rotation is with regards to the required notification time.

The lieutenant will maintain the after-hours phone. On Sunday morning the lieutenant will forward the phone using call forwarding to the department issued cell phone of next on-call personnel. If the on-call personnel calls in sick, the supervisor on-call will forward the phone to themselves or a volunteer and forward back to the on-call personnel the next day. If the on-call personnel does not have a department issued cell phone, they have the options of having the emergency cell phone forwarded to their home phone, a personal cell phone or they may take the emergency cell phone home with them.

If there is a sick call off, then the supervisor or volunteer will take the day. All sick days which fall during an officer's assigned on-call period must be accompanied by a doctor's note and/or a written approval from the Captain.



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Director, Metro Animal Services

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SUB-TOPIC: Court Appearances		
REFERENCES:		

COURT ATTENDANCE

Officers are required to be prompt for all court appearances and to have with them all available documentation and/or evidence required to properly prosecute the case. ACOs must report to the assigned prosecuting attorney before court convenes to notify them of their attendance and to assist in the preparation of the prosecution.

ACOs that are unable to attend court due to sick leave must notify their immediate supervisor of the reason they are unable to appear for court as soon as possible. The supervisor will contact the District Attorney's Office to advise them that the officer will not be available to testify.

Employees will notify their immediate supervisor anytime they feel that they will be late for a scheduled court date. The employee shall never be late for court unless an emergency situation has arisen. The immediate supervisor will contact the District Attorney's Office to update him/her on the officer's whereabouts, reason for being late and estimated time of arrival. Lateness for court will be closely monitored by the immediate supervisor to ensure that employees are not unnecessarily delaying the courts.

DEMEANOR

Officers in court shall avoid any indication of bias, prejudice or anger. They shall testify in a clear, concise and distinct manner. Questions shall be answered truthfully without any trace of evasion and always with integrity. Personal behavior shall be exemplary while in court. Conduct must always be professional.

Employees also must see that prosecution takes place on cases brought before the court. If at any time an employee believes that their case was unfairly handled, the employee should speak to their immediate supervisor so that follow-up inquiries can be made with the District Attorney's office.

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GRAND JURY

Before a case is submitted to the Grand Jury by an officer, the case must either have been assigned by District Court or have been reviewed by the Office of the Commonwealth's Attorney and approved for a direct submission. Officers shall be assigned a date to appear before the Grand Jury to testify about the case. Officers shall follow current procedures of the Office of the Commonwealth's Attorney regarding forms and deadlines.

DRESS CODE

Officers shall appear in court in full uniform or appropriate business attire. The only approved uniform for court attendance is the grey tactical BDU shirt and black BDU pants. ACOs are to be neat, clean and well groomed in appearance.

The Animal Control Supervisor or their designee will be responsible for pulling the court docket at the start of every day. The Animal Control Supervisor or their designee will assign an officer to go to court and inform the ACO and Animal Services Clerk.

BEFORE THE TRIAL

Diligent investigation and preparation is the key to any successful prosecution in a criminal case. Adequate documentation is essential. IF IT'S NOT IN THE CASE REPORT, IT DID NOT HAPPEN. The defense attorney will expect that all relevant facts will be documented. All reports, statements or other evidence in the case should be brought to the attention of the Prosecutor well in advance of trial so that he/she may adequately comply with discovery orders. The Court may exclude from the trial any evidence when the defendant is not notified before trial of its existence.

Employees are under no obligation to speak with anyone regarding the case outside the courtroom before trial. Any effort to do so should be reported to the Prosecutor immediately. However, personnel may be required to give a deposition.

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AT TRIAL

Effective courtroom performance is founded upon experience and diligent preparation. Before taking the stand, personnel should be thoroughly familiar with all reports prepared by his/herself, and all statements or depositions given by him/her. Any change in testimony at trial may result in impeachment by defense counsel and points scored by his client.

In the event personnel do forget, say so, and personnel may be permitted to refer to his/her reports to refresh his/her memory. While personnel should take his/her reports with him/her to the witness stand, keep in mind that a witness who has to fumble through his notes, or read verbatim from a report when asked about important events, is not very forceful or effective.

It is common procedure for the trial court to exclude all witnesses from the courtroom while others are testifying. This is to insure that the testimony of one witness does not influence the testimony of another. Do not discuss the testimony of witnesses who have already testified. Once personnel have testified he/she will then be free to leave the courtroom, or remain in the audience unless otherwise ordered by the Judge or requested by the Prosecutor.

WHEN TESTIFYING

Some suggestions to keep in mind as personnel prepare for his/her court appearance:

- (1) Always tell the truth. At trial, as in all other matters, honesty is the best policy. If personnel tell the truth and tell it accurately, nobody can cross him/her up. Do not guess or make up an answer. If personnel do not know the answer it is best to say, "I don't know." If personnel are asked about details that he/she do not remember it is best to say, "I don't remember".
- (2) Dress neatly and conservatively and be courteous. The way personnel dress and present his/herself is a direct reflection on that person. Personnel want to be sure that his/her appearance and manner do not distract the judge or jury from careful consideration of his/her testimony. Officers should be in uniform, or in at least a sport coat and tie (men), or comparable attire (women). No tinted glasses or flashy jewelry. A question should be answered, "Yes, sir," or "No, sir," and the judge should be addressed as "Your Honor."

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(3) Be attentive. Personnel should remain alert at all times so that he/she can hear, understand, and give a proper response to each question. If the judge or jury get the impression that personnel are bored or indifferent, they may tend to disregard his/her testimony. Use good posture.

(4) Personnel will take their time and speak clearly and loudly. Give the question such thought as it requires to understand it. The juror farthest from the personnel should be able to hear distinctly what is being said. Do not chew gum and personnel will keep their hands away from their mouth. Since all testimony is recorded, personnel will not nod his/her head "yes" or "no".

(5) Be serious in the Courtroom. Avoid joking and wisecracks in the jury's presence. The jury is sitting in judgment of another person whose liberty is at stake. That is always a very serious matter. BEWARE of hallway actions and conversations.

(6) Answer all questions directly. Answer only the questions asked and then stop. Avoid "volunteering" information. If personnel do not understand a question, ask that it be explained. Do not look at the Prosecutor for help while testifying and personnel will never ask the Judge if he/she has to answer. This will give the jury the impression that the testifying party may be holding something back. Personnel must remember that they are on their own.

(7) Personnel will not lose their temper. Some attorneys may attempt to wear personnel down so that he/she will lose their temper and say things that are not correct. Do not fence or argue with the attorneys. Remember, they have a right to question and many are very expert in this craft.

(8) BEWARE of questions involving distance and time. If personnel make an estimate, they are to make sure that everyone understands that it's an estimate. Personnel will BEWARE of questions asking if they are willing to swear to their version of the events. Personnel were "sworn" to tell the truth when you took the stand, do not be afraid of saying so. Personnel will BEWARE of questions asking if they've spoken to the Prosecutor, the witnesses, or other officers. If personnel have however - admit it freely. This preparation before trial is expected in each case. If personnel are asked if they spoke with the Prosecutor about his/her testimony, they will admit that they met with him/her, talked about the case and he/she instructed you to tell the truth. Personnel will BEWARE of questions asking why he/she doesn't like the defendant. Personnel may best respond by stating that he/she feels sorry for any man in trouble, but personnel must tell the truth, and if the defendant is guilty, he/she should be convicted. Personnel will BEWARE of questions asking if another witness was telling the truth or lying. Personnel can only tell the truth based upon his/her observations. Personnel have no way of knowing what

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another person observed, especially when he/she didn't hear that person testify. BEWARE of the simple question, "Why are you here today?"

Personnel are not in court to volunteer information in order to convict. Personnel are not advocates. Personnel are unbiased witnesses. Personnel appear at trial in response to being served with a subpoena issued by the Court Clerk.

(9) Give positive, definite answers when at all possible. Avoid saying, "I think, I believe, In my opinion." A witness testifies to facts, not beliefs or opinions.

(10) No comment should ever be made about polygraphs or the prior criminal record of the defendant unless specifically asked by counsel. If an objection is made while personnel are testifying, stop and await instructions from the Judge.

(11) Personnel will be themselves. They will not use "legalese" or police "lingo" just for the sake of impressing the jury. It will have the opposite effect. Saying that "At 2140 hours the perpetrator exited the northeast door of the motor vehicle and started flight with responding officers in pursuit, resulting in apprehension," can be much more effectively stated: "At twenty till ten, the defendant got out of his car from the passenger side and ran, but was chased and caught by other officers."

Employees must follow the chain of command before going directly to the prosecutor regarding cases.



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Justin L. Scally
Director, Metro Animal Services

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Animal Control Officers are often asked at court to make up yard checks. To add more uniformity personnel will comply with the following procedures:

- The yard check needs to be generated by the officer that went to court.
- The yard check needs to be a sequence from the run that is already created.
- In the comments the officer must write the purpose of the yard check. For example: is it for shelter, to check the fence for holes, check for chaining etc.
- When the yard check has passed, the officer passing the yard check must email the lieutenant and their sergeant(s) the results to ensure that it is written on the court jacket.



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Justin L. Scally
Director, Metro Animal Services

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Investigations

Citizen Complaint Response/Neighborhood Disputes

When a call for service is received, it shall be the responsibility of the responding ACO to contact the complainant to gather additional information not in the call. If the problem cannot be resolved with the first response, the ACO shall follow-up in a timely manner until the problem has been resolved. **If a complaint is unfounded, verification of such must be documented.**

All follow-ups must be documented.

*Calls which do not require follow-ups are to be documented the same day as dispatched. All documentation should be completed with follow-up times, etc., **prior to the ACO leaving the scene.**

The dispatcher may over-ride an ACO response priority. Responses to calls are to be made immediately. Lunches and other calls interrupted shall be rescheduled. In the event there is a serious neighborhood dispute that cannot be resolved through animal control, the sheriff and/or police department(s) shall be notified. **IN NO EVENT SHALL THE ACO SIDE WITH ANY ONE CITIZEN. OFFICERS ARE EXPECTED TO BE OBJECTIVE AND GIVE FACTS, NOT OPINIONS. DO NOT ACCUSE ANY INDIVIDUAL UNLESS THE ACO WAS A WITNESS - INVESTIGATE ONLY AND GIVE FINDINGS AND SOLUTIONS.**

Private Property Access

For the purpose of investigating a complaint, an Animal Control Officer (ACO) has the authority to enter onto private property while in uniform and in the performance of his/her duty. The ACO shall **first** make his/her presence known to the property owner and obtain permission from the owner before entering. The ACO may ask the dispatcher to call the residence prior to stepping out of the vehicle in the event aggressive dogs or an irate individual is of concern. If no one is home, the ACO should blow the horn and wait to see if a dog(s) respond. This helps to reduce unnecessary animal confrontations or attacks.

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If there appears to be no threat the ACO shall exit the vehicle to investigate the complaint. The ACO shall check what may appear to be all animal access areas on the property (i.e., tree w/chain attached, doghouse, etc.). The ACO shall **NOT GO INTO ANY PRIVATE DWELLING**, i.e., garage, shed, screened porch, house, and/or trailer without the permission of the owner. The ACO may look inside but may not enter. In the event he/she discovers an emergency situation within a private dwelling the dispatcher and Sergeant or Lieutenant shall be contacted immediately.

As a safety precaution, ACOs shall not enter into confined spaces, crawl spaces, attics, storm drains, etc. and shall not climb trees or ladders. For further information, please refer to the Louisville Metro's safety policies as well as the department's Standard Operating Procedures Manual.

While on private property, the ACO shall use care to ensure nothing is damaged, rearranged or disrupted. If locked or if the ACO cannot get a "plain view" overview without entering a fenced area, he/she should not enter. If there are any signs of problems which the ACO is uncertain, the Sergeant or Lieutenant shall be contacted to assist.

Barking Complaints

Citizens may request Animal Control to send a letter or physically speak to the owner of pets that allegedly cause a disturbance due to barking or howling. Metro Animal Services will request that the complainant complete a witness statement prior to an ACO going out to the scene. Barking complaints shall also warrant the response of an ACO to the scene if requested by a supervisor.

Personnel will remember to be as helpful and patient as possible with citizens experiencing animal nuisance problems. Personnel will make them aware of department procedures regarding barking complaints as well as the services available to them.

Cooperative Agency Assistance

ACOs are to work cooperatively with all local, state and federal governmental agencies. Prompt, professional and helpful service shall typify the manner in which Animal Control responds when called upon for assistance.

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Corrective Action Enforcement

Investigations of any type may require that certain actions be taken in order for an owner/citizen to come into compliance with county, state or even federal law. When corrective actions become necessary, it is important that the citizen fully understand what is expected within a specific time frame given. The ACO shall confirm the arrangement in writing with a Notice to Comply. Once this has been established, ***the ACO must verify compliance by the time frame given.*** It is the ACO's responsibility through his/her supervisor to follow-up and monitor the situation until the matter is resolved.

Whenever corrective action is not taken as specified and it threatens the health and safety of any animal or person, a decision must be made whether to impound the animal.

License and Rabies Compliance

Prior to the adoption or redemption of any dog or cat 4 months of age or older, the animal must be up to date on his/her rabies vaccinations. If there is no veterinarian at LMAS, the animal(s) may be released on compliance that the animal will be vaccinated within 10 calendar days but only as approved by the director due to insinuating circumstances. Prior to the redemption of a dog or cat 4 months of age or older either from the facility or while in the field, proof of a current rabies vaccination via rabies certificate or veterinarian hospital verification must be provided. Verification must indicate an accurate description of animal in question.

While in the field, if an ACO determines that a dog or cat 4 months of age or older has not been vaccinated against rabies or does not have a current Metro Animal License, the owner shall be issued a Violation Notice and given time to comply. The Notice shall clearly indicate the violation, the ***specific*** corrective action necessary and the specific time frame in which to comply, this goes for rabies compliance issues or any other violation. Furthermore, the ACO shall provide their name and telephone number for the citizen to contact the ACO, if necessary.

After issuance of the Violation Notice, a copy is to be given to the owner, a copy is to be turned in to the Lieutenant and the remaining portion of the violation notice shall be kept by the officer. The officer will enter the violation notice into Chameleon under the person's ID.

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After the allotted timeframe, if compliance has not been made, the violation notice will be returned to the officer. A citation is to be written within 14 days of receipt and submitted to the Lieutenant for mail delivery and to turn in to the court.

All violation notices will include the call for service number on the form, if applicable.

In the event compliance has been made, the violation notice shall be marked as complied in Chameleon and the completed violation notice will be turned in to the Lieutenant.

Please note, that this protocol as it applies to rabies compliance or any other violation may not apply to all circumstances and an officer shall have the ability to issue civil citations, citations or warnings as he/she determines without giving the person time to comply. There shall however, be adequate follow-ups and sufficient Notice to Comply order(s) issued to the animal's owner on an as needed basis to ensure compliance of any violation(s). It is the officer assigned to the call that has the responsibility to ensure compliance of local, state and federal law and regulations violations. Assistance, as needed, will be provided by management.

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Justin L. Scally
Director, Metro Animal Services

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REFERENCES: Investigations – Abandonment		

Abandonment

Animal Control Officers will respond to calls of abandonment. When the officer arrives they must assess the situation.

The ACO must determine if there is a complainant. The officer will use their discretion to attempt to make contact if there is a complainant before or after attempting to make contact with the owner of the complained animal(s). The officer may get a description and whereabouts of the animal(s) when speaking with the complainant.

The officer shall make all appropriate attempts to make contact with the animal(s) owner. This includes but is not limited to checking all data bases for contact information, talking with neighbors, and posting the property. If the officer is unable to make contact with the owner then the officer shall attempt to locate the animal(s) and complete one of the following:

If the officer finds that the animal(s) is secure in the residence or is in an enclosure outside with no other violations and is not in immediate danger then the officer shall post abandonment notices on all entrances. This includes garages, side doors and back doors when there is no fence. Personnel may enter an unfenced backyard to post a property only. Personnel need to be sure that gates are being posted when there is a fence; this includes gates in the front and back of the property. Personnel will tape the notice in a way to make the owner break the tape to gain entry to the property.

An officer will then return in a minimum of 24 hours and if all the abandonment notices are still posted then the officer will obtain a search warrant. A sergeant or lieutenant must be notified prior to writing a search warrant. The officer should have LMPD and another ACO with them when they execute the search warrant. The officer will leave a copy of the search warrant at the residence and will complete all required paperwork. Search warrants will be executed in accordance with LMAS policy and procedures.

If the officer finds that the animal(s) in immediate danger or there are violations then the officer will follow standard procedures described later in this policy.

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If the officer is able to make contact with the owner then they will use the appropriate greeting as approved by MAS and inform the owner resident that there has been a complaint about their animal(s) being abandoned. The officer will advise and educate the owner on the abandonment ordinance. If there are no other violations, the officer shall ask to see current Metro Animal License and rabies vaccination if the animal(s) has been seen by the officer. If the animal(s) has not been seen, the officer will ask the resident/owner to show them the animal(s). The officer will use appropriate means to determine if the animal(s) has a current Metro License. If the animal(s) is current then the officer will answer any questions the owner/resident may have and document the call in Chameleon.

If the owner/resident does not have current Metro Animal License and rabies vaccination and/or the animal(s) are observed loose by the officer, the officer shall issue the appropriate paperwork or impound the animal(s) as prescribed by the Metro Ordinance. The officer will explain all activities that they completed when necessary and answer any questions the owner/resident may have. The officer will document the call in Chameleon and attempt to return the animal to his/her owner.

The officer shall thoroughly enter the results of the activity in Chameleon by the end of their shift unless approved by a supervisor.

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Director, Metro Animal Services

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Cruelty Investigations

Animal Control Officers investigate all cruelty allegations during his/her scheduled hours. Cruelty investigations may include but not limited to the following situations: animal outside without food, water or shelter, animal hoarding, check the condition of an animal (possible injury, too thin or sick).

When an Officer is assigned a cruelty investigation, he/she shall perform the assignment objectively and with an open mind. The person responsible for the welfare of the animal shall not be prejudged as guilty of neglect or wrongdoing, unless properly obtained evidence reveals willful inhumane treatment. If the animal appears in distress, the officer must obtain information from as many persons as necessary who are familiar with the situation to help determine the reason for the animal's condition. In many cases, the situation will determine whether an official warning, education and advice, issuance of a violation, and/or confiscation of the animal are the best resolution to the problem and the best prevention for abuse occurring in the future.

Prosecution is one of the last resorts to enforcement procedures. If prosecution appears necessary, the rules of evidence must apply.

Rules of Evidence - A veterinarian's statement or testimony is required unless, visibly, the officer can unquestionably determine the reason for the animal's condition. When confronted with an animal in such condition that the ACO feels the animal should be impounded, and as soon as possible, the ACO shall advise his/her immediate Supervisor of the actions taken - and the reason for doing so.

The following criteria will be used as a guide in the investigation of cruelty complaints:

- a. **FOOD:** The food should be palatable, free from contamination, and of sufficient quantity and nutritive value to maintain the animal in good health. The animal shall be fed at least once a day, using clean receptacles or more as needed.
- b. **WATER:** The water shall be clean, free from contamination, and available in

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containers that are to be maintained in a way to prevent spilling for animals maintained out of doors.

- c. **SHELTER:** All animals must have adequate shelter which provides ventilation yet protection from the elements. It must be of sufficient size to allow an animal to stand, turn around and lie down in comfort and also small enough to allow the animal to maintain its normal body temperature. The shelter must be an enclosure with an entrance for a doorway.
- d. **LIGHT:** All animals should have adequate light during daylight hours.
- e. **BEDDING:** Shelter bedding must be of such material which repels moisture, i.e., straw, cedar shaving.
- f. **TETHER:** If an animal is tethered it must be in compliance with the restraint and chaining laws of the Metro ordinance.
- g. **FECES/DEBRIS:** The shelter and surrounding area shall be kept clean and sanitary. Garbage, junk, or fecal matter may not be placed or remain in the shelter or surrounding area.
- h. **LOUISVILLE METRO PROVISION OF NECESSITIES ORDINANCE:** "(A) No owner shall fail to provide his/her animal with good wholesome food and water, proper shelter and protection from the weather, veterinary care when needed to prevent suffering, and humane care and treatment. Any owner of animals shall maintain a clean and healthful shelter and living area for any animal being kept, which area shall be free of accumulated waste and debris so that the animal shall be free to walk or lie down without coming in contact with any such waste or debris. All such shelters or living areas must be cleaned and maintained regularly so as to promote proper health for the animals being kept. All living areas shall be constructed and maintained to promote drainage of rain water to prevent the accumulation of mud and/or water. Shelters shall be constructed to protect the animal from precipitation and of a material which provides insulation from temperature extremes. In addition to the shelter a shaded area shall also be provided by means of other structures, trees, or awning(s). The shelter shall have a floor which is dry and constructed of a material which provides insulation or the floor augmented with

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resting boards. Insulating bedding materials shall be provided during inclement weather extremes.”

- i. **STATE ANIMAL CONTROL STATUTES:** See pertinent state laws.
- j. **FEDERAL ANIMAL WELFARE STATUTES:** See pertinent federal laws.

Other Animals Outdoors

The following criteria will be used as a guide in the investigation of cruelty complaints on livestock:

- a. **FOOD:** Animals shall be provided with daily food and water, free of visible contamination, that is wholesome, palatable, and of sufficient quantity and nutritive value to meet the normal daily requirements for the condition and size of the animal.
- b. **WATER:** The water shall be clean, free from contamination, and available in containers that are maintained in a way to prevent spilling for animals maintained out of doors.
- c. **SHELTER:** Horses, ponies, and goats should have an enclosure with at least three solid walls and a solid roof. As a possible determining factor, buildings and sheds used for housing of animals should be lighted and ventilated, provide protection from the weather, and be kept clean, free of any debris that could endanger the animal, and in good repair at all times. Furthermore, the amount of manure within the enclosure could be a determining factor.
- d. **FECES/DEBRIS:** An enclosure where animals are kept shall be graded and drained so as to keep the surface reasonably dry. Garbage, fecal matter, or any debris that could endanger the animal may not be placed or allowed to remain in the enclosure. An open drain may not be allowed to run through the enclosure. An additional determining factor is that flies should be controlled in the enclosure as best as possible.

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If a cruelty situation exists, there must be proper and timely follow-ups to lead to a final and accurate disposition of the case. If a citation or criminal charges are issued in relation to the case, the pertinent numbers must be on the report.

In the event a severe cruelty situation occurs during after-hours the Lieutenant and Animal Services Director shall be notified and a discussion regarding criminal charges should be done as soon as possible, especially if it becomes necessary to take the animal into protective custody. In such cases a veterinarian's report is to be promptly obtained within 24 hours.

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Justin L. Scally
Director, Metro Animal Services

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Animal Collecting

Animal collecting is a term used to describe a person who amasses more animals than he/she can properly care for. Animal collectors, when forced to reduce the number of animals, will often return to collecting animals.

Calls for service received on possible animal collecting will be investigated to determine if the complaint is founded or unfounded. Animal Control officers will enforce with civil citations for violations of rabies vaccination requirements. Animal Control officers will complete an investigation report on any founded complaint or when no one can be contacted in reference to animal collecting. An unfounded call for service report can only be completed if the investigating officer determines the complaint is unfounded.

Generally animal collectors fail to recognize or do the following:

1. Fail to recognize or refuse to acknowledge when the animals in their custody become victims of neglect.
2. Fail to obtain rabies vaccinations.
3. Expose animals to filthy conditions and fecal/urine buildup.
4. Fail to provide food/water and shelter.
5. Fail to provide for veterinary care when needed.

Multiple animals and any one of the aforementioned conditions provide enough evidence that the ACO is investigating a founded complaint of animal collecting/neglect.

Animal Control officers must begin their investigation of animal collecting by determining an accurate number of animals on the premises. A determination of each animal's health must be established. Animal Control officers will investigate the animal's surroundings by looking for cleanliness, fecal/urine buildup, space and proper air quality. Veterinarian documentation will be requested for any animal that appears injured or sick. Proof of rabies vaccinations will be requested.

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Founded Animal Collecting/Neglect

Animal Control officers must consider the following when handling a founded complaint of animal neglect/collecting:

1. Secure the scene so the evidence is not removed or tampered with.
2. Additional officers, police and cages may be needed.
3. Proper documentation of each animal as it is being impounded on an animal impound form must be recorded.
4. Photographs of anything that reinforces your determination of animal neglect.
5. Immediate veterinarian care for animals found to be sick or injured.
6. Notes on observations or conditions made at the scene.
7. Officer notes on whom you contacted and what they said at the scene.

A 24 hours comply notice can be issued if any of the aforementioned conditions is found to be minor. Immediate removal of all animals will be warranted if the conditions are determined to be moderate or severe. A search and seizure warrant will be completed and enforced if the animal owner fails to consent with the removal of the animals. A consent to search form will be completed if the animal owner consents to the search.

Miranda rights will be given to a suspect in any criminal investigation when the suspect is in custody or detained by law enforcement during any animal cruelty investigation..

The investigating officer must inform management of all findings. Alert Animal Care staff as soon as possible so that special arrangements can be made to maintain and care for these animals. The Animal Control Officer will photograph each animal and place it with the appropriate animal impound form.

The investigating officer will provide a detailed memo in Chameleon as well as upload photographs and veterinarian reports for management to review. Kennel staff will keep the investigating officer and management aware of the care necessary to maintain the animals. Management will assist the investigating officer to determine a proper course of enforcement.

The investigating officer will conduct a follow-up investigation in a timeframe to be determined by management to determine if animal collecting still continues. The investigating officer will complete a supplemental report to add to the original report during each subsequent visit.

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Animal Attacks, Animal Bite or Property Destruction by an Animal

Once a call for an animal attack, animal bite or public safety situation is received by the dispatcher, he/she must determine if the attack is minor, severe, and/or in progress. A severe attack is defined as a physical injury that results in broken bones, disfiguring lacerations requiring multiple sutures or death of an animal or person. If the dispatcher determines the animal attack/bite is in progress, he/she will immediately dispatch an Animal Control Officer to the scene. The call for service will be handled as a priority one call resulting in an investigation report. Once the investigation is complete, the investigating officer will complete an investigation report and submit it to the Lieutenant for review.

Animal Control officers must ensure the following information is listed in an investigation report when completing a severe animal attack investigation.

- Determine the date and time of the public safety event.
- Exact location of the public safety event.
- Full name, address and telephone numbers for the complainant. Include the extent of their injuries and where treated if applicable.
- Breed, color, sex, name and extent of injuries of the complainants' animal if applicable. If injured, include where the animal was treated.
- What was the complainant doing before, during and after the public safety event
- Full name, address and telephone numbers for any witnesses. Include a statement from the witness.
- Description and location of the suspect animal or owner. Determine owner's complete address and telephone numbers. Include animal/owner's previous address if biting animal has lived at a former address.
- Breed, color, sex, name and extent of injuries of the suspect animal if applicable. If injured, include where the animal was treated.
- What was the suspect doing before, during and after the public safety event?
- Ask pertinent questions to the suspect concerning any violations of county or state laws that contributed to the public safety event.
- At least a week patrol will be set up for the attacking animal when its identity is unknown.

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- Advise both complainant and suspect of county laws that could be imposed. Include this information in your reports.
- Encourage citizens to trap stray animals involved in the public safety event.
- If contact is made with the suspect's owner, an officer must check with the dispatcher to determine if there is any previously documented public safety threat on the suspect animal.
- If there are previously documented public safety threats, or the attack has resulted in a severe injury as defined above, the suspect animal is to be immediately placed under confinement at their home or a mandatory impound at the Animal Control Facility, pending further investigation.
- Photographs will be taken to illustrate property damage or injuries. Photographs shall include the bite animal and the victim person or animal and wound.
- Include copies of related reports with the investigation report. Ex. Confinement Form, Bite Report, Animal Impound Form.

ISSUING AUTHORITY: _____



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Director, Metro Animal Services

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Animal(s) For Necropsy

Any animal that needs to be sent for a necropsy will not be frozen at any time. Lab results will be compromised if the body is frozen since the freezing process has an effect on the animal's tissues and organs, which could result in little or no data as to the exact cause of death. The Lieutenant or Veterinary Services Supervisor must be contacted immediately and approve the necropsy. The animal will be forwarded to the lab as soon as possible.

ISSUING AUTHORITY: _____



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Director, Metro Animal Services

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Special/Unusual Animal Rescues

On occasion ACOs receive calls to respond to animals in distress. Such calls may involve an animal which has fallen through a frozen pond, is trapped in the basement foundation of a home or a cat several feet up a tree. The ACO will immediately respond to the scene and assess the situation. The ACO shall notify the Sergeant or Lieutenant to apprise him/her of the problem. The Sergeant or Lieutenant shall make arrangements with other agencies as necessary to assist in rescuing the animal. Any attempts to rescue an animal shall be performed with assistance and in compliance with safety precautions associated with confined spaces established through the Occupational Safety and Health Administration (OSHA). Also refer to the Safety Management Section of this manual and the county's personnel safety policies, as applicable.

Carcass Removal/Disposal

On a daily basis calls are received by Animal Control to remove DOA carcasses. Employees will first ask these citizens if there has been any pet or human exposure which could cause concern for public health and safety. If the animal is in the county and has had pet or human contact, an Animal Control Officer will be dispatched to pick-up the animal for rabies testing. Otherwise, employees will instruct citizens to contact MetroCall 311 - Dead Animal Pick Up for animal carcass pick-up and disposal.

If Metro Animal Services gets a call of a live animal that was HBC/injured/sick but the animal was DOA when the officer arrived –it is expected that the officer pick up the deceased animal and intake the animal like we would in accordance with policy (i.e. scan for chips, tags, ID, etc.). The animals will be entered in chameleon and given the type/outcome of disposal. If police or fire call in with a DOA due to an incident they're working – MAS shall send an officer. For example, if there was a house fire and animals died in the fire – an ACO, upon request by fire, would be dispatched to respond. Another example would be a dog charged a police officer and he had to discharge his firearm to subdue the animal and the animal is now deceased – MAS would once again, upon request, send an ACO to remove the animal.

ISSUING AUTHORITY: _____



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REFERENCES: Investigations – Evidence		

Evidence

- All evidence should be photographed in place
- All evidence should be collected and documented appropriately
 - Measurements made
 - All injuries on victims should be photographed.
 - Any pattern injuries on a person or animal should be photographed with a ruler in the picture
 - All injuries on a suspect should be photographed

There are also evidence boxes in each truck. In the boxes are forms to use when conducting investigations and paper sacks. It also has the Use of Force packet in it. Please contact the sergeant or lieutenant if you use the forms or the paper sacks so that the boxes can stay full.

For all animal attacks - pictures of the animal that attacked and pictures of the victim animal and the victim animal wounds will be taken.

For all human bites picture of the dog that bit and a picture of the victim and a picture of the victim's wounds will be taken.

Measurements are also essential to the investigation.

ISSUING AUTHORITY: _____



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POLICY

Any time that an officer wishes to conduct a search warrant the officer must first contact the sergeant on duty prior to writing and executing the warrant. If a sergeant is not available, then the lieutenant will be contacted. A sergeant must be on scene when a warrant is executed unless prior approval has been obtained by the lieutenant or higher command.

The sergeant notified of the impending search warrant situation must contact the lieutenant after being notified by an officer before the warrant is written and executed.

AFFIDAVIT PREPARATION

An affidavit supporting the application for a search warrant shall be prepared. The accuracy of the affidavit is vital to the validity of the search warrant; therefore, officers shall ensure that the information is complete, accurate and specific.

DWELLING OR PREMISES SEARCH

In cases where premises are to be searched, references on the affidavit should include:

- The complete street address, including apartment number (if appropriate), city, county, state and zip code.
- The geographical location of the property (e.g. the property is located on the north side of Broadway between 1st Street and 2nd Street). Photographs, maps or diagrams can help to specify the location in question.
- The physical description of the premises, which may include color, size, number of floors, landscaping and any other specifically identifying characteristics.
- All of the areas that officers desire to search shall be designated. In cases where officers wish to conduct a complete search of a home and its surroundings, the affidavit must specify a "premises" search and identify any outbuildings such as garages, tool sheds or barns, where appropriate.
- Motor vehicles present on the property that are also the subject of the search must be specified by make, model, year, color, license plate/tag number and registration information.

SEARCH OF PERSONS DURING SEARCH WARRANT EXECUTION

The affidavit must specify the names of the owner, and/or occupant, or a detailed description of individuals to be searched if no names, or full names, are known. Officers who request, on the

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affidavit, to search all persons found in the premises during the execution of the warrant are advised that this alone does not provide blanket authority to search everyone present. However, an individual's presence at a dwelling to be searched is enough reasonable suspicion for a law enforcement officer to detain, question and obtain their identification.

The decision to search a person for weapons must be based on reasonable suspicion (to be done by law enforcement officers only). A more extensive search of a person for contraband must be based on probable cause, unless that person is named, or described, in the warrant.

Persons present during the execution of a search warrant may be searched by a law enforcement officer under the following circumstances:

- They are named, or described, in the warrant
- There is reasonable suspicion to believe that they may be armed
- Circumstances, developments or information obtained at the scene provide the officer with probable cause
- The individual commits an offense and is searched incidental to arrest

PERSONAL PROPERTY

Only items described in the search warrant may be seized, with the exception of contraband found in plain view or in a location properly searched pursuant to the warrant (KACP 1.4b). Checking the boxes on the affidavit does not give the officer blanket authority to seize property.

The affidavit shall specify, and officers shall ensure that the warrant includes, the following:

- Items shall be listed specifically and described in detail. This would include serial numbers, when known. If an item can be dismantled (e.g. firearms, computers), the warrant should authorize a search for parts, pieces or components of that item.
- All anticipated instrumentalities of the crime.
- Any current evidence, such as mail, linking the suspect's residency to the location of criminal conduct.

Officers anticipating a search of a computer, or other related high-technology equipment, may consult with the Kentucky Regional Computer Forensics Laboratory (KRCFL) and/or Louisville Metro Police for appropriate language to use in the affidavit and for the procedures governing the seizure of hardware and software.

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PROBABLE CAUSE

The inclusion of all facts supporting probable cause allows the reviewing judge to accurately assess the likelihood that evidence or contraband will be found on the premises. The initial section of the search warrant affidavit should detail the information that prompted the investigation. The offense should be described in reference to the appropriate Kentucky Revised Statute (KRS), when possible. Officers shall not rely solely upon personal opinion, unauthenticated third-party information or hearsay.

Probable cause may be based on:

- Personal observation/knowledge of the officer.
- The information contained in animal services and/or police reports. This should be detailed in the first section of the probable cause portion of the affidavit and include the report number, narrative, description and name of the suspect, if known.
- Information from a reliable source (e.g. either named or unnamed informant, victim, witness or suspect). An officer must provide both the dates when the information was received and when the reliable source obtained the information. In order to protect confidential informants, an officer may state the date in more general terms (e.g. "within the past 48 hours").
- Corroborated information from informants. When sources are used, particularly confidential informants, the reliability of the source and of the information provided shall be specified.

CREDIBILITY OF INFORMANTS

Establishing the credibility of an informant can be shown in the affidavit by indicating one (1), or more, of the following:

- The informant is a law enforcement officer
- The name of the informant
- The statement of the informant was against his/her penal interest
- The informant has previously given reliable information
- The informant's information has been duplicated by another independent source
- The officer has been able to corroborate some of the information through independent investigation

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INDEPENDENT INVESTIGATION

Whenever possible, officers shall corroborate and verify investigative information, regardless of the initial source. This section should include every investigative step that the officer took after receiving the initial information. Independent investigation may include:

- Surveillance information.
- Record checks (e.g. arrest, utilities, telephone book, Criss-Cross Directory, city and county directories, Probation and Parole, pawn, auto registration, serial number checks, etc.).
- Witness statements.
- Physical evidence, such as fingerprints or DNA.
- Information from other agencies or individual police officers. An officer may show probable cause by coordinating, and corroborating, the knowledge of several officers.
- Strong circumstantial evidence, when combined with one (1) of the above.

TIME AND METHOD OF SEARCH

A search warrant may be served at any time of the day or night.

Anticipatory search warrants may be sought when it can be shown that the evidence in question will be at a specific location at some time in the near future. The evidence must be in place before the search warrant is executed.

A search warrant may be applied for, and obtained, after the premise has been seized. For example, if an officer responds to a dispatched run and notices contraband evidence of a crime, the officer may secure the premises with law enforcement until a search warrant can be obtained.

In securing the premises, the law enforcement officer may search only for persons and only in places capable of hiding a person. Any other search must wait for a search warrant. However, in the course of searching for persons when securing the premises, any evidence found may also be added to the probable cause listed in the affidavit.

SEALING SEARCH WARRANTS/AFFIDAVITS (CALEA 82.1.1c)

KRS 17.150 exempts law enforcement reports and records of ongoing, or incomplete, investigations from public disclosure. KRS 17.150(3) provides that if a demand is made for inspection of the sealed records, the custodian bears the burden to justify the refusal with

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“specificity”. Therefore, an officer must be able to articulate specific reasons for the decision to seal a search warrant and affidavit. Such reasons may include the following:

- Informant confidentiality
- Protecting a juvenile’s identity
- Protecting the integrity of an ongoing investigation

Any application for sealing a warrant must be approved by the Lieutenant or higher command and a prosecutor in the Office of the Commonwealth’s Attorney.

In order to have a search warrant and/or affidavit sealed prior to service, the officer should take the order to seal and the original warrant to the judge simultaneously for signing. The judge will submit the original order to seal along with the search warrant/affidavit to the District Court Administrator’s Office.

In order to have a search warrant and/or affidavit sealed after service, the officer should have the order to seal signed by a judge. It is not necessary to have the same judge sign the order to seal that signed the original search warrant.

Once sealed, the documents will remain in the possession of the clerk’s office until directed otherwise by the court that issued the original order.

Upon receiving a request to unseal the warrant, the clerk’s office will forward the sealed documents to the Chief Judge of the appropriate court, who will make the decision whether or not to unseal the documents.

If information contained in the sealed documents is discovered by the media before the warrant is served, the lead investigating officer should contact the clerk’s office. This will allow the clerk’s office to investigate and determine if confidential information is being divulged.

APPLYING FOR SEARCH WARRANTS

During the hours when court is in session, officers shall have search warrants and affidavits reviewed, and signed in blue ink, by an on-duty District or Circuit Court Judge. The officer shall leave an original signed copy of the warrant and affidavit with the authorizing judge.

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The process for applying for a search warrant after court hours is as follows:

- The officer shall call the Court Clerk's Office at (502) 595-3000.
- Depending on the preference of the on-call judge, the clerk will either:
 - o Advise the officer to come to the Court Clerk's office on the first floor of the Hall of Justice, where the affidavit and search warrant will be faxed to the judge; or
 - o Give the officer the judge's name, obtain the officer's phone number and contact the judge.
- If the warrant is to be faxed to the judge by the clerk:
 - o The officer shall go to the Court Clerk's Office on the first floor of the Hall of Justice with an affidavit and search warrant.
 - o The clerk will then swear in the officer.
 - o The officer will sign the affidavit in blue ink.
 - o The clerk will sign the affidavit noting that the officer was sworn in on that date and time.
 - o The clerk will call the on-call judge and fax the affidavit and search warrant.
 - o The on-call judge will review the affidavit and warrant, approve (sign) or deny the request and fax the documents back to the clerk's office.
 - o The officer will retain copies of both documents.
 - o The original affidavit, copy of the search warrant and order to seal, if applicable, will be retained by the clerk and forwarded to the Court Administrator's Office.
 - o The original search warrant will be turned in to the Court Administrator's Office by the on-call judge.
- If the judge prefers to meet the officer in-person, he/she will:
 - o Contact the officer and arrange to meet him/her to review the affidavit and warrant.
 - o Swear the officer in.
 - o Have the officer sign the affidavit and search warrant documents in blue ink.
 - o Review the affidavit and warrant, and sign or deny the request.
 - o Retain the original affidavit, search warrant and order to seal, if applicable, and forward them to the Court Administrator's Office.
- The officer shall retain appropriate copies of all search warrant documents.

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CLANDESTINE LAB GUIDELINES

Clandestine labs pose a serious danger to responders and surrounding neighborhoods. Animal control officers are prohibited from entering a known clandestine drug laboratory hot zone prior to air monitoring and an explosive sweep and without proper equipment and certifications.

Laboratory-certified narcotics detectives must be present prior to entry at locations with suspected clandestine labs. Law Enforcement on scenes shall have MetroSafe contact the on-call Clandestine Laboratory Enforcement Team (CLET) in the following situations:

- Prior to entering a suspected lab to serve a search warrant, or for any other reason
- If a lab is inadvertently located during other unrelated animal control activity

TIME LIMITATIONS ON SEARCH WARRANT EXECUTION

A warrant issued to search a place where alcoholic beverages are being sold, or possessed, must be executed the day that the officer receives the warrant.

All other search warrants shall be executed within a reasonable amount of time, usually within 24 - 48 hours. If circumstances necessitate a delay in executing a search warrant, the probable cause listed on the affidavit must still exist when the warrant is served. Additional information discovered in the interim, that substantiates probable cause, may be added to the warrant; however, it must be signed again by a judge.

An issued search warrant or affidavit may not be changed in any manner, even to correct spelling, unless it is signed again by a judge.

PREPARATION FOR EXECUTION OF WARRANT

As previously indicated, the officer wishing to obtain a search warrant must first notify the on-duty sergeant. If there is no sergeant on-duty, the Lieutenant will be contacted. If a sergeant is on duty then the sergeant who is notified by the officer is then responsible for contacting the Lieutenant to advise of the situation BEFORE writing and/or obtain the warrant.

- A risk matrix will be completed with/by an LMPD commanding officer prior to any search warrant being executed by LMAS.

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- A background/criminal history check in conjunction with an LMPD officer/liaison will be conducted prior to executing any search warrant.
- All search warrants must be entered into the HIPTA database via LMPD.
- In conjunction with the LMPD officer, the Sergeant or officer of higher command within LMAS will then work with LMPD to secure the necessary response resources to execute the warrant safely (i.e. additional law enforcement support may be needed, dangerous suspect within the home, drug house, forced entry necessary, etc.)
- During the risk assessment, the Lieutenant or higher authority within LMAS and LMPD commanding officer will make the determination of whether to have EMS on stand-by during the execution of the search warrant.
- The officer assigned to the case will then proceed with the necessary legal steps for obtaining a search warrant and he/she will work with the sergeant on duty and/or the Lieutenant to ensure there is probable cause for the warrant before doing so.
- Before any search warrant is executed, it will be reviewed and final approval must be obtained from the Lieutenant or someone of higher command within the agency.
- Once the procedures have been completed to obtain the warrant as indicated within this policy and in accordance with the rules of Kentucky State law, LMPD and EMS (if necessary) as well as any other necessary response teams/personnel will be notified to meet LMAS at a staging location to prepare to execute the warrant in a safe and professional manner.
- No search warrant will ever be executed by LMAS without having a sergeant or a member of the command staff from LMAS on scene with the investigating officer. If the investigating officer is a sergeant then the Lieutenant or member of higher command must also be present. The commanding officer will ensure adequate LMAS support is on scene and/or on stand-by should additional resources be needed to respond to the incident.
- Once the search warrant is executed – LMPD and EMS (if necessary) will be required to stay on scene throughout the duration of the investigation and until LMAS officially clears the scene. At no time will an officer from LMAS who is executing a search warrant remain on the scene without a police presence.

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- If forced entry becomes necessary, a police report will be completed.
- A full report on chameleon will be written post-execution under the particular run/case number.

A LMPD commanding officer and the LMAS commanding officer on scene shall be responsible for ensuring that the search warrant is valid and that the premise to be searched is the location listed on the warrant. The LMPD lead officer shall complete a Search Warrant Operations Plan form with the lead officer from LMAS. (LMPD# 05-0025).

Prior to warrant service, the on-scene commander shall act as the Incident Commander (IC) for service of the search warrant and shall ensure that the Incident Command System (ICS) is implemented and followed. The IC shall conduct a briefing with all search team personnel. This briefing shall include:

- A review of operations and procedures that the search personnel will follow.
- An analysis of conditions at the premises utilizing maps, charts and diagrams, when appropriate.
- Tactics and equipment that are to be used in the event of forced entry.
- A pre-planned hospital route.

The IC shall also determine if any circumstances have changed that would make executing the search warrant, at that time, undesirable.

MetroSafe shall be notified that a search warrant is being executed. For safety reasons, this notification may be made by phone. If the search warrant is executed within another police jurisdiction, that agency shall be notified.

When a search warrant is executed in another division, the on-duty supervisor in the affected division shall be notified. If requested, a uniformed officer shall be provided to assist as well.

ENTRY PROCEDURES

All animal control officers and law enforcement officers shall be clearly identified or have another indicator of position.

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NOTIFICATION

Before entry to the premises is made, the officer executing the search warrant shall give appropriate notice of his/her identity and purpose. To justify a “no-knock” entry, an officer must have a reasonable suspicion that knocking and announcing his/her presence under the particular circumstances would:

- Be dangerous or futile; or
- Inhibit the effective investigation of the crime (e.g. the destruction of evidence).

If the officer has reasonable suspicion, prior to obtaining a search warrant, that circumstances exist which may justify a “no-knock” entry, he/she shall seek a “no-knock” search warrant with the assistance of LMPD. To obtain a “no-knock” search warrant, the officer shall:

- Obtain prior approval from a lieutenant or above; and
- Describe the circumstances that he/she believes justify the necessity for a “no-knock” search warrant, in the warrant affidavit; and
- Verbally advise the reviewing judge that he/she is requesting a “no-knock” search warrant.

If the judge approves a “no-knock” entry, the officer shall ensure that the judge writes the words “no-knock” search warrant, or other words that clearly state the judge’s approval, on the search warrant document. Merely requesting a “no-knock” entry in the affidavit is insufficient.

If the signing judge does not approve a “no-knock” entry, the executing officer shall give appropriate notice of his/her identity and purpose. If the on-site supervisor and LMPD become aware of exigent circumstances, during the execution of the warrant, that would provide justification for a “no-knock” entry, they may authorize a “no-knock” entry, as needed. All “no-knock” entries shall be documented on an Administrative Incident Report (AIR) (LMPD #03-03-0001) by LMPD and documented in the chameleon activity report by LMAS. It shall be noted in the AIR and the LMAS report whether the signing judge approved a “no-knock” entry.

Each situation must be considered individually, based on the facts known prior to, and during, the execution of the search warrant. The officer may use whatever force is reasonable to execute the warrant, including forced entry into the building to be searched with the assistance of law enforcement.

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ON PREMISES ACTIVITIES

The lead officer shall ensure that members of the LMPD search team conduct a security sweep of the premises and secure all persons found.

Before undertaking any search or seizure pursuant to the warrant, the lead officer should give a copy of the warrant to the person to be searched, or the person in apparent control of the premises or vehicle to be searched.

Once the premises have been secured, each room or vehicle should be carefully searched. This search should be conducted by pairs of officers or, at a minimum, officers in visual contact with one another. If manpower permits, each area should be searched twice by different officers.

The lead officer shall ensure that the entire search warrant execution process is documented. A written record shall be supported by photographs and, if practical, a videotaping of the entire search site from start to finish.

Members are required to process property, or evidence, in accordance with established policies and procedures of Louisville Metro Animal Services. Members are prohibited from converting for their own use, manufacturing, concealing, falsifying, destroying, removing, tampering with or withholding any property, or evidence, in connection with an investigation or other action, except in accordance with established departmental procedures and statutory law.

SEIZED ITEMS

Items to be seized are as follows:

- Items listed specifically in the warrant
- Instruments of the crime
- Fruits of the crime
- Contraband, or items illegal to possess, such as illegal drugs or stolen property, that are either in plain view or found within the scope of the search (KACP 1.4b) – by law enforcement.

A logging officer shall document the collection of, and be responsible for, the preservation of evidence until the items are transferred to an evidence custodian (physical evidence). All seized items should be photographed, or their location documented, prior to being taken to the logging officer.

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The logging officer should complete an inventory sheet that includes the following

- Items seized.
- Location seized.
- Time seized. Preferably one (1) timepiece should be used to avoid discrepancies.
- Name and code number of the seizing officer.

If an inventory sheet is not utilized, the logging information should be written on the search warrant. The lead officer shall ensure that a copy of the search warrant (not the affidavit) and a list of seized items are left at the site of the search.

The officer in charge shall complete all reports and evidence control forms before the end of his/her tour of duty.

All evidence shall be properly packaged and turned in by the seizing officer prior to the end of his/her tour of duty, unless otherwise directed by competent authority.

DOCUMENTATION OF DAMAGES

If damage occurs during entry that may leave the premises vulnerable, arrangements shall be made to secure the premises in a reasonable fashion.

An Incident Report shall be prepared on the actions that caused the damage, including a detailed description of the nature and extent of the damage. The damage shall be photographed, forwarded and attached to the form. The aforementioned incident report will be completed by LMPD and documented by LMAS in the Chameleon report.

I. CONSTITUTIONAL BASIS

A. U.S. Constitution--Fourth Amendment

The right of the people to be secure in their persons, houses, papers, and effects, against unreasonable searches and seizures, shall not be violated, and no warrants shall issue, but upon probable cause, supported by oath or affirmation, and particularly describing the place to be searched, and the persons or things to be seized.

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B. Kentucky Constitution--Section 10

The people shall be secure in their persons, houses, papers and possessions, from unreasonable search and seizure; and no warrant shall issue to search any place, or seize any person or thing, without describing them as nearly as may be, nor without probable cause supported by oath or affirmation.

C. Interpretation

Although the wording differs slightly, the Kentucky Supreme Court interprets Section 10 above of the Kentucky Constitution as having the same meaning as the Fourth Amendment to the U.S. Constitution.

Note: Neither Constitution prohibits **all** searches and seizures--only **unreasonable** ones. A search conducted under a legal search warrant is both reasonable and legal. Under certain exigent or emergency circumstances, searches and seizures conducted without a warrant are also reasonable and legal.

II. WHAT IS A SEARCH?

An officer who examines another person's premises, person, or property for the purpose of discovering contraband (such as stolen property) or other evidence for use in a criminal prosecution has conducted a "search". A search involves prying into hidden places in order to discover something concealed.

III. WHAT IS A "SEIZURE"?

An officer who takes into custody a person (e.g., arrests that person) or property (e.g., removes a concealed deadly weapon from a suspect) seizes that person or property. The seizure may be temporary or permanent – the nature of the seizure will determine what circumstances must exist to authorize the seizure.

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IV. SEARCH SITUATIONS NOT PROTECTED BY FOURTH AMENDMENT

A. ABANDONED PROPERTY

A person may lose an expectation of privacy either:

1. by discarding the property in a place where others would have access to it
2. or by disclaiming ownership of the object

Such situations would include when a person discards their trash, in the area where trash is commonly picked up, or when they abandon an item of property (such as a purse) where others would have ready access to the item.

B. PLAIN VIEW

An item seized in "plain view" is not protected by the Fourth Amendment since the officer has not conducted a "search" to discover the item. The plain view doctrine is summarized as follows:

- If an officer is where he has a legal right to be, and
- Sees, in plain view, contraband or evidence of a crime (and immediately recognizes it as such),
- The officer may seize it if the officer has a right to access the item (legally be where the item is located).

1. Officer is Where They Have Legal Right to be

An officer's right to be in a location is established by:

- Being in a public place from where they see evidence located in a public or private place.
- Being invited onto private property
- Obtaining actual consent from someone who has lawful control over private property.
- Having implied consent.
- Exigent (or Emergency) circumstances exist.
- Executing legal process (arrest or search warrant).

2. Officer Sees in Plain View

When the officer sees the item, they must have probable cause at that time (Immediately) to believe the item is evidence of a crime. They may not move the item for further examination or to look for serial numbers or other identifying marks.

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Plain touch, plain smell. The plain view doctrine implies use of the sense of sight, but the other senses may also be used. The U.S. Supreme court recognized the validity of plain “touch” (or feel) in Minnesota v. Dickerson as well as “plain smell” in drug cases.

3. Evidence of a Crime (Contraband)

Evidence (of a crime) may be divided into four categories:

- **Instruments of a crime** – items used to commit crimes (e.g., weapons, burglar tools and other items used to commit theft or other instruments such as dog fighting paraphernalia).
- **Fruits of a crime** – i.e., the gain or proceeds from a crime (e.g., money, stolen property, etc.).
- **Contraband** – i.e., items prohibited by law (e.g., defaced firearm, illegal drugs, etc.).
- **Other Evidence of a crime** – i.e., anything else that tends to prove that
 - a. A crime has been committed (i.e., the elements of a crime), and/or
 - b. A particular person committed it – usually circumstantial evidence found at a crime scene (e.g., fingerprints, lint, hairs, blood, etc.) that tend to show motive, intent, opportunity or means to commit the crime.

It is critical, however, that the officer immediately recognizes that the item is, in fact, evidence or contraband.

4. Right to Access the Contraband or Evidence

If the evidence is located in a place where the officer also has a right to be, the officer may immediately seize the evidence. If the item is readily destructible and the officer reasonably believes that if he does not immediately take it into possession the evidence will be destroyed, an officer may trespass and take physical control. Otherwise, the officer must use his knowledge of the illegality as probable cause for a search warrant. The warrant then authorizes the entry and seizure.

Metro Animal Services will not enter the fenced backyard of a property without a search warrant or a signed Consent to Search form except for emergency reasons listed in this document. The

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Animal Control Officer must notify the Sergeant or higher ranking officer before entering and taking control of physical evidence.

C. Flyovers

In general, items are considered to be in plain view if seen from an aircraft (fixed or rotary-wing) flying within legal airspace.

D. Open Fields

An officer may search "open fields" without a warrant, without probable cause, despite notices or other efforts showing an expectation of privacy and despite the fact that the search may constitute a technical trespass. An "open field" is any land not included in the curtilage and does not describe the actual condition of the land. The land may in fact be considered an open field, but may also have buildings on it, be wooded or be otherwise used. A person's "curtilage" is his home, a reasonable area for yard space (whether fenced or not) and the nearby buildings used in connection with the home. Outside the curtilage is "open fields" and may be searched by an officer. When in an open field area the officer may not, however, on that account alone, search a building, person or non-abandoned car.

E. Public Area

No one has a reasonable general expectation of privacy in a public area such as road, sidewalk, public park, etc., but may have a reasonable expectation of privacy in his person, luggage, or vehicle that is located in a public area.

As used here, "Public," means "open to the public," and includes various commercial establishments such as bars and retail stores. Therefore an officer can be in such an establishment in areas where prospective customers are allowed at times when they are allowed to be there, and making no closer examination of things therein than an ordinary customer would and he will not have violated anyone's reasonable expectation of privacy. A regulatory officer, such as an alcohol beverage control officer, may enter into areas where alcohol is stored but that are not open to the general public, under circumstances where the general jurisdiction officer may not. Of course, some areas, such as bathrooms, may be so arranged as to support an expectation of some degree of privacy even though the general public is allowed to enter.

F. Citizen's Search

Both the Fourth Amendment to the U.S. Constitution and Section 10 of the Kentucky Constitution protect citizen from **government** action. Fruits of a **citizen's** search should not be

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excluded as being subject to any exclusionary rule, unless the citizen was acting as an agent of an officer. Generally the courts will allow an officer to search to the same extent already done by a citizen who has searched and then told the officer of the results, but a warrant would still be required if the search was to go beyond that area, unless there was some emergency presented.

G. Consent Searches

1.Requirements

A consent search is legal only if:

1. Consent is given voluntarily; and
2. Consent is given by a person with the authority to consent.

a. Consent must be Given Voluntarily

Consent is voluntary when the person is aware of what he is doing and gives the consent under free will. The consent must be given without force, threat, trickery, or any kind of coercion. If the officer claims to have a search warrant but does not have one, any consent given is not voluntary. If the officer first makes statements to show his authority to search, any consent which the person then gives is not valid. The court will look at all the surrounding circumstances in deciding whether the consent was voluntary. If a large number of officers were present, courts may find the consent was coerced. If possible, no more than two officers should be present. Generally, the simple fact that the officers are in uniform does not make the consent coerced.

b. Person Consenting Must Have Authority to Consent

Any person with control over the area to be searched may consent if he has a sound mind and is old enough to understand the ramifications of consent. A person must have possession or control over the property to give consent. If a home is to be searched, the owner may normally consent. However, if the home is rented out to a tenant, the tenant, not the owner, may consent. If personal property such as a car or suitcase is to be searched, the owner may consent. If the person consenting is not the suspect, the person consenting must have authority over the place at least equal to the authority of the suspect. If two people such as husband and wife share the use and control of the property equally, either one may consent to the search. Further, the U.S. Supreme Court has held that any joint occupant of a residence may consent to search the residence if the other occupant is absent.

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2. Exceptions

Even where two people share a home together, they may have an agreement that each person has complete control over certain areas, rooms, or items of personal property such as a toolbox. If they have this arrangement, one person may not consent to search the areas under the other person's control.

a. Hotel-Motel Situation

If the customer is still occupying his hotel or motel room, the manager or clerk may not give consent to search his room without his permission. Once the customer checks out, the manager may freely consent to a search of the room. A posted checkout time is not necessarily dispositive. Not all establishments require a formal checkout at the desk and whatever the case is there may be adequate evidence that the lodger has left the room permanently and thus abandoned any reasonable expectation of privacy in its contents. On the other hand, although the apparent checkout time has passed, the tenant may be remaining with a reasonable belief that it is still his room.

b. Parent-Children Situation

The courts have held that a parent may consent to the search of a child's room or effects in the premises controlled by the parent and over which the parent may exercise control. However, if the child pays rent or room and board, a lessor-lessee relationship exists and this relationship would determine the validity of the consent. An adult child, or even an older juvenile, may be held to be legally able to give consent of the parents' home, if they share authority over the area in question.

c. Babysitters

If the suspect, or his spouse, is the owner of the home, a babysitter may be held to be unable to give a legal consent to search. The babysitter's authority over the home would be considered **less** than the authority of the owner. However, a babysitter's consent **may** be valid as against a guest of the owner.

d. Spouses

If one spouse consents, but the other spouse who is also present refuses, the refusal will control and a search will not be permitted. However, if only one spouse is present, and consents, it is not necessary to seek out the other spouse to gain their permission as well. (But, if the other person is absent because of police action, such as an arrest, and that seizure

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was for the purposes of removing them from the house, the consent of the remaining spouse is invalid.)

3. Warnings

Under both U.S. Supreme Court and Kentucky decisions, a consent by a person may still be valid even though the officers do not inform the person of his right to refuse. But, the failure to warn is still one factor considered by the court in deciding whether the consent was voluntary.

4. Limiting Consent

A person definitely may limit consent to cover only certain parts of a house or building, or withdraw his consent at any time. Once the subject withdraws consent, no further search can be justified as a consent search.

***NOTE:** Because of risks with a consent search the officer should always get a search warrant instead, if possible. If a consent search is conducted, the officer should try to get a signed, written, or other recorded, consent.*

MAS Procedure for Consent:

The officer will always have the appropriate person complete a Consent to Search Form prior to conducting a voluntary search. The completed form must be turned in with the daily paperwork or included in the court envelope.

The officer will contact the sergeant or higher rank before entering any residence without a signed Consent to Search Form. The officer must document in Chameleon in a memo for the activity who approved the search and the sergeant or higher ranking command officer must also document in the memo why the search was approved. Officers must comply with the regulations under Section G in this document.

H. Body Evidence

Evidence from a person's body, especially when evanescent (easily destroyed), may, under appropriate circumstances, may be collected without a warrant by a law enforcement officer. Evidence that not possible to alter or destroyed (such as a person's DNA) will generally require either consent, or a warrant, to obtain. In addition, evidence that requires surgery or an invasive medical procedure to recover will also, as a rule, require a warrant, unless there is a separate medical reason to remove the item immediately.

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V. BASIC CONCEPTS

Search and Seizure law centers around the concept of the reasonable expectation of privacy an individual has in a particular area. Without that expectation, there are no Fourth Amendment implications. In addition, without that expectation, an individual lacks standing – the right to bring a claim – even if someone else's rights are allegedly violated, unless, for example, the person is a minor or legally incompetent to bring the claim on their own.

Probable Cause is the standard that is required for the issuance of a search warrant, for an arrest warrant or warrantless arrest (law enforcement only), or for a vehicle exception (Carroll) search. It is more than reasonable suspicion, but less than a clear and convincing or beyond a reasonable doubt.

The Exclusionary Rule

This chapter has analyzed the basic requirements for conducting lawful searches with and without a search warrant. If a search satisfies these requirements and produces evidence relevant to criminal charges, that evidence is admissible (legally acceptable) in the trial on those charges. Conversely, if officers obtain evidence by an illegal search and seizure, the court will exclude that evidence from the trial on the criminal charges. This rule of law, that evidence obtained by an illegal search and seizure is inadmissible in a criminal trial, is known as the "exclusionary rule."

Some of the more common grounds on which courts exclude evidence as the result of illegal search and seizure are as follows:

- the search was not based on probable cause; or
- the search went beyond the scope of the warrant; or
- the search without a warrant was unreasonable because the officer had adequate opportunity to obtain a warrant.

The Derivative Evidence Rule (Fruit of the Poisonous Tree)

The exclusionary rule prohibits both direct and indirect use of unlawfully obtained evidence. Simply stated, unlawfully obtained information cannot be the basis for investigation which develops other evidence. The new evidence is said to be tainted or the "fruit of the poisonous tree." The "fruit of the poisonous tree" doctrine may be applicable if illegally obtained evidence is the basis for discovery of:

- A willing witness who might not have been found.
- A confession or admission which might not have been made if the defendant had not been confronted with the illegally obtained evidence.

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- Any other evidence which might not have been found.

Even if an officer uncovers critical evidence which positively connects a suspect to a crime, if the evidence is obtained in violation of the defendant's Fourth Amendment rights, the evidence cannot be used unless an exception to the rule applies (such as the inevitable discovery exception, the independent source exception, or the use of the evidence only in rebuttal.

Constructive Possession

It is not necessary for an individual to be in actual possession of an item to be charged with its possession. So long as the item is where the individual may exercise control over it, for example, it is in their car, they may be found in constructive possession of the item.

VI. SEARCHES UNDER A WARRANT

A. Court Preference for a Search Warrant

As a general rule, courts require the officer to obtain a search warrant "whenever practicable," that is, so long as the officer has a reasonable opportunity to do so. In determining whether a search without a warrant is "reasonable," courts will consider as one factor whether the officer had enough time to get a warrant. Many decisions make it clear that courts **prefer** searches conducted with a warrant. They are often reluctant to reverse the judge issuing the warrant unless the evidence clearly shows the warrant to be invalid.

Consequently, the officer should always obtain a search warrant unless special or emergency circumstances make it unreasonable.

For MAS, emergency circumstances include but are not limited to that the animal will die or suffer extreme pain before a warrant can be obtained. A supervisor must be notified before a search is completed without a warrant or when consent is not given.

B. What Is a Search Warrant?

A search warrant is a written order from an authorized judicial official which directs a peace officer (or animal control officer) to search specific places or persons, seize specific property and hold the property in accordance with law.

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C. What Are the Requirements for a Legal Search Warrant?

To be legal, any search warrant in Kentucky must:

1. Be issued by a neutral, detached judge (meaning a judicial officer who is impartial, not personally involved); and
2. Contain the words "Commonwealth of Kentucky" at the top; and
3. Be based on an affidavit showing **probable cause**; and
4. Be based on an affidavit sworn to before the issuing judge or other authorized person; and
5. Particularly describe the place or person to be searched; and
6. Particularly describe the items to be seized; and
7. Be signed personally by the judge or other authorized person who issues the warrant.

D. Requirement of a Neutral, Detached Judge

Kentucky Rule of Criminal Procedure (RCr) 13.10 states that a search warrant may be issued "by a judge or other officer authorized by statute." Rule 1.06(a) defines "judge" to mean any judge, justice, or district court trial commissioner in the Kentucky court system. KRS 15.725(4) provides that in the event of the absence from a county of all district judges and all circuit judges and all trial commissioners, the circuit clerk in each county may issue criminal warrants prepared by the Commonwealth's attorney or county attorney. The Court of Appeals of Kentucky in the case of Com. v. Bertram upheld the constitutionality of this statute. The term "criminal warrants" includes both arrest warrants and search warrants.

A prosecutor or a law enforcement officer may never legally issue a search warrant.

E. What Is Probable Cause?

To show probable cause for the judge to issue a search warrant, the officer must present **reliable facts, information or circumstances** that are sufficient for a reasonable man to believe:

- a. That a crime has been committed; **and**
- b. That evidence of this crime (instruments, fruits, specific contraband, or other evidence) is on the premises (or person) to be searched.

In other words, the officer must put factual information in the affidavit, not conclusions. The officer must state the underlying facts and circumstances which support the belief that evidence of a crime is at the place to be searched.

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F. How May the Officer Get Probable Cause?

The officer may obtain probable cause from one or a combination of the following:

- a. Personal observations;
- b. Admissions or confessions of a suspect;
- c. Information given to the officer by victims and witnesses;
- d. Information provided by informants (either named informants, or unnamed "reliable" informants);
- e. Corroborated information from anonymous informants;
- f. Information from other peace officers or departments;
- g. Strong circumstantial evidence when combined with one of the above.

Two additional points are critical. **First**, the officer's mere **belief** that he has probable cause is not sufficient; the officer must have **evidence** that convinces the judge as to probable cause. **Second**, the officer may show probable cause by putting together the knowledge of several officers. He is not limited to his own knowledge alone.

G. Using Informants to Show Probable Cause

The credibility of an informant can be established by showing (in the search warrant affidavit), one or more of the following:

- the informant is a law enforcement officer;
- the name of the informant;
- the statement of the informant was against his penal interest (i.e., contained information that could have helped convict **him**);
- the informant has provided information some number of times in the past which information was confirmed by the officer (and may have resulted in some number of arrests and convictions);
- his information has been duplicated by some other independent source; or
- the officer has been able to corroborate some of the details of the information.

The officer's affidavit should also indicate how and when the informant gained the information given in order to show the informant's basis of knowledge, but with care taken not to be so specific as to give away the identity of an informant who should remain unnamed.

I. How Does the Officer Obtain the Warrant?

As previously stated, the officer must go to the proper judicial officer and submit an affidavit (a sworn statement). A search warrant affidavit sets out the facts which show a crime has been

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committed and that evidence of the crime is probably at a certain location. The officer should include specific conduct, statements, and observations that show probable cause. Simply stating the officer's own opinion or suspicion, even if based on long experience, is not enough. In addition, the affidavit must state the time when the facts or conduct occurred so the judge can assess whether seizable goods are probably now on the premises.

J. Additional Requirements for the Affidavit and Warrant

1. The officer must clearly and specifically describe in his affidavit the place or person he wishes to search. He must include enough detail to enable officers serving the warrant to locate the property. As to buildings, the officer should list the street address, then specifically describe the rooms and buildings and any portion of the "curtilage" (the dwelling and the nearby area used to support activities in the dwelling--typically, the fenced-in area surrounding a house) to be searched. Errors in a warrant, such as an incorrect street address, will not necessarily make the warrant invalid if the total facts in the warrant make it clear what premises are to be searched.

The test applied will be: does the warrant identify the premises accurately enough so that the officer executing it can reasonably determine the place to be searched?

a. Apartment buildings or other multiple family dwellings can present a special problem. Unless the officer has probable cause to search the entire building, he should state in his affidavit the apartment number of the unit to be searched or describe its location in detail.

b. Vehicles. At times the officer's information about a vehicle involved in crime will be sketchy. Still, courts prefer that the affidavit describe the vehicle by giving its **make, model, year, color, and license tag number**. When an officer is planning to search premises, the officer should request permission to search all vehicles on the premises.

2. The affidavit and the warrant must particularly describe the items to be seized. "General" warrants to seize broad categories of goods are invalid.

3. The officer must swear to, and sign, the affidavit in the presence of a judge or other person authorized by written order of a judge.

4. The judge issuing the warrant must read the affidavit them self, or the warrant will be invalid.

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K. Rules for Executing (Serving) the Warrant

Kentucky law generally requires the officer to execute the warrant (carry out the search) **within a reasonable time** after the judge issues it. The law does not set a certain number of days as a limit. But the warrant itself may give a time limit. Rules for the federal courts require warrants to be served within ten days after being issued unless the warrants specify otherwise. The officer may use whatever **reasonable** force is necessary to execute the warrant, including breaking into the building to be searched. In addition, in executing a search warrant, the **scope** of the officer's search must be appropriate considering the type of items for which he is looking.

Special Situation: Warrant to Search Place Where Alcoholic Beverages are being Sold or Possessed.

KRS 242.370: Where judge issues a warrant to search a place where alcoholic beverages are being sold or possessed, the officer must execute the warrant **on the day he receives it**.

L. What Items may be Seized in a Search With a Warrant

The officer executing a search warrant may legally seize the following if they are reasonably within the scope of the officer's search:

1. All items ordered to be seized in the warrant;
2. All instrumentalities of crime (that is, weapons and other objects, even cars, which have actually been used to commit crimes); and
3. Contraband (items illegal to possess, such as illegal drugs, an unregistered sawed-off shotgun, or stolen property); and
4. Fruits of crime (such as stolen bank money – law enforcement only).

Other issues concerning search warrants include, for example, the possibility of obtaining a “no-knock” warrant, in which the judge authorizes entry to the premises without knocking, and anticipatory (or trigger) warrants, in which the warrant indicates that it will not be served until something specific occurs, such as the controlled delivery of a package. Area and administrative warrants are used, as a rule, only by code enforcement or regulatory officers.

NOTE: There is no “crime scene exception” to the search warrant requirement. When the emergency terminates, the right to continue to search without a warrant also terminates. At that point, the officers must seek consent, get a warrant, or find another exigent circumstance upon which to justify the search.

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Procedures for Executing Search Warrants

Staying

You can stay on the property for as long as it takes you to complete the search and render assistance to the animals. When you are on the property, you must maintain a chain of custody by your continuous presence. Post an officer on the scene if you are forced to leave for a short period of time to get an updated warrant for a new area to search.

VI. SEARCHES WITHOUT A WARRANT

Overview

Kentucky and federal law recognize that certain searches are reasonable and legal even without a warrant. All such searches must be for some limited emergency or special circumstance. **Most** of them require some emergency circumstance **where the officer has probable cause but not enough time to obtain a warrant.**

Exigent circumstance searches (circumstances in which it would be unreasonable to require an officer to get a warrant):

1. Crime Scene Search
2. Entry of premises to protect life or health
3. Entry of premises to prevent destruction of evidence.

Note that each of these searches is separate from the others, designed to meet a specific emergency or unusual situation. The officer should always consider **all of** the search possibilities. Even though the officer may lack justification in a given incident to conduct certain of these searches without a warrant, the facts could justify one of the other types of search.

A. Exigent Circumstance Searches

1. Crime Scene Searches

There is no such thing as a crime scene, or murder scene, exception to the search warrant requirement.

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2. Entry of Premises To Protect Life Or Health

When the officer has good reason to believe that an animal's life or health is in danger, they may enter buildings or other areas without a warrant to remove the animal to seek immediate veterinary treatment. If the officer sees an animal that is in immediately in danger, they may enter and search without a warrant.

Animal Control Officers must have approval of a supervisor, sergeant or higher rank, before engaging in a search of this nature. The officer must document in Chameleon why this search was necessary and the supervisor must also document why entry was approved.

3. Entry of Premises to Prevent Destruction of Evidence

Courts will sometimes uphold entering premises without a warrant because an immediate search was necessary to prevent evidence from being destroyed. The officer must have probable cause to believe that a crime has been committed or is being committed. The evidence must be a kind which could quickly be destroyed. Finally, the situation must create a strong danger that the evidence **will** be destroyed if the officer delays to get a warrant. Officers will perhaps use this type of search most often to prevent the destruction of drugs (law enforcement only). Further, the threat of a fire in the immediate area can justify seizure of evidence. However, a search will be illegal where destruction of evidence is merely **possible**, and when other actions, such as posting a guard at the premises can prevent tampering with evidence while a search warrant is obtained.

Animal Control Officers must have approval of a supervisor, Sergeant or higher rank, before engaging in a search of this nature. The officer must document in Chameleon why this search was necessary and the supervisor must also document why entry was approved.

ISSUING AUTHORITY: _____



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Director, Metro Animal Services

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REFERENCES: Dangerous Dogs/Potentially Dangerous Dogs		

When the court deems a dog dangerous or potentially dangerous, the prosecutor will continue the case for two years for review, pending the judge's approval. At the two year review, the court will notify the defendant that while the probationary period is over, continuance of the DD/PDD status of the animal is up to the Director of Metro Animal Services.

After the continuance review, it is the responsibility of the officer that went to court to inform the lieutenant in an email of the review. The lieutenant will then compose a letter to the owner from the Director stating that MAS deems the dog dangerous/potentially dangerous under LMO 91.151 and that the owner is required to follow the requirements set forth in LMO 91.152. The owner has the right to appeal the decision to the Chief of Community Building.

The owner may petition the Director under 91.151(H) for the removal of the classification after eighteen (18) months from the receipt of the determination letter provided that there have been no complaint(s) or incident(s) of a violation of the animal control ordinance involving the aforementioned dog.

ISSUING AUTHORITY: _____



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SUB-TOPIC: Bite/Non-Bite Exposure Management		
REFERENCES:		

1.0 PURPOSE

The purpose of this policy is to ensure that all animal bites with a human victim are properly quarantined and documented in Chameleon and, when necessary, samples are sent to the lab for testing.

2.0 POLICY

2.1 Quarantine of animals is necessary only when the animal has bitten and broken the skin of a human being or another animal (under certain circumstances). There are three (3) quarantine confinement periods:

- 2.1.1 If a dog or cat has bitten a human, it must be quarantined for a period of 10 days. Quarantine will be considered humane confinement of an animal in a building in a manner which prevents the animal coming into unplanned contact with any other animal or human being.
- 2.1.2 If a currently vaccinated dog/cat or ferret has been bitten or exposed to a wild animal or animal of unknown origin, the dog/cat shall be quarantined for a period of 45 days. The quarantine conditions shall be the same as for an animal confined for a 10 day period. Animals that fall under this quarantine that are currently vaccinated should be taken to their veterinarian within 72 hours to receive a rabies booster vaccine. Failure to receive the booster within the aforementioned time-frame will result in the animal being quarantined under the rules for animals not currently vaccinated against rabies.
- 2.1.3 A health officer or his agent shall have the authority to quarantine for a period not to exceed one hundred eighty (180) days for any animal bitten by another animal known or suspected to have rabies.

2.2 *If, during home quarantine, the dog or cat is determined by the investigating authority not to be properly* quarantined, the animal shall be impounded and confined at a Metro Animal Services at the owner's expense for the remainder of the 10 days. During the quarantine, unless recommended by a veterinarian, local Health Director or Kentucky State Veterinarian to control a previous medical condition, the animal is not to be given any medication or injections as such activities can disturb the natural development of

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rabies symptoms. If the animal dies or becomes sick during the quarantine period, the Animal Control authorities shall be notified at once. Any animal that dies under quarantine must be immediately submitted for rabies testing.

If it is warranted, the animal shall be prepared for testing and sent to the Department of Health and Human Services Rabies Testing Laboratory.

2.3 Exposure

2.3.1 Bats.

In all instances of bat-human contact where rabies transmission is under consideration, the bat in question should be collected, if possible, and submitted for rabies testing. Rabies post-exposure prophylaxis (PEP) is recommended for all persons with bite, scratch or mucous membrane exposure to a bat, unless the bat is available for testing and is negative for evidence of rabies. The inability of care providers to elicit information surrounding potential exposures may be influenced by the limited injury inflicted by a bat bite (in comparison to lesions inflicted by terrestrial carnivores) or by circumstances that hinder accurate recall of events. Therefore, PEP is also appropriate even in the absence of a demonstrable bite or scratch, in situations in which there is a reasonable probability that such contact occurred (e.g. a sleeping individual awakes to find a bat in the room, an adult witnesses a bat in the room with a previously unattended child, mentally challenged person, intoxicated individual, etc.). This recommendation should maximize a provider's ability to respond to situations where accurate exposure histories may not be obtainable, while minimizing inappropriate PEP.

Animal Control Officers will complete a bite/exposure report each time they respond to a call where a bat has been observed in a residential or commercial building where humans could have been exposed to a bat. This includes completing a bite report even if the officer did not locate a bat. The exposure report will be filled out using the complainant's/victim's information. A copy of the report will be submitted to the local Department of Health.

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Citizens should be referred to the local health department or their health care provider for a risk assessment whenever they have possible concerns about rabies or bats. Bite reports will also be completed when bats are found at close proximity where pets are maintained. A “**Known Exposure**” does not have to occur in order to complete a bite report. Bats impounded from situations listed above will be sent to the state laboratory for prompt rabies testing

2.3.2 Other Wild Animals

When an animal bite is reported regarding a wild animal, Animal Control is to immediately attempt to apprehend the animal after speaking with the victim and obtaining all information. At the same time and within 24 hours, Animal Control is to contact the Health Department and provide all victim information. The bite victim, as always, should be prompted to seek immediate medical attention and possible post-exposure prophylaxis.

2.3.3 Stray Domestic (Dog, Cat, Ferret, Livestock) Animals

When responding to an animal bite complaint in which the animal's address is unknown, every reasonable attempt shall be made by the Animal Control Officer to locate and quarantine the animal. An accurate description of the animal shall be obtained from the victim and the officer shall return to the victim again and advise that an animal trap will be placed at their residence in an attempt to apprehend the animal. Depending on the circumstances of the bite, a door to door search may be necessary. If this should occur, the officer should advise the Animal Control Supervisor and the Director/Department Head. If the animal is not located within 24 hours, the Animal Control Supervisor or his/her designee shall advise the local Health Department. The Health Department shall recommend whether the victim shall undergo post-exposure rabies prophylaxis. The initiation of post-exposure treatment will be based on the probability of animal being caught and a risk assessment of the circumstances surrounding the bite.

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2.3.4. Owned Domestic Animals

When the owner of an animal which has bitten someone is known, the officer responsible for following up on the bite shall ask to see the rabies certificate to ascertain if the animal is immunized against rabies. The owner must show the

certificate or substantiate immunization from the administering Veterinarian and/or certified rabies vaccinator.

If a biting animal is owned, regardless of whether it is currently vaccinated against rabies, it may then be quarantined on the owner's premises only if the owner has adequate space to safely quarantine the animal. If the Officer feels that the quarantining space is not satisfactory, he/she may require that the animal be quarantined at the Animal Control Facility or at the owner's veterinarian. In any case, the period of quarantine is for ten (10) calendar days.

If unvaccinated, the dog or cat shall be vaccinated at the completion of the ten days if 4 months of age or older. If less than 4 months of age the owner should be instructed to have the dog, cat or ferret vaccinated at 4 months of age.

Both the quarantining at this agency or an outside agency/location and the examination costs are to be borne by the animal owner.

2.3.5 Pet Shop Animals

In the event a person is bitten by a dog or cat in a pet store, the animal may be quarantined in the licensed pet shop for a period of 10 days. On the 10th day a health check must be conducted by the Health Department. If the biting dog or cat is 4 months of age or older, it shall be vaccinated against rabies on the 10th day if unvaccinated. During the quarantine period the animal must be removed from public display. All other animals must be handled on a case by case basis.

2.3.7 Non-Mammals (i.e.: birds, reptiles)

There is no need for quarantine or bite investigations for rabies since they are not susceptible to the rabies virus.

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- 2.4 When a bite animal is picked-up in the field, it is the responsibility of the ACO to complete a bite report with the assistance of the owner and/or victim when available.
- 2.5 When a bite animal is turned in over the counter at MAS, it is the responsibility of the person accepting the animal to complete a bite report with the assistance of the owner and/or victim when available.
- 2.6 If the bite animal is a stray animal, it must be quarantined for 10 days from the day of the bite in the designated kennel location. The kennel status must indicate "quarantine" and not "stray wait". If the animal is sick or injured, euthanasia may be approved by the Animal Care/Kennel Supervisor (herein Kennel Supervisor), Veterinarian and/or Veterinary Services Supervisor before the 10 day quarantine is complete in accordance provided standard euthanasia selection protocols. The Kennel Supervisor or designee will designate who is responsible for removing the head (i.e. someone with up to date pre-exposure rabies prophylaxis). Thorough documentation must be provided in the animal memo stating why the animal was euthanized before the 10 day quarantine. It is the preference to keep the animal alive for the 10 day quarantine instead of euthanasia and sending the head to lab provided it doesn't jeopardize animal welfare and/or staff safety.
- 2.7 If the animal is an Owner Surrender animal it may be euthanized before the end of the 10-day quarantine period with appropriate approval from the Kennel Supervisor and Director. The Kennel Supervisor or designee will designate who is responsible for removing the head for the lab. Thorough documentation must be provided in the animal memo stating why the animal was euthanized before the 10 day quarantine. It is the preference to keep the animal alive for the 10 day quarantine instead of euthanasia and sending the head to lab.
- 2.8 The Kennel Supervisor and Lieutenant must be notified by email when a head has been removed. Who removed the head and the animal ID must be included in the email.
- 2.9 Any bite animal euthanized or deceased before the 10-day period must have its head removed and properly labeled and transported to the lab for examination.
- 2.10 Animal heads must be removed immediately post mortem by the designated person.

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- 2.11 If no one is available for head removal, the animal should be held in quarantine and euthanasia should be delayed until the designated person is available unless it unnecessarily prolongs the animals' suffering from illness and/or disease. In such a case, the Kennel Supervisor, Veterinarian and/or Veterinary Services Supervisor will be consulted so that an appropriate course of action can be decided.
- 2.12 If euthanasia cannot be delayed for humane reasons OR the animal is already deceased, it is the responsibility of the designated person to remove the head. The head must be bagged, properly tagged, stored in a refrigerator and all appropriate forms completed.
- 2.13 The designated person must ensure that a service request is generated to head to the lab to be tested as soon as possible.
- 2.14 Any animal under quarantine must always be housed in the quarantine building or designated area. They are not to be placed in any other area without approval from the Kennel Supervisor.
- 2.15 If an animal must be euthanized and the head taken to the lab and if the lab is not open the next day, then it is the preference to hold the animal in quarantine and euthanasia should be delayed until the lab is open the next day. However, animal suffering shall not be prolonged just because the lab isn't open the following day. The day(s) to avoid (provided it doesn't jeopardize the welfare of the animal) since the lab will be closed the following day are Fridays, Saturdays and the day before a holiday.
- 2.16 A State Rabies Examination form and Bite Investigation Report must be completed by the designated personnel for each head sent to the lab.

3.0 PROCEDURE

- 3.1 When an animal that has bitten someone comes into the shelter it is the person responsible for intaking the animal to complete the Bite Investigation Screen in Chameleon.

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- 3.1.1 To enter the Bite Investigation information go to the main screen in Chameleon and right click on windows.
- 3.1.2 Scroll down to Activity and click on Bite Investigation.
- 3.1.3 If there is any information on the screen press F11.
- 3.1.4 The first box that needs to be filled in is **TYPE**. Put the cursor in the box and press F4. Choose the appropriate type of bite. The options are skin broken, Contact – anytime a person has had exposure to an animal with possible rabies, or Test – for animals that present symptoms of rabies.
- 3.1.5 The next box is **BITE DATE**. Enter the date that the bite occurred.
- 3.1.6 In the **ACTIVITY NO.** box enter the activity number of the run if one applies. If there is not an activity then leave the box blank.
- 3.1.7 Under **OWNER ID** enter the name of person taking ownership of the animal. If the owner is unknown then leave the box blank.
- 3.1.8 Under **ANIMAL ID** enter the appropriate Animal ID number.
- 3.1.9 In the **PRIOR BITES** box place yes or no if there are any known prior bites. Leave blank if you do not know.
- 3.1.10 Under **STAFF** enter the name of the officer completing the bite report. This box only applies to Animal Control Officers.
- 3.1.11 In the **VALID VAC** place yes, no, or unknown if the animal has a valid rabies vaccination.
- 3.1.12 In the **INCIDENT LOCATION** box enter the address/cross street where the bite took place.
- 3.1.13 Under **VICTIM ID** enter the victim ID number.
 - 3.1.13.1 For **AGE** enter the age of the victim.
 - 3.1.13.2 For **RELATION**, enter the relation of the victim to the bite animal.
 - 3.1.13.3 For **LOCATION**, enter the location of the body where the victim was bitten (R L Arm, L Knee).
 - 3.1.13.4 For **SEVERITY**, enter the severity of the bite (minor, mild, severe)
 - 3.1.13.5 For **CIRCUMSTANCE**, enter what the victim was engaged in prior to the bite (petting, feeding, playing)
 - 3.1.13.6 For **GUARDIAN**, enter the person ID of the guardian if the victim is a minor.
 - 3.1.13.7 For **WITNESS**, if you have a witness, enter the name of the person who witnessed the animal bite.

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- 3.1.14 Go to the Quarantine box and enter the quarantine information-
- 3.1.14.1 For **BEGIN DATE** enter the date of the bite. This may not correspond with the date of the bite.
 - 3.1.14.2 For **BY** enter who will quarantine the animal (MAS if we quarantine the animal, Owner if the owner will quarantine the animal, Vet if a vet is quarantining the animal)
 - 3.1.14.3 For **LOCATION**, enter where the animal is going to be quarantined (Home if the owner is quarantining the animal or the pen number if MAS is quarantining the animal).
 - 3.1.14.4 For **END DATE** will be the tenth day after the date of the bite.
 - 3.1.14.5 If the owner signed a Euthanasia Request or Owner Surrender and the animal will be euthanized immediately without being placed in a pen then the location will be left blank.
 - 3.1.14.6 Press F9 to store when all information is entered and write the number in the BITE NO box on the Bite Report Card.
- 3.1.15 Any rabies and/or license information currently in Chameleon for the animal will automatically appear on the bite report. However, if the animal is wearing a rabies tag that is not entered in Chameleon then the tag information must be placed in the memo field so it will appear on the final bite report sent to the lab.
- 3.1.15.1 To enter a memo in the bite report, first store the bite report and get a Bite No.
 - 3.1.15.2 Click WINDOWS on the tool bar and click memo.
 - 3.1.15.3 For Type enter MEMO
 - 3.1.15.4 Enter the rabies tag information in the memo text section. Please include the rabies tag number, date given, and where it was given at.
 - 3.1.15.4 Press F9 or store and enter
 - 3.1.15.5 Print the Bite Investigation Report and staple it to the Bite Report Card.
 - 3.1.15.5.1 To print the Bite Investigation Report, click REPORTS > Run a Report > BITE REPORT (UNDER OFFICER REPORTS)
- 3.2 If the animal is going to be quarantined at MAS place a copy of the Bite Investigation Report with the animal's paperwork in the file cabinet.

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- 3.3 If the animal is going to be euthanized and the head sent to the lab, but euthanasia hasn't occurred yet, then place the Bite Investigation Report along with the animal's paperwork on the euthanasia door. Place a copy of the Bite Investigation Report in the box hanging on the Lieutenants door and write on it "head to lab". Email the Lieutenant and Kennel Supervisor that there is an animal that needs to be/will be euthanized and sent to the lab. This will avoid duplication and confusion to the Department of Health & Wellness.
- 3.4 The Kennel Supervisor, Veterinary Services Supervisor or designee will oversee the removal of the head either by assigning the task to a designated person or removing the head themselves. The following steps must be taken to safely remove the animals head:
- 3.4.1 All head removal must occur in the euthanasia room with proper precautions taken to not spread possibly infected blood to items such as the computer, supply cart and other surfaces that cannot be disinfected.
 - 3.4.2 Goggles, gloves and gowns must be worn. (All supplies located in the euthanasia room)
 - 3.4.3 The area where the head is to be removed must be protected with surgical drape, a garbage bag and/or several layers of newspaper to prevent the possible transfer of infected blood/bodily fluids onto any surface.
 - 3.4.4 Use a scalpel to cut through the skin, muscle and tissue. Then cut the spinal cord with the long handled pruners. Try to cut between two vertebrae.
 - 3.4.5 Wrap the head in several layers of newspaper and place in a plastic garbage bag.
 - 3.4.6 The remainder of the body must be double wrapped in a garbage bags and placed in the freezer.
 - 3.4.7 Gather all newspaper, gloves, gowns and other bloodied items and place in a garbage bag. Take to dumpster.
 - 3.4.8 Dispose of scalpel blade in sharps box in the euthanasia room. Be sure a new blade is available for the next procedure.
 - 3.4.9 Thoroughly disinfect all surfaces where head was removed with bleach or other approved disinfectant.
 - 3.4.10 Disinfect pruners, scalpel handle and goggles.
 - 3.4.11 Return cleaned goggles and scalpel handle to euthanasia room.
 - 3.4.12 Wash hands thoroughly.
 - 3.4.13 Once the head has been removed, place it in the refrigerator with the appropriate paperwork, the updated Bite Investigation Report and the rabies examination form.

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- 3.4.13.1 Upon completion, the staff member who removed the head will reopen the Bite Investigation screen in Chameleon and add:
- 3.4.13.2 Under **DISPOSITION**, enter HEAD TO LAB
- 3.4.13.3 For **HEAD DATE**, enter the date the head was removed.
- 3.4.13.4 In the Blue quarantine box the designated person will remove the Begin Date, By, Location and End Date.
- 3.4.13.5 The designated person will update Bite Investigation Report
- 3.4.13.6 The designated personnel will then print the updated Bite Investigation Report and completed state rabies form and place it in a separate plastic bag. They will then place the bag with the head in it in the bag with the state rabies form and Bite investigation report. They will place the double bagged head in the appropriate refrigerator.

3.5 The staff member who removed the head will be responsible for creating an activity to take the head to the lab. Rabies specimen transports are a HIGH priority

3.6.1 To generate an activity:

- 3.6.1.1 Click Windows on the toolbar.
- 3.6.1.2 Scroll down to the activity field and click on Activity.
- 3.6.1.3 If there is an Activity number in the "Activity Number" box, press F11.
- 3.6.1.4 Go to the "Type" field and enter TRANSPORT or hit F4 and click on TRANSPORT.
- 3.6.1.5 Go to "Subtype" and enter ANIMAL or hit F4 and click on ANIMAL.
- 3.6.1.6 Go to "Priority" and enter 2 or hit F4 and click on HIGH 2.
- 3.6.1.7 Go to Black "Type" and enter the type of animal.
- 3.6.1.8 Enter the address of 400 E. Gray St. 40202 in the address box.
- 3.6.1.9 Enter Zone1 in the "GEO" box.
- 3.6.1.10 In the comment box enter HEAD TO LAB.
- 3.6.1.11 Enter the Animal ID number in the "Animal ID" box.
- 3.6.1.12 After checking that the information is correct press F9 or store.

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3.6.2 A separate activity must be generated for each head sent to the lab.

- 4.0 When the animal is quarantined at MAS it will be the responsibility of the Lieutenant to enter the results of the quarantine in the Bite Investigation Report under *abated by* after the quarantine is complete.
- 5.0 When the head is sent to the lab it will be the responsibility of the Animal Service Clerk to enter the results of the quarantine in the Bite Investigation Report under *head results* when they receive the results in the mail from the Health Department.
- 6.0 It will be the responsibility of the Animal Control Supervisor to submit the bite reports to the Animal Services Clerk who will fax the report to the Louisville Metro Health Department.
- 7.0 Bite Report Processing
- 7.1 Citizen calls in bite situation to Metro Animal Services Dispatch, Metro Safe, Metro Call or another organization.
- 7.2 The authorized representative will then immediately notify Metro Animal Services, no matter the time, by telephone. If a bite report is called into Metro Safe after hours, they will contact the on-call Animal Control Officer who will respond to the scene along with police (if after hours or if deemed necessary for officer safety).
- 7.3 Bite reports must be completed by Animal Control Officers when reported. The Animal Control Officer receiving the report reviews the information and takes appropriate action based on the circumstances surrounding the bite and the species of the animal according to the instructions in the Animal Bite/Quarantine Procedure. Animal Control Officers are required to complete a bite report even when important information is not available to them or if they only have incomplete information. Animal Control Officers will fill out the bite report as best as they can with the information available to them. Since it is not possible to include all possible bite situations, it is important for the Animal Control Officer to contact a supervisor when unusual circumstances are encountered. ***It is imperative to keep the Metro Department of Public Health and Wellness informed of***

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the status of the bite investigation. The Health Department should be informed on an immediate basis in such situations via the Lieutenant or designee.

8.0 Protocol for Jurisdiction in Bite Management

8.1 Which jurisdiction and which agency/department is responsible for managing a bite incident depends on the residence of the person bitten, on the residence of the biting animal (if a pet or livestock), and on where the bite occurred.

8.1.1. If the bite occurs **outside** Jefferson County, and –

- a) The bitten person is a resident of Jefferson County:

At the request of the county in which the bite occurred, the Louisville Metro Department of Public Health & Wellness will advise the person regarding rabies prophylaxis.

- b) The biting animal lives in Jefferson County:

At the request of the county in which the bite occurred, the Louisville Metro Department of Public Health and Wellness will be responsible for quarantining the animal.

8.1.2. If the bite occurs **within** Jefferson County, and –

- a) The bitten person and/or the biting animal live outside the county:

The Louisville Metro Department of Public Health and Wellness will notify the appropriate agency in the biting animal's county.

Note: If the biting animal is in transit to a third destination and it appears unlikely that a supervised quarantine of the animal will occur; Animal Control may opt to confine the animal for 10 days observation in Jefferson County.

- b) The biting animal resides in Jefferson County:

The Louisville Metro Department of Public Health and Wellness will verify the rabies vaccination status of the animal and arrange for quarantine as appropriate.

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- c) The exposed person resides in Jefferson County:
If Animal Control is unable to quarantine the animal, or quarantine is inappropriate, Animal Control will notify the Louisville Metro Department of Public Health & Wellness of the human exposure.

8.2. Metro Animal Services will advise the Health Department of **all** reports of rabid animals, and it's the responsibility of the Health Department to investigate whether human exposure occurred.

9.0 Animal Bite/Quarantine Procure/Investigation:

9.1 RESPOND/RETRIEVE/REVIEW ANIMAL BITE REPORT - When an animal bite is reported, the dispatcher/call taker shall contact Metro Animal Services during normal hours of operation and contact the on-call Animal Control Officer after hours. An Animal Control Officer is to be dispatched to the scene to apprehend/contain animals that are at large and ensure that medical treatment is provided to the victim. All necessary paperwork is to be completed the same day.

9.2 ANY ANIMAL BITE CASE INVOLVING A STRAY WHICH CANNOT BE LOCATED OR IS NON-ROUTINE IN NATURE (i.e.: owner refuses to quarantine, animal or owner cannot be located, multiple animals involved, animal cannot be identified, improper information from owner, high profile-community outcry, complicated rabies vaccination status [exotic animal bite], etc.) requires that the ACO complete and submit a bite report on the same day it is reported to them, even when full information is not available. Metro Animal Services and the Metro Department of Public Health & Wellness need any information available to initiate a press release if deemed necessary. Providing a description of the animal or the events leading to the bite in a press release could develop a possible witness that could provide vital information to the investigation. THE AVAILABLE INFORMATION SHALL BE PRESENTED TO THE HEALTH DEPARTMENT WITHIN 24 HOURS. THE DIRECTOR OF ANIMAL SERVICES SHALL BE NOTIFIED IMMEDIATELY VIA CHAIN OF COMMAND.

9.3 REVIEW ANIMAL BITE REPORT – All bite reports shall be distributed appropriately by area among the on-duty animal control officers unless already assigned. Each report shall be reviewed thoroughly by the assigned officer.

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- 9.4 FORWARD A COPY OF THE BITE REPORT TO HEALTH DEPARTMENT THE DAY RECEIVED if there is a potential of a true rabies case, an animal is not located or if directed by a supervisor. It is the responsibility of the officer to give the report to the Lieutenant immediately and it shall be the responsibility of the Lieutenant or his/her designee to immediately forward a copy of the report to the Department of Public Health & Wellness.
- 9.5 INITIATE BITE CASE INVESTIGATION (immediately but no later than within 8 hours of retrieval of bite report) - Seek to verify questionable/incomplete rabies vaccination information. Check previous history on the animal. **If history is substantial (i.e.: previous biting events, violation of previous order, numerous citizen complaints against owner, habitual at large and nuisance behavior, etc.) Prepare Mandatory Impoundment of Animal and Quarantine at Animal Control Facility with approval of the Animal Control Supervisor.**
- 9.6 CONTACT ANIMAL OWNER (immediately but no later than within 24 hours of retrieval of bite report) - Prompt and repeated attempts by telephone and/or door posting, if possible shall be made to contact the animal owner. If telephone contact is made, all bite report information is to be verified and the procedures fully explained to the owner with the following information emphasized: **In order to be released from quarantine, the Health Department must clear the animal. At the time of the initial call, the owner is to be given the actual day for quarantine release. If the animal becomes ill during the quarantine period, the owner is to take the animal to a veterinarian immediately, advising the veterinarian that the animal is currently under quarantine.** Mandatory impoundment procedures are to be explained and implemented, if appropriate.
- 9.7 IF UNABLE TO CONTACT THE ANIMAL OWNER WITHIN 24 HOURS, THE CASE IS TO BE TURNED OVER TO THE HEALTH DEPARTMENT AND THE VICTIM SHOULD BE ADVISED TO CONSULT WITH HIS/HER PHYSICIAN. ANIMAL CONTROL SHALL NOTIFY THE HEALTH DEPARTMENT IMMEDIATELY IF OWNER CONTACT AND QUARANTINE HAS BEEN ESTABLISHED.
- 9.8 Once the owner has been contacted, the ACO is to identify the biting animal, placing it under quarantine and provide the owner with the necessary quarantine information.

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9.8.1 NOTE: If there is confusion or concern regarding the biting incident, sufficient enough to doubt the owner's intent to abide by the quarantine procedure fully, severe bite, or if the animal's history warrants a mandatory impoundment, the animal is to be immediately impounded. Call for Police Assistance, if necessary. **However do not leave the scene until impoundment is obtained unless your safety is in jeopardy. Remove yourself from any danger and await police assistance.** It shall be explained to the owner that due to the critical health issue and/or history involved, the quarantine shall be best performed at the Animal Control Facility. Advise that the owner shall incur a fee for quarantining the animal at Metro Animal Services. The ACO shall then inform his/her immediate supervisor of the situation.

9.9 CONTACT BITE VICTIM (initial attempts immediately but within 24 hours of receipt of the bite report) - Prompt and repeated attempts by telephone and at their address shall be made to contact the bite victim. The caller shall always demonstrate concern for the victim and the situation. If unable to speak personally, a message may be left on an answering machine. In either event, seek to verify information and advise the victim of the location of the animal, quarantine and rabies vaccination validity. Explain the process. A contact number for the Animal Control Officer shall be left in the event the victim has questions regarding the incident.

9.10 MAINTAIN THOROUGH DOCUMENTATION - Throughout progression of investigation document and maintain information and status on all bite investigation related reports regarding all aspects of bite incident.

ISSUING AUTHORITY: _____



Justin L. Scally
Director, Metro Animal Services

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ISSUING COMMAND: Metro Animal Services		S.O.P.# AC-003.14
ISSUE DATE: April 27, 2013		REVISION DATE: N/A
SUBJECT: Field Operations Procedures		
SUB-TOPIC: Field Services		
REFERENCES: LMPD Liaisons		

Metro Animal Services has been given a representative from each division of LMPD that can work with us on certain cases on an as needed basis. Cases would include but are not limited to cruelty investigations, dog fighting, search warrants etc. They will also be able to assist us with providing information as it relates to certain investigations.

Routine calls for service that require police assistance will still be handled through MetroSafe and any LMPD officer can assist. Routine abandonment search warrants will be handled as usual.

To ensure we do not over use these officers, ACO's will be required to contact the sergeant, lieutenant or directors to provide an explanation for the call and get permission to call the LMPD liaison. Personnel are not to call the officers without first obtaining approval from the aforementioned staff.

1st Division Lisa Nagel-574 7167
2nd Division Tony Grant 574-2478
3rd Division Todd Boyd 379-3022
4th Division Johnny Burgraff 773-8154
5th Division Daniel English 574-7636
6th Division John Leonard 574-2187
7th Division Russell Miller 376-0534
8th Division David Hamblin 523-4994



ISSUING AUTHORITY: _____

Justin L. Scally
Director, Metro Animal Services

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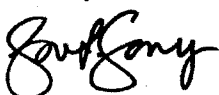
ISSUING COMMAND: Metro Animal Services		S.O.P.# AC-003.15
ISSUE DATE: April 27, 2013	REVISION DATE: N/A	
SUBJECT: Field Operations Procedures		
SUB-TOPIC: Field Services		
REFERENCES: Daily Reports		

All Animal Control Officers are required to complete daily reports for each tour of duty. **Daily Reports must be turned in at the end of the shift**, and will contain detailed information regarding the officer's activities. All fields are to be completed accurately. No lapse of time should be present on the activity log with the exception of travel time between activities. **The time used in the Daily Report must be military time.** The numbered lines shall include the activity number, location, departure and arrival times, a detailed description of actions taken. The log time must start with the clocking in time and end by the clocking out time of the officers. All times taken for an activity, a task in the shelter and any other task shall be documented to include specific actions and times. During an activity if location is changed and/or a new action is initiated new lines must be used to enter new location, transport and/or new action times and descriptions. When at MAS, Metro facilities, or MAS satellites a new line must be completed for each action, task, chore or office work executed during the time spent at the facilities including the location in the building (kennel, dock, back office, front office, lieutenant office, etc.). Please find below some examples:

<u>Location</u>	<u>Time</u>	<u>Comments and Results</u>
ACO Trailer	1000-1030	completed investigation report for A13-XXXXXX.
ACO Room	1030-1040	checked and responded to email
ACO Room	1040-1100	entered AXXXXX and AXXXXX into Chameleon
Dispatch	1100-1130	relieve dispatch
Lt. Office	1130-1145	talked to Lt. regarding A12-XXXXXXX.
ACO Room	1145-1215	lunch
Front Office	1215- 1225	Wait for front office to get money together for the bank

Animal Control Officers shall enter the results of each call for service before clearing from the call unless approved by the dispatcher or supervisor. This includes entering citations and animals. If the MDT is not functioning or the truck does not have an MDT then results shall be entered as soon as it starts functioning or at the latest at the end of your shift. If you are unable to do so, a supervisor must be notified in writing and verbally as to why you could not do it and results must be entered by the end of your next shift.

ISSUING AUTHORITY: _____



Justin L. Scally
Director, Metro Animal Services

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ISSUING COMMAND: Metro Animal Services		S.O.P.# AC-003.16
ISSUE DATE: April 27, 2013	REVISION DATE: N/A	
SUBJECT: Field Operations Procedures		
SUB-TOPIC: Field Services		
REFERENCES: Entering Notes, Memos, Activities, etc.		

All boxes must also be entered daily on the daily report. This includes mileage, truck number, your name, # of citations, # of animals impounded etc. Please remember that **mileage must be entered**.

ALL personnel will be responsible for entering any animal memos prior to the end of their shift. Furthermore, all ACO's will be responsible for completing any reports and entering any activity notes on runs prior to any scheduled leave to include annual, holiday or regular days off.

Reports must be neat, professional and have correct grammar/spelling at all times.

Animal memos are essential and as stated in the policy, no person will end their shift without entering their notes or memos first. Second, as it relates to reports like PDD reports - there is a tremendous need to ensure they're completed in a timely manner. Personnel will work with their lieutenant and sergeants to improve their timeliness. However, personnel must remember that paperwork will never come before any emergency (aggressive animal, agency assist like LMPD/Fire/EMS, or an animal emergency like sick/injured, etc.).

Activity notes are important not only so everyone knows what occurred during a call for service but also how it relates to any animals in the shelter related to that run. Personnel must enter their notes preferably the same day but definitely prior to any scheduled leave as stated in the aforementioned directive.

If there is a question of needing overtime to complete these functions – personnel are to seek clarification from their immediate supervisor.

ISSUING AUTHORITY: _____



Justin L. Scally
Director, Metro Animal Services

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ISSUING COMMAND: Metro Animal Services		S.O.P.# AC-003.17
ISSUE DATE: April 27, 2013	REVISION DATE: N/A	
SUBJECT: Field Operations Procedures		
SUB-TOPIC: Field Services		
REFERENCES: Documentation, Memos, and Animal Outcomes		

All employees will be mindful that notes, memos and documentation are essential to every function of this department. When an animal is scheduled to go to a rescue, foster or otherwise transferred, it's imperative that we document that information in chameleon immediately and prior to the end of your shift. The information listed in the memo should include when the animal is going, where he/she is going and to whom the animal is going.

Anytime an animal is to go to foster, be transferred, or sent to rescue - the staff member that is made aware of that decision/situation is to update the computer immediately not only in the notes but also by listing it in the outcome area of the animal's record. It will be the responsibility of the staff member who actually releases the animal from the care and custody of LMAS (i.e. Animal Care staff, Adoption staff) to officially 'out' the animal in the system once the animal is released. This means that the date and time that the animal is actually released from LMAS custody will be entered and saved by the person who releases the animal from LMAS. This outcome status update will be done on the day that the animal is released from LMAS, and prior to the employee ending their shift. The same status/outcome update holds true for when an animal is adopted or is euthanized. All animals will be given an outcome and therefore be removed from the active 'Kennel Inventory' within our system on the date that the animal is no longer in our care/custody.

All reports must be neat, professional and have correct grammar/spelling at all times.

ISSUING AUTHORITY: _____



Justin L. Scally
Director, Metro Animal Services

**METRO ANIMAL SERVICES
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ISSUING COMMAND: Metro Animal Services		S.O.P.# AC-003.18
ISSUE DATE: April 27, 2013		REVISION DATE: N/A
SUBJECT: Field Operations Procedures		
SUB-TOPIC: Field Services		
REFERENCES: Citations		

Any time that a uniform citation, violation notice, civil penalty, or civil violation notice is issued at the shelter; officers will be required to put the picture of the ID in Chameleon under the person ID.

Anytime that a uniform citation, violation notice, civil penalty, or civil violation notice is issued in the field then the officer must take a photo of the driver's license and make a copy of the picture and staple it to the citation or place it in the envelope for uniform citations. Personnel must be able to clearly see the picture and what is wrote on the driver's license.

Personal Information of Law Enforcement Officers in Reports

If a law enforcement officer is part of a reported investigation, the address and phone number of their headquarters or district office are to be used in the report instead of the officer's personal information. This is permitted in the KRS to keep the information from being available through open records requests.

Discussion of Penalties and Fees

Officers are not permitted to discuss the possibility of having penalties, fees and fines waived or reduced by the Director.

Citation versus Impound

If an animal is to be taken for a violation and/or personnel have indicated that the person is going to be cited - a citation, violation notice or civil penalty will be issued regardless of whether the person surrenders their animal(s) or not. There will be no negotiating to get out of a citation, violation notice or civil penalty. Personnel will not offer to either cite the person or have them surrender their animals.

When a person complies with a vet notice, the officer/clerk must enter that the notice was complied with in Chameleon under the citation screen but personnel must also add what vet the owner of the animal went to, the date of treatment and a receipt or invoice number. If the owner does not have the aforementioned information, it needs to be mentioned in Chameleon how they showed compliance.

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ISSUE DATE: April 27, 2013	REVISION DATE: N/A	
SUBJECT: Field Operations Procedures		
SUB-TOPIC: Field Services		
REFERENCES: Citation Envelopes		

LMAS have two types of envelopes, large yellow envelopes and then a small white envelope.

The small white envelopes will be used **only** for the following situations: conversions, owners cited for license where the animal **is not** impounded, owners cited for restraint where the animal **is not** impounded, and RTO's over the counter where the owner is contesting but the animal is returned. Personnel are to get with the Lieutenant if they have one of these situations and feel they need to use a large envelope instead of the smaller one.

For every other case personnel will use the large envelope. **If MAS has the animal personnel must use the large envelope.**

ISSUING AUTHORITY: _____



Justin L. Scally
Director, Metro Animal Services

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ISSUING COMMAND: Metro Animal Services		S.O.P.# AC-003.19
ISSUE DATE: April 27, 2013	REVISION DATE: N/A	
SUBJECT: Field Operations Procedures		
SUB-TOPIC: Field Services		
REFERENCES: Community Cats		

Louisville Metro Animal Services (LMAS) plans to work with animal care organizations to implement an initiative where community cats may be humanely trapped, evaluated and sterilized (spayed neutered), vaccinated against rabies, and ear-tipped for identification purposes, and then returned to the community. This initiative is a humane solution to address the problem of and expenses related to the overpopulation of community cats. Similar trap, neuter, and return (TNR) initiatives have been successful in other communities and resulted in significant declines in: expenses, the need for sheltering of community cats, the number of community cats euthanized, as well as an overall reduction of the community cat population.

By ordinance, there are now two types of cats in Louisville Metro. An OWNED CAT is now defined as "Any cat that is a companion to a person, is regularly fed and sheltered in that same person's habitation. All owned cats are required to be in compliance with LMCO § 91.020."

A COMMUNITY CAT is also listed in the ordinance definitions and defined as: "Any cat or kitten that has no apparent owner or identification and is free-roaming."

As you will read in the attached ordinance, community cats are exempt from the restraint requirement but they will be sent through TNR (Trap-Neuter-Return). This directive is therefore hereby effective immediately. Employees will be held strictly accountable to this directive.

FIELD SERVICE REQUESTS:

- 1.) The call is received by dispatch about a stray cat(s).
- 2.) The caller will be asked if they know who owns the cat(s) and/or if they have a caretaker.
- 3.) The caller will be educated by the dispatcher on the community cat/TNR program.
- 4.) If an owner is known, the call may be entered into Chameleon as a 'STRAY OWNED' and an officer will be dispatched accordingly.
- 5.) If a caretaker is known or if there are community cats (strays) that are unconfined, the call will be entered into Chameleon as an 'INVEST ALLEY CAT'.

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- 6.) Confined cats may be impounded when necessary. If a citizen asks for a stray cat to be picked up by an officer or they decide that they will bring the cat to the shelter – that is permissible.
- 7.) Officers who respond in the field for trapped cats that are ear-tipped will not impound the cat. The officer will remove the cat from the property and let the cat loose within the same block either on a known caretaker's property or on publicly owned land. This only applies to cats that are already ear-tipped. Alley Cat Advocates will provide a spreadsheet containing the addresses of known caretakers.
- 8.) Cats, just like any animal picked up on the street or impounded will be scanned for microchips. They will also be checked for any other forms of identification (i.e. collars, tags, license information, rabies information and tattoos). Personnel will check lost and found for any matches on intake. Cats found with some forms of identification or cats where a citizen indicates that they may know the owner or someone states that they own the cat –will fall under the 'OWNED CAT' definition and will not be TNR'd. Every attempt will be made to reunite the pet with his/her owner versus being impounded at the shelter but if an impound is necessary for a cat meeting a definition of 'OWNED CAT' or there is a matching lost report or a member of LMAS has been advised of a possible owner, the cat will be held for the mandatory five (5) day hold period. Cats returned to owners on the street may be provided with a spay/neuter voucher by the LMAS staff member.
- 9.) Anytime a cat is taken into LMAS custody – the person surrendering the cat to LMAS and the employee intaking the cat will complete a questionnaire to help Animal Services determine the next best course of action for that animal.

In summary, restraint laws and licensing compliance still apply to owned cats. Unless cats have already been TNR'd (i.e. they have an ear-tip), any cat that is unrestrained may be picked up. In situations where cats have some form of identification – personnel will make every attempt to make contact with the owner prior to bringing the cat into the shelter.

SHELTER INTAKE OF CATS:

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- 1.) Cats taken into LMAS custody via field response or over the counter will be checked for any forms of identification. Lost reports will be checked and a questionnaire will be completed by the person surrendering the animal to Animal Services about the cat(s). 'Stray' cats that don't have any form of identification, that don't match any lost reports and that don't have any known owners will initially become eligible for the Community Cat Program. All cats, regardless of whether they're 'COMMUNITY CATS' or 'OWNED CATS' (or possible 'OWNED CATS') will receive their normal intake vaccinations/deworming and they will be collared with an Ident-a-Band when it's safe to do so. Personnel will follow the normal intake procedures for ALL cats.
- 2.) The cat questionnaire will be completed by the person surrendering the animal to Animal Services and reviewed by Animal Care staff to determine if the cat should be held for the five day mandatory hold ('OWNED CATS' or possible 'OWNED CATS') or if the cat meets the definition of a 'COMMUNITY CAT' and therefore the five (5) day stray hold period is not applicable. See item #8 under Field Service Requests to help determine if a cat meets the definition of an 'OWNED CAT' (i.e. lost and found match, word of mouth of a possible owner, microchip, collar, ID tags, license tags, etc.)
- 3.) No cats, whether owned, possibly owned, or if they fall under the community cat definition will be euthanized unless:
 - a. The stray hold period is over for the owned cats.
 - b. The cat is injured or sick and requires humane euthanasia to prevent unnecessary suffering.
 - c. The immediate euthanasia of community cats since they are not required to be held for a specific period of time is strictly prohibited unless supervisor and/or veterinarian approval has been obtained for an inhumane hold in accordance with the agency's euthanasia protocol.
- 4.) During the assessment of the cats to determine if they meet the criteria for the community cat/TNR program, the following would be considered disqualifiers:
 - a. Cats that meet the ordinance definition of an 'OWNED CAT'.
 - b. Owner surrendered cats.

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- c. Cats that are declawed.
- d. Cats who are blind or are too young to fend for themselves (i.e. can't be altered either).
- e. Cats who are sick or injured (this doesn't preclude the cat from the program completely and Vet Staff/Animal Care Staff will work with Alley Cat Advocates and/or fosters to obtain medical care for the cats as deemed appropriate. Once the cat is better – the cat may be reconsidered for TNR and/or put up for adoption if the cat is adoptable).
- f. Quarantine cats will be held at MAS until the cat has been released from quarantine. The Animal Care Supervisor will then evaluate the cat to place in the TNR program.

Cats that meet the definition of 'OWNED CATS' or possibly owned cats will be held for the five (5) day hold period in hopes of returning the cat to his/her owner. As previously stated, 'OWNED CATS' are still required to be restrained and they are also to be in compliance with the licensing law (not just licensed but have a collar with the license affixed or have some other form of identification that is indicative of ownership). At the completion of the five (5) day hold period – 'OWNED CATS' may be put up for adoption in accordance with agency policy, transferred, rescued or humanely euthanized.

Cats that meet the definition of a 'COMMUNITY CAT' (those cats that don't meet the definition of an 'OWNED CAT' or a possibly 'OWNED CAT') will be eligible for the Community Cat Management/TNR program that is a partnership between Alley Cat Advocates, LMAS and the Kentucky Humane Society/SNIP Clinic.

Cats will be assessed to ensure they aren't otherwise disqualified from the program based on the criteria already specified in this policy and the cat intake questionnaire will be reviewed by the Animal Care/Intake Staff. Friendly cats who aren't otherwise disqualified as previously stated in this policy are eligible for the Community Cat Management/TNR program. Additionally, a caretaker need not be pre-identified in order to TNR a cat provided that the cat appears healthy and thriving at the time of intake.

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PROCESS/CARE:

This program is available for all cats who meet the criteria for the Community Cat Management/TNR program to be TNR'd. As always, cats that are ear-tipped will be returned to the area where they were picked up, regardless of the zip code where that animal came from.

A rack with cat traps belonging to MAS has been placed in the small room of the yellow trailer. A cable with a combination lock will secure each shelf of traps. Management is aware of the combination. These traps shall only be used for TNR.

Each rack will have plastic on the shelf covered with newspaper. The plastic and newspaper will be provided by MAS. MAS will not line the actual traps with newspaper as this will cause the cat to sit in its own feces and urine.

The community cat will be placed in a trap in the yellow trailer. The cat will receive food and water in a paper tray. Animal Care will be responsible for removing the food before 6pm and if the intake occurs after 6pm the cat will not receive food. If the cat will not be going to surgery the next morning then the cat will keep the food and water in the trap.

Thursday through Saturday the cats will be housed in crates in the trailer instead of traps. On Sunday the cats will be moved to the traps to be temporarily housed until transport. Besides giving the cat food and water they will also be given a litter box.

The trap will be labeled in black permanent marker with masking tape with the animal ID and the street (including the hundred block) that the animal came from wrote on it. If there are multiple cats from the same street label them as #1, #2 etc. An example for two cats coming from the same address would be A455266, 100 block Main St, #1 and A455267, 100 block Main St, #2.

The kennel card will be placed in a hanging file in the yellow trailer.

The Animal Care Supervisor will be responsible for completing the SNIP Admission form and the spay/neuter voucher before the employee leaves with the cats to transport to SNIP.

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Monday thru Thursday, cats will be transported by LMAS personnel to the KHS/SNIP Clinic to be altered and returned to their original impound location(s). The return of the cats will be performed by MAS employees and/or designees.

In the morning the assigned employee will gather the paperwork (SNIP admission form and Spay/Neuter Voucher). Place the kennels cards in the file on the door of the Animal Care Supervisor.

The employee will place the cats on the truck and transport them to SNIP. The cats will remain in the traps and will have the sheets covering them. The cats must be at SNIP by 9am.

When an ACO returns the cats, the ACO will generate one run in Chameleon to transport the cats to SNIP. The Type will be 'Transport' and the subtype 'SNIP'. In the comments field the ACO will enter the animal ID's.

The employee will keep the yellow copy of the SNIP admission form for each cat they drop off. The employee will return the forms to the Animal Care Supervisor.

After the cats are sent to SNIP, the assigned ACS will clean the rack changing the newspaper and plastic when appropriate.

MAS will pick up the cats the next morning before 8:30am from SNIP. They will receive the pink copy of the admission form. They will return the form to the Animal Care Supervisor. MAS and/or the designee will transport the community cats to the assigned locations and release them.

MAS and/or the designee will return the traps that day to Metro Animal Services. They will place the used traps in the yellow trailer and secure them using the cable and lock not on the rack.

The Animal Care Supervisor or designee will be responsible for completing a trap inventory when they return the traps.

The ACS or employee will place the sheets in the laundry hamper.

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The ACS and/or employee will clean the traps using the standard cleaning protocol and wash the sheets.

Once clean, the ACS/employee will return the traps and sheets to the yellow trailer. They will place the clean sheets in the assigned location and place the clean traps on the rack and secure them using the cable and lock.

Alley Cat Advocates will pick up the cats on Friday from SNIP. They will return the cats to the assigned location and then return the traps to MAS. Alley Cat Advocates will place the sheets in the laundry hamper and notify an Animal Care staff that the traps and sheets are in the trailer.

OUTCOMES IN CHAMELEON

Cats turned in who are already ear-tipped and who are returned to the field by an MAS employee will be given an outcome of 'RTF' upon release from LMAS by the Animal Care staff.

Ear-tipped cats returned by ACO's in the field will still be entered in Chameleon and the appropriate outcome will be put into Chameleon just like any other return done in the field. The subtype for an 'RTF' just like with 'RTO's' done in the field will be 'Field' for ease of statistical analysis.

Cats that are returned to their owners will still be classified as 'RTO'.

Cats that are sent to the KHS/SNIP Clinic to be TNR'd will be given an outcome of 'TNR'.

Cats that have had surgery at MAS and then are returned by an employee or designee will be given the outcome of 'TNR' by the vet staff prior to generating an activity.

It is the responsibility of the employee returning the cat or dropping the cat off at SNIP to check that the appropriate outcome has been entered.

ISSUING AUTHORITY: _____



Justin L. Scally
Director, Metro Animal Services

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ISSUING COMMAND: Metro Animal Services		S.O.P.# AC-003. 20
ISSUE DATE: April 27, 2013	REVISION DATE: N/A	
SUBJECT: Field Operations Procedures		
SUB-TOPIC: Field Services – Impound Procedures		
REFERENCES: Impound		

Animal Impoundment

Once impounded, animals shall be unloaded whenever possible. Sick, injured or other animals that require medical attention or euthanasia to prevent additional suffering will be brought into the animal control facility immediately.

Once unloaded, vehicle cages are to be cleaned and ACOs are to promptly return to their area.

Animals shall be impounded through one of two ways into the facility:

1) Over-the-counter, or 2) In the field; Animals are impounded over-the-counter when brought in by a citizen; in the field due to a citizen request or personal observation (the ACO witnesses the animal at large). In the event a domestic animal is impounded through a citizen request or in the presence of a citizen, the ACO should ask questions regarding:

- Possible owner(s),
- Aggressive behavior demonstrated by the animal,
- Length of time the animal has been seen in the area,
- Any unusual characteristics observed,
- Is the possible owner living in a public housing area where pets are not allowed.

Any information regarding the animal is to be documented on the animal's impoundment form prior to transporting the animal to the facility. Collars, leashes, tattoos (on inner thigh, inside either ear), sex, etc. are to also be checked and recorded. Refer to completion of impoundment forms for additional information. All information and attempts to reach an owner will also be documents in Chameleon.

When an Animal Control Officer impounds an animal, which has shown aggression either to the officer or to the citizen prior to the officer's arrival, the Animal Control Officer must note this information in the comment section of the impoundment form.

An animal is considered impounded once it is under the control of the ACO (i.e., secured by leash or any suitable fashion, has been placed in vehicle). The ACO has the option of returning the animal to its owner provided the following conditions are met:

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REFERENCES: Impound		

- Owner provides proof of ownership,
- Owner provides proof of current rabies certificate which clearly represents the animal in question,
- Dispatcher contact reveals no outstanding fines, penalties and no previous impoundment.

In the event one of the conditions cannot be met, the animal shall be transported to the Animal Control Facility.

In the event an animal is injured, the Veterinary Services Supervisor or Department Director shall be notified prior to leaving the scene and informed of the extent of the injury. Determination by the supervisor shall be made as to whether the animal must be transported to a veterinarian during normal business hours.

Injured Animals - (with I.D.)

Any employee picking up or receiving an (identifiable) injured animal shall try to determine the extent of the injuries. The employee will advise the Dispatcher, if available, that the animal should be brought to the facility or will request approval to take the animal to the veterinarian.

If the animal is wearing **ANY FORM OF IDENTIFICATION** i.e.:

- a. Rabies Tag (noting the year, the Veterinarian or Clinic, etc);
- b. Microchips or Tattoos,
- c. I.D. Tag (noting the name, address & phone number, name of the animal);
- d. Engraving on collar (noting name or phone number)

Every effort shall be made to locate the owner to advise them of the condition of the animal. At that time, the owner of the animal, the veterinarian or the supervisors shall assist the officer in making the determination of treatment for the animal. If no one can be contacted, the treatment of the animal shall be at the discretion of department management in accordance with the animal control ordinance.

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SUB-TOPIC: Field Services – Impound Procedures		
REFERENCES: Impound		

The Animal Control officer can assist the owner by returning the stray animal to them or meeting the owner at the veterinarian's office for treatment purposes.

Injured Animal - (without I.D.)

Every effort shall be made to determine the extent of the injuries to any animal. Because all situations vary, these instructions serve merely as guidelines. It is imperative that common sense and thorough examination take place. If assistance is needed, contact a supervisor.

When an employee has been dispatched to pick up an injured animal and finds the animal has expired prior to his/her arrival, the employee shall pick up the animal and advise the Dispatcher of the situation.

Severe injuries or sickness will be considered for euthanasia when all attempts to show ownership have been exhausted. Employees will justify their actions on the animal's impoundment form by listing the extent of the injuries, sickness, temperament, behavior and level of discomfort the animal would have been endured if left unattended in that particular condition. An emergency consultation must be conducted with a veterinarian, veterinary staff and/or the director in accordance with the department's euthanasia policies and procedures prior to euthanasia. Euthanasia shall only be performed by a certified staff member.

Completion of Animal Impoundment Forms

Refer to Animal Receiving.

ISSUING AUTHORITY: _____



Justin L. Scally
Director, Metro Animal Services

METRO ANIMAL SERVICES
Standard Operating Procedure

ISSUING COMMAND: Metro Animal Services		S.O.P.# AC-003.20.1
ISSUE DATE: April 27, 2013	REVISION DATE: N/A	
SUBJECT: Field Operations Procedures		
SUB-TOPIC: Field Services - Impound Procedures		
REFERENCES: Wildlife		

Louisville Metro Animal Services will no longer handle any wildlife calls. Wildlife will also no longer be accepted by Louisville Metro Animal Services. Any calls or citizens reporting nuisance wildlife, wildlife inside a home, or injured/sick wildlife will be forwarded to the Kentucky Department of Fish & Wildlife, a licensed nuisance wildlife control operator, or to a licensed wildlife rehabilitator. Any citizen who brings wildlife to Animal Services will also be advised to contact the Kentucky Department of Fish & Wildlife or a licensed wildlife rehabilitator – we will not intake the animal. The **Kentucky Department of Fish & Wildlife** may be reached by calling **1-800-858-1549**.

The only exception to this policy would be for public health reasons when there has been a known bite or potential rabies exposure to a human or domestic animal (i.e. bat inside the living quarters of a home; a bite; a pet got into a fight with a wild animal, etc.). Those wild animals will be picked up by an Animal Control Officer, a bite/exposure report will be completed and the wild animal will be submitted for rabies testing.

For a list of rehabilitators (i.e. sick or injured wildlife), you may visit the following website: <http://fw.ky.gov/app1/rehablist.aspx>

For a list of nuisance wildlife control operators (i.e. nuisance wildlife; wildlife inside a home), you may visit the following website: <http://fw.ky.gov/app1/NuisanceLookup.aspx>



ISSUING AUTHORITY: _____

Justin L. Scally
Director, Metro Animal Services

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ISSUING COMMAND: Metro Animal Services		S.O.P.# AC-003.20.2
ISSUE DATE: April 27, 2013		REVISION DATE: N/A
SUBJECT: Field Operations Procedures		
SUB-TOPIC: Field Services – Impound Procedures		
REFERENCES: Courtesy Ride Home & Returns in the Field		

Officers will return pets to their owners by providing a 'Courtesy Ride Home' to pets who have identification when they're picked up in the field. Personnel are also expected to make every effort to return pets to their owners when the officer has knowledge as to where the pet lives. Officers will check for forms of identification to include tags, microchips, licenses, etc. while out on the street in an attempt to return the pet to their owner and thus prevent the animal from entering the shelter. Pets will be given a 'Free Ride Home' on their first courtesy return in the field provided they didn't bite, etc. and therefore no citation will be issued to the owner for the first violation either.

It is imperative that ALL animals be scanned for chips - regardless of whether they are owner surrenders or strays AND personnel will promptly follow up on that information.

Officers on the street will scan all animals for chips at the time of pick up and make every effort to return that pet to their owner while on the street - thus preventing LMAS from taking that animal into the shelter.

ACS's will double scan the animal on intake at LMAS as well to be sure that the chip (if there is one) is found.

When officers return pets in the field, they will enter the animal into chameleon and give the animal an animal ID number regardless of whether they bring the animal back to the shelter or they redeem the pet in the field. If redeemed while in the field, the animal(s) will then be given an outcome type of 'RTO' and it's imperative that the officer then also list the outcome subtype of 'Field'. Officers must then give the outcome a date and time in order to save the outcome in the system. Personnel will always initial activities in chameleon.

These actions, including checking lost and found on intake are imperative to returning pets to their owners in a timely manner, helping to avoid unnecessary costs to the owner and to help keep the shelter populations down when the circumstances permit.

ISSUING AUTHORITY: _____



Justin L. Scally
Director, Metro Animal Services

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ISSUING COMMAND: Metro Animal Services		S.O.P.# AC-003.20.3
ISSUE DATE: April 27, 2013	REVISION DATE: N/A	
SUBJECT: Field Operations Procedures		
SUB-TOPIC: Field Services – Impound Procedures		
REFERENCES: Deceased Owners/Incapacitated Owners Animal Surrenders		

Effective immediately, Animal Services personnel will request copies of power of attorney documents anytime someone wishes to surrender an animal and the owner is incapacitated and/or deceased. Personnel will try to obtain copies of the power of attorney documents when possible to ensure the person attempting to surrender an animal to LMAS has the legal authority to surrender custody of the other person's property/animals. There will be times however when a death or hospitalization is unexpected and therefore there may be no power of attorney documents/living will and a supervisor should be consulted in those situations regarding what documents/course of action should be taken.

This directive doesn't necessarily apply for all situations where LMAS employees respond to take custody of an animal in situations where an owner has died or is otherwise incapacitated. For example, sometimes a person has died and LMAS is called to assist by removing the animal(s); or a person is incapacitated and cannot make a decision on what to do for their animal (i.e. in a car accident and sent to the hospital). In those situations, the animal will be taken into LMAS custody as a 'Protective Custody' and they won't be considered 'surrendered', 'adoptable', etc. As such, 'Protective Custody' is now a STATUS in Chameleon. The power of attorney documents will only be necessary when someone is attempting to surrender ownership of an animal and they are doing so for the owner who is deceased and/or incapacitated.

ISSUING AUTHORITY: _____



Justin L. Scally
Director, Metro Animal Services

METRO ANIMAL SERVICES
Standard Operating Procedure

ISSUING COMMAND: Metro Animal Services		S.O.P.# AC-003.20.4
ISSUE DATE: April 27, 2013		REVISION DATE: N/A
SUBJECT: Field Operations Procedures		
SUB-TOPIC: Field Services – Impound Procedures		
REFERENCES: Deceased Stray Domestic Animal Pick-Up/Turn-In Procedures		

The following will be the new procedure for handling any deceased stray domestic (i.e. dog or cat...) animals picked up by LMAS and/or any deceased stray animals turned in:

- Complete an intake form. Indicate where the animal was found/picked-up on this form (and in Chameleon).
- Take good photographs.
- Scan for microchips and check for other forms of identification. Follow-up on any possible animal owner leads.
- Check lost and found for missing reports that match the description of the deceased animal. Follow up on any solid leads.
- Enter the animal into Chameleon and attach the photographs taken of the animal. Remember to document where the animal was found deceased. Remember to list the animal as deceased and in the freezer in the status.
- Place an 'Ident-a-Band' collar on the deceased animal that has the animals' intake number on it.
- Place the animal in the freezer on the shelf with a label indicating the intake date and the date for when the five day hold will be over.
- Print a kennel card for the deceased animal and place it in the 'In Vet' binder for animals in the shelter located in the Animal Care intake office. The kennel card will remain in the binder until the five day stray hold is complete.
- Hold the deceased stray animals' body in the freezer for five days to help provide closure to any grieving pet owner who comes in trying to find their lost pet.

Animals that are turned into LMAS by their owners as being deceased for disposal will be listed on the revised 'Deceased on Arrival List'. Companies/veterinary clinics that bring deceased animals to be disposed of will be instructed to go to the business office first to complete their

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ISSUING COMMAND: Metro Animal Services		S.O.P.# AC-003.20.4
ISSUE DATE: April 27, 2013	REVISION DATE: N/A	
SUBJECT: Field Operations Procedures		
SUB-TOPIC: Field Services – Impound Procedures		
REFERENCES: Deceased Stray Domestic Animal Pick-Up/Turn-In Procedures		

transaction before the deceased animals are unloaded. Those animals will all be documents in chameleon as disposal intakes.

ISSUING AUTHORITY: _____



Justin L. Scally
Director, Metro Animal Services

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ISSUING COMMAND: Metro Animal Services		S.O.P.# AC-003.20.5
ISSUE DATE: April 27, 2013		REVISION DATE: N/A
SUBJECT: Field Operations Procedures		
SUB-TOPIC: Field Services – Impound Procedures		
REFERENCES: Reunification of Animals		

When an officer must impound an animal and they know where the animal lives and/or suspect that they know where the animal may live, the officer will be required to leave a notice on the suspected owner's door and/or personally deliver the notice to the owner if he/she is available. This shall be the case for a variety of reasons including if a neighbor informs the officer where the animal came from, the animal has a microchip, etc. The notice will state that the animal is at MAS and that the owner must come to MAS to identify and reclaim the animal within 5 days. The officer must enter a memo on the animal in Chameleon stating that a notice was left, who they gave it to and any other particulars regarding the conversation/action.

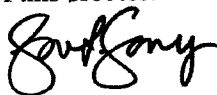
If the officer speaks to the owner he/she will still be required to inform the owner of the period to reclaim the animal depending on how long the animal has been at the shelter. If the release date is rapidly approaching or if no additional contact can be made, the Animal Control Supervisor and/or Assistant Director will be consulted to determine if an extra effort to leave a notice at the owner's residence is necessary as a last ditch effort to save the animal's life.

When an animal is brought to the shelter and the owner is known - a notice must then be delivered to the persons' last known address if he/she cannot be contacted via telephone. If an officer has not already left a notice but the animal still isn't reclaimed, an officer will be dispatched to respond to the owner's home to advise them that their animal is at MAS and they must come to MAS by a certain date to identify/claim the animal. This will be done prior to final disposition being authorized on the respective animal(s).

When looking up the owner, please call all phone numbers associated with that person. If personnel are unable to make contact with the owner then they are to look up the address and see if other people live at the residence that may be able to contact the owner or may be a family member or co-owner, etc.

Employees will be held strictly accountable to this policy and they should be mindful that documentation is necessary during every step of this process.

ISSUING AUTHORITY: _____



Justin L. Scally
Director, Metro Animal Services

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ISSUING COMMAND: Metro Animal Services		S.O.P.# AC-003.20.6
ISSUE DATE: April 27, 2013	REVISION DATE: N/A	
SUBJECT: Field Operations Procedures		
SUB-TOPIC: Field Services – Impound Procedures		
REFERENCES: Cat Traps and Transfer Cages		

The past practice at MAS has been to take all cats in traps to Metro Animal Services unload the trap and return the trap to the citizen. However, in an effort to streamline ACO workloads and for staff and animal safety reasons, we have purchased transfer cages to prevent officers from having to pick up traps and then needing to transport the traps back to the shelter to be unloaded.

The way that the transfer cage works is that the officer will open the transfer cage and sit the trap in front of the cage. The officer will then open the trap keeping the transfer cage in front of the trap preventing the cat from escaping. Once the cat is in the transfer cage the door will be lowered and the trap returned to the citizen. These cages will allow officers to get more runs done by not having to return traps. This will also keep MAS from losing traps and having citizens call upset because it is taking too long to return their trap.

One transfer cage will be assigned to each truck. The cage will be marked with the truck's number. It will be the responsibility of the officer to keep track of the cage and make sure it is in the truck after the officer brings in and unloads the cat.

As a matter of policy, the officer does not necessarily need to come in and unload simply because they placed a cat in their transfer cage. For example, if the officer has multiple runs for cats in traps after filling their transfer cage, then the officer may pick up the traps during those calls for service until we have purchased enough transfer cages to accommodate the need.

If the officer does not feel safe removing the cat from the trap to the cage then they will need to contact their supervisor starting with the sergeant and progressing up the chain of command. The supervisor will respond to the scene and attempt to safely remove the cat. If the cat cannot be removed safely then the trap will be brought in to MAS to unload.

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Justin L. Scally
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ISSUING COMMAND: Metro Animal Services		S.O.P.# AC-003.20.7
ISSUE DATE: April 27, 2013	REVISION DATE: N/A	
SUBJECT: Field Operations Procedures		
SUB-TOPIC: Field Services – Impound Procedures		
REFERENCES: FIRE/RESCUE SERVICE REQUESTS FOR ASSISTANCE		

ACO's will respond to requests for emergency assistance from the fire/rescue service. As a matter of policy, 'emergency assistance' to the fire service shall include, but not be limited to, the recovery of deceased animals from a residential property and/or situations where an owner is incapacitated and therefore unable to determine the course of action for their pets. However, for safety reasons – ACO's shall not enter into any structure that has been on fire due to the uncertainty of the structure's integrity without the approval of the fire service or a building inspector. ACO's will be expected to respond to after-hours requests for assistance from the fire/rescue service should the circumstances be within the parameters of this policy.



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Justin L. Scally
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ISSUING COMMAND: Metro Animal Services		S.O.P.# AC-003.20.8
ISSUE DATE: April 27, 2013	REVISION DATE: N/A	
SUBJECT: Field Operations Procedures		
SUB-TOPIC: Field Services – Impound Procedures		
REFERENCES: Heat and Animal Transports/Dock		

During the spring and summer heat personnel must abide by the following:

- Avoid long trips with animals on the truck. Ensure the AC is working in the kennel areas before beginning your shift. Make more frequent stops at the shelter to drop off as necessary to avoid animal suffering but be mindful that swift departure is expected to handle pending calls.
- Don't keep animals on the truck when you arrive at the shelter on high temperature days to avoid unnecessary animal overheating.
- Keep the doors open on the trucks to help ventilation when the truck isn't running AC into the cages on the truck but avoid keeping animals on your trucks when it's not necessary to prevent discomfort for the animal.

ISSUING AUTHORITY: _____



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Director, Metro Animal Services

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ISSUING COMMAND: Metro Animal Services		S.O.P.# AC-003.21
ISSUE DATE: April 27, 2013	REVISION DATE: N/A	
SUBJECT: Field Operations Procedures		
SUB-TOPIC: Field Services –		
REFERENCES: Closing/Security Directive		

Animal Care will be responsible for closing/locking all areas that are not in use before they clock out at the end of their shift. Animal Control will be responsible for locking all doors behind them that they open.

It is the **ultimate responsibility** of the last person to leave who sets the alarm to make sure that all doors/windows are closed and locked.

This includes but shall not be limited to:

- Yellow trailer;
- White (vet) trailer;
- Vet tech office and the veterinary clinic area doors must be closed and locked;
- Old officer trailer;
- Quarantine (the overhead door must be closed, both doors will be closed and locked and all windows must be closed);
- Administrative/Business Office (door to the conference/meeting room, side office door – Betsy's area, front and side administrative doors);
- All doors and windows in Animal Care (cat room doors, door leading to the kennels, 100 building, 200 building (both doors), the overhead doors must be closed and all windows must be closed);
- Front and Side Gates must be closed and locked.



ISSUING AUTHORITY: _____

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SUBJECT: Field Operations Procedures		
SUB-TOPIC: Field Services		
REFERENCES: Fleet		

DEPARTMENT VEHICLE ASSIGNMENT AND USAGE

VEHICLE USAGE

The following guidelines shall apply to all employees:

- Employees shall adhere to all policies, procedures, laws, rules and regulations as they pertain to vehicle usage, equipment, operation and maintenance.
- Employees using department vehicles in an unauthorized manner or permitting unauthorized use of a department vehicle may be subject to disciplinary actions.
- Employees using a department vehicle shall exercise good judgment and avoid any conduct likely to cause unfavorable comment or embarrassment to the department.
- Personnel will also read and comply with the Metro Vehicle Idling Policy. However, staff will be mindful that animal welfare is of utmost importance and therefore if a vehicle must be left to idle in order to maintain adequate temperature controls for the animals being transported – that is permissible. Nevertheless, unnecessary idling in accordance with the Metro policy will be prohibited.
- All employees are required to read and comply with the Metro Vehicle Use Policy.

OPERATIONAL JURISDICTIONS OF VEHICLES

Employees driving a Class C vehicle shall not operate a department vehicle outside of Jefferson County without proper authorization from a supervisor.

TOBACCO USE

In accordance with Metro Government Personnel Policy 1.17, smoking of tobacco products is prohibited in all department vehicles as defined by this policy.

EATING

No more than two marked vehicles may be parked at any given time at a restaurant or other related establishment while on duty unless approved by a supervisor. On duty employees are prohibited from

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REFERENCES: Fleet		

eating at establishments whose primary source of income is derived from the sale of alcoholic beverages. On duty employees shall refrain from eating at the bar area of any establishment.

USE OF SAFETY BELTS

Employees are required to wear seat belts while operating or riding in a department vehicle. Passengers are required to wear seatbelts unless physical handicaps prevent proper usage.

Small children and infants shall always be secured in a child restraining device or seatbelt as required by law and shall be positioned in the rear seats due to airbag concerns.

PARKING

Employees are prohibited from parking in handicapped zones, fire lanes, no parking or stopping zones (including peak time no parking), turning lanes, tow away zones or bus stops. Employees shall not utilize parking meters in the downtown area unless they are on official business or they pay the appropriate parking fee. The downtown area is defined as the area bounded by Roy Wilkins Boulevard (9th Street), Brook Street, Broadway and the Ohio River. Official business is defined as handling a call for service, taking some type of self-initiated activity, conducting criminal investigations or attending meetings at the direction of competent authority. Official business privileges shall not be extended to employees attending court, the Grand Jury or official meetings at the Jefferson County Attorney's Office or Office of the Commonwealth's Attorney.

If an employee, who is in control of a departmental vehicle, receives a parking citation while not on official business, they shall pay the fine in the same manner as a private citizen. The fine must be paid within seven working days. Nothing in this policy shall prevent an employee from appealing a parking citation, using the same appeals process as a private citizen.

If an employee, who is in control of a departmental vehicle, receives a parking citation while conducting official business, he/she shall write a letter that states when and where the citation was issued prior to the end of his next tour of duty. The letter shall also state the nature of the official business and the reason for parking in the particular location. The letter and a copy of the parking citation shall be sent through the appropriate chain of command to the Director. Any employee, who fails to pay a parking citation when required to do so or to make the proper written notifications if the parking was justified, shall be subject to disciplinary action.

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REFERENCES: Fleet		

UNATTENDED VEHICLES

Employees shall not leave department vehicles unsecured, unattended with the keys in the ignition, or running unattended. If circumstances are such that the officer is unable to secure the vehicle, the vehicle shall be secured as soon as possible.

When animals are located in the transport unit and the outside temperature is of either extreme which requires the vehicle to be running to provide adequate ventilation and adequate interior temperature, a vehicle can be left running, but must be secured. The transport unit must also be secured.

VEHICLE APPEARANCE

Employees shall be responsible for the appearance and cleanliness of their vehicle regardless of whether the vehicle is a temporary or permanent assignment.

Employees may take their vehicles to a vendor under contract with Metro Government no more than once every two weeks. Employees may also wash and clean the vehicles themselves.

Some vehicles may require detailed cleaning. In such cases, the director shall request the Fleet Manager to inspect the vehicle and decide if the expense is justified.

VEHICLE ASSIGNMENTS

No employee shall take a vehicle that is without completing the vehicle's sign out/log book and not without prior approval of a supervisor.

PERSONAL PROPERTY

Employees are discouraged from bringing personal property to the facility or placing it in a departmental vehicle. The department is not responsible for any personal property that is lost, stolen or damaged.

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VEHICLE MAINTENANCE

OPERATIONAL MAINTENANCE

Employees shall be responsible for maintaining proper fluid levels, and tire pressure for any department vehicle under their control.

PREVENTIVE MAINTENANCE

The Fleet Manager (Public Works) shall develop a preventative maintenance (PM) schedule for department vehicles. The sergeant in charge of fleet and the lieutenant are responsible for ensuring preventative maintenance for vehicles under their command at the appropriate mileage or by the date designated by the Government Services Administrators (GSA). Appointments for service should be made in advance of the service interval. Employees must have authorization from a supervisor prior to taking a vehicle to the garage for service.

Employees requesting repairs shall complete an email to the sergeant in charge of fleet and or lieutenant, who will make the necessary arrangements. Any deviation from this procedure must be authorized by a supervisor.

TRAVEL: EMERGENCY REPAIRS

When minor repairs (e.g. headlight, tail light, fuse, hose, belt) are required on department vehicles while being utilized for out-of-town travel, employees may take the vehicle to a local repair facility or perform the repairs himself/herself once permission is received from a supervisor.

When major repairs are required for department vehicles utilized during out-of-town travel, employees shall contact their supervisor and inform him/her of the situation. The supervisor shall contact the Fleet Manager to authorize any major repairs. The supervisor shall then contact the employee with the appropriate information.

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REFERENCES: Fleet		

MANUFACTURER RECALL

Fleet Management shall be responsible for notifying employees when their vehicle is affected by a manufacturer's recall. Upon notification, the employee shall take the vehicle to the dealer/location for repairs and forward any resulting paperwork to the Fleet Manager.

DEPARTMENTAL ROADSIDE SERVICES

Department-designated wreckers shall provide roadside services (e.g. tire changes, jump-starts) to all on-duty officers

FUEL CARDS

Any employee who drives a Metro vehicle will be assigned by Fleet Services their own unique pin number to get fuel. This pin number can not be shared or used by anyone but that employee. Any time an employee gets fuel they must obtain a receipt. The employee must sign the receipt, write the vehicle number on the receipt and then turn it into their supervisor before the end of their shift. The supervisor will keep records of the receipts for each individual employee and turn them into the Assistant Director at the end of every month. The Assistant Director or his/her designee will review the receipts to ensure compliance of the Metro Vehicle Use Policy.

LOST, STOLEN, AND DAMAGED FUEL KEYS/CARDS

Employees shall promptly submit an Incident Report for any lost, stolen or damaged fuel card to his/her immediate supervisor. The employee's supervisor must notify the Government Services Administrator (GSA) to deactivate and/or re-issue a new key or card. GSA shall contact the employee when the replacement key or card is available. All replacement fuel cards require the signature of the receiving employee. Broken or damaged cards must be turned in before the replacement will be issued.

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REFERENCES: Fleet		

VEHICLE FUELING

An employee shall enter the current mileage of a department vehicle when refueling. No reimbursement shall be given to officers purchasing fuel from providers not contracted with the department unless approved by a supervisor.

Contracted fuel providers shall assign each department vehicle its own gas card specifically coded for that vehicle for the purchase of regular unleaded fuel. Employees are prohibited from using a gas card to fuel any other vehicle unless approved by a supervisor.

MARKED VEHICLES

Marked patrol vehicles shall be conspicuously decaled with departmental-approved insignias and shall be equipped with the following:

- Fully-charged fire extinguisher
- Exterior mounted emergency lighting package
- Spare tire and jack

ALTERATIONS TO DEPARTMENT VEHICLES

Employees shall not affix any decal, insignia, bumper sticker, front license plate, window stickers or any other items of similar nature to departmental vehicles. Additionally, officers are prohibited from installing trim rings, wheel covers; fog/driving lights, additional external antennas, trailer hitches, additional lights, window tinting or other equipment of a similar nature. Items that derive their power from a cigarette plug/adaptor that are not permanently mounted to the vehicle (e.g. cell phones chargers) are permitted. If there are any doubts as to whether or not an item or equipment would require authorization, then the employee shall seek clarification from a supervisor.

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SUB-TOPIC: Field Services		
REFERENCES: Fleet		

EMPLOYEE RESPONSIBILITIES

Damage to MAS Equipment or Vehicle

Employees are responsible for inspecting all uniform and equipment articles issued to them or under their immediate control in order to ensure serviceability and to check for damage prior to each tour of duty.

Employees are required to handle all equipment in accordance with training and manufacturer's guidelines.

Employees shall make appropriate efforts to prevent the loss, theft or damage of MAS equipment. Employees shall report defective or damaged MAS equipment to their immediate supervisor via email prior to the end of their next tour of duty. If the defective or damaged property is a MAS vehicle, a police report and an incident report (Metro Vehicle Accident/Incident Report if a vehicle accident) shall be completed and turned in to the employee's immediate supervisor immediately. A police report and an incident report shall be completed when department property has been lost, stolen or damaged as a result of criminal activity. The officer's immediate supervisor is responsible for the replacement of the damaged, lost or stolen MAS duty gear, if possible

VEHICLE DAMAGE

VEHICLE DAMAGE REPORT

Employees shall submit a Metro Vehicle Accident/Incident Report in the following circumstances:

- When a departmental vehicle sustains damage by striking a fixed object
- When a departmental vehicle is involved in a collision
- When a departmental vehicle sustains damage that is not the result of a traffic collision

A employees shall complete the Metro Vehicle Accident/Incident Report, include the collision report number if applicable, and forward it through the appropriate chain of command within 24 hours of the incident.

Additionally, the on-duty supervisor, upon learning of damage to any LMAS departmental vehicle, shall send an email to the Director or his designee. This email shall be sent by the end of the supervisor's shift and shall include the following information:

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- Date and time of the incident
- Location of the incident
- Incident report number (if applicable)
- Employee's name, badge number and assignment
- Vehicle equipment number
- Description of vehicle damage
- Narrative of how the damage occurred
- List of names, addresses and phone numbers of anyone injured along with a description of the injuries
- Criminal charges (if applicable)
- Witness information
- Property damage, other than LMAS property, to include the owner's name, address and phone number

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ISSUING COMMAND: Metro Animal Services		S.O.P.# AC-003.22.1
ISSUE DATE: April 27, 2013	REVISION DATE: N/A	
SUBJECT: Field Operations Procedures		
SUB-TOPIC: Duty Preparation - Fleet/Equipment		
REFERENCES: Trailer Procedure		

Metro Animal Services has purchased a stock trailer. In order to keep the trailer in good repair and ready to use at all times, we will begin the following procedures. It should be known that besides what is outlined in this procedure employees must also comply with all regulations set forth in the Metro Vehicle Use Policy.

The sergeant in charge of fleet or a designee will be charged with doing an inspection of the trailer and completing a Check In Form once a week. They will monitor tires, body condition, electrical, etc.

Any time that the trailer is used a Trailer Checklist must be completed. There will be two checklists. One will be called Check Out which will be completed before you take the trailer. The other form will be Check In which will be completed when you return with the trailer. There will be a Master Checklist that highlights all damage that will be stored in a binder on the fleet shelf in the administration office.

Checklist must be completed by two employees. The reason we have two people completing the checklist is to provide a second set of eyes so that nothing is missed. Any new damage/problem(s) must be reported on the checklist and immediately reported to your supervisor or assistant director either in person or by phone. Checklists will be turned into the lieutenant who will review them and place them in the Trailer Binder. Any damage needs to be compared with damage documented on the previous Trailer Checklist.

The trailer hitch will be kept on the fleet shelf in the administration office. It must be returned after every use.

Do not wait until you return to report any problems or damage. Employees will be held responsible for any loss or damage to equipment and employees could face disciplinary action up to and included termination for stealing and/or defacing Metro property.

ISSUING AUTHORITY: _____



Justin L. Scally
Director, Metro Animal Services

COLLECTIVE BARGAINING AGREEMENT

By and Between

**LOUISVILLE/JEFFERSON COUNTY METRO
GOVERNMENT**

AND

**AMERICAN FEDERATION OF STATE, COUNTY
AND MUNICIPAL EMPLOYEES AFL-CIO
LOCAL 2629**

Department of Public Works and Assets:

Facilities Management Division
Fleet Services Division
Operations and Engineering Division

Department of Health and Wellness

Department of Housing and Family Services:

Human Services Division
Housing Division

Department of Economic Development:

Air Pollution Control District

Department of Finance and Administration:

Purchasing

Department of Public Protection:

Metro Animal Services Division
Metro Correction
Youth Detention Services

Department of Codes and Regulations:

Inspection, Permits and Licenses Division
Planning and Design Division

Effective Date: July 1, 2008

Expiration Date: June 30, 2012

LETTER AGREEMENT

between

LOUISVILLE/JEFFERSON COUNTY METRO GOVERNMENT

and

AMERICAN FEDERATION OF STATE, COUNTY AND MUNICIPAL

EMPLOYEES (AFSCME) LOCAL 2629

The following Letter Agreement is adopted as part of collective bargaining agreement between Louisville/Jefferson County Metro Government ("Louisville Metro Government") and the American Federation of State, County and Municipal Employees (AFSCME) Local 2629.

WHEREAS, Section 10 of Article 24, Compensation and Longevity, of the Collective Bargaining Agreement effective July 1, 2008 through its expiration date of June 30, 2012, was inadvertently omitted;

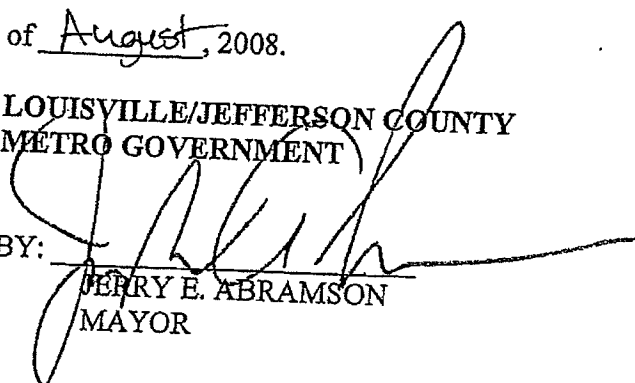
Now therefore, this Letter Agreement is incorporated within the relevant collective bargaining agreement as though fully set forth therein.

Section 10. A Member promoted into a job classification within a higher pay grade shall have his/her rate of pay increased by the same percentage as separates the first step of the respective grades as contained in Addendum B.

This constitutes the entirety of this Letter Agreement between the parties. There are no other agreements written or oral by the parties on this issue.

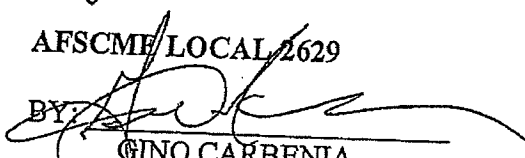
IN WITNESS WHEREOF, the parties have affixed their signatures this 28th day
of August, 2008.

LOUISVILLE/JEFFERSON COUNTY
METRO GOVERNMENT

BY: 

JERRY E. ABRAMSON
MAYOR

AFSCME/LOCAL 2629

BY: 

GINO CARBENIA
ADMINSTRATOR

APPROVED AS TO FORM:
~~IRVING~~ MAZE, JEFFERSON COUNTY ATTORNEY

BY: 

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PREAMBLE

THIS COLLECTIVE BARGAINING AGREEMENT (hereinafter referred to as "Agreement") has been entered into this 18th day of June, 2008, by and between LOUISVILLE/JEFFERSON COUNTY METRO GOVERNMENT (hereinafter referred to as "Metro Government"), and the AMERICAN FEDERATION OF STATE, COUNTY AND MUNICIPAL EMPLOYEES AFL-CIO, LOCAL 2629 (hereinafter referred to as "AFSCME").

ARTICLE 1. SCOPE & RECOGNITION

Section 1. This Agreement extends only to wages, hours, and terms and conditions of employment as contained herein and constitutes the entire agreement of the parties.

Section 2. As used in this Agreement, "Member" means a non-probationary, non-supervisory, regular employee of Metro Government for whom AFSCME is recognized as the exclusive bargaining representative in the following Metro Government agencies and departments:

- Department of Public Works and Assets:
 - Facilities Management Division
 - Fleet Services Division
 - Operations and Engineering Division
- Department of Health and Wellness
- Department of Housing and Family Services:
 - Human Services Division
 - Housing Division
- Department of Economic Development:
 - Air Pollution Control District
- Department of Finance and Administration:
 - Purchasing
- Department of Public Protection:
 - Metro Animal Services Division
 - Metro Correction
 - Youth Detention Services
- Department of Codes and Regulations:
 - Inspection, Permits and Licenses Division
 - Planning and Design Division

Section 3. Nothing contained herein is intended to limit the rights of Members or intended to limit the right of Metro Government as provided by law. Now, therefore, the parties agree to be bound by the following terms and conditions.

Section 4. Except as otherwise provided in this Agreement, the provisions of Metro Government's Personnel Policies shall apply to the Members.

ARTICLE 2. MANAGERIAL RIGHTS

It is the right of Metro Government to operate and manage its affairs in all respects in accordance with its responsibilities. The rights of Metro Government shall

include any subject not preempted by Federal, State or Municipal law and, but are not limited to:

- a. The right to direct the work of its employees;
- b. The nondiscriminatory right to hire, promote, assign, transfer and retain employees in positions within the public agency;
- c. The nondiscriminatory right to demote, suspend, discipline or discharge employees for proper cause;
- d. The right to maintain the efficiency of governmental operations;
- e. The right to relieve its employees from duty because of lack of work, lack of funds or for other legitimate reasons;
- f. The right to take action as may be necessary to carry out the mission of the agency in an emergency;
- g. The right to determine the methods, means and personnel by which operations are to be carried on;
- h. The right to set reasonable standards of service;
- i. The right to determine the content of job classifications.

Nothing in this Agreement shall be construed as reducing the authority conferred by law on Metro Government or in any way abridging or lessening such authority.

ARTICLE 3. SUBORDINATION

Section 1. This Agreement shall, in all respects wherever the same may be applicable herein, be subject and subordinate to all applicable Metro Government ordinances, statutes, constitutional provisions and any revisions, amendments or newly adopted provisions to any ordinance, statute or constitutional provision which is in effect upon the effective date of this Agreement or which may be hereafter enacted.

Section 2. Nothing herein shall be construed to prohibit the Department Director from promulgating and adopting reasonable rules and regulations applicable to the Members not contradictory to the express provisions of this Agreement.

Section 3. Metro Government agrees not to enter into any agreement or contract with Members, individually or collectively, which in any manner conflicts with the terms and provisions of this Agreement.

ARTICLE 4. GENDER

Any and all reference in this Agreement to the masculine gender shall be deemed to refer to either female and/or masculine gender as the case may be.

ARTICLE 5. PERSONNEL FILES

Section 1. All official personnel records are the property of Metro Government and shall be maintained by the Human Resources Department. Only one official file shall exist for each Member. However, nothing shall prevent management personnel

from keeping their own individual files on personnel matters, provided that documents and/or materials in the individual files of management personnel shall not be introduced as evidence in any disciplinary matter. Only those documents and materials in the official file of an employee may be introduced for such purposes.

Section 2. Metro Government will comply with the Kentucky Open Records Act as it relates to Members' personnel files. A Member shall have the right to review the contents of his or her personnel file. The Human Resources Department shall have three (3) working days to respond to any and all requests. Individuals, including Union Representatives, with written permission from a Member shall have the right to review the contents of the Member's personnel file. Reasonable requests to copy documents in the files shall be honored. The fee for photocopies shall be \$.10 per page.

Section 3. Nothing in the Collective Bargaining Agreement shall be construed to allow the circumvention of Metro Government personnel policies regarding the release of personnel records, nor allow violations of the provisions of KRS 61.870, et seq. All official personnel files shall be kept confidential from the public to the extent possible under the Open Records Act.

ARTICLE 6. UNION SECURITY

Section 1. Membership in AFSCME is not compulsory. Members have the right to join or not join and neither AFSCME nor Metro Government shall exert pressure or discriminate against a Member regarding such matters. All Members in the bargaining unit who chose not to join AFSCME, however, shall be required to pay their fair share of the cost of representation by AFSCME, the amount of which shall be determined by AFSCME. AFSCME shall annually certify, in writing, the current and proper amount of its membership dues at least thirty (30) days prior to the initial deduction. AFSCME shall notify the Metro Government of the cost of representation by AFSCME and the date for the commencement of the fair share deduction at least thirty (30) days prior to the initial deduction.

Section 2. The check-off of regular AFSCME membership dues and any initiation fees for new members shall be made only on the basis of written authorization signed by the Member from whose pay the membership dues and initiation fees will be deducted. Members wishing to revoke their AFSCME membership must notify the Metro Government and AFSCME expressly and individually, in writing by certified mail that such dues are not to be deducted. A fair share fee may be deducted from Members' wages and remitted to AFSCME, with or without written authorization by the Member. The date for the commencement of the fair share deduction shall be determined by AFSCME with appropriate advance notice given to the Metro Government and affected Members.

Section 3. AFSCME dues and fair share fees shall be deducted twice monthly, in equal installments in an amount certified by AFSCME. All AFSCME

deducted dues and fees, including fair share fees, shall be shown on the Members' paycheck stubs.

Section 4. AFSCME membership dues and fair share fees shall be transmitted to the AFSCME by the tenth (10th) day of the succeeding month after such deductions are made. Metro Government will provide AFSCME with a list of employees from whom the deductions are taken with each remittance to AFSCME.

Section 5. AFSCME shall hold the Metro Government harmless against any claims, legal or otherwise, which may arise from these dues or fair share deduction provisions.

Section 6. P.E.O.P.L.E. - CHECK-OFF. Metro Government agrees to deduct from the wages of any Member of AFSCME a P.E.O.P.L.E. deduction as provided for in a written authorization. Such authorization must be executed by the Member and may be revoked by the Member at any time by giving written notice to both Metro Government and AFSCME. Metro Government agrees to remit any deductions made pursuant to this provision after showing the name of each Member from whose pay such deductions have been made and the amount deducted during the periods covered by the remittance. The check would be sent to the American Federation of State, County and Municipal Employees (AFSCME) International office, at the following address:

AFSCME International
P.E.O.P.L.E. Department
1625 L Street, N.W.
Washington, D.C. 20036

AFSCME agrees to indemnify, hold harmless and defend Metro Government from any actions, claims or damages asserted against it arising out of the enforcement of this Article.

Any authorization must be delivered to the Payroll Department in at least ten (10) working days before the payday on which it is to be effective.

Section 7. Metro Government and AFSCME shall share equally the cost of printing this Agreement.

Section 8. Return to the Bargaining Unit

If a Member moves to a position outside of the bargaining unit, he/she may voluntarily return to his/her former classification within the bargaining unit during the first twelve (12) months of such move. In order for a Member to return to his/her former job classification, a vacancy must exist in that classification. No bumping of subsequently appointed personnel shall occur.

ARTICLE 7. UNION BUSINESS AND UNION STEWARDS

Section 1. Contract Negotiations

AFSCME may be represented by its President and Vice-President and not more than thirteen (13) AFSCME Members in the negotiation of a collective bargaining agreement during working hours without loss in compensation. The names of such representatives of AFSCME shall be submitted to the appropriate Directors. Directors should be notified if there is a change in representatives on a temporary or permanent basis.

Section 2. Stewards

(A.) Metro Government and AFSCME agree that due to the number of locations in which the Members covered by this Agreement work, AFSCME shall designate forty (40) stewards who undertake the duties herein without loss of pay as follows:

Department of Health	eight stewards
Department of Human Services	five stewards
Youth Detention	two stewards
Fleet	one steward
Facilities	five stewards
Public Works	seven stewards
Corrections	one steward
Animal Services	one steward
All other departments	ten stewards

The duties of the stewards for the purposes of this Section shall be limited to:

- (a) investigating and/or presenting grievances;
- (b) communicating information from AFSCME to its members in writing or if not in writing, information of a routine nature which will not interfere with Metro Government business;
- (c) administration of the Agreement;
- (d) presence as Union Representation for a Member when requested at any disciplinary or fact finding investigation or meetings.

Should it become necessary for a steward to leave his workstation during normal working hours for any purpose set herein, the steward shall notify his supervisor. The supervisor shall make reasonable efforts to allow the steward to leave his workstation and the permission of the supervisor shall not be unreasonably withheld.

Stewards shall hold super-seniority in the bargaining unit for purpose of layoff only.

(B) Metro Government shall grant time off up to a maximum of eight hundred and eighty (880) hours per calendar year for Union business with pay for the performance of Union business by either the President, Vice-President or AFSCME officers with the exception of contract negotiations. Any hours worked on Union business by the President, Vice-President or AFSCME officers in excess of eight hundred and eighty hours within a calendar year shall be considered an approved unpaid leave.

Metro Government shall grant unpaid leave of up to ten (10) workdays for up to ten (10) Members to attend AFSCME conventions and meetings.

Section 3. Union Access

(A.) Bulletin boards. Metro Government agrees to provide AFSCME designated space for bulletin boards upon which AFSCME may post notice of meetings, announcements, or information of interest to its members. AFSCME further agrees that it will not post any material which would be derogatory to any individual, Metro Government, its Departments, or which constitutes campaign material for or against any person, organization, or faction thereof. Campaign material does not include announcements or information regarding internal campaign elections of AFSCME. Any material which Metro Government determines to be in violation of this Agreement may be removed by Metro Government and AFSCME will be so informed. In addition, the Metro Government agrees AFSCME may use electronic mail for exactly the same purpose and in exactly the same manner it uses bulletin boards. Except for meeting notices, electronic mail must be authored by an AFSCME representative and copies of any material so electronically mailed shall likewise be furnished to the appropriate Director or designee prior to distribution.

(B) Access to work locations. With reasonable notice to the appropriate Director or designee and with the approval of the Director or his designee, a non-employee representative of AFSCME shall be allowed access to work locations not accessible to the general public.

Section 4. Unpaid leaves approved.

Upon the approval of the appropriate Director or designee and at the request of AFSCME, up to two (2) Members who are elected or appointed to positions with AFSCME may be granted leave without pay. Any such Member granted leave shall be reinstated without loss of seniority to his former position within two weeks written notice of the intent to return. No leave of absence granted under this section shall exceed the length of this Agreement.

Section 5. Union insignia

Members shall be allowed to wear reasonably sized pins, buttons or hats reflecting membership in AFSCME, provided, however, those Members working in a service uniform shall be required to have said reasonable size pins, buttons or hats approved by the Director or his designee prior to wearing said pins, buttons or hats on their uniform. Such approval shall not be unreasonably withheld.

Section 6. Record of New and Rehired Employees.

Metro Government shall furnish a copy of the appropriate payroll form applicable to each new or rehired employee to the Union within a reasonable period following his/her employment.

Section 7. Labor-Management meetings

Metro Government and AFSCME will meet no less than twice a calendar year for the purpose of discussing issues important to both. AFSCME shall be responsible for calling the meetings. The meetings shall not be an extension of collective bargaining. The parties have no authority to amend, modify or change the collective bargaining agreement. The issues that may be discussed include work place safety, job classifications, training needs, staffing concerns and other general issues.

Section 8. Union Orientation

The Union will be allowed fifteen (15) minutes during the respective department orientation process for newly hired Metro employees, in which to make a presentation regarding Union membership for eligible employees.

Section 9. Meeting Space

Metro Government agrees to provide meeting space, if available, upon request to the appropriate Metro Government official.

The individual departments will make every effort to provide an area of privacy for the steward and grievant when engaged in grievance handling.

ARTICLE 8. DISCIPLINE

Section 1. Metro Government shall have the right to discipline Members for just cause. Any of the following actions may be taken when necessary to discipline a Member. With the exception of counseling, disciplinary actions must be in writing and must inform the Member of the opportunity to grieve the action in accordance with this Agreement. With the exception of counseling, warnings and reprimands, all intended disciplinary actions must be reviewed by the Director of Human Resources or designee. Any disciplinary action shall be reasonable and commensurate with the offense.

No previous minor infractions may be considered except for those brought within the immediate preceding six (6) months. Minor infractions are defined as infractions that were handled with progressive discipline beginning with a counseling statement and have not progressed beyond a written reprimand.

No previous major infractions may be considered except for those brought within the immediate preceding one (1) year. Major infractions are defined as infractions that were not handled with progressive discipline or include suspension or dismissal.

a. COUNSELING: In cases of minor infractions, efforts will be made to correct the Member through counseling and other non-punitive means. Metro

Government will maintain a written record of such counseling. Counseling is not discipline.

b. **WRITTEN WARNINGS:** When infractions of rules are more serious or there are repeated minor infractions, a supervisor may issue a written warning to a Member. Written warnings shall be in writing and given to the Member and his Steward. The Director or designee will send a copy of the written warning to the Human Resources Department where the written warning will be placed in the Member's personnel file. The Member may grieve a written warning through the Grievance Procedure in this Agreement.

c. **WRITTEN REPRIMANDS:** When infractions of rules are more serious or there are repeated minor infractions, a supervisor may reprimand a Member. Reprimands shall be in writing and given to the Member and his steward. The Director or designee will send a copy of the reprimand to the Department of Human Resources where the reprimand will be placed in the Member's personnel file. The Member may grieve a written reprimand through the Grievance Procedure in this Agreement.

d. **SUSPENSIONS:** The Director or designee may recommend that a Member be suspended without pay for serious infractions of rules. Suspensions may extend over a period or periods of up to 20 days during any 12 consecutive months. The Member may grieve a suspension through the Grievance Procedure in this Agreement. Suspensions of more than 20 days in a 12-month period shall result in dismissal of the Member.

e. **DISMISSALS:** The Director or designee may recommend that a Member be dismissed for the most serious infractions of rules or a continued pattern of less serious infractions. The Member may grieve a dismissal through the Grievance Procedure in this Agreement.

Section 2. A Member shall have the right to have an AFSCME representative, a steward or an officer, with him/her at any fact finding or disciplinary meeting.

Section 3. If a grievance of a disciplinary action results in a withdrawal or change of such disciplinary action, the record of the disciplinary action shall be changed or removed from the Member's file to reflect the results of the grievance.

Section 4. When a non-criminal complaint alleging misconduct or rule violation by a Member is received, the complaint shall be investigated in a reasonable amount of time and a determination made as to the appropriate action to take. Metro Government shall not be required to investigate anonymous complaints. If the complaint alleges criminal activity on behalf of the Member, the claimant shall be referred to an appropriate law enforcement entity.

Section 5. A copy of any disciplinary action that is to be placed in a Member's file shall be given to that Member and the Union by giving same to the Union Steward.

Section 6. A meeting on disciplinary action for minor infractions only shall be held by the Director or designee no later than ten (10) workdays from the date that the investigation and/or fact-finding process of the alleged incident has been completed.

ARTICLE 9. GRIEVANCE PROCEDURE

Section 1. A grievance is defined as a dispute involving the interpretation or application of a specific provision of this Agreement. The grievance procedure contained in this Agreement is the sole and exclusive means of resolving all grievances arising under this Agreement. The following matters are considered grievable issues:

- (a) Computation of salaries;
- (b) Working hours;
- (c) Working conditions;
- (d) Only the disciplinary actions as specified above as grievable

Section 2. A grievance may be initiated by AFSCME or an aggrieved Member. The Metro Government shall not retaliate or discriminate in any manner against any Member for initiating a grievance. A Member shall have the right to have an AFSCME representation (a steward or officer) at any disciplinary proceeding.

Section 3. Grievances, as defined herein, which may arise shall be settled in the following manner:

Step 1. Within ten workdays of the aggrieved event, or within 10 workdays of when the Member and/or AFSCME could have reasonably known of the aggrieved event, the Member and AFSCME shall meet with the Member's most immediate supervisor outside of the bargaining unit during the Member's regularly scheduled work period and attempt to resolve the grievance.

Step 2. If the grievance is not satisfactorily resolved at that level, the Member and AFSCME may, within ten workdays of the conference, request, in writing, a conference with the Director or designee. This conference shall be held during the Member's regularly scheduled work period with the Director or designee within ten days of the request. The Director or designee shall give a written answer to the Member and AFSCME within ten days of the conference. The Member's AFSCME representation at this step shall be limited to one steward or employee-officer and one non-employee representative.

Step 3. If after this conference, the grievance is still not resolved, within ten workdays of receipt of the Director's or designee's written answer, the Member and AFSCME may forward the written grievance to the Director of Human Resources. The Director of Human Resources, or designee, may schedule

a conference with the aggrieved Member and AFSCME to assist in resolving the grievance. The Member's AFSCME representation at this and all subsequent steps in this grievance procedure is limited to one steward or employee-officer and two non-employee representatives, inclusive of an attorney if used. Within 30 days of receipt of the grievance, the Human Resources Director will make a determination and advise the Director or designee and the Member and AFSCME of the decision in writing.

Step 4. If the Member and AFSCME are still aggrieved after the decision of the Director of Human Resources, the Member and AFSCME may forward the grievance in writing within twenty (20) workdays from the receipt of the Director's decision to a mediator of the Kentucky Labor Cabinet, the Federal Mediation and Reconciliation Service or the Louisville Labor Management Committee. The mediator may schedule a conference with the aggrieved Member to assist in its determination. Within 30 days after receipt of the grievance, the mediator will make a determination and advise the Director of Human Resources, the Member and AFSCME of its recommendation. The mediator shall have no authority, jurisdiction or right to alter, amend, modify, ignore, add to or subtract from or change in any way any term or condition of this Agreement or to recommend an award which is in conflict with any provision of this Agreement. The mediator shall consider only the specific issue or issues submitted to it and shall confine its decision to a determination of the facts and an interpretation and application of this Agreement.

The Director of Human Resources, after consulting with the Mayor, will then advise the Member whether the determination and recommendation of the mediator will be accepted.

Section 4. If a grievance is not responded to within the specified time limits provided for herein unless prevented by good cause or the time is extended by mutual agreement of the parties, the Member or AFSCME may advance the grievance to the next step.

Section 5. It is agreed that the grievances will be processed only when the occurrence on which the grievance is based occurs prior to the effective date of the termination of this Agreement.

Section 6. Members required to attend presentations, conferences or hearings during the grievance procedure shall be compensated at their regular rate of pay. It is understood by the parties that overtime will not be paid to any Member for any of the above listed proceedings.

ARTICLE 10. SENIORITY

Section 1. The principle of seniority is sound and seniority rights shall prevail. Departmental seniority of a Member begins with the most recent date of employment

with his/her Department in an AFSCME position. Metro-wide seniority of a Member begins with the most recent date of employment with Metro Government, the former Jefferson County, or City of Louisville, as the case may be. Provided, however, all probationary employees must have completed their probationary period after which their seniority shall then revert back to the most recent date of employment.

Section 2. Seniority shall be considered continuous unless the Member is:

- a. Terminated for cause;
- b. Voluntarily resigns or retires;
- c. Laid-off for lack of work and not recalled within two (2) years of such layoff;
- d. Fails to return to work by recall subsequent to a lay-off within seven (7) days after having been notified to do so by certified mail to last known address.

When a Member is terminated for any of these reasons and is subsequently re-employed, he shall be considered a new employee for all purposes.

Section 3. If a Member is promoted outside of the bargaining unit and then is returned to the unit for any reason but his personal choice within the next twelve (12) month period, such return is with restoration of seniority for purposes of vacation, sick time accrual and rate of pay only. If the Member does not return to the bargaining unit within the twelve (12) month period, unless otherwise provided herein, that Member loses all seniority.

Section 4. If a Member is promoted outside the bargaining unit and elects to return to the bargaining unit during the next twelve (12) month period, such return is with full restoration of seniority. If the Member does not return to the bargaining unit within the twelve (12) month period, unless otherwise provided herein, that Member loses all seniority.

Section 5. Metro Government shall post and furnish AFSCME with an updated Seniority Roster for Members under this Agreement every three (3) months.

Section 6. A Member may accrue up to six (6) months' seniority if he/she moves to a part-time, irregularly-scheduled position (also known as "bx," or "bargaining-unit exempt") and later returns to a regular full or part-time position in the bargaining unit. If the Member remains in the "bx" position for a period of time longer than six (6) months, there will be no further accrual of seniority, and that time will not be considered when calculating seniority upon a return to a regular full or part-time position in the bargaining unit.

Section 7. Unless otherwise provided within this agreement to the contrary, departmental seniority shall be used to determine overtime, vacation scheduling, shift assignment, and off days. Metro-wide seniority shall be used to determine salary and job-bidding.

ARTICLE 11. LAYOFF AND RECALL

Section 1. When it is necessary to reduce the number of employees in the Departments covered by this Agreement that will affect Members covered by this Agreement, AFSCME shall be notified as soon as practical.

Section 2. Seasonal, temporary, probationary and part-time employees in the Departments covered by this Agreement shall be laid off first.

Section 3. Layoffs of Members within each job classification within each Department shall be in the reverse order of Metro-wide seniority as defined in Article 10 of this Agreement. A Member receiving notice of being laid off may exercise seniority to replace a Member with less seniority in a different classification in the same or lower wage scale, if the Member meets the qualifications of that classification. A Member exercising seniority upon lay-off to a lower paid position shall take the wage rate of the position being taken.

Section 4. Members laid off will retain and accumulate seniority rights during such layoff as outlined in Article 10.

Section 5. Upon recall, former Members within a job classification who were laid off in accordance with this Article, shall be offered recall in the reverse order in which they were laid off, provided, however, no more than two (2) years has elapsed since their layoff.

Section 6. AFSCME will be furnished copies of all official layoff and recall notices to the affected Member(s).

Section 7. AFSCME officers and stewards at the time of a layoff shall hold "super seniority" for purposes of the layoff only.

Section 8. The Metro Government agrees to provide a talent pool to Members who are laid off.

ARTICLE 12. ISSUES OF CLASSIFICATION

Section 1. Unless otherwise provided herein, the definitions of Metro Government's Personnel Policies concerning the following items shall apply to Members.

Section 2. Metro Government agrees to restrict a full-time temporary or seasonal employee in a position covered by this Agreement to 180 calendar days in a fiscal year.

Section 3. When a job description changes, Metro Government shall provide a copy to all affected Members within thirty (30) days.

Section 4. A job position may be reclassified or reallocated based upon a request made by a Member, a change in the Member's duties, or a reorganization of work within a Department covered by this Agreement. A reclassification or reallocation may result in a change of pay for the Member as provided in Article 24.

Section 5. A Member may be transferred or reassigned based upon a change in the Member's duties or a reorganization of work within a Department covered by this Agreement. A transfer or reassignment shall not be made for disciplinary reasons. A transfer or reassignment may result in a change of pay for the Member as provided in Article 24.

ARTICLE 13. UNAUTHORIZED ACTIVITIES

AFSCME shall neither cause nor counsel any Member to engage in, encourage, sanction or support any work stoppage, mass absenteeism, slowdown, mass resignation, strike or any other type of concerted activity. In the event any Member(s) violates this Article, the Metro Government shall immediately notify AFSCME. AFSCME shall immediately notify the Member(s) in writing to cease and desist from such activity and will exercise all reasonable action necessary to cause said Member(s) to return immediately to normal duties. AFSCME shall not be liable for damages resulting from such unauthorized acts of its Members. Members who engage in such activity shall be subject to disciplinary action up to and including discharge.

Metro Government shall not engage in any lock out of the employees covered by this Agreement.

ARTICLE 14. DRUG TESTING

Section 1. Drug and/or Alcohol Testing for Cause

Other than as provided in Article 15, Drug and Alcohol Policy Pertaining to Employees Holding Commercial Driver's Licenses, a drug or alcohol test shall only be given to those Members whom Metro Government suspects may be under the influence of drugs and/or alcohol. Reasonable suspicion shall be based on objective facts that a Member may be under the influence of drugs and/or alcohol. Metro Government shall document its observations and reasons to suspect a Member is under the influence of drugs and/or alcohol. The appropriate Department Director or designee shall order drug and/or alcohol detection tests after a review of these reasons.

Section 2. Right to Representation

AFSCME, through the Member's designated Steward, or other Union Officer, shall be notified that Metro Government suspects a Member is under the influence of drugs and/or alcohol. AFSCME and the suspected Member shall be provided with a copy of Metro Government's documentation for its suspicions.

A Member who is asked to submit to a drug and/or alcohol detection test will be allowed to list all prescription and non-prescription medications, or any other substance that may cause a positive result for the presence of prohibited substances. This list is only to be reviewed by the testing laboratory's certifying scientist, for the purpose of verifying test results.

Section 3. Employee Referrals

It is Metro Government's desire to aid Members with a substance-abuse problem. To this end, Metro Government will assist a Member in seeking aid for substance-abuse rehabilitation, either when the problem is discovered by Metro Government, or when a Member gives notice of a need for this type of treatment. For the first referral for substance-abuse treatment, the Member's job will be protected during his/her absence, provided there has been no illegal activities that would normally result in termination of employment.

A substance-abuse program may be either inpatient or outpatient, but must be an accredited or approved program under the Member's health-insurance plan. If the Member does not have such coverage, Metro Government will help the Member to locate an accredited or appropriately-licensed program. In either case, the Member will be responsible for payment of any treatment not covered by insurance.

Section 4. Discipline

Discipline may result from impaired job performance related to a Member's use of drugs and/or alcohol, and shall be consistent with the disciplinary procedures established within this Agreement. No previous charges regarding drug and/or alcohol use by the Member may be considered during the issuance of discipline, except those that had been brought within the previous twelve months.

Section 5. Testing Procedures

All drug and/or alcohol testing will be performed by laboratories that meet guidelines established by the U.S. Department of Health and Human Services. These standards shall apply to all sites and personnel involved in the testing procedure, if the collection of the test specimen, or any other aspect of the testing procedure, is conducted by a person or entity other than the laboratory originally selected.

Section 6. Prohibited Activity

The following rules shall apply to all Members, whether on or off duty:

- a) No Member shall use or possess any controlled substance as defined in Chapter 218A of the Kentucky Revised Statutes, in any manner violative of any federal or state law.
- b) No Member shall ingest any controlled substance as defined in Chapter 218A of the Kentucky Revised Statutes, unless as prescribed by a licensed

medical practitioner for that person, and shall be in compliance with departmental rules concerning same.

Violation of this Section shall be grounds for disciplinary action up to, and including, immediate dismissal.

ARTICLE 15. DRUG AND ALCOHOL POLICY PERTAINING TO EMPLOYEES HOLDING COMMERCIAL DRIVER'S LICENSES

Except as otherwise provided herein, the Drug and Alcohol Policy Pertaining to Employees Holding Commercial Driver's Licenses in the Metro Government Personnel Policy, and any amendments thereto which may be made during the term of this Agreement, shall apply to the Members. If any Member feels that any "positive" drug test results, which is the result of any initial test, is in error, he/she may request that the sample be sent to another approved Certified Health/Human Services laboratory. The Member will be required to pay the cost of the second test by authorizing the Metro Government to deduct that cost from any amounts currently owed that Member. If the second test is "negative", the cost of the test will be refunded.

ARTICLE 16. COMMERCIAL DRIVER'S LICENSE RENEWAL AND REIMBURSEMENT FOR COSTS

Any Member required by federal and/or state statutes and regulations or their respective job classification to obtain or renew a Commercial Driver's License ("CDL") as a condition of continued employment and as a consequence be required to take a physical exam for such certification or recertification shall be sent to the Family Health Center (Portland) for such exam at Metro Government's expense for the renewal of the CDL. This payment will be paid directly to the vendor by Metro Government.

ARTICLE 17. STAFFING LEVELS

It is the intent of Metro Government to maintain adequate staffing levels for the efficient and effective operation of Metro Government. However, nothing herein shall be construed as a limitation of qualification on Metro Government's managerial right to determine and/or fix staffing levels.

ARTICLE 18. CERTAIN BENEFITS

Section 1. Eligibility for Benefits

Full-time Members and part-time Members regularly scheduled to work a minimum of twenty-five (25) hours per week are eligible to participate in all benefits programs contained in this Agreement.

A part-time, regularly-scheduled Member who works at least 17 ½ hours during the workweek shall be granted vacation and holiday benefits on a pro rata basis. In addition, he/she shall be covered by Workers' Compensation and have access to the Employee Assistance Program.

Section 2. Life Insurance

Metro Government will provide Members with a group life insurance plan that contains the following provisions:

- a.) \$15,000.00 payment upon death of the insured; and
- b.) \$15,000.00 accidental death and dismemberment insurance.

The life insurance program where permitted by law and subject to eligibility rules of the Metro Government's insurance plan, provides the opportunity for Members to purchase at their own expense, additional insurance. It is agreed that Members may also purchase life insurance for dependents where the Metro Government so provides such insurance and at cost factor to be born by the Members for such dependent life insurance, all in accordance with the terms and conditions of the eligibility rules of the Metro Government plan.

Section 3. Retirement Plan

Metro Government shall be a participant in the County Employment Retirement System (CERS) established by the Kentucky Legislature.

Section 4. Unemployment Insurance

Metro Government shall provide Members with unemployment insurance under the Kentucky Unemployment Insurance Law pursuant to KRS 341.227.

Section 5. Jury Duty and Witness Leave

Any Member covered by this Agreement who is summoned for jury duty shall be compensated for the time of service required as a juror at the regular rate of pay of the Member. If a Member is released from jury duty for the entire day or before the completion of the workday, the employee is required to report to work. Members who fail to do so shall be considered absent without leave. A Member summoned for jury duty shall have his/her work schedule altered, if necessary, so that the employee shall be placed on a day shift, Monday through Friday, for the duration of the jury duty.

Any Member who represents Metro Government in legal proceedings, or who is subpoenaed as a witness on behalf of Metro Government at any administrative hearing process arising from an act of employment with Metro Government, or who is a plaintiff or defendant on behalf of Metro Government, shall be compensated for the time in the legal proceedings at the regular rate of pay of the Member.

Any Member who has been summoned for jury duty, or has been summoned or subpoenaed to appear as a witness, shall provide, upon receipt, a copy of the summons or subpoena to his/her supervisor, prior to having the leave approved.

Section 6. Military Leave

Pursuant to KRS 61.396 and KRS 61.394, Members who are also members of the National Guard or of any reserve component of the Armed Forces of the United States, shall be entitled to leave of absence from their respective duties, without loss of time, pay, regular leave or of any other rights or benefits to which they are entitled, while in the performance of duty or training in the service of this state or of the United States under competent orders as specified in this section. In any one (1) federal fiscal year, Members, while on military leave, shall be paid their compensations for a period or periods not exceeding twenty-one (21) calendar days. Any unused military leave in a federal fiscal year shall be carried over to the next year. Any unused military leave shall expire two (2) years after it has accrued.

Section 7. Tuition Reimbursement

Metro Government agrees to extend the Metro Government Tuition Reimbursement Plan to full-time Members and part-time Members regularly scheduled at least 17 ½ hours a week in the same manner as other Metro Government employees.

Section 8. Funeral Leave

A Member shall be given up to three (3) regularly scheduled workdays off with full pay in case of death in the Member's immediate family. The immediate family shall include parents, spouse, mother or father-in-law, step parents, former legal guardian, sister or brother, sister or brother-in-law, step-brothers or step-sisters, grandparents, grandparents-in-law, children or stepchildren, grandchildren, aunts or uncles, or any other relative of the Member residing in the Member's household.

To receive paid funeral leave, the Member shall communicate with his immediate supervisor or department head or their authorized representative before, if possible, or at one (1) hour after the time set for beginning work. Upon request, proof of death shall be furnished. Other approved leaves may be used in conjunction with funeral leave.

Section 9. Health Insurance

Metro Government shall contribute 100% of the premium cost for the designated plan offered by Metro Government toward the plan selected by the Member for employee-only coverage. Metro Government shall contribute no less than 90% of the premium cost for the designated plan offered by Metro Government toward the premium for the plan selected by the Member to cover a spouse or eligible dependent children. Metro Government shall contribute no less than 75% of the premium cost for the designated plan offered by Metro Government toward the plan selected by the Member for full family coverage. Provided, however, if the percentage contributions by Metro Government toward the cost of health insurance shall decrease for a majority of Metro Government employees, the percentage contributions for Members shall decrease to the same level.

Section 10. Long-Term Disability

Metro Government will provide long-term disability benefits for every Member at no cost to the Member at the same terms, and conditions as provided for non-union employees, pursuant to any rules, regulations, or procedures adopted by the Director of Human Resources concerning the said long-term disability income benefit.

Section 11. Pretax Premium and/or Dependant Care Account

Metro Government will permit Members who qualify to participate in the Metro Government Pretax Premium Plan and/or Dependent Care Account.

Section 12. Personal Day

Members shall be eligible to receive one (1) paid personal day per year. Use of the personal day shall be approved by the appropriate Director or designee. Such approval shall not be unreasonably withheld.

Section 13. Defense and Indemnification

Metro Government shall provide legal representation and indemnity to Members pursuant to the provisions of KRS 65.200 through KRS 65.2006, inclusive, and Metro Code of Ordinances Sections 35.180-35.183, inclusive.

Section 14. Video Display Terminals Usage

The characteristics of the equipment being used, the area in which it is installed, the work to be performed and the needs of the user all contribute to the appropriateness of the work environment for video display terminal (VDT) users. Where practical and feasible, Metro Government shall maintain standards for VDTs in accordance with the following guidelines:

- A. Design guidelines to be used as a factor in the purchase of VDTs will be developed by each department responsible for such purchases. These guidelines will address desirable characteristics relating to screen positioning, keyboards, screen and character type and accessories.
- B. The following elements in the work environment may affect the appropriateness of the setting in which VDT users work:
 - The ability to position the VDT and keyboard in relationship to each other and at the heights which are appropriate for the work to be performed by the user;
 - The ability to provide adequate lighting for the work to be performed;
 - The ability to minimize glare;
 - The ability to minimize printer noise; and
 - Chairs which may be adjusted to and which provide proper support for the user.

Metro Government will provide information and guidance to its work units that will assist them in creating an appropriate setting for VDT users.

- C. A Member whose work involves intensive VDT use as described herein shall be entitled to a five (5) minute pause from VDT use for each hour of intensive use. Any pause of shorter duration during each hour of intensive VDT use shall be counted as part of, and be subtracted from, this hourly five-minute pause. Individual departments will establish the pattern of usage for the additional pauses described above and advise AFSCME. During the additional pause periods, Metro Government may provide an alternative work assignment within the scope of the Member's classification.

Additional pauses for Members affected by intensive VDT use shall be in addition to their usual rest/break periods and meal periods. Metro Government and AFSCME agree that the pause time must be used as described above and may not be accumulated nor used in conjunction with usual rest/break periods or meal periods.

Intensive VDT use is defined as:

- Use which requires continuous and sustained visual concentration on the VDT screen; and
- Use which occurs in situations where this type of task cannot be organized so as to provide for natural breaks or variations.

Section 15. Automobile Mileage Reimbursement

Should a Member be required to use his/her personal vehicle to conduct Metro Government business, the Member shall be compensated by receiving the amount of mileage reimbursement designated Metro Government. Metro Government business shall not include transportation to and from work.

Section 16. Tools and Equipment

Metro Government shall maintain in good condition those tools and equipment furnished to Members to perform their jobs.

Section 17. Family and Medical Leave Act

Members may be provided leave from work for a reason covered by the federal Family and Medical Leave Act of 1993 ("FMLA"), as contained in the Metro Government Personnel Policies. It is the Member's responsibility, if off for five (5) consecutive days and eligible for Federal Medical Leave, to fill out the FMLA forms.

Section 18. Communicable Disease

A Member shall be provided with appropriate information and procedures pertaining to all communicable diseases known to Metro Government to which a Member may have routine work place exposure.

Section 19. Uniforms and Protective Gear

Metro Government shall provide Members with uniforms and protective gear as necessary and appropriate for the work being performed. In order to receive new uniforms, the Member shall turn in a uniform or other item that has been damaged during work and Metro Government shall replace those items at its expense. Metro Government shall determine the appropriate uniform for the Members.

Section 20. Asbestos and Toxic Materials

Any Member whose regular duties may involve or expose him/her to asbestos or other toxic or hazardous materials, will be trained as to the proper procedures and provided with the appropriate equipment in dealing with those materials.

Section 21. Harassment

Metro Government shall make every effort to provide working conditions free from harassment, especially those actions and comments that may reflect discriminatory attitudes.

Section 22. Americans With Disabilities Act

Metro Government shall comply with the provisions of the Americans with Disabilities Act. Any violation of the Act shall be subject to the grievance procedure.

Section 23. Workers Compensation

a. Metro Government shall provide workers compensation coverage for all Members covered by this Agreement.

b. Metro Government shall permit an injured Member, who is covered by workers compensation, who also has sick leave accumulation to his/her credit to elect (in cases of injury on the job) to draw from accumulated sick leave (if any) an amount when added to his/her workers compensation pay (if any) would equal his/her normal weekly earnings.

Section 24. Non-Discrimination

Metro Government shall not discriminate on the basis of race, color, sex, religion, age, national origin, political affiliation, handicap, sexual orientation or membership in a labor organization.

Section 25. Vehicles and Equipment

If a Member believes that a vehicle or any equipment is unsafe and does not meet the requirements of any Federal, State, or Local Laws, he/she shall report that fact to

his/her immediate supervisor who shall then determine the status of the vehicle or equipment. If the Member requests, the supervisor shall confirm the status in writing to the Member. If the supervisor determines the vehicle or equipment is operable, then the Member shall operate the vehicle or equipment. Any disagreement between the Member and his/her supervisor shall be treated as a grievance.

Metro Government shall use its best efforts to equip all Metro owned vehicles used by the Members with reflective devises or flares, first aid kits and a fire extinguisher.

Section 26. Safe Working Conditions

Metro Government shall provide its Members, insofar as possible, with safe and healthy working conditions, in compliance with all state and federal regulations. Every effort shall be made to promote maximum standards of safety and good health.

Section 27. Maintenance of Standards

Metro Government agrees that all conditions of employment relating to wages under this Agreement shall be maintained at no less than the highest minimum standard in effect at the time of the signing of this Agreement.

Section 28. Employment Development and Training

Metro Government and the Union recognize the need for the training and development of Members in order to assure that services are efficiently and effectively provided and that employees are afforded the opportunity to develop their skills to their highest potential. In recognition of such principle, Metro Government shall endeavor to provide Members with reasonable orientation with respect to current procedures, forms, methods, techniques, materials and equipment normally used in the Member's work assignments and for periodic changes therein, including where available and relevant to such work, procedural manuals.

Metro Government agrees to meet periodically with the Union to discuss training and development concerns.

The Metro Government, at no cost to Members, shall provide training mandated by Metro, State or Federal law, or required as a condition of continued employment. Training shall be counted as time worked.

Section 29. Article Replacement, Repairs or Reimbursements

It is agreed that Metro Government shall replace, repair or reimburse (where applicable) the value, subject to depreciation, of any personal article damaged or destroyed belonging to a Member provided that:

1. The loss actually occurred in the course of or as a result of employment and assigned duties; and
2. The loss was not occasioned by negligence or fault of the Member; and

3. The presence of the personal property on the job was reasonable and appropriate; and
4. There is no other source for reimbursement for the loss, including regular payments such as uniform or equipment allowances; and
5. The reimbursement can be made without an undue amount of expense.

Section 30. Demotion

Metro Government's position is that demotion is a discipline action and change in compensation as a result of such discipline should be decided on a case by case basis.

Section 31. Voting Leave

All employees of Metro Government who are eligible to vote, in any election in the Commonwealth of Kentucky or the State of Indiana, shall be allowed up to four (4) hours off without pay during the time voting locations are open. Employees must request voting leave, in writing if requested by the supervisor, two (2) days prior to the date of any election.

ARTICLE 19. HOURS OF WORK AND OVERTIME

Section 1. The work week for full-time Members shall be forty (40) hours.

Section 2. Members in the following positions shall work a forty (40) hour work week as of the effective date of this Agreement with no change to their annual salary: Advanced Registered Nurse Practitioner, Community Health Nurse Specialist and Senior Substance Abuse Counselor.

Section 3. Full-time Members currently working a thirty-seven and one-half hour (37 ½) work week shall continue that work week for Fiscal Years 2006-2007 and 2007-2008; in Fiscal Year 2008-2009 the work week shall increase to forty (40) hours.

Section 4. Full-time Members currently working a thirty-five (35) hour work week shall continue that work week for Fiscal Years 2006-2007 and 2007-2008; in 2008-2009 the work week shall increase to thirty-seven and one-half hour (37 ½) hours and in Fiscal Year 2009-2010 the workday shall increase to forty (40) hours.

Section 5. Non-exempt hourly Members shall receive one and one half (1 ½) times their regular hourly rate (which shall include shift premium if any) for all hours actually worked in excess of forty (40) hours in a workweek. "Hours actually worked" shall include any paid leave taken during the workweek. Unless otherwise provided in this Agreement, overtime will be divided equally among Members who meet the minimum qualifications within a classification by seniority.

Section 6. Exempt Members in the following positions shall accumulate compensatory time for hours actually worked in excess of 40 hours in a workweek: Advanced Registered Nurse Practitioner, Community Health Nurse Specialist and Senior Substance Abuse Counselor. For accumulation purposes, "hours actually worked" shall include any paid leave taken during the workweek. Compensatory time balances may not exceed eighty (80) hours at the completion of any pay period. The accrual and use of accrued compensatory time must be approved in advance by the Member's supervisor. A Member is not paid for accumulated compensatory time upon separation.

ARTICLE 20. VACATION

Except for Members in the Youth Detention Center required to work 24-7, annual vacation leave with pay will be granted to all Members and vacation time will accrue in accordance with the following:

Full years of Service	Annual Accrual Rate
0-1 year	2 calendar weeks
1 year	2 calendar weeks + 1/5 th of calendar week
2 years	2 calendar weeks + 2/5 th of calendar week
3 years	2 calendar weeks + 3/5 th of calendar week
4 years	2 calendar weeks + 4/5 th of calendar week
5 years	3 calendar weeks
6 years	3 calendar weeks + 1/5 th of calendar week
7 years	3 calendar weeks + 2/5 th of calendar week
8 years	3 calendar weeks + 3/5 th of calendar week
9 years	3 calendar weeks + 4/5 th of calendar week
10 years	4 calendar weeks
11 years	4 calendar weeks + 1/5 th of calendar week
12 years	4 calendar weeks + 2/5 th of calendar week
13 years	4 calendar weeks + 3/5 th of calendar week
14 years	4 calendar weeks + 4/5 th of calendar week
15 years	5 calendar weeks

a.) For the purpose of this section, all of a Member's service with Metro Government, whether continuous or not, shall be recognized in determining the number of years of service. This credit shall accrue on a weekly or bi-weekly basis depending upon a Member's frequency of pay.

b.) A calendar week shall consist of four (4) workdays for Members whose regular workweek is four (4) workdays and five (5) workdays for Members whose regular work week is five (5) days.

c.) Permanent part-time Members shall earn vacation credit on a pro rata basis. In determining the rate of accrual, the estimated annual hours of the Member shall be divided by the standard annual hours for the job if it were full-time to determine the pro rata percentage of normal accrual.

d) Members may take annual vacation in the year in which it is earned, provided however, use of vacation leave must be requested in advance by the Member and approved by the appropriate Director prior to use. The designation of the period or periods of time at which vacation leave may be taken shall be at the discretion of Metro Government.

e) A Member shall not accrue more than 60 days of vacation credit at the completion of any given pay period. Upon separation from Metro Government employment, a Member shall be paid for all accrued unused vacation leave, not to exceed 40 days. Such payment will be made in one payment in the final paycheck of the Member. Any former Member compensated upon separation for accrued vacation leave may not be employed by Metro Government in the same or another position until there has been a break-in-service of at least equal to the number of work hours for which unused vacation leave was paid.

(f) If a holiday recognized by this Agreement should fall during a Member's vacation leave, such Member shall be granted an additional day of vacation leave.

ARTICLE 21. HOLIDAYS

Section 1. Except for Members in the Youth Detention Division required to work 24/7, Members shall be granted the day off with appropriate pay for the following holidays:

New Year's Day	January 1
Martin Luther King Jr's B'Day	Third Monday in January
Memorial Day	Last Monday in May
Independence Day	July 4
Labor Day	First Monday in September
Thanksgiving Day	Fourth Thursday in Nov.
Friday Following Thanksgiving	Friday Following Thanksgiving
Christmas Day	December 25

Section 2. In addition, after the effective date of this Agreement, Members shall be granted two additional Floating Holidays off with appropriate pay during each calendar year. The Floating Holidays must be used in full day increments and in the calendar year in which they are accrued. A Member is not paid for Floating holidays upon termination of employment. Members hired between January 1 and June 30 will receive both floating holidays their first calendar year of employment. Members hired between July 1 and October 31 will receive one floating holiday their first calendar year of employment. Members hired after October 31 will not receive a floating holiday their first calendar year of employment. It is understood by the parties that for the current calendar year of 2008, the Members floating holidays may not be granted if the effective date of this Agreement is after the Veteran's Day and Christmas Eve holidays have been taken.

Section 3. When any holiday falls on Saturday, the preceding Friday shall be recognized as the paid holiday. When any holiday falls on a Sunday, the following Monday shall be recognized as the paid holiday.

Section 4. In order to receive holiday pay, the Member must not be absent without leave on the last scheduled workday preceding the holiday or the next scheduled workday following the holiday.

ARTICLE 22. SICK LEAVE

Section 1. Sick leave with pay shall be granted to all full-time Members at the rate of one (1) work day per month for each full month of service. No Member shall receive credit toward sick leave accrual for time not expended in employment, except for vacation, sick leave, military leave and other paid, authorized leave, as provided and earned pursuant to this Agreement. Time off for sick leave shall be computed as "time worked" for purposes of overtime.

Section 2. Part-time regularly-scheduled Members shall be granted sick leave on a prorated basis.

Section 3. Unused sick leave shall be cumulative without any maximum.

Section 4. Sick leave with pay shall be granted to Members when they are incapacitated for the performance of their duties because of sickness or injury, or in case of serious illness in the Member's immediate family. The immediate family of the Member shall be regarded to include parents, wife, husband, children, or other relative living in the household of the Member. Such leave, if in excess of four (4) consecutive days, the Member may be required to furnish proof of the necessity for such absence.

Section 5. Sick leave may be used for all medical appointments.

Section 6. No Member shall be entitled to sick leave in excess of the amount of such leave then accumulated to his/her credit, except as provided in Section 8- of this article.

Section 7. To receive paid sick leave, a Member shall communicate with his immediate supervisor or designee before or within one (1) hour after the time set for beginning work. For Members who work in departments that have more than one shift, at least one (1) hour before the Members scheduled shift.

Section 8. In case of hardship or unusual need, a Member may be advanced up to ten (10) days of sick leave beyond the amount then accumulated to his credit upon the recommendation of the Director and with the approval of the Director of Human Resources. Any such advance shall be chargeable against such Member's subsequent

accrual of sick leave. It is understood and agreed the Member must sign a promissory note with Metro Government agreeing to repay all borrowed time.

Section 9. Whenever sick leave provisions appear to be abused, the Member claiming such sick leave may be required to furnish proof of the necessity for such absence. A Member who has been cited in writing for abuse of sick leave may be required by the Department Executive to produce a medical/doctor's statement at any time.

Section 10. Regular Members are eligible to participate in a sick leave incentive plan. Regular Members will accrue one half (1/2) of a personal day for each three (3) months without the use of any sick leave. An additional personal day will accrue for each 12 consecutive month period without the use of sick leave. Members are eligible to earn three (3) personal days per twelve (12) month period. Members may not accrue more than ten (10) personal days, nor will Members be paid for personal days upon termination of employment. A Member who in December has a sick leave balance greater than 80 days will be eligible to sell each day in excess of 80 days up to a maximum of 10 days a year. For each two sick leave days sold, the Member will receive one day of pay. Each Member will be allowed to designate the number of days that the Member wishes to sell.

CERS Unused Sick Leave Credit. Metro Government participates under the Kentucky Retirement Systems in a program that allows the purchase of service credit with the Retirement System of unused sick leave. Members may participate in this program in the same manner as other Metro Government employees.

ARTICLE 23. CALL OUT PAY

All hours worked on a call out, which occurs at a time outside of an Member's regularly scheduled hours of work, when an Member has left the work premises and is contacted at home, etc., shall be paid at one and one-half (1-1/2) times the Member's regular hourly rate. The Member shall be paid a minimum of four (4) hours for each call out. The minimum shall be computed as time worked. If so directed by supervisory authority, a Member shall work the four (4) hour minimum period.

Overtime in conjunction with the normal shift, when scheduled in advance or which extends the normal work shift, shall not be considered as a call out. Extending the normal work shift refers to the beginning and/or ending of the shift, but shall not result in an earlier shift ending than is regularly-scheduled.

ARTICLE 24. COMPENSATION AND LONGEVITY

Section 1. The Job Classifications and their respective pay grades for Members under this Agreement are listed in Addendum A. The starting rate of pay for each pay grade is listed in Addendum B.

Section 2. Effective July 1, 2008, Members on the payroll as of June 30, 2008, except for Members whose hours increase from 35 hours a week to 37 ½ hours a week or from 37 ½ a week to 40 hours a week on July 1, 2008, but including Members in the classifications of Advanced Registered Nurse Practitioner, Community Health Nurse Specialist, and Senior Substance Abuse Counselor, shall receive a 3.8% increase in their rate of pay.

Section 3. Effective July 1, 2009, except for those Members whose hours increase from 37 ½ a week to 40 hours a week, Member's pay shall be increased by a percentage equal to one-half of the percentage increase in the occupational license fee revenue received by Metro Government from the Revenue Commission for the then most recently concluding fiscal year as indicated in Metro Government's Annual Budget Document and as confirmed within 90 days of the close of the fiscal year and retroactively added to the hourly rate so to be effective on July 1 of the respective fiscal year or two (2%) percent whichever is greater. Provided however, the occupational license fee revenue used to determine the percentage increase in occupational license fee revenue from the previous fiscal year shall not include new revenue collected from and dedicated to the support of a Metro Government-recognized tax increment financing.

Section 4. Effective July 1, 2010, and each subsequent fiscal year under this Agreement, Member's pay shall be increased by a percentage equal to one-half of the percentage increase in the occupational license fee revenue received by Metro Government from the Revenue Commission for the then most recently concluding fiscal year as indicated in Metro Government's Annual Budget Document and as confirmed within 90 days of the close of the fiscal year and retroactively added to the hourly rate so to be effective on July 1 of the respective fiscal year or two (2%) percent whichever is greater. Provided however, the occupational license fee revenue used to determine the percentage increase in occupational license fee revenue from the previous fiscal year shall not include new revenue collected from and dedicated to the support of a Metro Government-recognized tax increment financing.

Section 5. Effective July 1, 2008, longevity steps for Members shall be a one and one-half (1 ½ %) percent increase in the Member's rate of pay upon the Member's anniversary hire date at the completion of: six (6) months, one year, three years, five years, seven years, and nine years; and two (2%) percent increase in the Member's rate of pay upon the Member's anniversary hire date at the completion of: eleven years, thirteen years, fifteen years, seventeen years and eighteen years.

Section 6. In FY 2008-2009, and for each subsequent fiscal year under this Agreement, Metro Government shall disburse a single longevity service payment to each Member **currently receiving** a longevity service payment (or eligible prior to July 1, 2008) i.e., having ten or more years (120 or more months) of Metro-wide seniority as of December of each fiscal year. Each payment will equal the monthly service rate of five (\$5.00) dollars multiplied by the number of the Member's Metro-wide seniority.

Members employed prior to July 1, 2008, but not yet receiving a longevity service payment shall receive the longevity service payment **after** the Member has eighteen or

more years (216 or more months) of Metro-wide seniority, as of December of each fiscal year. Each payment will equal the monthly service rate of five (\$5.00) dollars multiplied by the number of the Member's Metro-wide seniority.

This longevity service payment **shall not apply** to any Member hired or transferred into this bargaining unit after July 1, 2008.

Section 7. Any Member with a Commercial Driver's License (CDL) in the Public Works and Assets Department shall receive thirty (\$0.30) cents per hour additional compensation so long as the position requires that a Member maintain a CDL.

Section 8. Members in Inspections, Permits and Licensing who were not paid under the expiring AFSCME contract and therefore whose pay was not adjusted by the annual increases under that contract shall receive the following increases retroactively from July 1 of the respective year or their hire date, whichever is closer in time to the effective date of this Agreement.

Fiscal Year 2005-2006	2%
Fiscal year 2006-2007	2.24%

Section 9. Members in Inspection Permits and Licensing reclassified as provided in Article 25, Section 8, shall on July 1, 2008, but after the 3.8% increase in Section 2 above, be placed upon the pay and longevity scale in Addendum C based upon years of service in the new classification. Provided, however, if a Member's rate of pay upon reclassification is higher than it would be in Addendum C, the Member shall continue to receive the higher pay. When the Member's pay rate no longer exceeds the pay designated for the Member's years of service in the classification, that Member shall resume receiving longevity increases.

ARTICLE 25. DEPARTMENT SPECIFIC PROVISIONS

Section 1. DEPARTMENT OF PUBLIC WORKS AND ASSETS, FACILITIES MANAGEMENT DIVISION

A. APPLICATION

Notwithstanding anything in any other provision of this Agreement to the contrary, the following terms and conditions shall apply to Members in the Division of Facilities Management.

B. PROMOTION/JOB BIDDING/TRANSFERS

1. Job bidding for promotions, shift or assignment changes, where applicable or voluntary transfers shall be restricted to the Members of the Department/Division in which the vacancy exists.

2. If a vacancy to be filled occurs or a job is created in a position covered by this Agreement, notice for bid shall be posted and remain posted for five (5) business days in house, then posted for five (5) days to all current Metro employees. When a job vacancy is posted, such posted vacancy for bid shall include the number of positions

available for bid. During the period of posting, Metro Government shall have the right, with regard to seniority, to fill the position temporarily, not to exceed ninety (90) days.

3. The position will be awarded based upon the following criteria: attainment of required skill levels, seniority, and documented employment factors related to the Member's job history. The successful bidder shall have thirty (30) days in which to prove his/her ability to perform the work of such position. In the event such Member has not demonstrated his/her ability to perform the duties of the position, the Member shall be returned to the former position with no loss of seniority therein.

4. In each instance in which job bidding occurs, the Metro Government shall furnish to the Union and to the appropriate Union Steward a copy of the bid notice, a list of the Members bidding for the position, and the name of the successful bidder for the position.

5. Written notice of an involuntary, non-disciplinary transfer or reassignment shall be given by Metro Government to the affected Member at least ten (10) working days prior to the intended transfer or reassignment date, unless a bona fide emergency exists.

C. PROBATIONARY EMPLOYEES

All newly hired employees shall be considered probationary employees. The probationary period shall be 120 days and may be extended an additional 90 days at the option of the Department Director, upon consultation with the employee and his/her immediate supervisor at least ten (10) working days prior to the end of the initial 120-day probationary period. The Department Director will provide each employee whose probationary period is being extended with a written evaluation of the employee's performance and a detailed statement explaining what the employee must do to satisfactorily complete probation. During the probationary period, Metro Government may transfer, layoff or discharge said employee as it deems necessary. Such transfer, layoff or discharge shall not be subject to the grievance procedures as set forth in this Agreement.

D. WORK ASSIGNMENTS

1. Members in the custodian positions are required to "change" all types of light of bulbs by use of a six (6) foot ladder or less; run the buffer; and clean the steps and sidewalks of the facility to which they are assigned.

2. Any Member performing work in the classification of painter will as part of the regular duties of the job lift and/or move furniture or other objects of reasonable weights (i.e., those not sufficient to cause injury) necessary to perform the assigned job.

3. Metro Government shall have the right to assign temporary lead-persons without job bid and at the Metro Government's discretion.

A lead-person's duties shall be:

a. To relay supervisor's instructions as to the assignment of Members to the various jobs.

b. To instruct other Members as to normal methods, materials, and equipment used in the completion of work in the unit of which the Member is assigned.

c. The lead-person is not recognized as a part of supervision and shall take no part in those acts interpreted as solely those of management in connection with labor/management relations.

d. The lead-person is responsible for the completion and performance of the job assigned.

e. While acting as a lead-person, a Member shall be paid at the rate of Seventy Cents (\$.70) per hour over the published rate of the job classifications to which they are normally assigned. In addition the Seventy Cents (\$.70) per hour shall be computed as time worked for all compensable time off. However, the Metro Government will not pay Sick Leave or Vacation Pay based upon the additional \$.70 per hour premium, but will pay Holiday Pay based upon the additional premium to the Lead-person if that Member works as a Lead-person for the entire forty (40) hour week during which any Holiday may occur.

4. Supervisors shall not perform bargaining unit work except in cases of emergency.

E. WORKDAY AND WORKWEEK

1. The workday shall consist of a guarantee of eight (8) consecutive hours if ready, willing, and able to work. Members shall have a regular starting time. The work week shall consist of five (5) consecutive days Monday through Friday and forty (40) hours per week if ready, willing, and able to work. If the starting time and/or the days of work are to be changed on a permanent or temporary basis, the Members shall be notified of the change two (2) weeks prior to its effective date in writing. The Members recognize their obligation, unless excused by supervisory authority or by other provisions of this Agreement, to work the forty (40) hours per week guaranteed by Metro Government.

2. Members shall be allowed a one-half (1/2) hour unpaid lunch, and with the Director's approval, may be allowed to utilize two (2) fifteen (15) minute paid breaks together to constitute an hour lunch break. Provided, however, if the Members leave the work site for the lunch period, travel from and back to the work site must be within the hour lunch break.

F. TRAINING

Metro Government shall establish an in-service training program or programs for Members. The purposes of such program or programs shall be (1) to encourage and enable employees to qualify for promotion to higher rated positions as vacancies occur under the job bidding procedures; (2) to promote safety, efficiency, skill and ability in the performance of duties by the affected employees; (3) to make possible more economical and efficient rendition of services; (4) to develop skills of employees in their respective occupations; (5) to establish minimum qualifications for appointments or promotion to any position; (6) to assure proper use of and protection against inadvertent damage to machinery and equipment owned by Metro Government; and (7) to encourage employees to become career employees of Metro Government.

G. DISTRIBUTION OF OVERTIME

1. Insofar as practicable, overtime will be divided equally among Members within the unit and classification in which overtime is needed beginning with the Member highest in seniority, provided that Member is qualified for the job in which the overtime is offered. In the event the overtime needs are satisfied without utilizing all qualified Members in the unit, the next overtime offered in that unit will be to the qualified Member next in seniority after the last Member that was awarded overtime. When all qualified Members within the unit have been offered overtime, the rotation will begin again with the highest qualified Member within the unit.

2. All Members are required to have a working telephone number that shall be given to their Department/Division by the Member. A supervisor shall attempt to contact any respective Member for overtime one time. Such attempt will cause that Member to be credited with a "contact" (i.e., "call") and the supervisor shall move on to the next Member on the seniority list, whether the phone number the Member has given is busy, is an answering machine, or is out of order. In addition, Metro Government may provide Members with pagers. If the Department is unable to communicate with a sufficient number of Members by use of the telephone, then the Department shall page the Members beginning with the Member highest in seniority, excluding Members reached by phone. Callbacks will be accepted until the proper number of Members to do the work is obtained.

3. Should all of the Members contacted within the unit and classification refuse the opportunity for overtime work, then the Member with the lowest seniority will be required to work. Provided, however, overtime may be considered mandatory during emergency situations, such as snow.

4. During emergency situations, such as snow, Metro Government may call out qualified employees from other departments to respond to the emergency, provided, however, no such employee will be offered overtime until after Metro Government has attempted one time to contact Members covered by this Section

Section 2. DEPARTMENT OF PUBLIC WORKS AND ASSETS, FLEET SERVICES DIVISION

A. APPLICATION

Notwithstanding anything in any other provision of this Agreement to the contrary, the following terms and conditions shall apply to Members in the Division of Fleet Services.

B. PROMOTION/JOB BIDDING/TRANSFERS

1. Job bidding for promotions, shift or assignment changes, where applicable or voluntary transfers shall be restricted to the Members of the Department/Division in which the vacancy exists.

2. If a vacancy to be filled occurs or a job is created in a position covered by this Agreement, notice for bid shall be posted and remain posted for five (5) business days in house, then posted for five (5) days to all current Metro employees. When a job vacancy is posted, such posted vacancy for bid shall include the number of positions

available for bid. During the period of posting, Metro Government shall have the right, with regard to seniority, to fill the position temporarily, not to exceed ninety (90) days.

3. The position will be awarded based upon the following criteria: attainment of required skill levels, seniority, and documented employment factors related to the Member's job history. The successful bidder shall have thirty (30) days in which to prove his/her ability to perform the work of such position. In the event such Member has not demonstrated his/her ability to perform the duties of the position, the Member shall be returned to the former position with no loss of seniority therein.

4. In each instance in which job bidding occurs, the Metro Government shall furnish to the Union and to the appropriate Union Steward a copy of the bid notice, a list of the Members bidding for the position, and the name of the successful bidder for the position.

5. Written notice of an involuntary, non-disciplinary transfer or reassignment shall be given by Metro Government to the affected Member at least ten (10) working days prior to the intended transfer or reassignment date, unless a bona fide emergency exists.

C. PROBATIONARY EMPLOYEES

All newly hired employees shall be considered probationary employees. The probationary period shall be 120 days and may be extended an additional 90 days at the option of the Department Director, upon consultation with the employee and his/her immediate supervisor at least ten (10) working days prior to the end of the initial 120-day probationary period. The Department Director will provide each employee whose probationary period is being extended with a written evaluation of the employee's performance and a detailed statement explaining what the employee must do to satisfactorily complete probation. During the probationary period, Metro Government may transfer, layoff or discharge said employee as it deems necessary. Such transfer, layoff or discharge shall not be subject to the grievance procedures as set forth in this Agreement.

D. WORK ASSIGNMENTS

1. The parties agree that Metro Government shall notify the Union prior to any relocation of Metro Government Fleet Services that affects the work being performed by the Members.

2. Supervisors shall not perform bargaining unit work except in cases of emergency.

E. WORKDAY AND WORKWEEK

1. The workday shall consist of a guarantee of eight (8) or ten (10) consecutive hours if ready, willing, and able to work. Members shall have a regular starting time. The work week shall consist of four (4) or five (5) consecutive days Monday through Thursday or Monday through Friday and forty (40) hours per week if ready, willing, and able to work. If the starting time and/or the days of work are to be changed on a permanent or temporary basis, the Members shall be notified of the change two (2) weeks prior to its effective date in writing. The Members recognize their obligation, unless excused by supervisory authority or by other provisions of this

Agreement, to work the forty (40) hours per week guaranteed by Metro Government. Members shall be entitled to one-half (1/2) hour paid lunch and two fifteen (15) minute paid breaks per workday.

F. TRAINING

Metro Government shall establish an in-service training program or programs for Members. The purposes of such program or programs shall be (1) to encourage and enable employees to qualify for promotion to higher rated positions as vacancies occur under the job bidding procedures; (2) to promote safety, efficiency, skill and ability in the performance of duties by the affected employees; (3) to make possible more economical and efficient rendition of services; (4) to develop skills of employees in their respective occupations; (5) to establish minimum qualifications for appointments or promotion to any position; (6) to assure proper use of and protection against inadvertent damage to machinery and equipment owned by Metro Government; and (7) to encourage employees to become career employees of Metro Government.

G. DISTRIBUTION OF OVERTIME

1. Insofar as practicable, overtime will be divided equally among Members within the unit and classification in which overtime is needed beginning with the Member highest in seniority, provided that Member is qualified for the job in which the overtime is offered. In the event the overtime needs are satisfied without utilizing all qualified Members in the unit, the next overtime offered in that unit will be to the qualified Member next in seniority after the last Member that was awarded overtime. When all qualified Members within the unit have been offered overtime, the rotation will begin again with the highest qualified Member within the unit.

2. All Members are required to have a working telephone number that shall be given to their Department/Division by the Member. A supervisor shall attempt to contact any respective Member for overtime one time. Such attempt will cause that Member to be credited with a "contact" (i.e., "call") and the supervisor shall move on to the next Member on the seniority list, whether the phone number the Member has given is busy, is an answering machine, or is out of order. In addition, Metro Government may provide Members with pagers. If the Department is unable to communicate with a sufficient number of Members by use of the telephone, then the Department shall page the Members beginning with the Member highest in seniority, excluding Members reached by phone. Callbacks will be accepted until the proper number of Members to do the work is obtained.

3. Should all of the Members contacted within the unit and classification refuse the opportunity for overtime work, then the Member with the lowest seniority will be required to work. Provided, however, overtime may be considered mandatory during emergency situations, such as snow.

4. During emergency situations, such as snow, Metro Government may call out qualified employees from other departments to respond to the emergency, provided, however, no such employee will be offered overtime until after Metro Government has attempted one time to contact Members covered by this Section.

H. TOOLS

Members shall receive a \$150.00 tool allowance, to be distributed in voucher form to the employees, and used within the fiscal year in which it is awarded. Tools to be purchased with these vouchers shall be those used on the job, and shall be approved by the unit supervisor. Members may also use this allowance to pay for ASE study materials. Metro Government may require proof that tools/ASE materials are purchased.

Section 3. DEPARTMENT OF PUBLIC WORKS AND ASSETS, OPERATIONS AND ENGINEERING DIVISION

A. APPLICATION

Notwithstanding anything in any other provision of this Agreement to the contrary, the following terms and conditions shall apply to Members in the Division of Operations and Engineering.

B. PROMOTION/JOB BIDDING/TRANSFERS

1. Job bidding for promotions, shift or assignment changes, where applicable or voluntary transfers shall be restricted to the Members of the Department/Division in which the vacancy exists.

2. If a vacancy to be filled occurs or a job is created in a position covered by this Agreement, notice for bid shall be posted and remain posted for five (5) business days in house, then posted for five (5) days to all current Metro employees. When a job vacancy is posted, such posted vacancy for bid shall include the number of positions available for bid. During the period of posting, Metro Government shall have the right, with regard to seniority, to fill the position temporarily, not to exceed ninety (90) days.

3. The position will be awarded based upon the following criteria: attainment of required skill levels, seniority, and documented employment factors related to the Member's job history. The successful bidder shall have thirty (30) days in which to prove his/her ability to perform the work of such position. In the event such Member has not demonstrated his/her ability to perform the duties of the position, the Member shall be returned to the former position with no loss of seniority therein.

4. In each instance in which job bidding occurs, the Metro Government shall furnish to the Union and to the appropriate Union Steward a copy of the bid notice, a list of the Members bidding for the position, and the name of the successful bidder for the position.

5. Written notice of an involuntary, non-disciplinary transfer or reassignment shall be given by Metro Government to the affected Member at least ten (10) working days prior to the intended transfer or reassignment date, unless a bona fide emergency exists.

C. PROBATIONARY EMPLOYEES

All newly hired employees shall be considered probationary employees. The probationary period shall be 120 days and may be extended an additional 90 days at the option of the Department Director, upon consultation with the employee and his/her immediate supervisor at least ten (10) working days prior to the end of the initial 120-day probationary period. The Department Director will provide each employee whose

probationary period is being extended with a written evaluation of the employee's performance and a detailed statement explaining what the employee must do to satisfactorily complete probation. During the probationary period, Metro Government may transfer, layoff or discharge said employee as it deems necessary. Such transfer, layoff or discharge shall not be subject to the grievance procedures as set forth in this Agreement.

D. WORK ASSIGNMENTS

1. Metro Government shall have the right to assign temporary lead-persons without job bid and at the Metro Government's discretion.

A lead-person's duties shall be:

a. To relay supervisor's instructions as to the assignment of Members to the various jobs.

b. To instruct other Members as to normal methods, materials, and equipment used in the completion of work in the unit of which the Member is assigned.

c. The lead-person is not recognized as a part of supervision and shall take no part in those acts interpreted as solely those of management in connection with labor/management relations.

d. The lead-person is responsible for the completion and performance of the job assigned.

e. While acting as a lead-person, a Member shall be paid at the rate of Seventy Cents (\$.70) per hour over the published rate of the job classifications to which they are normally assigned. In addition the Seventy Cents (\$.70) per hour shall be computed as time worked for all compensable time off. However, the Metro Government will not pay Sick Leave or Vacation Pay based upon the additional \$.70 per hour premium, but will pay Holiday Pay based upon the additional premium to the Lead-person if that Member works as a Lead-person for the entire forty (40) hour week during which any Holiday may occur.

2. Supervisors shall not perform bargaining unit work except in cases of emergency.

E. WORKDAY AND WORKWEEK

1. The workday shall consist of a guarantee of eight (8) or ten (10) consecutive hours if ready, willing, and able to work. Members shall have a regular starting time. The work week shall consist of four (4) or five (5) consecutive days Monday through Thursday or Monday through Friday and forty (40) hours per week if ready, willing, and able to work. If the starting time and/or the days of work are to be changed on a permanent or temporary basis, the Members shall be notified of the change two (2) weeks prior to its effective date in writing. The Members recognize their obligation, unless excused by supervisory authority or by other provisions of this Agreement, to work the forty (40) hours per week guaranteed by Metro Government. Members shall be entitled to one-half (1/2) hour unpaid lunch and two fifteen (15) minute paid breaks per workday.

F. TRAINING

Metro Government shall establish an in-service training program or programs for Members. The purposes of such program or programs shall be (1) to encourage and enable employees to qualify for promotion to higher rated positions as vacancies occur under the job bidding procedures; (2) to promote safety, efficiency, skill and ability in the performance of duties by the affected employees; (3) to make possible more economical and efficient rendition of services; (4) to develop skills of employees in their respective occupations; (5) to establish minimum qualifications for appointments or promotion to any position; (6) to assure proper use of and protection against inadvertent damage to machinery and equipment owned by Metro Government; and (7) to encourage employees to become career employees of Metro Government.

G. DISTRIBUTION OF OVERTIME

1. Insofar as practicable, overtime will be divided equally among Members within the unit and classification in which overtime is needed beginning with the Member highest in seniority, provided that Member is qualified for the job in which the overtime is offered. In the event the overtime needs are satisfied without utilizing all qualified Members in the unit, the next overtime offered in that unit will be to the qualified Member next in seniority after the last Member that was awarded overtime. When all qualified Members within the unit have been offered overtime, the rotation will begin again with the highest qualified Member within the unit.

2. All Members are required to have a working telephone number that shall be given to their Department/Division by the Member. A supervisor shall attempt to contact any respective Member for overtime one time. Such attempt will cause that Member to be credited with a "contact" (i.e., "call") and the supervisor shall move on to the next Member on the seniority list, whether the phone number the Member has given is busy, is an answering machine, or is out of order. In addition, Metro Government may provide Members with pagers. If the Department is unable to communicate with a sufficient number of Members by use of the telephone, then the Department shall page the Members beginning with the Member highest in seniority, excluding Members reached by phone. Callbacks will be accepted until the proper number of Members to do the work is obtained.

3. Should all of the Members contacted within the unit and classification refuse the opportunity for overtime work, then the Member with the lowest seniority will be required to work. Provided, however, overtime may be considered mandatory during emergency situations, such as snow.

4. During emergency situations, such as snow, Metro Government may call out qualified employees from other departments to respond to the emergency, provided, however, no such employee will be offered overtime until after Metro Government has attempted one time to contact Members covered by this Section.

Section 4. DEPARTMENT OF PUBLIC HEALTH AND WELLNESS

A. APPLICATION

Notwithstanding anything in any other provision of this Agreement to the contrary, the following terms and conditions shall apply to Members in the Department of Public Health and Wellness.

B. PROMOTION/JOB BIDDING/TRANSFERS

1. Job bidding for promotions, shift or assignment changes, where applicable, or voluntary transfers shall be restricted to the Members of the Department in which the vacancy exists.

2. If a vacancy to be filled occurs or a job is created in a position covered by this Agreement, notice for bid shall be posted at the Human Resources Department and within each facility of the affected Department/Division within forty-eight (48) hours. Such notice shall remain posted for one hundred twenty (120) hours, excluding Sunday and holidays. During the period of posting, Metro Government shall have the right, without regard to seniority, to fill the position temporarily.

3. The position will be awarded based upon the following criteria: attainment of required skill levels; seniority; and documented employment factors relating to the Member's job history.

4. In each instance in which job bidding occurs, the Metro Government shall furnish to the Union and to the appropriate Union Steward a copy of the bid notice, a list of the Members bidding for the position, and the name of the successful bidder for the position.

5. Written notice of an involuntary, non-disciplinary transfer or reassignment shall be given by Metro Government to the affected Member at least ten (10) working days prior to the intended transfer or reassignment date, unless a bona fide emergency exists. Except for hours worked and overtime, no Member will receive less than their present rate of pay as a result of an involuntary transfer or reassignment.

C. PROBATIONARY PERIOD

All appointments to positions in the Department of Public Health and Wellness are subject to satisfactory completion of a probationary period of one hundred twenty (120) calendar days, unless extended. Extension of probation will not exceed a period of ninety (90) days.

D. FLEX TIME, ON-CALL AND SHIFT CHANGES

1. Members within the Public Health and Wellness Department ("Health Department") may flex their work schedule with approval of the Director or designee. "Flex" for purposes of this Agreement shall mean rescheduling the work day starting and ending times within the same work week. Members may not flex their work schedule if it disrupts the work of the Health Department or its mission.

2. A Member put "on-call" by a supervisor to be available to return to work after normal work hours within thirty (30) minutes of receiving notification by either a pager, a telephone, or other means, shall be compensated a flat rate of fifty dollars

(\$50.00) per work week of on-call status unless the Member receives call-out pay during that work week.

3. The Health Department will notify a Member at least twenty-four (24) hours prior to making a permanent time change to the Member's shift.

E. SPECIAL COMPENSATION

1. Any Member directed by supervisory authority to work on a job with a higher rate of pay, shall receive the higher rate after the second hour of such assignment (minimum 5% higher rate) and such higher rate shall be continued as long as the Member is so assigned.

2. A Member shall receive one (\$1.00) dollar per hour additional pay for performing instruction/training of recently hired bargaining unit employees, i.e. instruction/training in the use of technologically sophisticated equipment and other procedures and skills required in the performance of the respective jobs. Supervisors shall have the exclusive right to determine eligibility for and the number of hours per shift or days per work week that an instructor shall receive "instructional" pay.

Section 5. DIVISIONS OF HUMAN SERVICES AND HOUSING

A. APPLICATION

Notwithstanding anything in any other provision of this Agreement to the contrary, the following terms and conditions shall apply to Members in the Divisions of Human Services and Housing.

B. PROMOTION/JOB BIDDING/TRANSFERS

1. Job bidding for promotions, shift or assignment changes, where applicable or voluntary transfers shall be restricted to the Members of the Division in which the vacancy exists.

2. If a vacancy to be filled occurs or a job is created in a position covered by this Agreement, notice for bid shall be posted and remain for five (5) business days in house, then posted for five (5) days to all current Metro employees. Whenever a job vacancy is posted, such posted vacancy for bid shall include the number of positions available for bid. During the period of posting, Metro Government shall have the right, without regard to seniority, to fill the position temporarily, not to exceed ninety (90) days.

3. The position will be awarded based upon the following criteria: attainment of required skill levels; seniority; and documented employment factors relating to the Member's job history. The successful bidder shall have thirty (30) days in which to prove his/her ability to perform the work of such position. In the event such Member has not demonstrated his/her ability to perform the duties of the position, the Member shall be returned to the former position with no loss of seniority therein.

4. In each instance in which job bidding occurs, the Metro Government shall furnish to the Union and to the appropriate Union Steward a copy of the bid notice, a list

of the Members bidding for the position, and the name of the successful bidder for the position.

5. Written notice of an involuntary, non-disciplinary transfer or reassignment shall be given by Metro Government to the affected Member at least ten (10) working days prior to the intended transfer or reassignment date, unless a bona fide emergency exists.

C. PROBATIONARY PERIOD

All newly hired employees shall be considered probationary employees. The probationary period shall be 90 days and may be extended an additional 90 days at the option of the Department Director, upon consultation with the employee and his/her immediate supervisor at least ten (10) working days prior to the end of the initial 90-day probationary period. The Department Director will provide each employee whose probationary period is being extended with a written evaluation of the employee's performance and a detailed statement explaining what the employee must do to satisfactorily complete probation. During the probationary period, Metro Government may transfer, layoff or discharge said employee as it deems necessary. Such transfer, layoff or discharge shall not be subject to the grievance procedures as set forth in this Agreement.

D. SPECIAL COMPENSATION

1. Any Member directed by supervisory authority to work on a job with a higher rate of pay, shall receive the higher rate after the second hour of such assignment (minimum 5% higher rate) and such higher rate shall be continued as long as the Member is so assigned.

2. Any Member shall receive one (\$1.00) dollar per hour additional pay for performing instruction/training of recently hired bargaining unit employees, i.e. instruction/training in the use of technologically sophisticated equipment and other procedures and skills required in the performance of the respective jobs. Supervisors shall have the exclusive right to determine eligibility for and the number of hours per shift or days per work week that an instructor shall receive "instructional" pay.

**Section 6. DIVISIONS OF AIR POLLUTION CONTROL,
PURCHASING AND METRO ANIMAL SERVICE**

A. APPLICATION

Notwithstanding anything in any other provision of this Agreement to the contrary, the following terms and conditions shall apply to Members in the Divisions of Air Pollution Control, Purchasing, and Metro Animal Service.

B. PROMOTION/JOB BIDDING/TRANSFERS

1. Job bidding for promotions, shift or assignment changes, where applicable or voluntary transfers shall be restricted to the Members of the Division in which the vacancy exists.

2. If a vacancy to be filled occurs or a job is created in a position covered by this Agreement, notice for bid shall be posted and remain posted for five (5) business days in house, then posted for five (5) days to all current Metro Government employees. Whenever a job vacancy is posted, such posted vacancy for bid shall include the number of positions available for bid. During the period of posting, Metro Government shall have the right, with regard to seniority, to fill the position temporarily, not to exceed 90 days.

3. The position will be awarded based upon the following criteria: attainment of required skill levels, seniority; and documented employment factors relating to the Member's job history.

4. In each instance in which job bidding occurs, the Metro Government shall furnish to the Union and to the appropriate Union Steward a copy of the bid notice, a list of the Members bidding for the position, and the name of the successful bidder for the position.

5. Written notice of an involuntary, non-disciplinary transfer or reassignment shall be given by Metro Government to the affected Member at least ten (10) working days prior to the intended transfer or reassignment date, unless a bona fide emergency exists.

C. PROBATIONARY PERIOD

All newly hired employees shall be considered probationary employees. The probationary period shall be 120 days and may be extended an additional 90 days at the option of the Department Director, upon consultation with the employee and his/her immediate supervisor at least ten (10) working days prior to the end of the initial 120-day probationary period. The Department Director will provide each employee whose probationary period is being extended with a written evaluation of the employee's performance and a detailed statement explaining what the employee must do to satisfactorily complete probation. During the probationary period, Metro Government may transfer, layoff or discharge said employee as it deems necessary. Such transfer, layoff or discharge shall not be subject to the grievance procedures as set forth in this Agreement.

D. SPECIAL COMPENSATION

1. Any Member directed by supervisory authority to work on a job with a higher rate of pay, shall receive the higher rate after the second hour of such assignment (minimum 5% higher rate) and such higher rate shall be continued as long as the Member is so assigned.

2. Any Member shall receive one (\$1.00) dollar per hour additional pay for performing instruction/training of recently hired bargaining unit employees, i.e. instruction/training in the use of technologically sophisticated equipment and other procedures and skills required in the performance of the respective jobs. Supervisors shall have the exclusive right to determine eligibility for and the number of hours per shift or days per work week that an instructor shall receive "instructional" pay.

E. ANIMAL SERVICES:

1. Uniforms. The Metro Government acknowledges that certain Animal Services Members are presently required to wear uniforms during the performance of their duties. Metro Government will provide such uniforms. It is the intent of this Agreement that all Animal Service Members who are provided footwear should have two useable pairs of boots, (men's or women's as appropriate). In addition, Metro Government will provide five uniforms and a pair of gloves.

2. Holiday Scheduling. The Metro Government and the Union agree that scheduling for holiday work will occur in the following manner. The Metro Government will first ask for volunteers. If additional personnel are needed, assignment will be rotated based upon the most recent holiday worked. A current list of holiday work assignments will be maintained by the department.

3. Equipment. The Metro Government will ensure that issued equipment is in proper working order.

4. In filling vacancies in Animal Services from outside of Metro Government, credit for purposes of pay only may be granted for prior experience with another organization at the discretion of the Director.

Section 7. DIVISIONS OF CORRECTION AND YOUTH DETENTION SERVICES

A. APPLICATION

Notwithstanding anything in any other provision of this Agreement to the contrary, the following terms and conditions shall apply to Members in the Divisions of Correction and Youth Detention Services.

B. PROMOTION/JOB BIDDING/TRANSFERS

1. Job bidding for promotions, shift or assignment changes, where applicable or voluntary transfers shall be restricted to the Members of the Division in which the vacancy exists.

2. If a vacancy to be filled occurs or a job is created in a position covered by this Agreement, notice for bid shall be posted and remain for five (5) business days in house, then posted for five (5) days to all current Metro employees. Whenever a job vacancy is posted, such posted vacancy for bid shall include the number of positions available for bid. During the period of posting, Metro Government shall have the right, without regard to seniority, to fill the position temporarily, not to exceed ninety (90) days.

3. The position will be awarded based upon the following criteria: attainment of required skill levels; seniority; and documented employment factors relating to the Member's job history.

4. In each instance in which job bidding occurs, the Metro Government shall furnish to the Union and to the appropriate Union Steward a copy of the bid notice, a list of the Members bidding for the position, and the name of the successful bidder for the position.

5. Written notice of an involuntary, non-disciplinary transfer or reassignment shall be given by Metro Government to the affected Member at least ten (10) working

days prior to the intended transfer or reassignment date, unless a bona fide emergency exists.

C. PROBATIONARY PERIOD

All newly hired employees shall be considered probationary employees. The probationary period shall be 180 days and may be extended an additional 90 days at the option of the Department Director, upon consultation with the employee and his/her immediate supervisor at least ten (10) working days prior to the end of the initial 180-day probationary period. The Department Director will provide each employee whose probationary period is being extended with a written evaluation of the employee's performance and a detailed statement explaining what the employee must do to satisfactorily complete probation. During the probationary period, Metro Government may transfer, layoff or discharge said employee as it deems necessary. Such transfer, layoff or discharge shall not be subject to the grievance procedures as set forth in this Agreement.

D. RANDOM DRUG TESTING FOR CORRECTIONS AND YOUTH DETENTION SERVICES

1. *Statement of Policy*

Members in Metro Corrections and Metro Youth Detention Services, due to the nature of their work environment, shall be subject to the following Drug Testing Policy.

2. *Notice of Policy*

All Members shall be provided a copy of this Policy and all newly hired members will be provided with a copy of it on or about their initial date of hire. No member shall be tested before a copy of this Policy is provided to him/her.

3. *Definitions*

"Illegal Drugs" means controlled substances listed in 21 C.F.R. Part 1308 that are not being used under the supervision of a licensed physician.

"Reasonable Suspicion" means an articulated belief based on particularized information and observations and reasonable inferences from such particularized information and observations that would suggest that a member maybe in violation of this policy.

"Refuse to Cooperate" means (i) to obstruct the specimen collection process, (ii) to attempt to or to tamper with the collection or testing process, or (iii) to fail to provide urine specimens adequate for testing when directed to do so, without promptly establishing a medical basis for the failure to provide such specimens.

4. *Prohibitions*

Members shall be prohibited from:

- Reporting to work or working under the influence of illegal drugs.
- Consuming or possessing illegal drugs at any time while on duty, or anywhere on any Metro Government premises or in any Metro Government vehicles, except when authorized in the line of duty.

- Possessing, using, selling, purchasing, manufacturing, dispensing or delivering any illegal drug at any time and at any place, except when authorized in the line of duty.
- Abusing any prescription drug.
- Failing to report immediately to the Director any duty-related restrictions imposed as a result of prescription medications they are taking.

5. *Drug Testing Permitted*

(a) Reasonable Suspicion. Where Metro Government has reasonable suspicion to believe that a Member is: (a) abusing prescription drugs; or (b) possessing or using illegal drugs, Metro Government shall have the right to require the Member to submit to drug testing as set forth in this Policy. Members shall not be subjected to random medical testing involving urine analysis or other similar or related tests for the purpose of discovering possible drug abuse, except as specifically provided for this Policy.

(b) Random Testing. During the workday, Members are subject to random testing for drugs. The annual number of such random tests shall not exceed 50% of the number of members of the Department subject to testing as of January 1 of any given year. Such tests shall be spread reasonably throughout the year. Metro Government shall select employees for random testing using an approved random number generating computer program. Members notified of their selection for random testing shall proceed immediately to the collection site. Members who are on leave, vacation, or already absent at the time of their selection will be excused but remain subject to future random testing.

6. *Test to Be Conducted*

In conducting the testing authorized by this Agreement, Metro Government shall comply with the following:

- The lab selected to perform drug tests shall be federally certified to do drug testing.
- After initial identification confirmation, the specimen collected from the member shall be identified only by the member's social security number or acceptable coding throughout the testing process.
- A split urine sample shall be collected in all cases of drug testing for an analysis in the event of a positive test result. All urine samples must be stored and preserved in a manner that conforms to HHS guidelines.
- The standard ten (10) panel drug screen shall be used by the testing laboratory.
- Metro Government's drug testing lab will confirm any urine sample that tests positive in initial screening for drugs by testing a portion of the same sample by gas chromatography/mass spectrometry (GC/MS). All positive confirmed samples and related paperwork must be retained by the testing lab for at least twelve (12) months (provided written notice is given the lab by Metro Government before the expiration of the 12-month period) or for the duration of any grievance, disciplinary action or legal proceeding, whichever is longer.
- Metro Government will provide members who test positive for drugs with an opportunity to have the split urine specimen tested by a clinical

laboratory at the member's own expense, provided the member notifies Metro Government within seventy-two (72) hours of receiving the positive results and provided further that the laboratory or clinic and the testing procedure, including chain of custody, meets or exceeds the standards established in this Contract.

- Metro Government will require that its drug testing lab report that a specimen is positive only if both the initial screening and confirmation test are positive. Drug test results shall be evaluated by the Medical Review Physician in a manner to ensure that a member's legal drug use and diet are properly taken into account when evaluating the test results. For the purpose of this Policy, a positive drug test results means the presence of drugs and/or their metabolites in a member that equal or exceeds the levels set forth in this Policy.

- Provide each member tested with a copy of all information and reports received by Metro Government in connection with the testing and the results.

7. *Drug Testing Standards (HHS Standards)*

All testing will be done pursuant to Federal Standards.

8. *Disciplinary Action*

A member who tests positive for illegal drugs shall be subject to discharge.

9. *Employee Assistance Program*

Metro Government shall provide an Employee Assistance Program. Voluntary requests for assistance with drug problems shall be held strictly confidential by the Employee Assistance Program to the extent required by law and the terms of this Policy. EAP Administrator and EAP staff assigned to a member's case shall be the only persons informed of any such request or any treatment that may be given and they shall hold such information strictly confidential to the extent required by law. A member voluntarily seeking assistance shall not be disciplined under this Policy for seeking such assistance.

10. *Records Retention and Use*

Records of a positive drug test or refusal to submit to such test as provided in the Policy shall be maintained from the date of the incident which gave rise to the positive test or refusal until final disposition of any grievance or appeal thereof. All such records shall not be utilized for any purpose after one (1) year from the date of the incident that gave rise to the positive test or refusal, so long as there is no subsequent positive test or refusal to submit to a test.

11. *Changes in Testing Procedure*

The parties recognize that during the life of this Contract, there may be improvements in the technology of testing procedures that provide more accurate testing. In that event, the parties will discuss and agree to any such improvements. If the parties are unable to agree, the procedure shall remain unchanged.

12. *Conflict with Other Laws*

This Policy does not supersede or waive any rights that the member may be entitled to under the Federal or State constitutions or laws. Any action taken

pursuant to the Policy, including any positive test results shall not be used as evidence or otherwise in any criminal proceeding against the member.

E. ANNUAL VACATION LEAVE

For Members required to work 24-7, annual vacation leave with pay will be granted to all Members and vacation time will accrue in accordance with the following:

Full years of Service	Annual Accrual Rate
0-1 year	4 calendar weeks
1 year	4 calendar weeks + 1/5 th of calendar week
2 years	4 calendar weeks + 2/5 th of calendar week
3 years	4 calendar weeks + 3/5 th of calendar week
4 years	4 calendar weeks + 4/5 th of calendar week
5 years	5 calendar weeks
6 years	5 calendar weeks + 1/5 th of calendar week
7 years	5 calendar weeks + 2/5 th of calendar week
8 years	5 calendar weeks + 3/5 th of calendar week
9 years	5 calendar weeks + 4/5 th of calendar week
10 years	6 calendar weeks
11 years	6 calendar weeks + 1/5 th of calendar week
12 years	6 calendar weeks + 2/5 th of calendar week
13 years	6 calendar weeks + 3/5 th of calendar week
14 years	6 calendar weeks + 4/5 th of calendar week
15 years	7 calendar weeks

a.) For the purpose of this section, all of a Member's service with Metro Government, whether continuous or not, shall be recognized in determining the number of years of service. This credit shall accrue on a weekly or bi-weekly basis depending upon a Member's frequency of pay.

b) A calendar week shall consist of four (4) workdays for Members whose regular workweek is four (4) workdays and five (5) workdays for Members whose regular work week is five (5) days.

c) Permanent part-time Members shall earn vacation credit on a pro rata basis. In determining the rate of accrual, the estimated annual hours of the Member shall be divided by the standard annual hours for the job if it were full-time to determine the pro rata percentage of normal accrual.

d) Members may take annual vacation in the year in which it is earned, provided however, use of vacation leave must be requested in advance by the Member and approved by the appropriate Director prior to use. The designation of the period or periods of time at which vacation leave may be taken shall be at the discretion of Metro Government.

e) A Member shall not accrue more than 60 days of vacation credit at the completion of any given pay period. Upon separation from Metro Government employment, a Member shall be paid for all accrued unused vacation leave, not to exceed

40 days. Such payment will be made in one payment in the final paycheck of the Member. Any former Member compensated upon separation for accrued vacation leave may not be employed by Metro Government in the same or another position until there has been a break-in-service of at least equal to the number of work hours for which unused vacation leave was paid.

f) If a holiday recognized by this Agreement should fall during a Member's vacation leave, such Member shall be granted an additional day of vacation leave.

F. SPECIAL COMPENSATION

1. Any Member directed by supervisory authority to work on a job with a higher rate of pay, shall receive the higher rate after the second hour of such assignment (minimum 5% higher rate) and such higher rate shall be continued as long as the Member is so assigned.

2. Any Member shall receive one (\$1.00) dollar per hour additional pay for performing instruction/training of recently hired bargaining unit employees, i.e. instruction/training in the use of technologically sophisticated equipment and other procedures and skills required in the performance of the respective jobs. Supervisors shall have the exclusive right to determine eligibility for and the number of hours per shift or days per work week that an instructor shall receive "instructional" pay.

Section 8. CODES AND REGULATIONS DEPARTMENT

I. INSPECTIONS, PERMITS AND LICENSES DIVISION

A. APPLICATION

Notwithstanding anything in any other provision of this Agreement to the contrary, the following terms and conditions shall apply to Members in the Divisions of Inspections Permits and Licenses (IPL) and Planning and Design.

B. JOB REQUIREMENTS

In IPL Metro Government shall merge the job functions and job requirements of the following positions into one classification: Building Inspector I & II, Commercial Building Inspector, Commercial Plan Reviewer I & II, Heating Inspector I & II, HVAC Inspector, Permit Writer, Residential Plan Reviewer I & II. The new position shall be called Plan Reviewer/Building/Mechanical Inspector and will have four levels of proficiency: Trainee, I, II, and III ("PR/B/M Inspector"). Members shall obtain the following state certifications within the time specified for levels of proficiency:

Classification	State Certification Level	New Employee Must be Certified	Current Employee Must be Certified
PR/B/M Inspector Trainer	One and Two Family Dwelling Inspector	Within 6 months of employment	Within 6 months of the effective date of contract
PR/B/M Inspector I	Building Inspector Level I	Within 12 months of employment	Within 18 months of the effective date of contract
PR/B/M Inspector II	Building Inspector Level II	Within 18 months of employment	Within 24 months of the effective date of contract

PR/B/M Inspector III	Building Inspector Level III	Optional	Optional
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Existing positions classified above will be converted as follows:

1. Upon the effective date of this Agreement, all Members currently in job classifications being eliminated shall be reclassified as a PR/B/M Inspector at the appropriate level based upon meeting the requirements of the job classification. Such Members shall have twenty-four months from the effective date of this Agreement to meet the qualifications of PR/B/M Inspector II. Members who fail to meet those qualifications shall be laid off. A Member shall not be allowed to grieve a lay off under this provision. Members shall be required to take their initial applicable tests within six (6) months of the effective date of this Agreement.
2. Any vacant position in a job classification being eliminated shall be reclassified as a PR/B/M Inspector at the level needed by Metro Government.
3. Reclassification as a PR/B/M Inspector III shall be subject to an available vacancy in a funded PR/B/M Inspector III position.

C. PROBATIONARY PERIOD

All newly hired employees shall be considered probationary employees. The probationary period shall be 120 days and may be extended an additional 90 days at the option of the Department Director, upon consultation with the employee and his/her immediate supervisor at least ten (10) working days prior to the end of the initial 120-day probationary period. The Department Director will provide each employee whose probationary period is being extended with a written evaluation of the employee's performance and a detailed statement explaining what the employee must do to satisfactorily complete probation. During the probationary period, Metro Government may transfer, layoff or discharge said employee as it deems necessary. Such transfer, layoff or discharge shall not be subject to the grievance procedures as set forth in this Agreement.

D. PROMOTION/JOB BIDDING/TRANSFERS

1. Job bidding for promotions, other than as provided in paragraph B. above, shift, assignment changes or voluntary transfers, if available, shall be restricted to the Members of IPL. If no Member qualifies for the promotion the position will be posting outside of IPL and Metro Government.
2. If a vacancy to be filled occurs or a job is created in a position covered by this Agreement, notice for bid shall be posted at the Human Resources Department and within the Division within forty-eight (48) hours. Such notice shall remain posted for seventy-two (72) hours, excluding Sunday and holidays. During the period of posting, Metro Government shall have the right, without regard to seniority, to fill the position temporarily.

3. The position will be awarded based upon the following criteria: attainment of required certifications, seniority and documented employment factors relating to the Member's job history.

4. In each instance in which job bidding occurs, the Metro Government shall furnish to the Union Steward a copy of the bid notice, a list of the Members bidding for the position, and the name of the successful bidder for the position.

5. Written notice of an involuntary, non-disciplinary transfer or reassignment shall be given by Metro Government to the affected Member at least ten (10) working days prior to the intended transfer or reassignment date, unless a bona fide emergency exists.

E. CLASSIFICATIONS

1. The following classifications shall be changed as indicated in Subparagraph B above:

Current Job Titles	New Job Titles
Building Inspector I & II Commercial Building Inspector Commercial Plan Reviewer I & II Heating Inspector I & II HVAC Inspector Permit Writer Residential Plan Reviewer I & II	Plan Review/Building/Mechanical Inspector ("PR/B/M Inspector" Trainee, I, II, or III as appropriate)

2. The following classifications shall be created and/or changed as the case may be upon the effective date of this Agreement:

Current Job Titles	New Job Titles
Electrical Inspector I Electrical & Residential Inspector I	Electrical Inspector I
Electrical & Res. Inspector II	Electrical Inspector II
Elevator Inspector	Elevator Inspector I
None	Elevator Inspector II
Plumbing Inspector I	Plumbing Inspector I
Plumbing Inspector II	Plumbing Inspector II
None	Electrical Inspector Trainee
None	Elevator Inspector Trainee

3. No Member shall be required to perform instruction/training of recently hired bargaining unit employees, i.e., instruction/training in the use of technologically sophisticated equipment and other procedures and skills required in the performance of the respective jobs.

F. SPECIAL COMPENSATION

1. Metro Government agrees to pay for each certification test for each Member the first time the Member takes the test. If a Member fails the test, any retest is at the Member's expense, provided, however, if the Member passes a retest, Metro Government shall reimburse the Member the cost of that test.

2. So long as an electrical inspector is assigned to carry an IPL pager in order to contact L G & E, the electrical inspector shall be compensated one hour at time and one half (1 ½) the Member's regular hourly rate of pay for each day of such assignment. There is no guarantee that such assignments will continue throughout the term of this Agreement.

3. Metro Government shall have the right to assign temporary lead-persons without job bid and at the Metro Government's discretion. A lead-person's duties shall be:

- a. To relay supervisor's instructions as to the assignment of Members to the various jobs.
- b. To instruct other Members as to normal methods, materials, and equipment used in the completion of work in the unit of which the Member is assigned.
- c. To advise management as to the need for personnel/logistics changes and following through on and directing such changes.
- d. To record job related information as directed by management.
- e. To be responsible for the timely completion and performance of the job tasks assigned to the working team.
- f. The lead-person is not recognized as a part of supervision and shall take no part in those acts interpreted as solely those of management in connection with labor/management relations.

While acting as a lead-person, a Member shall be paid at the rate of fifty (\$0.50) cents per hour over the regular hourly rate of the Member assigned. Metro Government will not pay Sick Leave or Vacation Pay based upon the additional fifty (\$0.50) cents per hour premium, but will pay Holiday Pay based upon the additional premium to the Lead-person if that Member works as a Lead-person for the entire forty (40) hour week during which any Holiday may occur.

II. PLANNING AND DESIGN DIVISION

A. APPLICATION

Notwithstanding anything in any other provision of this Agreement to the contrary, the following terms and conditions shall apply to Members in the Division of Planning and Design.

B. PROMOTION/JOB BIDDING/TRANSFERS

1. Job bidding for promotions, shift or assignment changes, where applicable or voluntary transfers shall be restricted to the Members of the Division in which the vacancy exists.

2. If a vacancy to be filled occurs or a job is created in a position covered by this Agreement, notice for bid shall be posted at the Human Resources Department and within each facility of the affected Division within forty-eight (48) hours. Such notice shall remain posted for seventy-two (72) hours, excluding Sunday and holidays. During the period of posting, Metro Government shall have the right, without regard to seniority, to fill the position temporarily.

3. The position will be awarded based upon the following criteria: attainment of required skill levels, seniority; and documented employment factors relating to the Member's job history.

4. In each instance in which job bidding occurs, the Metro Government shall furnish to the Union and to the appropriate Union Steward a copy of the bid notice, a list of the Members bidding for the position, and the name of the successful bidder for the position.

5. Written notice of an involuntary, non-disciplinary transfer or reassignment shall be given by Metro Government to the affected Member at least ten (10) working days prior to the intended transfer or reassignment date, unless a bona fide emergency exists.

C. PROBATIONARY PERIOD

All newly hired employees shall be considered probationary employees. The probationary period shall be 120 days and may be extended an additional 90 days at the option of the Department Director, upon consultation with the employee and his/her immediate supervisor at least ten (10) working days prior to the end of the initial 120-day probationary period. The Department Director will provide each employee whose probationary period is being extended with a written evaluation of the employee's performance and a detailed statement explaining what the employee must do to satisfactorily complete probation. During the probationary period, Metro Government may transfer, layoff or discharge said employee as it deems necessary. Such transfer, layoff or discharge shall not be subject to the grievance procedures as set forth in this Agreement.

D. SPECIAL COMPENSATION

1. Any Member directed by supervisory authority to work on a job with a higher rate of pay, shall receive the higher rate after the second hour of such assignment (minimum 5% higher rate) and such higher rate shall be continued as long as the Member is so assigned.

2. Any Member shall receive one (\$1.00) dollar per hour additional pay for performing instruction/training of recently hired bargaining unit employees, i.e. instruction/training in the use of technologically sophisticated equipment and other procedures and skills required in the performance of the respective jobs. Supervisors

shall have the exclusive right to determine eligibility for and the number of hours per shift or days per work week that an instructor shall receive "instructional" pay.

ARTICLE 26. THIRD PARTY CONTRACTING

Metro Government shall not subcontract for any work or services normally and historically performed by Members for the purpose of reducing or replacing (i.e. laying off) Members.

ARTICLE 27. ERODING THE BARGAINING UNIT

Metro Government recognizes the integrity of the bargaining units. Metro Government is philosophically opposed to employing seasonal, temporary or part-time employees or permitting volunteers and inmates to work for the purposes of eroding the bargaining unit or evading this Agreement. Likewise, job program participants will not be hired or be permitted to volunteer to work for the purpose of eroding the bargaining unit or evading this Agreement. However, nothing herein shall prevent Metro Government from hiring seasonal, temporary or part-time employees, job program participants, or permitting volunteers or inmates to work.

ARTICLE 28. MERGER AND/OR CONSOLIDATION

In the event Metro Government and another governmental entity merges or consolidates any function or service performed by Members, the Union shall be given ninety (90) days' advance written notice by Metro Government of such action.

A meeting with the Union shall be promptly held following the notice to discuss the impact of the consolidation and/or merger on Members.

ARTICLE 29. PROBATIONARY PERIOD

Unless otherwise specified in this Agreement, all appointments to positions under this Agreement are subject to a satisfactory completion of a probationary period of one hundred twenty (120) calendar days, unless extended. Extension of probation will not exceed a period of ninety (90) calendar days.

ARTICLE 30. ENTIRE AGREEMENT

Section 1. Metro Government and AFSCME shall not be bound by any requirement not specifically stated in this Agreement.

Section 2. It is expressly understood that no provision of this Agreement shall be waived or considered waived by any act, omission or communication; provided, however, that both parties shall have the right to mutually agree to waive a provision by express written authorization from Metro Government representative and the representative of the AFSCME.

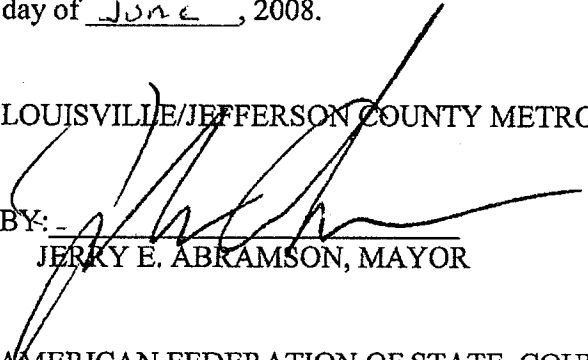
Section 3. If any article or section of this Agreement should become invalid by operation of law or be declared invalid or permanently enjoined by any court of competent jurisdiction, the remainder of this Agreement shall not be affected and either party may request collective bargaining negotiations concerning the invalid provision within thirty days of its invalidity.

ARTICLE 31. TERM OF AGREEMENT

This Agreement shall become effective upon its execution by the parties. The term of this Agreement shall be from July 1, 2008 through June 30, 2012. The parties agree to commence bargaining on a subsequent Agreement no later than 120 days before the expiration of this Agreement.

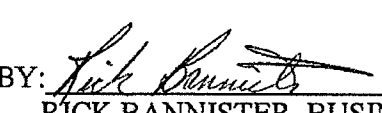
IN WITNESS WHEREOF, the parties have affixed their signatures this 17th day of June, 2008.

LOUISVILLE/JEFFERSON COUNTY METRO GOVERNMENT

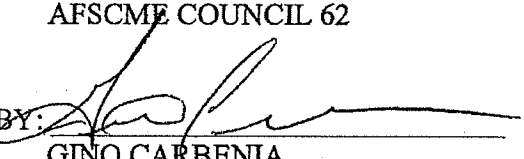
BY: 
JERRY E. ABRAMSON, MAYOR

DATE: 6-18-08

AMERICAN FEDERATION OF STATE, COUNTY, MUNICIPAL EMPLOYEES,
LOCAL 2629

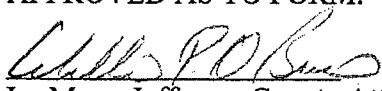
BY: 
RICK BANNISTER, BUSINESS AGENT
AFSCME COUNCIL 62

DATE: 6-17-08

BY: 
GINO CARBENIA
ADMINISTRATOR/PRESIDENT
AFSCME LOCAL 2629

DATE: 6-17-08

APPROVED AS TO FORM:


Irv Maze, Jefferson County Attorney

Addendum A. Job Titles and Grades (Alphabetical)

Job Title	Grade
Account Clerk Typist	11
Advanced Registered Nurse Practitioner	51
Air Pollution Compliance Officer	19
Air Pollution Technician I	17
Air Pollution Technician II	19
Animal Care Specialist	9
Animal Control Clerk	13
Animal Control Dispatcher	9
Animal Control Incinerator Operator	11
Animal Control Officer I	15
Animal Control Officer II	17
Associate Planner	21
Auto Service Worker II	11
Automotive Mechanic I	17
Automotive Mechanic II	21
Boiler & Cooling Systems Operator	13
Clerk Typist I A/U	9
Clerk Typist II	11
Community Development Program Analyst	19
Community Health Medical Asst	15
Community Health Nurse Specialist	50
Community Health Services Clerk	13
Community Health Social Services Assistant I	11
Community Health Social Services Assistant II	15
Community Health Social Worker	21
Corrections Clerk	13
Court Process Officer	17
Custodial Worker I	5
Custodial Worker II	7
Data Systems Analyst	23
Data Systems Operator	9
Electrical Inspector I	23
Electrical Inspector II	25
Electrical Inspector Trainee	21
Elevator Inspector I	21
Elevator Inspector II	23
Elevator Inspector Trainee	20
Environmental Health Specialist	23
Equipment Operator	16
Expanded Functions Dental Assistant	15
Health Education Specialist I	19
Health Education Specialist II	23
Heating Vent/Air Conditioner Mechanic	15

Heavy Equipment Mechanic I	19
Heavy Equipment Mechanic II	21
Housing Rehabilitation Technician	17
Information & Referral Technician	13
Inmate Grievance Counselor	17
Intergenerational Program Worker	13
Inventory Control Specialist	17
Laboratory Assistant	9
Laboratory Technician	15
Laboratory Technologist	19
Licensed Practical Nurse	19
Mail Clerk	5
Maintenance Carpenter I	13
Maintenance Carpenter II	17
Maintenance Electrician I	15
Maintenance Electrician II	19
Maintenance Painter I	13
Maintenance Painter II	17
Maintenance Plumber I	15
Maintenance Plumber II	19
Maintenance Worker	11
Management Assistant	15
Nutrition Center Supervisor	7
Nutrition Services Educator	23
Nutrition Services Specialist	28
Office Service Worker	5
Plan Reviewer-Water and Sewer	15
Planning Technician	17
Plumbing Inspector I	23
Plumbing Inspector II	25
PR/B/M Inspector I	21
PR/B/M Inspector II	23
PR/B/M Inspector III	25
PR/B/M Inspector Trainee	20
Public Works Inspector	21
Purchasing Support Technician	11
Radiologic Technician A/U	17
Receptionist A/U	7
Receptionist Typist	9
Recreation Specialist	19
Research Assistant	17
Residential Energy Conservation Tech	19
Secretary - A/U	13
Secretary/Stenographer	13
Senior Equipment Operator	20
Senior Social Worker	25
Senior Substance Abuse Counselor	50

Senior Youth Program Worker	19
Sign Technician	17
Social Service Technician	11
Social Worker	21
Substance Abuse Counselor	23
Translator	13
Veterinary Assistant	13
Vital Statistics Specialist	15
Youth Program Aide	9
Youth Program Worker	17

Job Titles and Grades (by Grade)

Job Title	Grade
Custodial Worker I	5
Mail Clerk	5
Office Service Worker	5
Custodial Worker II	7
Nutrition Center Supervisor	7
Receptionist A/U	7
Animal Care Specialist	9
Animal Control Dispatcher	9
Clerk Typist I A/U	9
Data Systems Operator	9
Laboratory Assistant	9
Receptionist Typist	9
Youth Program Aide	9
Account Clerk Typist	11
Animal Control Incinerator Operator	11
Auto Service Worker II	11
Clerk Typist II	11
Community Health Social Services Assistant I	11
Maintenance Worker	11
Purchasing Support Technician	11
Social Service Technician	11
Animal Control Clerk	13
Boiler & Cooling Systems Operator	13
Community Health Services Clerk	13
Corrections Clerk	13
Information & Referral Technician	13
Intergenerational Program Worker	13
Maintenance Carpenter I	13
Maintenance Painter I	13
Secretary - A/U	13
Secretary/Stenographer	13
Translator	13

Veterinary Assistant	13
Animal Control Officer I	15
Community Health Medical Asst	15
Community Health Social Services Assistant II	15
Expanded Functions Dental Assistant	15
Heating Vent/Air Conditioner Mechanic	15
Laboratory Technician	15
Maintenance Electrician I	15
Maintenance Plumber I	15
Management Assistant	15
Plan Reviewer-Water and Sewer	15
Vital Statistics Specialist	15
Equipment Operator	16
Air Pollution Technician I	17
Animal Control Officer II	17
Automotive Mechanic I	17
Court Process Officer	17
Housing Rehabilitation Technician	17
Inmate Grievance Counselor	17
Inventory Control Specialist	17
Maintenance Carpenter II	17
Maintenance Painter II	17
Planning Technician	17
Radiologic Technician A/U	17
Research Assistant	17
Sign Technician	17
Youth Program Worker	17
Air Pollution Compliance Officer	19
Air Pollution Technician II	19
Community Development Program Analyst	19
Health Education Specialist I	19
Heavy Equipment Mechanic I	19
Laboratory Technologist	19
Licensed Practical Nurse	19
Maintenance Electrician II	19
Maintenance Plumber II	19
Recreation Specialist	19
Residential Energy Conservation Tech	19
Senior Youth Program Worker	19
Elevator Inspector Trainee	20
PR/B/M Inspector Trainee	20
Senior Equipment Operator	20
Associate Planner	21
Automotive Mechanic II	21
Community Health Social Worker	21
Electrical Inspector Trainee	21
Elevator Inspector I	21

Heavy Equipment Mechanic II	21
PR/B/M Inspector I	21
Public Works Inspector	21
Social Worker	21
Data Systems Analyst	23
Electrical Inspector I	23
Elevator Inspector II	23
Environmental Health Specialist	23
Health Education Specialist II	23
Nutrition Services Educator	23
Plumbing Inspector I	23
PR/B/M Inspector II	23
Substance Abuse Counselor	23
Electrical Inspector II	25
Plumbing Inspector II	25
PR/B/M Inspector III	25
Senior Social Worker	25
Nutrition Services Specialist	28
Community Health Nurse Specialist	50
Senior Substance Abuse Counselor	50
Advanced Registered Nurse Practitioner	51

AFSCME Master (U31)

7-1-09 to 6-30-10

Hourly Rates or Salary effective July 1, 2009 for new Members Hired into U310 (formerly 40 hour, salaried or part time) positions

Grade	Step 1	
005	9.53	
007	10.20	
009	10.98	
011	11.44	
013	12.31	
015	13.24	
016	13.57	
017	14.22	
019	15.28	
020	15.67	
021	16.41	
023	17.67	
025	18.92	
028	20.30	
050	19.03	39,582.40
051	27.80	57,824.00