

878

**SUBMITTAL TO THE BOARD OF SUPERVISORS
COUNTY OF RIVERSIDE, STATE OF CALIFORNIA**



FROM: Community Health Agency, Department of Animal Services

SUBMITTAL DATE:
October 10, 2006

SUBJECT: Humane Society of the United States (HSUS) Field Visit Report

RECOMMENDED MOTION: That the Board of Supervisors:

- 1) Receive and file the Humane Society of the United States (HSUS) Field Visit Report

BACKGROUND:

In the Fall of 2003, the Executive Office hired the Humane Society of the United States to audit the Department of Animal Services. The audit was conducted in April, 2004 and the results of the audit were reported to the Board of Supervisors in August, 2004. The Board referred the report to a select committee for review and recommendations on how to improve operations at the shelter in Riverside and elsewhere in the county. Many of the recommendations have been implemented by the Department and have resulted in a healthier environment for the animals, a better working environment for the staff and many (Continued)

Departmental Concurrence

RM:pnh

Robert Miller
Robert Miller, Director of Animal Services

FINANCIAL DATA	Current F.Y. Total Cost:	\$ 0	In Current Year Budget:	N/A
	Current F.Y. Net County Cost:	\$ 0	Budget Adjustment:	N/A
	Annual Net County Cost:	\$ 0	For Fiscal Year:	N/A

SOURCE OF FUNDS:	Positions To Be Deleted Per A-30	<input type="checkbox"/>
	Requires 4/5 Vote	<input type="checkbox"/>

C.E.O. RECOMMENDATION:

APPROVE

County Executive Office Signature

Debra Courayer

- Policy
- Policy
- Consent
- Consent

Dep't Recomm.:

Per Exec. Ofc.:

Prev. Agn. Ref.: 12/6/03 item 3.2;
1/27/04 item 3.2; 2/10/04 item 3.4;
8/10/04 item 16.3; 2/1/05 item 2.4;
3/29/05 item 2.8.

District:

Agenda Number:

3 . 8

BACKGROUND:

new outreach and educational programs.

In the Spring of 2006, the City of Riverside hired the Humane Society of the United States to conduct a follow-up field visit, which was conducted on July 12, 2006. The subsequent report was submitted to the City in October and will be presented to the City Council on October 11, 2006.

The HSUS report concluded that the Department of Animal Services has "made a transformation in management style, county support, policies and procedures and service to the community." and "has done a remarkable job in turning around staff and community morale toward animal control." The report went on to say that "Riverside City and County should be confident that this program is going in the right direction and we look forward to RCDAS' future community outreach and education projects, increased foster care and volunteer recruitment, increased appropriate rescue group cooperation, further development of written policies and procedures, uniform certified euthanasia training and additional field and veterinary staff. All of these planned activities, with the city and county's support, will result in continued reductions of incoming animals, decreasing the need for euthanasia, increased adoptions, and community confidence that their public health and safety is a priority."

BACKGROUND:

On February 7, 2006, the City Council approved several recommendations pertaining to the provision of animal services within the City of Riverside. City Council recommendations include:

1. Approval of agreements with Riverside County for Animal Control Field and Shelter Services for the period of July 1, 2005 through June 30, 2007;
2. Direction to the City Manager to contract with the Humane Society of the United States (HSUS) for a follow-up audit of the Riverside County Department of Animal Services (DAS) and return to the City Council with the results within six months; and
3. Direction to the City Manager to evaluate alternatives to contracting with DAS for Animal Control Field and Shelter Services and presentation of the findings to the City Council with the results of the HSUS audit.

On July 12, 2006, Curt Ransom, Regional Program Manager of the HSUS, conducted a one-day field visit to the Riverside City/County Animal Shelter. The report prepared by Mr. Ransom is contained in Exhibit A. Mr. Ransom will also present his findings to the City Council this evening.

In summation, the HSUS found most of the 2004 HSUS Audit Report recommendations implemented or planned for the near future. The report recognized the DAS management team has been in place for less than two years and yet "the improvements are readily evident and written plans for future improvements and programs are exciting." The report further states the County is providing animals with satisfactory housing, disease control, sanitation, assessment, care and handling.

The Field Report also recognizes there are areas in need of improvement. This includes additional veterinary staff, reliable cooling in animal control trucks, and standardized training for euthanasia technicians. With regard to the shelter's euthanasia rate, the report indicates while DAS falls below the national average of 50% of all animals entering shelters, the "no kill" policy is a work in progress as management has not been able to treat as many "treatable" animals as desired. New veterinary personnel will help fully implement this philosophy.

Based on the favorable HSUS Field Report, the County's diligence in implementing the recommendations of the 2004 HSUS Audit Report, and the County's compliance with the terms of the current contracts for Animal Control Field and Shelter Services, the Public Works Department recommends the City Council authorize the City Manager to enter into one-year extensions of the current contracts. The extensions would ensure the continuance of animal services while the City evaluates and determines its long-term approach for service provision within the City of Riverside.

One of the factors driving the City's need to set a long-term course for animal services is Riverside County's proposed animal shelter. The County is designing a \$12 to \$15 million, 50,000 square foot animal shelter sited on a 12-acre site north of the Santa Ana River. The County needs to know whether the City intends to be part of the project as soon as possible. The City's decision will affect facility design, size, and cost. The County tentatively plans for ground breaking in 2007 followed by a twelve-month construction period. The tentative shelter opening is July 2008.

To guide the City's decision, the Public Works Department is evaluating alternatives to contracting with Riverside County for animal services. Alternatives range from initiating a Request for Qualification (RFQ)/Request for Proposal (RFP) process to identify a new service provider operating out of a City facility to the in-house operation of a City Animal Services Department. Operational costs for field and shelter services would range from \$3.0 to \$4.0 million annually depending on the service provider. Construction costs for a new City 25,000 square foot facility would range from \$7.6 to \$10.4 million plus land acquisition costs of \$2.1 to \$5.2 million for industrial property. Lease cost of an equivalent sized facility is estimated to be \$36,000 to \$45,000 annually plus one-time equipment costs and tenant improvements.

FISCAL IMPACT:

There is no cost associated with receiving and filing the Humane Society of the United States (HSUS) Field Visit Report. The HSUS conducted this analysis at no cost to the City. The organization wanted to follow-up on the recommendations contained in its 2004 Audit Report.

The fiscal impact of one-year extensions to the agreements with DAS for Animal Control Field and Shelter Services is unknown at this time. The County would provide the proposed fiscal year 2007-08 budget to the City by March 15, 2007. The budget would be reviewed by the City and the agreed upon funding incorporated into the 2007-08 Public Works Department budget. The 2006-07 budget for animal services is \$2.6 million including City cost allocation charges.

There is no fiscal impact associated directing the Public Works Department to present alternatives to contracting with DAS for Animal Control Field and Shelter Services and a recommendation regarding City participation in the County's animal shelter project to the City Council within thirty days.

ALTERNATIVES:

Several options are available to the City Council. The City Council may elect to:

1. Not receive and file the Humane Society of the United States (HSUS) Field Visit Report;
2. Deny authorization for the City Manager to enter into amendments to extend the term of the contracts with the County of Riverside for Animal Control Field and Shelter Services for the period of one year, July 1, 2007 to June 30, 2008, with City Attorney concurrence. This alternative would necessitate the City to undertake immediate action to find an alternate service provider or implement an in-house program on or before June 30, 2007;
3. Deny direction to the Public Works Department to present alternatives to contracting with DAS for Animal Field and Shelter Services and a recommendation regarding City participation in the County's animal shelter project to the City Council within thirty days. This alternative would necessitate the City to undertake immediate action to find an alternate service provider or implement an in-house program on or before June 30, 2007; and/or

4. Direct the City Manager to begin implementation of an alternative service model for the provision of animal services within the City of Riverside immediately. This alternative would necessitate the alternate arrangement to be in place on or before June 30, 2007.

Prepared by: Siobhan Foster, Public Works Director
Certified as to availability
of funds: Paul C. Sundeen, Assistant City Manager/CFO/Treasurer
Approved by: Michael J. Beck, Assistant City Manager
for Bradley J. Hudson, City Manager
Approved as to form: Gregory P. Priamos, City Attorney



Humane Society of the United States (HSUS)
Field Visit Report

THE HUMANE SOCIETY OF THE UNITED STATES

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HSUS in general consultative status
with the Economic and Social Council
of the United Nations

Printed on 100% post-consumer recycled paper,
processed through the Green Seal and
FSC certified, wet-ink coated mill.

**To: Cindie Doke, Interim Administrative Services Manager, and
City of Riverside, CA**

**From: Curt Ransom, Regional Program Manager, West Coast
Regional Manager**

**Cc: Siobhan Foster, Interim Public Works Director, City of
Riverside, CA**

**Re: HSUS Follow-Visit to Riverside County Department of Animal
Services**

Summary:

On July 12, 2006, at the request of the City of Riverside (RC), I conducted a one-day field visit to the Riverside County Department of Animal Services (RCDAS) facility on Wilderness Drive in the City of Riverside. I also toured the new County facility in Coachella Valley in Thousand Palms, CA. This one-day only visit was not intended to be a comprehensive evaluation of the operation and facility, but a check on specific questions posed by the City of Riverside administration regarding new programs and changes within the RCDAS.

I met throughout the day with the new management team and shelter staff, including Director Robert Miller, Deputy Director of Animal Services Frank Corvino, Community Outreach & Education Division Director Betsey Webster, Chief Veterinarian Dr. Allan Drusys, Administrative Services Division Director Paige Hamtil, adoption staff and volunteers, euthanasia technicians, animal control officers, kennel workers, front desk reception and telephone operators and shelter clientele.

My overall impression is that most of the 2004 HSUS consultation report recommendations are implemented or are planned for the near future.

The new Management Team of Miller, Corvino, Webster, Drusys and Hamtil have been in place for less than two years and the improvements are readily evident and written plans for future improvements and programs are exciting.

Promoting the protection of all animals

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West Coast Regional Office ■ 5301 Madison Avenue, Suite 202, P.O. Box 417220, Sacramento, CA 95841-7220
916-344-1710 ■ Fax: 916-344-1808 ■ www.hsus.org

Riverside County is to be commended for providing a more appropriate animal services budget and a progressive staff to support implementing new programs and policies and procedures that have and are addressing most of the 2004 HSUS recommendations.

This report includes specific answers to pre-posed questions from the City of Riverside Public Works Director, written goals, policies and procedures provided by RCDAS staff and examples of forms and statistics used by staff to help carry out policies and procedures.

Answers to Pre-Posed Questions:

1	Shelter HVAC System (p. 24)	Is there an effective shelter HVAC system? Does system have air exchange rate of 12 to 15 times per hour? Is shelter cool?	<u>Yes</u> A new HVAC system was installed (see photos of duct work and compressor) very recently which provides 12-15 or more air exchanges per hour. The temperature was cool and consistent throughout the facility. No odors were detected in any part of the shelter
2	Staff scheduling (p.32)	Are there adequate veterinary, vet tech, and other coverage at all times?	<u>Yes & No</u> There is adequate veterinary staff for the current clinic given the help from volunteers and other staff. There are plans to expand the clinic and hire new veterinary staff to cover both the expanded clinic and to provide needed medical help for sheltered animals. Without volunteer help in the shelter new staff would be needed. There currently is a very active volunteer workforce that is expanding due to the new Outreach & Education Division.
3	Record keeping/shelter statistics (p. 34)	Do the reports adequately capture shelter operations? Is the data accurate?	<u>Yes</u> The new Chameleon software allows for much better record-keeping, especially for identifying and tracking incoming and outgoing animals. Dispatch of animal control officers is much more controlled to expedite call response and follow up. I reviewed examples of daily from sand the information appears accurate without further scrutiny. The continued use of the Chameleon software will allow management to better compare statistics of longer periods of time to assess effectiveness of services and where improvements are needed in carrying out policies and procedures.
4	Reunification procedures (pp. 34-36)	Are adequate procedures in place to ensure reunite animals with owners and to identify lost animals?	<u>Yes</u> Again, the Chameleon software facilitates better lost and found recordkeeping and follow up. The Outreach Department has volunteers comparing lost and found reports with animals in the shelter to create matches and reuniting owners with their pets. Cham Cam photos are taken in the exam room and the receiving areas.

5	Animal care & handling (pp. 41-43)	Are animals being adequately housed & cared for? Are SOPs in place to ensure animal care is consistent and are spot checks performed to confirm SOPs are being carried out?	<p><u>Yes</u></p> <p>The housing and animals I observed were well cared for with adequate food, water and shelter. At the time of my visit workers were building new outside kennels and exercise areas. Written policies and procedures are in place and I observed supervisory staff checking to ensure they are carried out. I also attended a daily scheduled kennel staff meeting where the supervisor addressed procedures and staff exchanged ideas for improving their implementation.</p>
6	Behavior assessment (pp. 44-47 & pp. 96-99)	Are behavioral assessment programs in place for both animal handling and adoptions?	<p><u>Yes</u></p> <p>The new Community Outreach & Education Department and the adoption staff use the nationally recognized SAFER (Safety Assessment For Evaluation Rehoming) Test for behavior assessment for potential adoptions. The SAFER Test focuses on learned behaviors, sensitivities, and problem solving. This Test provides shelter staff with the ability to evaluate a dog's behavior accurately and efficiently improving the chances that the adopted dog will remain in his new home.</p> <p>The SAFER Test process:</p> <p>The Stare Test gives clues regarding the dominance and submission of an animal.</p> <p>The Sensitivity Test assesses social skills, sensitivity levels and level of fear.</p> <p>The Tag Test determines dominance aggression and fear aggression.</p> <p>The Pinch Test determines sensitivity, dominance and lack of bite inhibition.</p> <p>The Food Aggression Test determines food aggression</p> <p>Dog-to-Dog Aggression Test determines sociability with other dogs</p>
7	Disease control & sanitation (pp. 51-60)	How is the environment in animal housing areas? Are proper cleaning methods being followed?	<p><u>Yes</u></p> <p>The environment in the animal housing areas is well-ventilated, clean and well-lit. I detected no odors whatsoever in the facility. Disease & sanitation control procedures are in place and by all observations are followed. A quaternary ammonium cleaning solution is used to disinfect kennel surfaces. A 30:1 bleach solution can be used, yet "quats" absorb into surfaces better for a more complete cleaning procedure.</p>
8	Incoming animal assessments (pp. 68-69)	Are incoming animal assessments being performed? If so, at what frequency and to what degree? Is this adequate?	<p><u>Yes</u></p> <p>Currently, all incoming animals are assessed for behavior, compatibility and health prior to being housed. A new incoming exam room is setup for incoming animals for this purpose. Planned additional veterinary staff will help with these important assessments.</p>

9	Euthanasia protocol (pp. 74- 79)	Is the new euthanasia protocol, including selection criteria, adequate?	<p>Yes</p> <p>I observed the euthanasia process on two separate occasions during my visit. There were three dogs euthanized due to injury and illness. Each morning an Animal Placement Evaluation Committee (APEC), which is drawn from the veterinary, kennel and adoption staffs evaluates animals by reviewing all memos, treatment notations, identification (including additional microchip scans), rescue options, holding periods and the results of the SAFER behavior assessment as well as their current condition and temperament. If there is any question about euthanizing an animal, it cannot be euthanized without supervisory approval.</p>
10	Euthanasia rate	How does the shelter's euthanasia rate compare to that in other jurisdictions, especially since the shelter adopted a no kill philosophy with respect to adoptable animals in March 2006?	<p>Of all the animals entering shelters nationally approximately 50% are euthanized. Currently, RCDAS falls below that average. With the new policies and procedures in place the percentage of euthanization will drop. The "no kill" policy from March 2006 appears to be a work in progress as management has not been able to treat as many "treatable" animals as they would like. New veterinary staff will help fully implement this philosophy. All so-called "no kill" facilities euthanize in one form or another and HSUS feels this term is very misleading. Animal population control and euthanasia is a community-wide problem and takes community-wide solutions. Statistics need to encompass all animal intake facilities in the county. Euthanasia is only a symptom as the goal is to reduce citizen irresponsibility.</p>
11	DEA compliance (p. 82)	Is shelter in compliance with DEA regulations for the storage, recordkeeping, inventory, use and disposal of all controlled substances?	<p>Yes</p> <p>All controlled substances are stored behind three locks and according to DEA regulations. I reviewed the current log sheet against the amount of Sodium Pentobarbital present and the record was very accurate.</p>
12	Euthanasia methods (pp. 84-89)	Do euthanasia methods minimize stress to the animal being euthanized? Are established procedures consistently followed?	<p>Yes</p> <p>The euthanasia I observed was done with care and a minimum of stress. There were two technicians present and both were competent. Their paramount concern was the animals' comfort and the procedures were performed without incident.</p>
13	Training of Euthanasia Technician (p. 95)	Are Euthanasia Technicians adequately trained (by a certified euthanasia trainer for the State of California)?	<p>Yes & No</p> <p>It is my understanding from interviews with technicians that they are initially trained by Dr. Drusys and then they train others. All technicians need to have specific, written and standardized training. I reviewed the current euthanasia policy and there is no section on training. Euthanasia certification needs to follow the California Humane</p>

			Officer's Association and the California Animal Control Director's Association guidelines as presented on Page 94 of the 2004 HSUS report.
14	Feeding protocol schedule (pp. 65-67)	Are animals being fed in amounts appropriate to their nutritional needs? Is there a feeding protocol & schedule and is it adequate?	I was not able to observe all feeding procedures during my visit. Of the kennels and cages I did observe there did not appear to be animals with any complications, although some of the enclosures did not have food or food containers. This is not alarming as many facilities remove empty containers after feedings to facilitate cleaning. This aspect of policy and procedure was not discussed during the on-day visit. According to written goals and policies submitted by the Deputy Director in March 2006 these issues are addressed (see policy #414: Feeding Protocols).
15	Animal welfare in field (pp. 136-137)	Is adequate attention paid to animal welfare in the field?	New field response policies and procedures are still in development yet animal welfare issues are not specifically addressed in the goals submitted by the Deputy Director. It was approximately 112 degrees the day of my visit. I checked the air-conditioning units in the vehicles that arrived in the afternoon and one unit did not seem to be working at the time. The animal compartments were not over heated yet no cool air was present and no animals were in the vehicle. I brought it to the attention of the supervisor. Maximum time animals can travel and ambient temperatures in the vehicles need to be addressed in revising procedures as well as overall humane handling techniques. A written and posted animal control officer code of ethics is recommended. Review HSUS 2004 report recommendations page 44-47.
16	HVAC in animal control trucks	Is there adequate HVAC in animal control trucks?	<u>Yes/No</u> As stated in item #14 all vehicle cooling units need to be checked daily and frequently throughout the officer's shift.
17	Animal Control Officers	6 Animal Control Officers and 1 Supervisor provide service is to the City of Riverside, making the ratio of ACOs to population 1:50,000. Is this adequate?	<u>No</u> Granted, different jurisdictions have different geographic areas and job duties (i.e. travel time, call levels, response time). Generally, in a metropolitan area providing full animal control services there should be at least a 1:18,000-25,000 ratio. Rural areas will differ and it should be determined what is expected for response times for all categories of responses and then staff accordingly.
18	Adoption	Is an adequate adoption program in place? Are the adoption procedures and policies effective?	<u>Yes</u> The adoption program has benefited from the addition of the Community Outreach & Education Division. The division is in the process of hiring a separate foster program manager. Currently, the volunteer manager is doing both jobs. Much more cooperation with appropriate rescue groups is also helping to adopt more animals, reducing the need for euthanasia. The effectiveness of the program will prove over time, yet it is evident this is a high priority of the Management Team.

Conclusions:

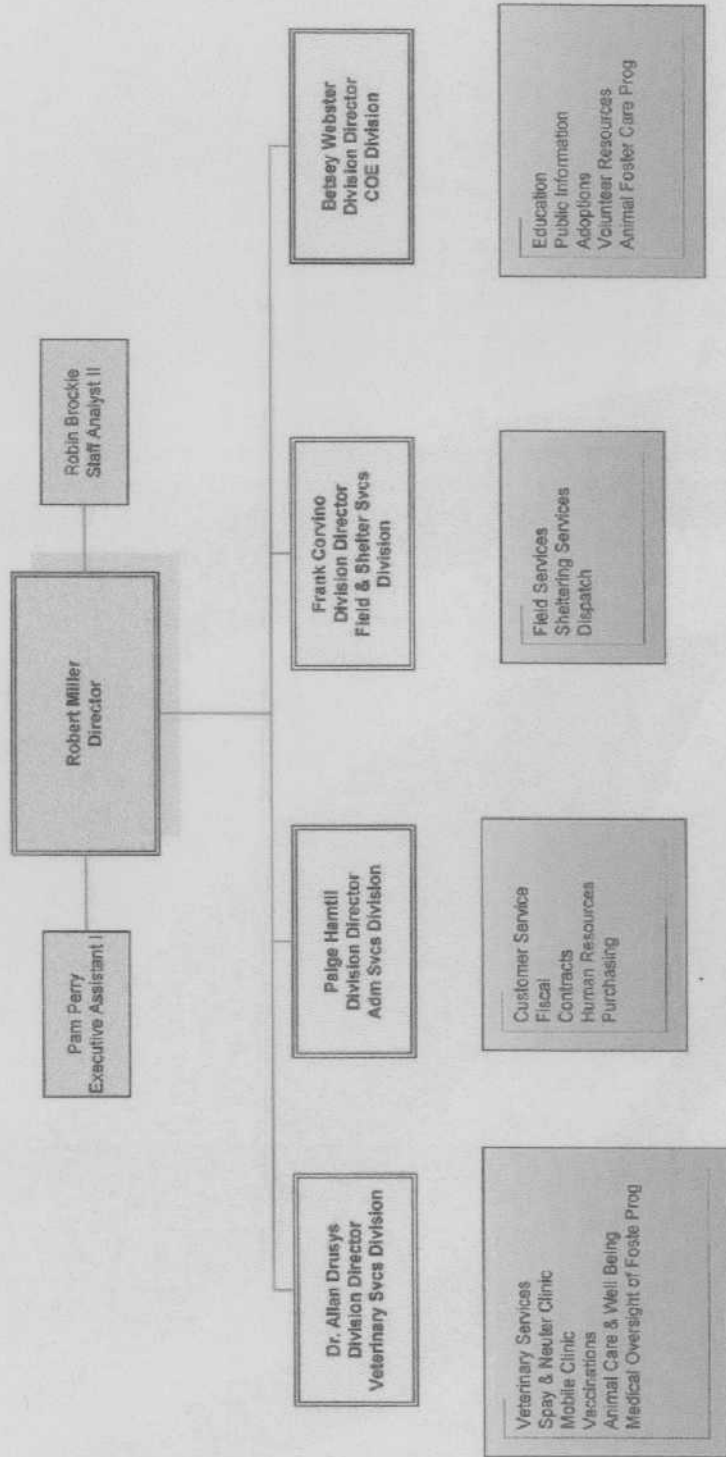
The RCDAS has made a transformation in management style, county support, policies and procedures and service to the community. Certainly, there has not been enough time to implement all the recommendations in the 2004 HSUS consultation report, yet the management team has every intention do so and has done a remarkable job in turning around staff and community morale towards animal control.

Riverside City and County should be confident that this program is going in the right direction and we look forward to RCDAS' future community outreach and education projects, increased foster care and volunteer recruitment, increased appropriate rescue group cooperation, further development of written policies and procedures, uniform certified euthanasia training and additional field and veterinary staff.

All of these planned activities with the city and county's support will result in continued reductions of incoming animals, decreasing the need for euthanasia, increased adoptions, and community confidence that their public health and safety is a priority.

Department of Animal Services

Organizational Chart 2006



**Complete List of Services Provided By
Department Of Animal Services**

All Services are not housed in the Health Administration Building identified below.
Call individual phone numbers or utilize website for detailed information.
Each link with a next to it takes you to that program's web site on the internet.

County of Riverside, COMMUNITY HEALTH AGENCY, Health Administration Building
4065 County Circle Drive, Riverside, CA 92503
Information Phone: 951.358.5000 Web: <http://www.rivcocha.org/>

Click for services:
[Animal Services](#)
[Environmental Health](#)
[Public Health](#)

[Back to Table of Contents](#)

ANIMAL SERVICES

ADMINISTRATION SERVICES

Administration Services	Fees	Location	Contact																								
Barking Dog Complaints Animal Services personnel work with members of the public to seek ways to significantly reduce the barking dog problems within specific neighborhoods of complaint.	Non Applicable	Riverside	Barking Dog Desk: (951) 358-7387																								
Rabies Reports, Bite Reports and Quarantines Animal Services personnel work with hospitals, bite victims and animal owners to ensure that bite reports are properly handled (i.e. animals are tested for rabies via FRA or quarantine, bite victims are alerted to status, etc.); quarantine of animals brought into Riverside County from outside the continental US; quarantine of animals who are high risk rabies carriers.	County: \$12/day	Riverside	Rabies Control Desk: (951) 358-7387																								
Dog License Fees, Leash Law Violations Dog license fees, including late fees, are collected at the front counter from residents of the County; Leash law violations are cleared with approval of the Director of Animal Services; annual license renewals are mailed on a monthly basis.	<table border="0"> <thead> <tr> <th></th> <th>Unaltered Dog</th> <th>Altered Dog</th> </tr> </thead> <tbody> <tr> <td>1 year</td> <td>\$50.00</td> <td>\$8.00</td> </tr> <tr> <td>2 year</td> <td>\$100.00</td> <td>\$15.00</td> </tr> <tr> <td>3 year</td> <td>\$150.00</td> <td>\$19.00</td> </tr> <tr> <td>1 year (Sr. Citizen)</td> <td>\$50.00</td> <td>\$6.00</td> </tr> <tr> <td>2 year (Sr. Citizen)</td> <td>\$100.00</td> <td>\$7.00</td> </tr> <tr> <td>3 year (Sr. Citizen)</td> <td>\$150.00</td> <td>\$8.00</td> </tr> <tr> <td>Late Fee:</td> <td>\$20.00</td> <td>\$15.00 (Sr. Citizen)</td> </tr> </tbody> </table>		Unaltered Dog	Altered Dog	1 year	\$50.00	\$8.00	2 year	\$100.00	\$15.00	3 year	\$150.00	\$19.00	1 year (Sr. Citizen)	\$50.00	\$6.00	2 year (Sr. Citizen)	\$100.00	\$7.00	3 year (Sr. Citizen)	\$150.00	\$8.00	Late Fee:	\$20.00	\$15.00 (Sr. Citizen)	Riverside Thousand Palms Blythe	(951) 358-7387 (760) 343-3644 (760) 921-7857
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Late Fee:	\$20.00	\$15.00 (Sr. Citizen)																									
Animal Records, Subpoenas for Records Records for animals that have been cared for by the County of Riverside and/or have been	Records Fees: Research: \$16/each Copies: \$.10/each	Riverside	(951) 358-7387																								

involved in a situation involving Animal Services are provided at customer request based on governing laws for public records.																																							
<p>Kennel Licenses Animal Services assists customers with obtaining kennel approval and license, from obtaining a plot plan through Planning and Zoning to inspection by Animal Control Field Services; billing statements for existing kennel license customers are sent out annually.</p> <p>* One acre minimum as per Ordinance No. 348 Unaltered: ONE or more animals are NOT spayed and/or neutered. Altered: ALL animals are spayed and/or neutered.</p>	<p>Kennel - Class I (5-10 dogs)</p> <table border="0"> <tr> <td></td> <td>Altered</td> <td>Unaltered*</td> </tr> <tr> <td>1 year</td> <td>\$180</td> <td>\$280</td> </tr> <tr> <td>2 year</td> <td>\$200</td> <td>\$300</td> </tr> <tr> <td>Late Fee</td> <td>\$90</td> <td></td> </tr> </table> <p>Kennel - Class II (11 dogs and over)</p> <table border="0"> <tr> <td></td> <td>Altered</td> <td>Unaltered*</td> </tr> <tr> <td>1 year</td> <td>\$250</td> <td>\$400</td> </tr> <tr> <td>2 year</td> <td>\$400</td> <td>\$650</td> </tr> <tr> <td>Late Fee</td> <td>\$125</td> <td></td> </tr> </table> <p>Cattery (10+ cats)</p> <table border="0"> <tr> <td></td> <td>Altered</td> <td>Unaltered*</td> </tr> <tr> <td>1 year</td> <td>\$180</td> <td>\$280</td> </tr> <tr> <td>2 year</td> <td>\$200</td> <td>\$400</td> </tr> <tr> <td>Late Fee</td> <td>\$90</td> <td></td> </tr> </table>		Altered	Unaltered*	1 year	\$180	\$280	2 year	\$200	\$300	Late Fee	\$90			Altered	Unaltered*	1 year	\$250	\$400	2 year	\$400	\$650	Late Fee	\$125			Altered	Unaltered*	1 year	\$180	\$280	2 year	\$200	\$400	Late Fee	\$90		Riverside	(951) 358-7387
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2 year	\$200	\$400																																					
Late Fee	\$90																																						
<p>Hearings Designated Hearing Officer presides over all potentially dangerous, dangerous and vicious animal hearings making decisions and providing guidelines for animal owners to adhere to according to the law.</p>	Non Applicable	Riverside Thousand Palms Blythe	(951) 358-7387 (760) 343-3644 (760) 921-7857																																				
FIELD SERVICES - COUNTY AND CONTRACT AREAS																																							
Services Provided	Fees	Location	Contact																																				
<p>Stray, Injured and Dead Animal Complaints Animal Services responds to complaints concerning the pick up of animals who are running loose, injured or dead in the unincorporated areas of the County and in certain contract cities; Stray animals are captured and returned to their owner, if known, or the area animal shelter; if an animal is injured, it is transported to the area Veterinarian for care. Animals that are found ore reported dead are picked up and brought to the area shelter for proper disposal.</p>	Non Applicable	Riverside Hemet Thousand Palms Blythe Ramona Humane Society Animal Friends of the Valleys	(951) 358-7387 (951) 925-1624 (760) 343-3644 (760) 921-7857 (951) 654-8002 (951) 674-0618																																				
Kennel License Requests	Non Applicable	Riverside	(951) 358-7387																																				

<p>Inspections of catteries and kennels to ensure that State and local requirements are followed, ensure that compliance is done prior to license being issued and that regulatory requirements are fulfilled through a program of annual permits, supported by routine inspections; site evaluations are done for existing or newly constructed kennels.</p>		<p>Hemet Thousand Palms Blythe</p>	<p>(951) 925-1624 (760) 343-3644 (760) 921-7857</p>
<p>Cruelty Cases Animal Services responds to complaints and conducts investigations on possible animal cruelty and provides educational information about proper care for animals. If the cruelty complaint is founded, a thorough investigation is conducted, including, but not limited to, the removal of animals and prosecution under the full extent of the law.</p>	<p>Non Applicable</p>	<p>Riverside Hemet Thousand Palms Blythe</p>	<p>(951) 358-7387 (951) 925-1624 (760) 343-3644 (760) 921-7857</p>
<p>Emergency Response and Investigations Animal Services, in conjunction with the County Fire, Police and Sheriff, respond to emergency situations in which animals are in danger. Assist the County District Attorney in the investigation of animal crimes.</p>	<p>Non Applicable</p>	<p>Riverside Hemet Thousand Palms Blythe</p>	<p>(951) 358-7387 (951) 925-1624 (760) 343-3644 (760) 921-7857</p>
<p>License Inspection A team of between 2 and 6 employees canvas designated areas of Riverside County to verify that all dogs within the neighborhood are properly licensed and vaccinated for rabies. Should a dog be found unlicensed, the owner has the opportunity to license their pet or receive a citation and license within 30 days.</p>	<p>Non Applicable</p>	<p>Riverside</p>	<p>(951) 358-7387</p>
<p>Potentially Dangerous, Dangerous & Vicious Dog Hearings Animal Control Officers act as representatives for the County in hearings to determine if an animal who has bitten, menaced, chased or killed a person or another animal is guilty; Animal Control Officer's work with the Hearing Clerk to gather all information needed</p>	<p>Non Applicable</p>	<p>Riverside Hemet Thousand Palms Blythe</p>	<p>(951) 358-7387 (951) 925-1624 (760) 343-3644 (760) 921-7857</p>

and County Counsel to ensure that cases are handled properly; attend court proceedings, if the matter is appealed.																											
Dog License Fees, Leash Law Violations Dog license fees, including late fees, are collected in the field, along with leash law violations as needed.	<table border="1"> <thead> <tr> <th></th> <th>Unaltered Dog</th> <th>Altered Dog</th> </tr> </thead> <tbody> <tr> <td>1 year</td> <td>\$50.00</td> <td>\$8.00</td> </tr> <tr> <td>2 year</td> <td>\$100.00</td> <td>\$15.00</td> </tr> <tr> <td>3 year</td> <td>\$150.00</td> <td>\$19.00</td> </tr> <tr> <td>1 year (Sr. Citizen)</td> <td>\$50.00</td> <td>\$6.00</td> </tr> <tr> <td>2 year (Sr. Citizen)</td> <td>\$100.00</td> <td>\$7.00</td> </tr> <tr> <td>3 year (Sr. Citizen)</td> <td>\$150.00</td> <td>\$8.00</td> </tr> <tr> <td>Late Fee:</td> <td>\$20.00</td> <td>\$15.00 (Sr. Citizen)</td> </tr> </tbody> </table>		Unaltered Dog	Altered Dog	1 year	\$50.00	\$8.00	2 year	\$100.00	\$15.00	3 year	\$150.00	\$19.00	1 year (Sr. Citizen)	\$50.00	\$6.00	2 year (Sr. Citizen)	\$100.00	\$7.00	3 year (Sr. Citizen)	\$150.00	\$8.00	Late Fee:	\$20.00	\$15.00 (Sr. Citizen)	Riverside Hemet Thousand Palms Blythe Ramona Humane Society Animal Friends of the Valleys	(951) 358-7387 (951) 925-1624 (760) 343-3644 (760) 921-7857 (951) 654-8002 (951) 674-0618
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Late Fee:	\$20.00	\$15.00 (Sr. Citizen)																									
Animal Relinquishment Provide for the turn-in of unwanted and stray animals in the field; animals are impounded on the ACO truck and then brought to the shelter by an Animal Control Officer to be examined, fed and kenneled. The animals are either adopted or euthanized, depending on the condition of the animal. Dead animals are also accepted and properly disposed of.	Turn-In Fee: \$20.00	Riverside Hemet Thousand Palms Blythe Ramona Humane Society Animal Friends of the Valleys	(951) 358-7387 (951) 925-1624 (760) 343-3644 (760) 921-7857 (951) 654-8002 (951) 674-0618																								
Emergency Response After Hours:		Same as above	Same as above																								
SHELTER SERVICES																											
Services Provided	Fees	Location	Contact																								
Vaccinations and Microchip Service Kennel staff administers vaccinations (Rabies, Parvo (Dog Distemper), Cat Distemper, Feline Leukemia, Corona Virus, Bordatella, Tapeworm) and microchips to animals at owners request.	Rabies: \$6 Dog Distemper (Parvo): \$9 Cat Distemper: \$7 Feline Leukemia: \$10 Corona Virus: \$6 Bordatella: \$6 Tapeworm: \$18 Microchip: \$10/\$15	Riverside Thousand Palms Blythe	(951) 358-7373 (760) 343-3644 (760) 921-7857																								
Animal Turn-In Provide for the turn-in of unwanted and stray animals; animals are examined, fed and kenneled for a minimum of 2 days, not including the day of impoundment. The animals are returned to their owner, adopted or euthanized, depending on their health and disposition. Dead animals are also accepted and properly disposed of.	Turn-In Fee: \$20.00	Riverside Thousand Palms Blythe Ramona Humane Society Animal Friends of the Valleys	(951) 358-7373 (760) 343-3644 (760) 921-7857 (951) 654-8002 (951) 674-0618																								

<p>Quarantine of Animals Quarantine animals who were involved in a bite (i.e. bitten by a species known to carry rabies and/or a severe animal bite); animals are quarantined at the shelter if their home property is not secure and/or if the owner requests that the animal be quarantined at the shelter; animals are held in quarantine for 6 days to 6 months, with an average of 10 days.</p>	<p>County: \$12/day</p>	<p>Riverside Thousand Palms Blythe Ramona Humane Society Animal Friends of the Valleys</p>	<p>(951) 358-7373 (760) 343-3644 (760) 921-7857 (951) 654-8002 (951) 674-0618</p>
<p>Upkeep of Impounded Animals All animals picked up by Animal Control Officers and brought in by constituents are held for a minimum of 5 days in order to give appropriate time for the owner to locate their animal. If the animal has a collar with address or phone number or microchip, every effort is made to notify the owner. When animal owner information is known, the animal is held for a minimum of 10 days to give ample time for owner pick up.</p>	<p>Boarding/Impound Fees: \$7/day</p>	<p>Riverside Thousand Palms Blythe Ramona Humane Society Animal Friends of the Valleys</p>	<p>(951) 358-7373 (760) 343-3644 (760) 921-7857 (951) 654-8002 (951) 674-0618</p>
<p>SPAY / NEUTER CLINICS</p>			
<p>Low Cost Spay/Neuter Program Low cost spay and neuter surgeries for dogs and cats are offered to County of Riverside residents. Periodic free spay/neuter surgeries are offered throughout the year.</p>	<p>Spay Cats: \$26.50 Dogs (under 20lbs): \$32 Dogs (21-40lbs): \$37 Dogs (41-60lbs): \$49.50 Dogs (61-80lbs): \$56.50 Dogs (81-100lbs): \$76 Dogs (over 100lbs): \$86 Neuter Cats: \$14 Dogs (under 20lbs): \$25 Dogs (21-40lbs): \$27.50 Dogs (41-60lbs): \$31 Dogs (61-80lbs): \$43.50 Dogs (81-100lbs): \$56.50 Dogs (over 100lbs): \$68 Cats Advanced Pregnancy or Complicated Surgery: \$17 Cryptorchid Males: \$12 Dogs Advanced Pregnancy or Complicated Surgery: \$19.50 Cryptorchid Males: \$17</p>	<p>Riverside</p>	<p>(951) 358-7373</p>
<p>RABIES / VACCINATION CLINICS</p>			
<p>Rabies Clinics</p>	<p>Rabies: \$6</p>	<p>Riverside</p>	<p>(951) 358-7373</p>

Rabies clinics are held one Saturday each month at the Riverside Shelter. License Inspectors are on hand to sell dog licenses for area residents.

Dog Distemper (Parvo): \$9
 Cat Distemper: \$7
 Feline Leukemia: \$10
 Corona Virus: \$6
 Bordatella: \$6
 Tapeworm: \$18
 Microchip: \$10/\$15

Periodic clinics are held in conjunction with the Fire Department in Indio and Calimesa.

	Unaltered Dog	Altered Dog
1 year	\$50.00	\$8.00
2 year	\$100.00	\$15.00
3 year	\$150.00	\$19.00
1 year (Sr. Citizen)	\$50.00	\$6.00
2 year (Sr. Citizen)	\$100.00	\$7.00
3 year (Sr. Citizen)	\$150.00	\$8.00
Late Fee:	\$20.00	\$15.00 (Sr. Citizen)

ANIMAL VOLUNTEER SERVICES

<p>Education and Community Outreach The Volunteer Coordinator provides instructional aid to Riverside County schools, non-profit organizations, senior centers, fairs, and the like, and educates them in regard to spay/neuter responsibilities, dog licensing, pet adoption and volunteer opportunities.</p>	<p>Non Applicable</p>	<p>Riverside</p>	<p>(951) 358-7387</p>
<p>Animal Behavior Classes Animal Behavior classes are held each 2 to 3 nights a week to help pet owners with specific problems such as potty training and curbing aggressive behavior.</p>	<p>Free Please call to confirm class dates and times</p>	<p>Riverside</p>	<p>(951) 358-7387</p>

ANIMAL SERVICES LOCATION INFORMATION

Site	Services	Hours
<p>Riverside Shelter 5950 Wilderness Avenue Riverside, CA 92504 (951) 358-7387</p>	<p>Shelter Services: adoptions, owner returns; Spay/Neuter Clinic; Field Services; License Inspection; Administration; Volunteer Coordination.</p>	<p>Shelter/Phone Hours: Monday - Friday: 10am to 7pm Saturday: 10am to 3pm Open last Sunday of every month: 10am to 3pm</p> <p>Phone hours: Mon-Fri only, 8am to 5pm After hours emergency answering service.</p>

		<p>Closed Holidays</p> <p>Field Services Hours: Monday - Saturday: 8am to 5pm</p> <p>* Stand-by Officer on duty during all off hours.</p>
<p>Thousand Palms Shelter 73-050 Petland Place Thousand Palms, CA 92276 (760) 343-3644</p>	<p>Shelter Services: Adoptions, owner returns;Field Services.</p>	<p>Shelter Hours: Monday - Friday: 10am to 7pm Saturdays: 10am to 3pm Open last Sunday of every month</p> <p>Closed Holidays</p> <p>Field Services Hours: Monday - Saturday: 8am to 5pm</p> <p>* Stand-by Officer on duty during all off hours.</p>
<p>Blythe Shelter 16450 W. Hobson Way Blythe, CA 92225 (760) 921-7857</p>	<p>Shelter Services: Adoptions, owner returns;Field Services.</p>	<p>Shelter Hours: Monday, Tuesday, Thursday & Friday: 10am to 4pm Wednesday: 10am to 7pm</p> <p>Closed Saturdays, Sundays & Holidays</p> <p>Field Services Hours: Monday - Friday: 8am to 4pm Closed Saturdays, Sundays & Holidays</p> <p>* Stand-by Officer on duty during all off hours.</p>
<p>Hemet Field Services 800 S. Sanderson Hemet, CA 92545 (951) 925-8025</p>	<p>Field Services Only. Not open to the public.</p>	<p>Field Services Hours: Monday - Saturday: 8am to 5pm</p> <p>* Stand-by Officer on duty during all off hours.</p>
<p>Ramona Humane Society 690 Humane Way San Jacinto, CA (951) 654-8002</p>	<p>Shelter services: Adoptions, owner returns, owner turn-ins.</p>	<p>Monday, Wednesday - Saturday: 10am to 4:30pm Tuesday: 10am to 6:30pm</p>
<p>Animal Friends of the Valleys 29001 Bastron Street Lake Elsinore, CA 92531 (951) 674-0618</p>	<p>Shelter services: Adoptions, owner returns, ownerturn-ins.</p>	<p>Monday - Saturday: 10am to 4pm</p>

Fees: Fee schedules are available and adhere to County Fee Ordinances

E-mail webmaster if you have problems, suggestions, questions.

County of Riverside
Department of Animal Services



Administrative Services Division

Fiscal Year 06/07

Prepared by Paige M. Hamtil, Division Director
July 2006

Administrative Services Division

The Administrative Services Division (ASD) primary function is to enable our internal and external customers to reach their goals. This is achieved through:

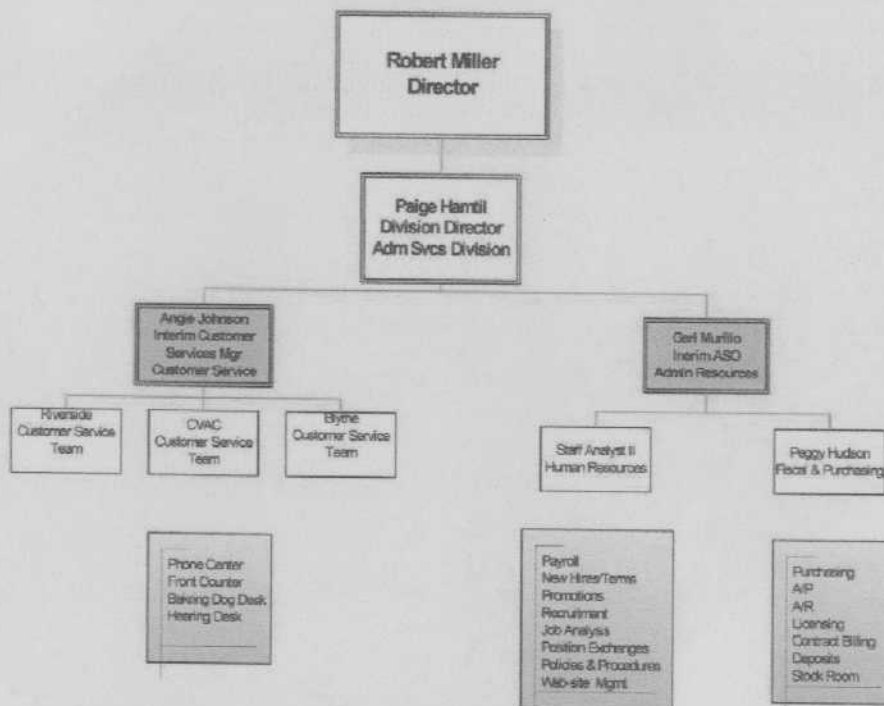
- ◇ Professional and courteous front counter and phone center assistance.
- ◇ Continuous review and improvement of administrative policies and procedures.
- ◇ Extensive Human Resources management – recruitment, new hires, promotions, payroll and parody study job analysis
- ◇ Systematic construction of the departments' annual budget and monthly monitoring.
- ◇ Field and Shelter contract composition, negotiation, monitoring and renewal.
- ◇ Providing recommendations for organization/reorganization of departmental work units to accommodate county-wide growth, improve inter-division workflow, introduce additional animal related programs to reduce the pet overpopulation and improve animal welfare.
- ◇ Oversee the review and updating of County ordinances; monitor the changes in local, state and federal laws and mandates with regard to animal related issues and reimbursement opportunities (Senate Bill 90 and the Hayden Bill).
- ◇ Website management.
- ◇ Administer the voucher program collaborative with POPCO (Pet Over Population Coalition).
- ◇ Manage the purchasing, Accounts Payable and dog license renewal functions.
- ◇ Administer the barking dog complaint and dangerous animal hearing processes.

This division includes three (3) branches: The Fiscal branch, Human Resources branch and Customer Service branch and manage the following programs (in blue):

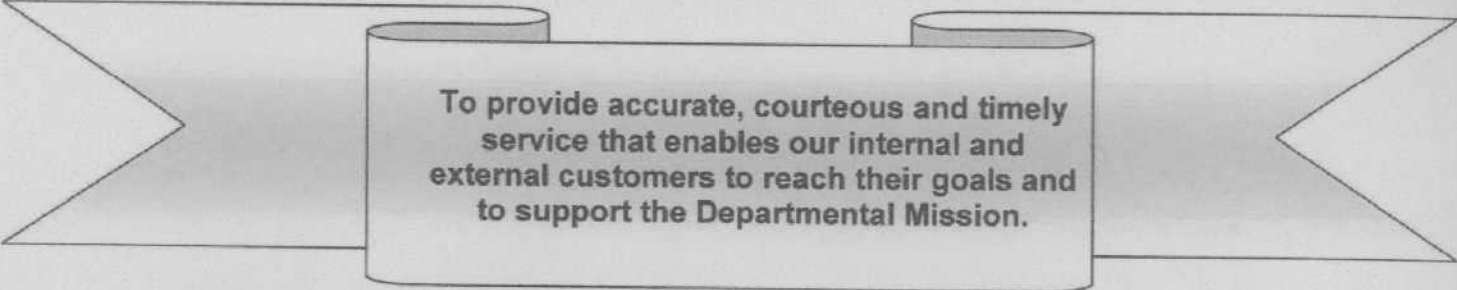
Administrative Services Division Functional Organizational Chart:

Department of Animal Services

Administrative Services Division
Organizational Chart 2006



The overarching goal of the Division is:



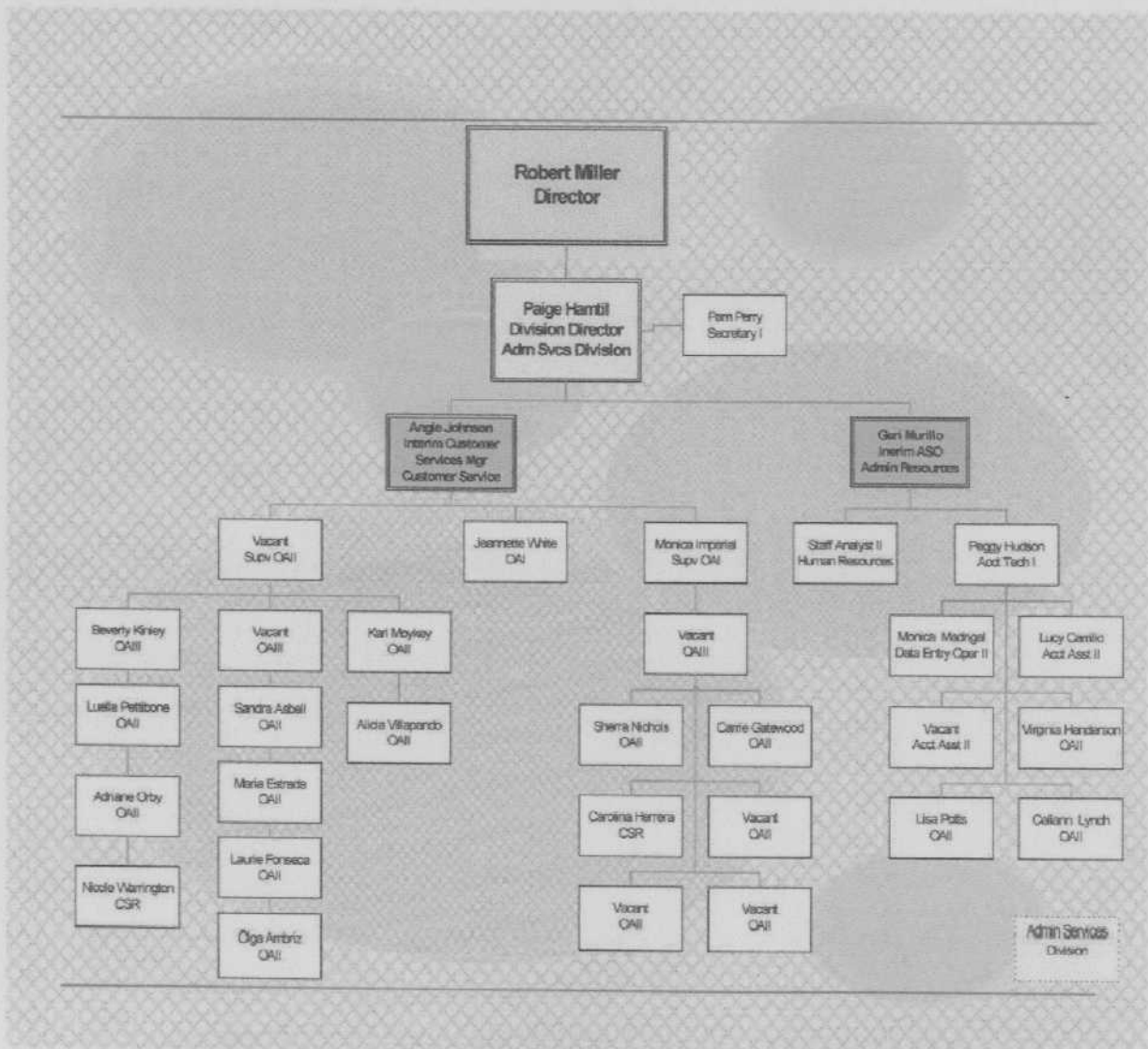
To provide accurate, courteous and timely service that enables our internal and external customers to reach their goals and to support the Departmental Mission.

This has been accomplished by:

- Improving the front counter/lobby area – the original layout only provided for two Office Assistants to help customers and the small lobby resulted in customers having to wait in along line down the hallway. By repositioning the lobby, we created three (3) front counter stations, a dedicated customer service desk, extra customer seating and walk space and a friendlier, more welcoming environment. This new layout enables three (3) Office Assistants to work comfortably and assist customers more efficiently through the check out process. A fourth clerk acts as a greeter to answer general questions without having to wait in line. This has made the shelter more animal friendly, where needed, and also created a pleasant atmosphere where customers and employees would enjoy coming. This was a vital first step in improving the department's image.
- Designating a trained Customer Service Representative - this person greets visitors and helps direct them to specific areas of the shelter, place holds on animals, check animal availability and answer general questions without having to wait in line or hunt for the location of their choice.
- Improving the level of customer service - all staff, including managers and supervisors, attended an intensive 3-part Customer Service training course. This is an ongoing training in which all new employees will attend and refresher courses for existing employee will be given periodically.
- Improving responsiveness to phone calls –
 - The customer service division was redesigned to include 1) a phone center team who are solely responsible for answering the 400+ phone calls that come in to the department each day and 2) customer service desks that deal specifically with barking dog incidents, dangerous animal hearings and kennel licenses while providing back up phone coverage for the phone center. Prior to this time, each member of the customer service division was responsible for answering phones and handling other desk duties (barking dog incidents, dangerous animal hearings, kennel licenses, etc.). This proved to be too

cumbersome for the staff and ultimately inhibited their ability to provide the quality of customer service that the County requires. By reorganizing the division in this way, the department has seen a decrease in call wait times and missed calls and an increase in customer satisfaction.

- The automated phone tree was reconfigured to include answers to frequently asked questions, which has freed up the phone center team to help constituents and answer more individualized questions.
- Decreased the employee vacancy rate from 50% to 10% within an 8 month period. Promoted job fairs and designed informational handouts to recruit strong candidates throughout Riverside County.
- Revamped the Customer Services survey and procedure for customer feedback, procedural improvement and/or employee appreciation for every customer who has interaction with the department. The survey is also on our new website, www.rcdas.org, for electronic feedback also.



Administrative Services Division Goals:

- Expand the phone center team from five (5) members to nine (9) in order to provide exceptional customer service to our growing population.
- Transition the existing position-based Field and Shelter contracts into performance-based contracts. Currently, the contracts are written to hire "x" number of employees in order to do the proposed job without planning for increased growth ahead of time. By merging to performance-based contracts, DAS will be charging contract cities strictly based upon the number of calls and time that it takes to accomplish the tasks (i.e. not based on one (1) or two (2) Animal Control Officers); therefore, this will enable the department to increase the amount of staff needed to accomplish the tasks as the need arises.
- Increase the Fiscal and Purchasing branches to accommodate the growing needs of the department. The FY06/07 budget is 2.5 times larger than that of FY04/05. This additional funding has impacted the purchasing and accounts payable programs, in particular, due to the creation of the Community Outreach and Education and Veterinary Services Divisions. These divisions promote humane education, pet placement, foster care and low cost spay/neuter surgeries, to name a few, on a seven (7) day a week basis. In addition, the department has acquired 90 new positions during the past two (2) years, which requires additional purchases for numerous large quarterly and annual events, uniforms, supplies, training courses, adoption tools, etc. These purchases and oversight are being accomplished at the Riverside shelter and Coachella Valley Animal Campus. Lastly,
- Increase the Human Resources branch to include an Office Assistant III-Confidential and an Accounting Assistant II. As mentioned above, the department has increased staff by 90 positions within the last two (2) years in addition to taking over the responsibility of inputting employee time into the OASIS computer system, facilitating job fairs in Riverside and the Coachella Valley and working closely with Human Resources to promote the department for hard to fill vacancies.
- Continue to construct a strong team building program in order to create a unified core division between the customer service, fiscal/purchasing and human resources branches.
- All supervisory and management level employees with ASD to complete the Supervisory or Management Academy.
- All line staff employees within ASD to complete at least one (1) outside customer service, computer or improvement class within the next 12 months.

County of Riverside
Department of Animal Services



Community Outreach & Education

Fiscal Year 06/07 COE Division Plan

Prepared by Betsey Webster, Division Director
June 2006

Community Outreach and Education Division

The Community Outreach and Education (COE) Division is established primarily to assist the Department of Animal Services (DAS) to meet its goals of increasing animal adoptions and reducing animal euthanasia within the County of Riverside. This is achieved through:

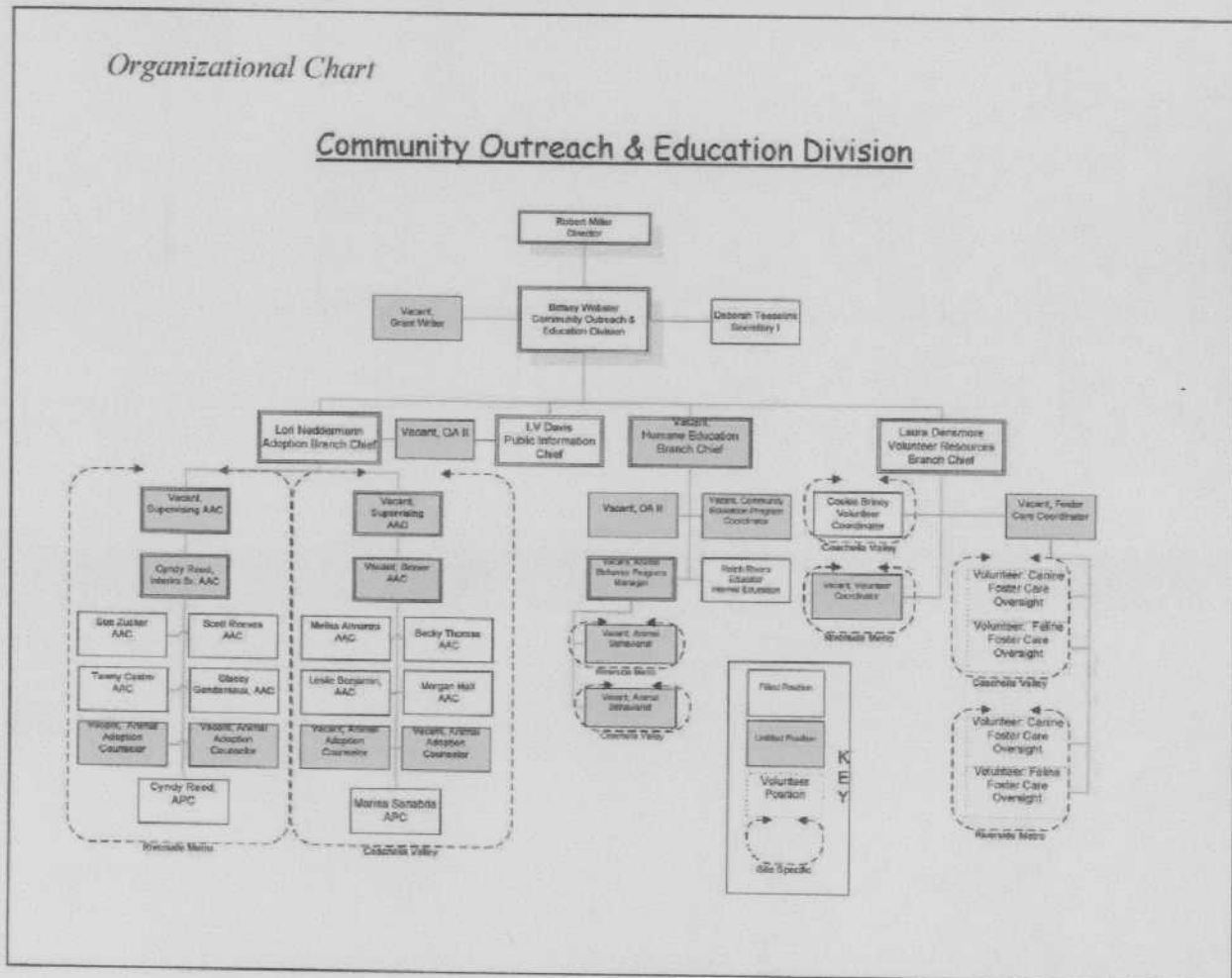
- ◇ A robust adoption program with an emphasis on customer service
- ◇ Strong relationships with adoption partners.
- ◇ Outreach adoptions at events and venues within our various communities
- ◇ Special events and fund-raising activities.
- ◇ Advertising in media and online to expand positive and educational media/news presence and to increase community awareness of adoptable animals, special events, departmental activities, programs and philosophy, animal care and educational initiatives.
- ◇ An active foster care program in collaboration with the Veterinary Services Division.
- ◇ Provision of regular internal training for staff and volunteers.
- ◇ Developing strategic relations with agencies of all sizes and scopes of operation, private groups and donors, media contacts, political advocates, and the public in general.
- ◇ Volunteer programs that support departmental initiatives such as spay & neuter services, community education, animal care, pet training, and adoption.
- ◇ Working collaboratively and supportively with 501(c)3 corporations established to support DAS activities.
- ◇ Seeking grant opportunities and writing grant applications.

This division includes four branches: The Volunteer Resources Branch, a Humane Education Branch, an Adoption Branch and a Public Information Office.

Programs within these branches include: Shelter Adoptions, Offsite Adoptions, 7-day PetSmart Cat Adoption, Adoption Partner Coordination, SAFER Behavior Evaluation Program, Community Animal Foster Care, Employee Animal Foster Care Program, Volunteer Services, Internal Education, and Event Planning.

The Humane Education Branch is under development and will include expanded educational outreach, collaboration with county service providers, and a strong animal behavior component to complement the SAFER Behavior Evaluation Program. Other programs to be developed in the near future include: Meet your Match Adoption Program, Volunteer Career Ladder, Behavior Treatment Program, a County-wide Media Plan and an Internal Communication Plan.

The Organizational Chart for the Community Outreach and Education Division follows. Those positions identified by green shading have been approved by the Board of Supervisors to be hired in the July 2006 – June 2007 Fiscal Year.



The overarching goal of the Division is:

To reduce the population of homeless animals in Riverside County through: education, assistance, legislation, and lifetime adoptions.

Accomplishments since September, 2005

- Reduced to zero the euthanasia of adoptable animals in Riverside County Shelters.
- Developed a service-oriented Shelter Adoption Program utilizing educated and trained adoption counselors, adoption applications and a selection process for adoptable animals.
- Implemented an active pet outreach program to bring adoptable animals into a variety of communities through regular weekly outreach activities in the Riverside-Metro area and frequent outreach activities in other parts of the County.
- Developed a Public Information Office on call twenty-four hours to respond to unusual circumstances.
- Completed a Media Plan for the Coachella Valley.
- Implemented an Internal Education Program for staff and volunteers with training offered at both the Riverside City/County Animal Shelter and the City/County Shelter at the Coachella Valley Animal Campus. New classes are scheduled to be added to the curriculum and rolled out monthly.
- Began the transformation of the existing floundering Riverside volunteer program by contacting former volunteers, recruiting new volunteers, developing job descriptions and training, and customizing activities to support the organization and match individual volunteer abilities.
- Kicked off a new volunteer program for our brand new Coachella facility.

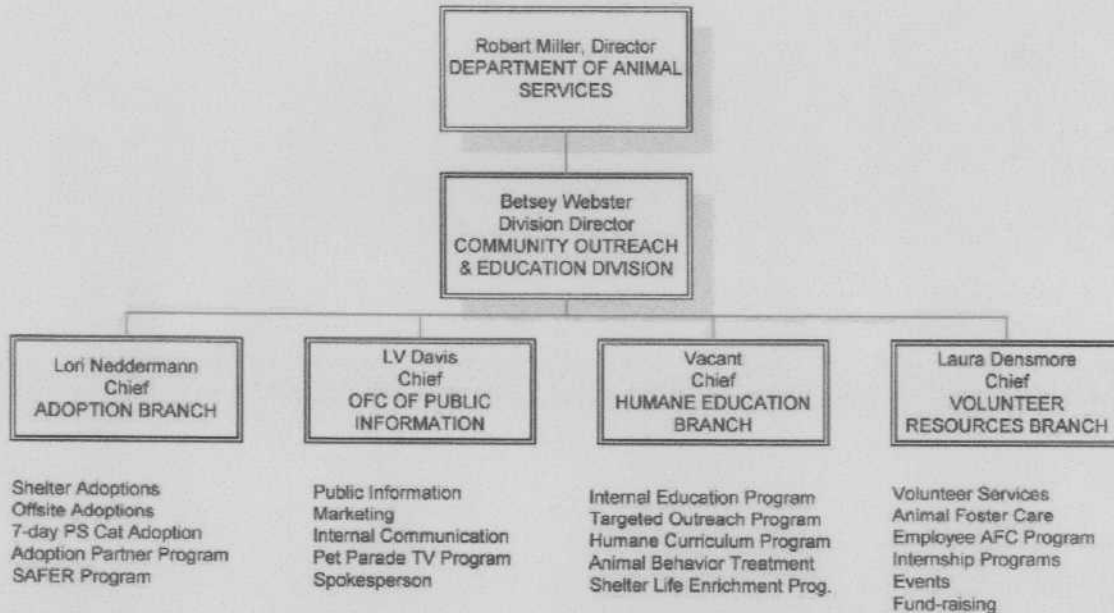
Goals for Fiscal Year 2006-2007

- Retain supportive mid-management staff to provide oversight and direction to Adoption counselors.
- Expand pet outreach program to bring adoptable animals into a variety of communities weekly throughout the County.
- Fully staff Humane Education Branch with educated, experienced, compassionate employees.
- Retain a grant writer and seek funding opportunities to supplement activities and support Department goals.
- Kick off the SAFER behavior evaluation program.
- Pilot the Meet Your Match program.
- Develop and implement a program that will enable every shelter animal that is not dangerous to be socialized every day.
- Train all existing staff and volunteers in accordance with departmental training requirements.
- Kick off an outreach program to promote spaying and neutering in at least one target Hispanic Community.
- Introduce humane curriculum into at least one major school district of the County of Riverside.
- Assist community members in the Riverside Metro area to establish a 501(C)3, "Friends of Riverside County Animals".
- Collaborate to establish a pet food bank.
- Develop and implement county-wide media plan that utilizes print media, television, radio, billboards, the internet and newsletters.
- Develop and implement an internal communication plan.
- Continue the transformation of the volunteer program to include tracking of volunteer hours, a volunteer career ladder, and a reward program.
- Expand the foster care program through development of lead volunteers.
- Develop and implement a special behavior assessment program to supplement the SAFER program when additional evaluation is deemed necessary.
- Develop and pilot an animal behavior treatment program.

Division Elements

Functional Organization Chart

Division Director



Division Director's Goals.

To develop relationships with County of Riverside Board members, City Council members, animal rescue groups, other local shelters, animal activist and advocate groups and citizens across the County by making herself available, inviting them to the table, and collaborating to end the plight of homeless animals, promote the humane treatment of animals and seek remedies for citizens who cannot provide appropriate care.

To hire compassionate, dedicated, energetic team members, to inspire them and provide them with the tools and support they need to achieve COE Division goals.

To seek funding opportunities to supplement activities and support Department goals.

Volunteer Resources

The Volunteer Resources Branch (VRB) is responsible for development and oversight of: Volunteer Services Programs at the Riverside City/County Animal Shelter and the City/County Shelter at the Coachella Valley Animal Campus; Animal Foster Care Program; Employee AFC Program; Events Coordination and Fund-raising.

Volunteer Services Programs

Volunteer Services Programs at the Riverside City/County Animal Shelter and the City/County Shelter at the Coachella Valley Animal Campus are overseen by the Volunteer Services Coordinator that is based at each location. It is recognized that a strong, successful volunteer force is critical to the success of COE in fulfilling its mission. Volunteer programs which match the varied talents of community members with a variety of programs will strengthen the ability of DAS to meet its goals and objectives and expand community outreach opportunities within the cities we serve and throughout the county. The program includes clear job descriptions and requirements, training and motivation.

Animal Foster Care Program

Because we have compassion for all animals and in many cases otherwise healthy under-aged kittens and puppies can be fostered to an adoptable age (for example), we have established an Animal Foster Care Program. This program seeks volunteers and community members to foster shelter animals. The Animal Foster Care Program includes: enrollment of volunteers; education; provision of food, supplies and medications for foster animals at no charge; provision of medical care for foster animals (through the Veterinary Services Division).

Employee Animal Foster Care (AFC) Program

To expand the ability to provide foster care for animals and allow employees an opportunity to provide compassionate care, we have established a protocol to allow employees to participate in animal fostering. The Employee AFC Program includes: enrollment of employees; education; provision of food, supplies and medications for foster animals at no charge; provision of medical care for foster animals (through the Veterinary Services Division).

Internship Program/Student Programs

Currently, the VRB has programs with La Sierra High School and Norte Vista High School FFA students. These students are looking forward to going to college in a field in which their volunteerism will serve them well. In addition, Riverside Unified School District (RUSD) has a Regional Occupational Program at Martin Luther King High School that specializes in training Veterinary Technicians who also want to develop their skills in this field. VRB also participates in the RUSD Workability Program. Potential participants are screened to ensure a successful partnering with the students who represent the best fit for our student programs. Most often the students listed above go to work in our Spay/Neuter clinic and are supervised by a Registered Veterinary Technician who trains them and reports to the VSPM as to their progress. Other opportunities for

volunteers, and potentially, future employees are: Redlands Registered Veterinary Technician ROP Program; Mt. San Jacinto Registered Veterinary Technician Program; Western State University Veterinary School in Pomona; and Palm Spring High School Intern Program. Because of the students that participate either as volunteers or as interns, our clinic is staffed 5 days a week, over and above employees.

Events Coordination

The VRB is responsible for planning and oversight of Department Events. The following annual events have been established: Spay Day USA, Adoptathon, National Homeless Animals Awareness Day, Dogtoberfest, Art for the Animals, and Santa Paws.

February: Spay Day USA: Spay Day USA is established to encourage the spaying/neutering of dogs and cats. This is a low-cost spay and neuter event.

First weekend of May: Adoptathon: The DAS shelters join with shelters across the world to expand adoption time. Rescue groups, animal shows and others are invited to participate in this three-day carnival-like event. Since our first event in 2005, the Riverside County Adoptathon has been responsible for the placement of approximately 500 animals throughout the community.

Third Saturday in August: National Homeless Animals Awareness Day: This event recognizes and seeks to convey the plight of homeless animals. Green ribbons are distributed to expand awareness, and used to decorate facilities. The Board of Supervisors is asked to designate the day for Riverside County. DAS offers: licensing amnesty, rabies vaccinations, & reduced adoption fees.

October 29: Dogtoberfest: Dogtoberfest is an annual event that has traditionally been sponsored and developed by the community for the benefit of shelter animals. The goal of this event is to promote the joy of sharing lives with shelter animals and to encourage people to visit shelters first when adopting pets. Activities are focused on pet owners and include dog/owner look-alike contests, pet costume contests, etc. Skip Fordyce Harley Davidson has generously offered to sponsor and arrange for Dogtoberfest.

October – November: Art for the Animals: Community artists and schools are solicited to donate art for this art contest and auction fundraiser. The purpose of this event is to raise funds to help shelter animals. Funds may be used to provide needed items for pets' comfort, medical care for animals, or for other purchases that directly improve the lives of shelter animals. Art is placed in the community, at shelters, online, and locally through a partnership with County Libraries. The actual auction is currently held online, but may, in the future, be a live auction/dinner event. The Friends of the Coachella Valley Animal Campus have expressed an interest in sponsoring such an event. Sponsorship is sought for a calendar commemorating this event and featuring the winning art.

December: Santa Paws: Santa Paws is a traditional event for the Riverside City/County Animal Shelter. It is an opportunity for pet owners to bring in their pets for pictures with Santa Paws (A Santa in a dog costume & Santa suit). The photos are free and donations are accepted. In 2006, Skip Fordyce has offered to sponsor Santa Paws and it is hoped that this event which has been poorly attended in the past will result in better exposure at a new venue.

Fund-raising

Fundraising activities include donation boxes, active solicitation of support for events, and collaboration with local businesses to assist with outreach activities, events and sponsorships.

Humane Education

With the exception of the Educator responsible for the internal education of staff and volunteers, the Humane Education Team is soon to be recruited. When recruited, the team will be responsible for the Internal Education Program and for development of Targeted Outreach Programs, Humane Curriculum for Schools, Animal Behavior Treatment Programs for animals with treatable behavior problems that are considered to be otherwise adoptable, and a Shelter Life Enrichment Program. It is anticipated that this program will utilize trained volunteers to assist with the socialization of shelter animals. In addition to these programs, it is anticipated that future grant-funded programs will be overseen by the Humane Education Division.

Internal Education Program

The Internal Education Program provides for education of employees and volunteers. Training that has been rolled out include: Patience, Canine Body Language, and Adoption Counseling Assistance for Volunteers. A new employee Orientation Program is currently under development. Other training programs which will be developed include: Animal Handling: Dog, Cat, Large Animal, Other; Breed Recognition: beginning, advanced; Chameleon Program use; Disease Recognition in domestic animals; Disease Control; Behavior testing and other department specific/animal specific training deemed appropriate; as well as specific training tailored to volunteers who will be

walking dogs, socializing domestic animals, cleaning cat kennels at PetSmart, etc.

Adoption Program

Although it is a Division goal and all programs play a part, the Adoption Program is the most directly responsible for successfully reducing to zero the euthanasia of adoptable animals in Riverside County shelters.

Shelter Adoption Program

The COE Adoption Program is a customer service based system for obtaining sufficient information to match potential adopters and our homeless shelter animals. The program includes, continuing education of adoption personnel, owner turn-in counseling, directed customer flow, adoption applications and counseling, animal observation and interaction, and pet placement follow-up. Adoption Counselors consult with potential adopters to determine their expectations for a new pet and promote responsible pet ownership. They work with the potential adopters through the entire process, including approving the adoption paperwork, adoption follow-up and resource support for any after adoption issues that may arise.

Offsite Adoption Program

Animal Adoption Counselors and the Adoption Partner Coordinators participate in animal adoption events and coordinate the spay/neutering of animals in anticipation of outreach adoptions and for transporting animals to these events. This program seeks to schedule events for every Saturday in their respective areas. A regular Saturday offsite adoption has not yet been established for the Coachella Valley Community. However, staff is seeking creative and cool ways to bring animals into the community during summer months. Staff members who participate in the Offsite Adoption Program are sensitive to humane partners and seek to collaborate, not compete, for the placement of pets in the community.

7-Day PetSmart Cat Adoption Program

Unlike other Offsite Adoption Programs, the 7-day PetSmart Cat Adoption Program is a collaborative with PetSmart Corona that allows for the maintenance of shelter cats in the PetSmart store. These animals remain in the store 24 hours a day, 7 days a week until they are adopted. This very successful Adoption Program is manned primarily by volunteers and assisted by a designated Animal Adoption Counselor and resulted in the adoption of more than 400 cats in Calendar year 2005.

Adoption Partner Program

Adoption Partners (traditionally known as "Rescue Groups") complete Adoption Partner Agreements and provide proof of charitable organization status when they enroll as Adoption Partners. Once Enrolled, they work closely with Adoption Partner Coordinators to provide placement for pets. The Adoption Partner Coordinator maintain

records of activities and may perform inspection of Adoption Partner facilities. More than 20 Adoption Partners have joined with us to date.

SAFER™ Assessment Program

The SAFER Assessment is a behavioral assessment used in the determination for potential aggression in shelter dogs. Animal Adoption Counselors are learning to utilize the assessment to evaluate shelter dogs prior to them being made available for adoption. The program has been introduced to staff and a pilot rollout is anticipated for early in the 06/07 Fiscal Year.

Office of Public Information

The Office of Public Information seeks to strengthen relations between the Department of Animal Services, our partners and public audiences in the County of Riverside by increasing awareness of services through strong community outreach, proactive, reactive and interactive public relations and social marketing.

Public Information

An integrated approach utilizing media relations, community relations, advertising and social marketing is utilized to reach as much of the Riverside county population as possible with targeted messages for specific segments of the population.

- Media Advisories are distributed to local press to inform them of events.
- Fact Sheets to accompany press releases are made available on different subjects.
- Backgrounders on pertinent issues are provided to the media on an ongoing basis.

The Community Outreach & Education Public Information Branch seeks to deliver timely, accurate, clear, objective and easily accessible information to the public we serve. We utilize a variety of means to communicate and provide information to fit diverse needs.

Marketing

Marketing will be utilized to promote departmental services and activities, and to promote special events including fundraising and adoption promotion. Some methods utilized will include:

- Case Studies will be sent to national pet related magazines such as Cat and Dog Fancy.
- Opinion/Editorial Articles will be submitted to the Desert Sun and other prominent local publications.
- Website Content will be continuously updated to provide easy access to information for families.
- Feature Stories on a variety of subjects related to Animal Services in Riverside County will be pitched to the media on an ongoing basis.

In addition to regular annual events, the following nationally recognized days and months may be used to focus education and adoption campaigns:

- ◇ April is Prevention of Animal Cruelty Month
- ◇ April 2 is Tag Day
- ◇ The first week of May is Be Kind to Animals Week
- ◇ The second week of May is National Pet Week
- ◇ The third week of May is National Dog Bite Prevention Week
- ◇ June is Adopt-a-Shelter Cat Month
- ◇ June 24 is Take Your Dog to Work Day
- ◇ October is Adopt-a-Dog Month
- ◇ November is Adopt-a-Shelter Dog Month

Internal Communication

An internal communication program will be developed in the next fiscal year to improve the speed and accuracy of communication to employees, Community Health Agency counterparts and County of Riverside Departments.

Pet Parade TV Program

The Pet Parade TV Program is produced by the Community Health Agency Media Unit. It is the goal of the Office of Public Information to Direct the Pet Parade TV Program and to market it to a broader audience than the cable service providers that currently air the program. The program will be re-invented to be a faster-paced vehicle for information sound bites that may be better received by today's younger audiences.

Spokesperson

Proactive, reactive and interactive public relations consist of responding to inquiries, serving as a source of information to the media and having a clear-cut understanding of what is timely, relevant and interesting to target audiences. The bottom line of our activities is to create a community friendly image to enable the Department of Animal Services to provide our business practices according to the best interests of the animals within our care and the public we serve. As spokesperson for the Department of Animal Services, the Public Information Chief projects a compassionate, knowledgeable and trustworthy image.

Statistics Before and After COE Division

OVERALL EUTHANASIA DECREASES 17%

Before: Of the more than 20,000 dogs and cats that flowed through DAS shelters during the fiscal year ending 6/30/2005, slightly more than 60 percent were euthanized.

After: During the first four months of 2006, only 43% of dogs and cats that flowed through DAS shelters were euthanized. *A decrease in euthanasia of 17%*

EUTHANASIA OF ADOPTABLE ANIMALS ENDS

Before: Over 11% of those animals, 309 cats and 1174 dogs, were deemed to be adoptable.

After: Only 0.2 % of those animals, 0 cats and 16 dogs, were deemed to be adoptable.

(Note: Since February 24, 2006, adoptable animals are no longer euthanized at Riverside County shelters).

CAT ADOPTIONS INCREASE 36%

Before: Over the course of the year, only 1 cat in 50 was returned to its owners and 11 in 50 were adopted.

After: During the first four months of 2006 slightly more than 1 cat in 50 were returned to owners, however nearly 15 in 50 were adopted.

DOG ADOPTIONS INCREASE 12%

Before: Nearly 15% of dogs were returned to their owners and more than 35% were adopted.

After: During the first four months of 2006, there was no change in the percentage of dogs that were returned to their owners, however 47 % of dogs were adopted for a 12 % increase in dog adoptions.

Conclusion: With the budding COE division, the Department of Animal Services has made tremendous improvements in the decrease of euthanasia of all animals by increasing adoptions and adoption partnering in the first 4 months of this year.

We continue to build and expand the COE branches of Adoptions, Volunteer Services, Public Information Office and Humane Education with the generous support of the Board of Supervisors. We believe with the newly approved additional positions and the assistance of the other divisions within the department, we will continue moving in the right direction.

RIVERSIDE COUNTY DEPARTMENT OF ANIMAL SERVICES
5950 Wilderness Avenue, Riverside CA 92504, (951) 358-7387

Adoption Partner Agreement

Adoption Partner: _____

Both the County of Riverside Department of Animal Services (DAS) and the Adoption Partner Organization (APO) agree to the following terms:

Definitions:

"Public Hold" is a reservation placed by an individual on a specific animal prior to it becoming available or "its due out date". The hold is scheduled for the day the animal becomes available. No holds will be placed on animals already available.

"Adoption Partner Interest Hold" is a notation on a specific animal that a particular APO has an interest in this animal if it is not adopted by the public after its available or due out date has passed.

"Call Before Euthanasia Hold" at the request of the APO, a call will be made by the staff to the APO prior to euthanasia. After notification, the APO will have 24 hours to transfer the animal to their organization.

AGREEMENT TERMS

General

1. The APO will provide the COUNTY with written proof of California (State of California Franchise Tax Board) and/or Federal (Department of the Treasury Internal Revenue Service 501(c) 3, non-profit or not-for-profit) status annually.
2. The APO must complete COUNTY "APO Application". A maximum of six (6) representatives will be authorized to obtain animals on behalf of the APO (exceptions may be approved by a DAS Division Director or designee). Each representative is required to have a copy of his/her driver's license and current address on file with ANIMAL SERVICES. The APO Officer on file may request to change a representative of their organization by updating the "APO Application" and submitting it to ANIMAL SERVICES for approval.
3. The APO shall provide animals obtained from ANIMAL SERVICES with a healthy, clean, and safe environment and shall provide the animals with necessary and prompt veterinary care, nutrition, and shelter at the APO's expense. ANIMAL SERVICES reserves the right to request an inspection during reasonable times. The APO's failure to

cooperate with a requested inspection may result in the termination of the APO's participation.

4. The APO shall maintain accurate records of each animal obtained from ANIMAL SERVICES. Such records shall include information regarding proof of spay/neuter and veterinary care. ANIMAL SERVICES retains the right to inspect and/or request such records for monitoring compliance.

5. The APO shall encourage the new owner to license animals within the jurisdiction where the owner and animal will reside. For animals that are placed within the County's jurisdiction, the APO shall provide the new owner with a County of Riverside Animal License Information sheet.

6. The APO shall comply with all animal-related laws and regulations, including all applicable zoning laws, and permit requirements. The APO shall not transfer the custody or ownership of any animal obtained from ANIMAL SERVICES to any individual or organization when the APO should reasonably know that doing so will violate animal-related laws, regulations, zoning provisions or permit requirements, regardless of jurisdiction. The APO will also comply with State law (Fd. & Ag. 30503, 31751.3) that requires that animals be altered prior to placement.

7. The APO recognizes that the purpose of a rescue is to place the altered animals in a good adoptive home – warehousing, breeding, or mass kenneling operations, etc., are not deemed to be suitable placements. The APO may request an "APO partner interest hold" on a shelter animal by submitting the request in writing, in person, telephone, by email or by facsimile. The hold will be in effect upon confirmation. The APO also acknowledges ANIMAL SERVICES does not ensure the adoption suitability of any Animal released by ANIMAL SERVICES to them.

Transfer of Animals

9. The APO shall contact the Animal Service's Adoption Partner Coordinator and schedule an appointment to transfer the animal(s) so that the best possible customer service can be provided.

10. Currently all dogs and cats must be altered prior to leaving the shelter or sent on contract. When the animal transferred to the APO has already been altered, it must be picked-up the same day of the transfer. Animals that are altered by a veterinarian designated by ANIMAL SERVICES shall be picked up by the APO from the designated veterinarian on the same day they are altered.

11. If ANIMAL SERVICES veterinary staff determines an animal is not suitable for surgery, the APO must pay the alteration fee or a S/N deposit at the time of transfer. The deposit for a dog is \$40.00 and \$30.00 for a cat. The Veterinary staff will make the final decision as to what animals are suitable for surgery.

12. Those animals deemed unsuitable for surgery at the time of transfer will be assigned a date by which they must be altered (health and age considerations apply). If the animal is not altered by the assigned date, the APO must provide a letter from the animal's veterinarian to extend the assigned date. If proof of alteration is not provided by the assigned date, placement of animals with that APO may be suspended until proof of alteration is received or proof from a veterinarian is received providing written justification for the delay. Repeated APO failure to handle this in a timely manner may disqualify APO from further participation.

13. Those APOs who are in good standing after six (6) months of working with ANIMAL SERVICES may be approved to take healthy transferred animals to their own veterinarian for alteration surgery after paying the required deposit. APOs that are in good standing after one (1) year of working with ANIMAL SERVICES may be approved to take transferred animals without a deposit. Any APO failing to provide ANIMAL SERVICES with spay/neuter certificates by the assigned date will lose this privilege and may be required to alter all animals at the time of transfer.

14. It is the goal of ANIMAL SERVICES to extend the availability of animals for adoption. ANIMAL SERVICES reserves the right to remove an Adoption Partner interest hold when a determination is made that the animal is too sick, injured, or a safety liability because of aggressive behavior and/or the animal shelter population is approaching maximum capacity. In the event of such occurrences, ANIMAL SERVICES will attempt to contact the APO prior to rescinding the hold. The Department reserves the right to make a decision based on the best interest of the animal.

15. The APO may request a "Call Before Euthanasia Hold" on an impounded animal. A phone call will be made by the staff prior to euthanasia. After notification, the APO will have 24 hours to transfer the animal to their organization. If APO-held animals are not picked up by the APO on the agreed upon day, the animal may be humanely euthanized.

16. The APO shall pay applicable fees incurred at the time of transfer. The fees may include the cost of surgical alteration or s/n deposit and any vaccinations. All dogs or cats over 4 months of age, will receive a rabies vaccination, providing the Veterinarian is present. Micro-chipping is an option for a fee with transfer. The COUNTY shall waive adoption and board fees. Any other applicable fees will be discussed on a case by case basis.

17. In an effort to ensure effective customer service and efficiency, the APO is expected to respect the public right to privacy and not to interfere with the conduct of business between the public and ANIMAL SERVICES staff. An APO is expected to conduct themselves in a professional manner at all times while at the shelter.

18. The APO shall comply with all terms of this agreement. Failure to comply with the terms of this agreement may result in ANIMAL SERVICES'S refusal to continue to provide animals to the APO or any of its representatives.

19. The APO understands information may be shared with other public or contracted agencies for the purpose of protecting the welfare of our community's animals and to assure compliance with this and other agreements.

20. The COUNTY of RIVERSIDE, its officers, agents, and employees shall not be liable for, and Adoption partner organization shall defend, indemnify and hold the COUNTY harmless from, any and all claims, liability, judgments, fines, losses, damages, expenses, or costs of any kind or character, including attorneys' fees and court costs (hereinafter referred to as "Claims"), arising out of, or in any manner either directly or indirectly connected with, any act, error, omission or negligence of APO or its agents, employees, or volunteers, including, without limitation, Claims caused by the concurrent negligent act, error or omission, whether active or passive, of the COUNTY of RIVERSIDE, its officers, agents or employees. APO shall have no obligation to defend or indemnify the COUNTY from a claim if it is determined by a court of competent jurisdiction that such Claim was caused by the sole active negligence or willful misconduct of the COUNTY of RIVERSIDE, its officers, agents, or employees.

County of Riverside:

Adoption Partner Organization

Signature

Signature

Date

Date

By: _____
Division Director or Designee

By: _____
Officer of Organization

ADOPTION PARTNER APPLICATION

Riverside County Department of Animal Services

Note: Please complete the requested information below and attach a copy of your organization's adoption application, contract and proof of 501(c)3 Status.

Adoption Partner Information				
Organization Name:	501(c)3 ID	<i>(please attach copy)</i>		
Address (not a P.O. Box):	City:	State:	Zip:	
Phone: ()	Cell Phone: ()			
Fax: ()				
Email:	Website:			
Officer of Organization:				
Approved Personnel to Remove Animals from Shelter (Maximum 6)				
NAME	ADDRESS	PHONE	CELL PHONE	E-MAIL
1.				
2.				
3.				
4.				
5.				
6.				

APPLICATIONS ARE SUBJECT TO APPROVAL BY ANIMAL SERVICES

I understand that the COUNTY of RIVERSIDE ANIMAL SERVICES officials have the right to inspect and/or visit the Adoption Partners kennel location(s) at reasonable times. I certify that all information provided is true, complete, and correct. I will assure the humane treatment of all Animals released to me or my designee and agree to remain in compliance with local and state laws as they pertain to code compliance and humane animal care.

Officer of Organization

Date

For Office Use Only		
Date Received	Date Reviewed:	Reviewed By:
Group #:	501(c)3 Received	

County of Riverside
Department of Animal Services



Field and Sheltering Division

Fiscal Year 06/07
Field / Sheltering
Division Plan

Prepared by Frank Corvino, Deputy Director
July 2006

FIELD AND SHELTERING DIVISION

06/07 Goals and Objectives

Training:

- Development and Implementation of a comprehensive training program with trackable and measurable levels.
- Training in all areas has been identified as an area of utmost importance. We will develop a training program which will give the Animal Control Officer and the Animal Care Technician the knowledge and resources to complete their work efficiently and allow supervisors the ability to measure progress and accountability in the performance of their work.

Policies and Procedures:

- The Field and Shelter Division continues to undergo a thorough review of current policy and procedures. As the training program grows for each area, comprehensive policies and procedures will be written which will allow the field and kennel employees the ability to perform their work with a clearer understanding of department goals.
- A hands-on easy to read Standard Operating Procedure SOP handbook will be written and established to help ensure accuracies in all areas. This will differ from the Department policy manual in that it will allow the new and current employee to review step by step easy to read and follow procedures in whichever area they may be in.

Public Image and Customer Service:

- Public perception of the Animal Services Department is directly affected by the contact of Animal Control Officers in the field as well as Animal Care Technicians in the shelters.

- Animal Services will review opportunities to enhance our public image by enhancing the look of our field vehicles. We will be looking at ways to showcase our department mission via vehicle labeling. Animal Control Officers have recently changed from the old tan and brown uniforms to a more useable navy blue field uniform shirt with navy blue BDU pants. This has promoted a more recognizable and professional appearance
- Customer service is a function of public image, staffing, and education. We are making the transition from reactionary to revolutionary, and the future will bring an elevated awareness of the field operations role relating to shelter and public programs, and a focus on integrating the services we provide throughout the organization.

Safety:

- We envision a continuation of our mission to protect the public, and at the same time ensure the return of happy, healthy pets to their owners. Safety of the field officers will be a high priority; we anticipate becoming involved with other agencies involving updates on high-risk locations and defensive tactics training.

Health and Welfare of Sheltered Animals:

- Working with the Clinic division we will develop the procedures that work best for sheltering animals in our facilities we recognize the need for disease prevention and will develop a proactive approach to shelter cleanliness and animal husbandry practices.

Recent Facility Improvements

- New HVAC system and duct work.
- Facility roof re-seal
- Kennels re-painted
- Cages re-welded
- T-Kennel drains clean out
- Front of shelter re-painted and benches installed
- Employee lockers installed
- Outside bench tables with umbrellas for staff installed
- Outside kennels installed

Current Facility Projects

- Drain system for outside kennels
- Drain system for puppy pen
- Dish room re-model
- New ceiling and curtains for euthanasia room
- Additional industrial washer and dryer / area re-model
- A 6000 square foot modular trailer has been acquired and Field Operations and Administrative staff will be moving to these modular offices, freeing up additional office space.

Field and Sheltering Programs

- **TRAINING**

The Sheltering Division has instituted the *Animal Care Training Programs* interactive video training program. New DAS Animal Care Technicians are actively coached by a Senior Animal Care Technician who also trains them on the job. With the institution of this program into our regular on-going training we have been able to ensure that our ACT's are current with the most up to date animal husbandry practices.

ACT's also attend the National Animal Control Training Academy yearly.

- **REARS Riverside Emergency Animal Rescue System**

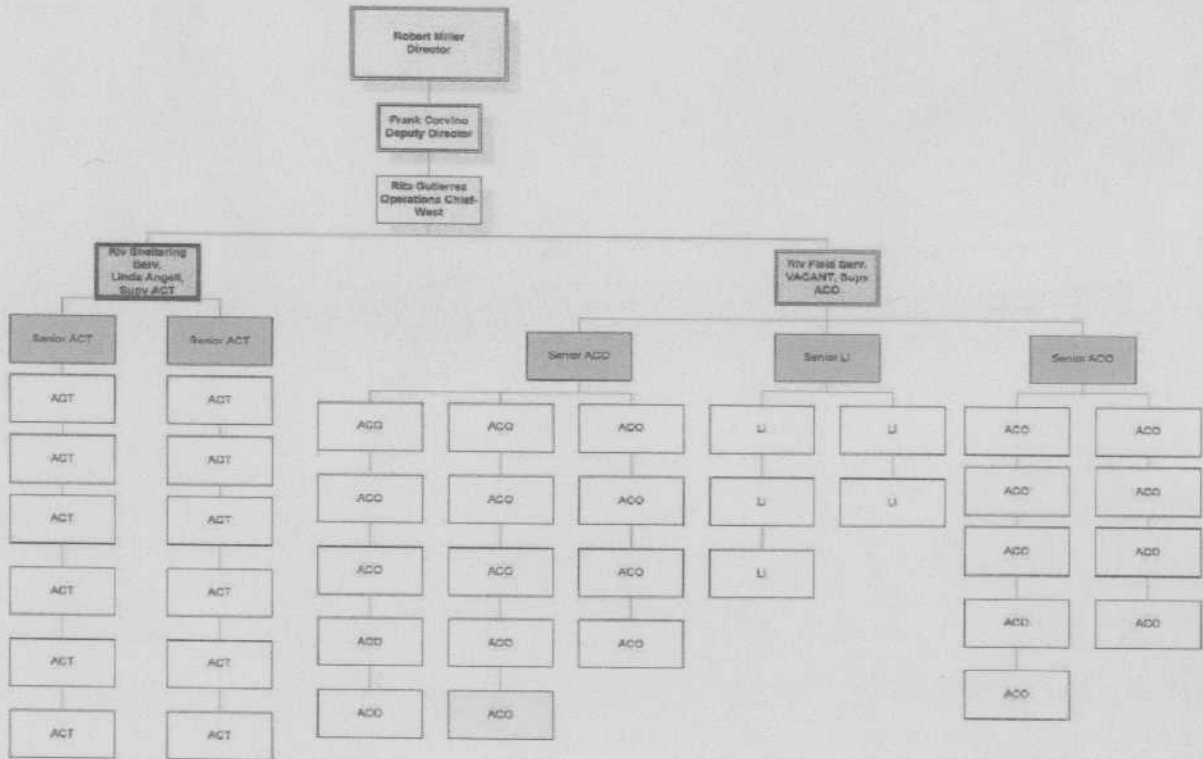
REARS is the system that has been developed by DAS to perform animal rescue, evacuations, sheltering, care and welfare of domestic and livestock animals within Riverside County during times of disaster or extraordinary emergencies. REARS is comprised of a coordinating council consisting of the Riverside County Department of Animal Services, Riverside County Sheriff's Office, Riverside County Fire Department- Office of Emergency Services and the California Highway Patrol. DAS animal rescue staff and trained animal rescue volunteers are the backbone for carrying out the operational tasks of REARS.

- **ANIMAL CRUELTY TASK FORCE**

In May of 2006, the Department of Animal Services founded the Riverside County Animal Cruelty Task Force. The task force was developed out of the need

to organize and network the many animal rescue and law enforcement professionals in Riverside County. The task force will address common issues such as; problems with adequate prosecution of animal cruelty cases, basic sentencing guidelines, cockfighting, hoarder situations, circuses, pet shops, border puppy smuggling, and other ongoing issues. The task force will also focus on education of the community on animal cruelty issues as well as the common goal of stronger more useable legislation.

Riverside / Hemet Field and Sheltering Organization chart



HSUS Audit Recheck
July 12, 2006

*Requested Policies and
Procedures*

Robert Miller, Director
COUNTY OF RIVERSIDE
Department of Animal Services

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Policy Number

- 322**Completion of the Euthanasia Log
Effective Date: July 1, 2006 (*revised from 11/01/2000*)
- 323**Completion of Controlled Substance Log
Effective Date: July 1, 2006 (*revised from 11/01/2000*)
- 326** Euthanasia Procedure
Effective Date: February 1, 2006 (*revised from 11/25/2002*)
- 402**Euthanasia Policy
Effective Date: December 1, 2005
- 408**Adoption of Shelter Animals
Effective Date: March 23, 2006 (*revised from 03/02/2004*)
- 412**Shelter and Kennel Sanitation Procedure
Effective Date: June 6, 2005
- 414**Feeding Protocol
Effective Date: July 11, 2006

**COUNTY OF RIVERSIDE - ANIMAL SERVICES
POLICY AND PROCEDURE**

POLICY NUMBER: 322

SUBJECT: Completion of the Euthanasia Log

SCOPE: All County of Riverside Animal Control Officers who use Sodium Pentobarbital for euthanasia purposes.

FORMS: Field Euthanasia Log (CS9) [Attachment A]; Controlled Substance Flow Chart (Attachment B).

EFFECTIVE DATE: July 1, 2006 (revised from November 1, 2000)

PROCEDURE:

I. When to Use:

A Field Euthanasia Log (Attachment A) will be issued each time an Animal Control Officer receives a bottle of euthanasia solution (Fatal-Plus), regardless of the amount of solution. The Euthanasia Log must reflect the bottle number from which the solution was dispensed as well as the starting volume.

II. How to Complete:

The euthanasia log is used to log the amount of Sodium Pentobarbital, commonly referred to as euthanasia solution, when euthanizing an animal. Beginning with production and throughout product storage and use, the Drug Enforcement Agency (DEA) is the agency that has jurisdiction over these substances and maintains a system of monitoring as well as punishment for non-compliance. Euthanasia solution is a controlled substance and the Chief Veterinarian is responsible for every vial possessed by the Department of Animal Services. The Field Euthanasia Log (Attachment A) will account for the solution from the point at which it is issued to the Animal Control Officer, to the time, location, and amount administered. The Euthanasia Log (Attachment A) must be completed in the following manner:

1. **Issued to:** Enter the name of the employee to whom the solution is issued.
2. **Date Issued:** Enter the date that the solution was issued to the employee.
3. **Bottle #:** Enter the unique number assigned to the vial of euthanasia solution.
4. **Issued By:** Be certain that the name of the issuing Veterinarian or RVT is present.

Prepared By: Dr. Allan Drusys, Chief Veterinarian
May, 2006

5. **Beginning Amount:** Enter the volume of solution which is present at the time it is issued.
6. **Amount used:** This is the total volume in cc's which was administered to the animal.
7. **Ending Amount:** Enter the ending amount of solution. (This number should be the difference between the starting amount and the quantity used.)
8. **Date:** Enter the date that the specific euthanasia was performed.
9. **Time:** Enter the time of day the euthanasia solution was used.
10. **Impound #:** Enter the Chameleon© animal ID of the euthanized animal.
11. **Description:** Note the age breed and sex of the animal(s).
12. **Condition:** Identify, briefly, the reason for euthanasia i.e. HBC, newborn w/o dam etc.
13. **Date and Amount Returned:** Must be completed when the vial is returned to the Veterinarian.

Should there be a need to discard any solution or if solution is lost:

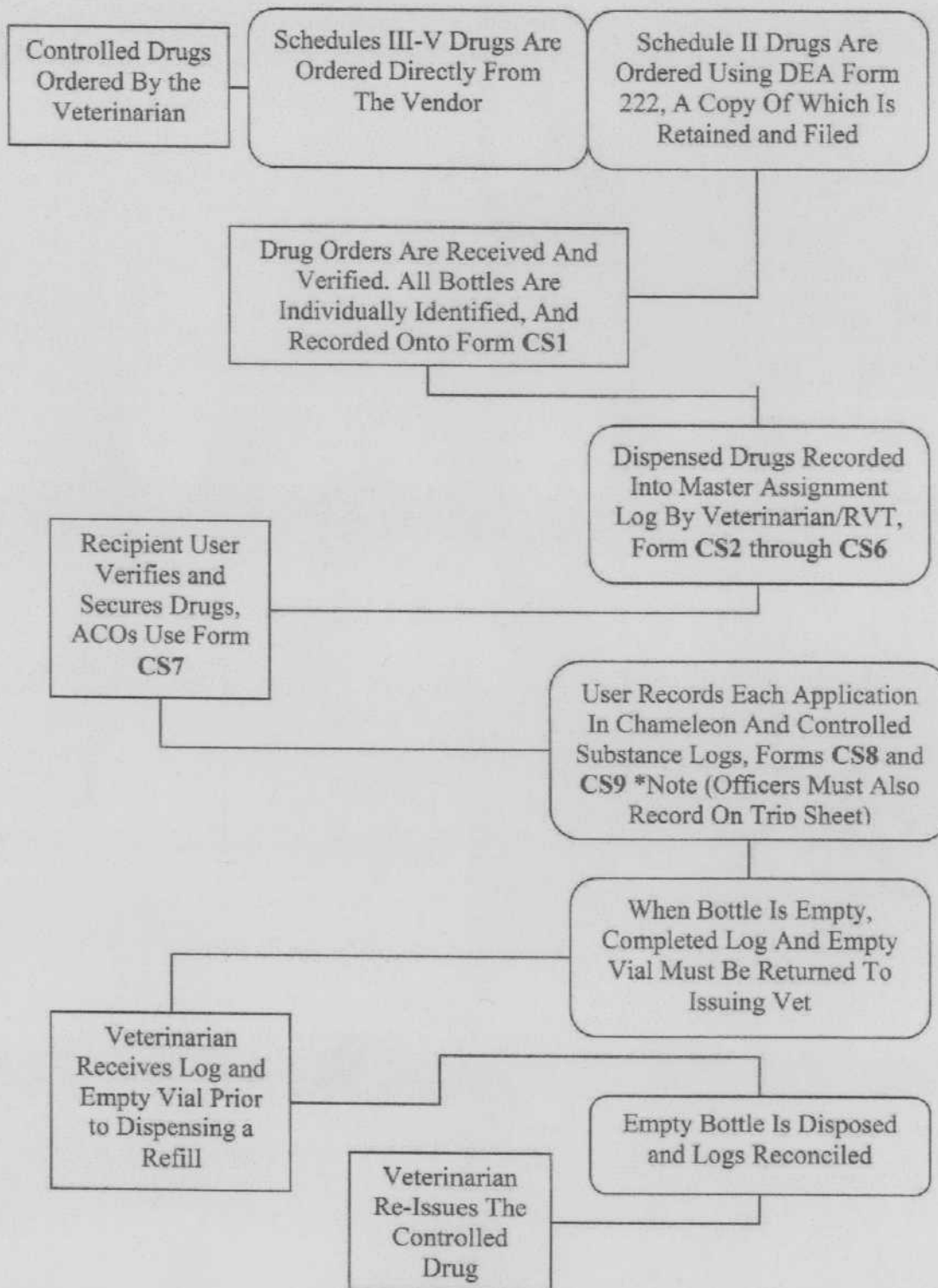
- A. The Animal Control Officer shall log this information on the Euthanasia Log by following #5 through #12 above. **ALL SOLUTION MUST BE ACCOUNTED**
- B. The Animal Control Officer must obtain the initials of a witness to document and verify any discarded solution.

The Controlled Substance Flow Chart (Attachment B) is included.

Approved By: (Robert Miller, signature)
Director of Animal Services

Prepared By: Dr. Allan Drusys, Chief Veterinarian
May, 2006

Controlled Substance Flow Chart



If at any point along this flow chart drug diversions or irregularities occur, the Chief Veterinarian is to be immediately notified. Verification and reconciliation may be required by the DEA or DAS at any time.

**COUNTY OF RIVERSIDE - ANIMAL SERVICES
POLICY AND PROCEDURE**

POLICY NUMBER: 323

SUBJECT: Completion of Controlled Substance Log

SCOPE: All County of Riverside Animal Control Officers who use Telazol, Ketamine, Ketamine/Xylazine or Butorphanol/Xylazine in the field.

FORMS: Controlled Substance Logs CS8, CS8a, CS8b (Attachment A); Animal Control Card (PM-002) (Attachment B); Immobilization Report Form (Attachment C).

EFFECTIVE DATE: July 1, 2006 (revised from November 1, 2000)

PROCEDURE:

I. When to Use:

The Controlled Substance Log (Attachment A) is used to record the amount of the controlled substance used each time an animal is chemically immobilized.

II. How to Complete:

Each bottle is individually identified and has been assigned to the officer.

A. Chemical Bottle:

Write the following information on the bottle:

1. The date that the chemical was first used or reconstituted and the concentration i.e. mg per ml.

B. Controlled Substance Log (Attachment A):

1. **Drug:** Use the appropriate form which was assigned with each vial.
2. **Bottle #:** The pre-assigned bottle number must match the form.
3. **Date:** Enter the date of administration.
4. **Animal Identification:** Enter the Chameleon© animal ID number of the animal which was immobilized. If the animal was not captured and impounded an ID must still be created and attached to the Activity with a memo detailing the event.

5. **Amount Used:** Enter the amount of chemical that was dispensed. Include and record the drug volume which may have been lost if the target was not hit.
6. **Amount Remaining:** Enter the amount of chemical remaining in the bottle. (Subtract the amount used from the beginning amount. This total should be the same as the amount physically remaining in the bottle).

Should there be a need to discard any remaining reconstituted Telazol or any other controlled substance chemical; this information **MUST** be logged on the Controlled Substance Log (Attachment A). There must be two (2) sets of initials on the Controlled Substance Log when documenting any discarded chemical.

C. Control Card (Attachment B):

When completing the Animal Control Card (PM-002) (Attachment B) on any tranquilized animal, enter the word "Tranquilized" in bold letters on the front of the Control Card (Attachment A) in the open space next to the animal information. (See Policy 309, step 4).

On the back of the Control Card (Attachment A), under "Additional Information" (See Policy 309, step 51), note the following:

- Type of chemical used (i.e. Ketamine/Rompun, etc.)
- Amount or dosage in milliliters
- Concentration of milligrams per milliliter

D. Immobilization Report Form (Attachment C)

Enter the following information on the Immobilizing Report Form:

- Type of chemical used
- Amount of chemical used
- Concentration of chemical used

III. General Information:

Any unused controlled substance chemical with a past due expiration date stamped on the bottle shall not be used. Unused or expired preparations shall be returned to the shelter Veterinarian for disposal and reconciliation before a refill will be dispensed.

Approved By: (Robert Miller, signature)
Director of Animal Services

CONTROLLED SUBSTANCE LOG

Drug _____ Bottle# _____ Initial amount _____ Lot# _____

Date	Procedure/Imp#	Injector	Holder	Beg. Amount	Amount Used	Amount Remaining

Drug _____ Bottle# _____ Initial amount _____ Lot# _____

Date	Procedure/Imp#	Injector	Holder	Beg. Amount	Amount Used	Amount Remaining

Drug _____ Bottle# _____ Initial amount _____ Lot# _____

Date	Procedure/Imp#	Injector	Holder	Beg. Amount	Amount Used	Amount Remaining

**COUNTY OF RIVERSIDE COMMUNITY HEALTH AGENCY
DEPARTMENT OF ENVIRONMENTAL HEALTH
ANIMAL CONTROL SERVICES**

R 114768

<p>ANIMAL INFORMATION: <input type="checkbox"/> DOG <input type="checkbox"/> CAT <input type="checkbox"/> OTHER _____ / WK MTH YR BREED _____ SEX: <input type="checkbox"/> M <input type="checkbox"/> F <input type="checkbox"/> S/N AGE _____ COLOR _____ NAME _____</p> <p>FIELD/SHELTER INFORMATION: WEIGHT _____ <input type="checkbox"/> STRAY <input type="checkbox"/> OTI <input type="checkbox"/> VET SLIP <input type="checkbox"/> PROTECTIVE CUSTODY IMPOUNDED BY _____ CITY _____ LOCATION _____ RELEASED BY _____</p> <p>OWNER INFORMATION: NAME _____ ADDRESS _____ STREET APT # CITY _____ ZIP _____ TELEPHONE NO. _____ OWNER NOTIFIED BY _____ DATE/TIME _____ <input type="checkbox"/> PHONE <input type="checkbox"/> MAIL <input type="checkbox"/> IN PERSON</p> <p><small>DEH-PM-002B (Rev 12/01) Distribution: ORIGINAL—Kennel Area: INDEX COPY—File</small></p>	<p>MICROCHIP NO. _____ <input type="checkbox"/> ADOPTION FORM ATTACHED</p> <p>DISPOSITION: DATE _____ <input type="checkbox"/> D.O.A. <input type="checkbox"/> RELOCATED <input type="checkbox"/> D.I.K. <input type="checkbox"/> REDEEMED RECEIPT NO. _____ <input type="checkbox"/> ESCAPED <input type="checkbox"/> ADOPTED RECEIPT NO. _____ <input type="checkbox"/> EUTHANIZED <input type="checkbox"/> RESCUE GROUP _____ <input type="checkbox"/> SICK <input type="checkbox"/> INJURED <input type="checkbox"/> SPACE <input type="checkbox"/> TEMPERMENT</p> <p>AUTHORIZED BY _____</p> <p>RABIES AND/OR OTHER VACCINATIONS:</p> <table style="width:100%; border: none;"> <tr> <td></td> <td align="center">YES</td> <td align="center">NO</td> <td></td> </tr> <tr> <td>DHLPP-B</td> <td align="center"><input type="checkbox"/></td> <td align="center"><input type="checkbox"/></td> <td>DATE _____</td> </tr> <tr> <td>FRCP</td> <td align="center"><input type="checkbox"/></td> <td align="center"><input type="checkbox"/></td> <td>DATE _____</td> </tr> <tr> <td>RABIES</td> <td align="center"><input type="checkbox"/></td> <td align="center"><input type="checkbox"/></td> <td>DATE _____</td> </tr> </table> <p>TREATED BY VETERINARIAN YES <input type="checkbox"/> NO <input type="checkbox"/> IF YES, AMOUNT DUE \$ _____</p> <table style="width:100%; border: none;"> <tr> <td></td> <td align="center">YES</td> <td align="center">NO</td> <td></td> </tr> <tr> <td>UNDER QUARANTINE</td> <td align="center"><input type="checkbox"/></td> <td align="center"><input type="checkbox"/></td> <td>DATE OF BITE _____</td> </tr> <tr> <td>TREATMENT RECORD</td> <td align="center"><input type="checkbox"/></td> <td align="center"><input type="checkbox"/></td> <td></td> </tr> <tr> <td>OUTSIDE VET CLINIC</td> <td align="center"><input type="checkbox"/></td> <td align="center"><input type="checkbox"/></td> <td></td> </tr> </table>		YES	NO		DHLPP-B	<input type="checkbox"/>	<input type="checkbox"/>	DATE _____	FRCP	<input type="checkbox"/>	<input type="checkbox"/>	DATE _____	RABIES	<input type="checkbox"/>	<input type="checkbox"/>	DATE _____		YES	NO		UNDER QUARANTINE	<input type="checkbox"/>	<input type="checkbox"/>	DATE OF BITE _____	TREATMENT RECORD	<input type="checkbox"/>	<input type="checkbox"/>		OUTSIDE VET CLINIC	<input type="checkbox"/>	<input type="checkbox"/>	
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<small>NAME OF VICTIM</small>	<small>KENNEL/DAGE NUMBER</small>																																

I CERTIFY THAT I AM THE OWNER THE CUSTODIAN NOT THE OWNER OF THE ANIMAL(S).

I RELINQUISH ALL INTEREST THEREIN TO RIVERSIDE COUNTY HEALTH SERVICES AGENCY, ITS OFFICERS AND EMPLOYEES AND I RELEASE THEM FROM ANY CLAIMS, PRESENT OR FUTURE, RELATED TO THE DISPOSITION OF SUCH ANIMAL(S).

I HAVE BEEN INFORMED AND UNDERSTAND THAT THIS ANIMAL(S) MAY BE EUTHANIZED (Initial _____)

TO THE BEST OF MY KNOWLEDGE AND BELIEF, SAID ANIMAL(S) HAS HAS NOT BITTEN ANY ANIMAL OR HUMAN WITHIN THE LAST FOURTEEN (14) DAYS.

DATE: _____ PRINT NAME _____ SIGNATURE _____ TELEPHONE# _____

ADDRESS: _____
 STREET APT # CITY STATE ZIP

IS YOUR ANIMAL:	YES	NO		YES	NO
ALTERED (CERTIFICATE ATTACHED)			GOOD WITH CHILDREN		
HOUSEBROKEN			A FENCE JUMPER		
HAD ANY OBEDIENCE TRAINING			AN EXCESSIVE CHEWER		
IF, WHAT TYPE			A BARKER		

ADDITIONAL INFORMATION:

Riverside County Animal Control
Immobilization Report

Date _____ Time Of Injection _____ Officer _____

Location _____ Type Of Animal _____

Condition Of Animal _____ Estimated Weight _____

Reason For Immobilization _____

Drugs Used _____ Dose _____

Route Of Injection _____ Time Animal Down _____

Disposition Of Animal _____ Artificial Resuscitation

Yes
No

Time Animal Up _____

Addition Information _____

Review By _____

**COUNTY OF RIVERSIDE - ANIMAL SERVICES
POLICY AND PROCEDURE**

POLICY NUMBER: 326

SUBJECT: Euthanasia procedure

SCOPE: This procedure is applicable to all Animal Services Employees

FORMS: Due out list (Attachment A); Statement of Owner Release (Attachment B); Impound Card (Attachment C); Pre-Euthanasia List (Attachment D).

EFFECTIVE DATE: February 1, 2006 (revised from November 25, 2002)

Purpose:

The purpose of this policy is to ensure that the proper and accurate measures are undertaken when euthanizing all animals.

Method:

I. Selection of Animals:

1. Each morning the Animal Placement Evaluation Committee (APEC), whose membership is drawn from the Veterinary, Kennel and Adoption staffs shall evaluate those animals who have met applicable State and Department of Animal Services retention requirements and whose cage and Animal ID numbers appear on the Due Out Report (Attachment A). The evaluation shall consist of a review of all memos, the treatment notations and the results of the 'Safer' behavior assessment as well as the current condition and temperament of the animals.

A. Verification of status shall consist of:

- 1) Owner information and contact:
 - a. License number or animal information;
 - b. Signature and/or Statement of Owner Release (Attachment B) and date of impound;
 - c. Owner notification of animal impoundment;
 - d. Retention period calculation;
 - e. Rabies quarantine as applicable

- 2) Stray animal is information:
 - a.) The date of impound;
 - b) Retention period calculation;
 - c) Quarantine release date, as applicable;
 - d) Holds, adoptions, rescue partner notations placed on the animal.
- B. After the status has been evaluated and any notations made, only then will the committee initial and date the front of the Impound card (Attachment C) for the approval to euthanize.
- C. If an animal is fit and to be held for an extended period, the due out date shall be advanced an appropriate number of days and the animal status changed to 'Available'. **It is Department policy that no adoptable dog or cat shall be euthanized.**
- D. Animals which are medically and/or behaviorally 'treatable' shall receive appropriate care and mitigation to the greatest extent possible. Foster care and Animal Partner placement may be appropriate alternatives to euthanasia. Animals may not have special considerations placed on them if they are found not suitable for adoption.

IF THERE ARE ANY DISCREPANCIES OR QUESTION ABOUT EUTHANIZING THE ANIMAL, DO NOT EUTHANIZE IT UNTIL IT IS BROUGHT TO THE ATTENTION OF THE SUPERVISOR.

At the conclusion of the APEC evaluation, a memo describing the decision to euthanize and the reason(s) shall be placed, by kennel supervision, in the memo screen.

II. Verification of Selected Animals:

Subsequent to the APEC evaluation, the Kennel Supervisor shall create the 'Pre-euthanasia list' (Attachment D).

The Animal Care Technicians assigned to the euthanasia team shall obtain the 'Pre-euthanasia list' (Attachment D) and place the selected animals into the Euthanasia Room as described in Section III. As a further mechanism of control, the euthanasia team shall verify in real time by accessing and reading **ALL** Chameleon© screens and verify:

1. That the legally required retention period has expired. Recheck the date that the animal was impounded and available date entered by the impounding ACO or ACT to ensure that the animal has been held

through the State and DAS mandated timeframes, (for both stray and owner known animals).

2. If an animal has owner information, verify that the owner has been properly notified and informed that the animal is impounded at the shelter. Notification must have been indicated in the memo screen and made via by mail, by phone and or in person and duly annotated relative to; date and time, and initialed by the person responsible for the notification.
3. Rabies quarantine status. If the animal has been released from quarantine by the Veterinarian, (or designee), or remains under quarantine and will be subject to rabies testing.
4. That the APEC/Kennel supervisor/Veterinarian has placed a memo in Chameleon© which documents the process and approves the euthanasia of the animal.

Once all the above information has been verified, proceed to the next step.

IF THERE ARE ANY DISCREPANCIES, OR QUESTION ABOUT EUTHANIZING THE ANIMAL, DO NOT EUTHANIZE IT UNTIL IT IS BROUGHT TO THE ATTENTION OF THE SUPERVISOR.

III. Retrieving the Animals:

The Animal Care Technician who has been assigned to the euthanasia team for the day shall:

- A. Reconcile the Impound Card (Attachment C) and blue tag with the animal and the pre-euthanasia list;
- B. Verify the following information:
 1. Impound Number;
 2. Description of the Animal (i.e.- breed, color or colors, markings, collar, and license if available);
 3. Sex (male or female);
 4. Age.
- C. The retriever will then take the animal to the euthanasia room and do the following:
 1. Check inside the euthanasia room to make sure there are no dead animals present before bringing the animal in;

2. Once in the euthanasia room the retriever will verify with the other team member, utilizing Chameleon©, that the correct animal is the subject before them;
3. Hand Impound Card (Attachment C) to the person euthanizing.
4. Read the impound number on the animal's neckband (if the animal has one) or the blue tag number, out loud, to assure once more that this animal is the correct one.
5. Tell the breed, color, sex, and age of the animal to the person who will perform the euthanasia as this person verifies the information in Chameleon©.
6. **The retriever will scan the entire body for a microchip. If a microchip is found, do not proceed with euthanasia until the case is reviewed by a supervisor.**
7. If no microchip is found, the retriever will muzzle the animal and lift it onto the table. (If the animal is too heavy or uncontrollable, the euthanasia can be administered on the floor.) Remember to always lift with your legs when picking up the animal.
8. With the animal still muzzled, hold off a leg vein while the person euthanizing injects the animal.
9. When the animal appears to be unconscious, the retriever will go to get the next animal. The person that performed the euthanasia shall complete the outcome box on the Kennel screen and account for the volume used.
10. The person injecting will check the unconscious animal to make sure it has expired. If the animal has not expired, it may be necessary to give additional euthanasia solution.

IF ANY QUESTIONS OR DISCREPANCIES ARISE, DO NOT EUTHANIZE THE ANIMAL UNTIL IT IS BROUGHT TO THE ATTENTION OF THE SUPERVISOR.

Approved By: (Robert Miller, signature)
Director of Animal Services

Daily Evaluation Report

07/12/06

A365480 **7/6/2006** **BLACK & TAN** **F** **HOUND / MIX** **NO HOLD**

7/6/06 This girl is very dog aggressive. I tried to put another young dog in with her, but she attacked before I got the other dog half way through the gate. BFT

T 016

A346453 **3/21/200** **BROWN** **S** **SHEPHERD / MIX** **NO HOLD**

this dog was sent to cvac on 04-03-06 from blythe

Diarrhea in cage. fecal neg. DRT

A365201 **7/5/2006** **BR BRINDLE & WHI M** **SHEPHERD / MIX** **NO HOLD**

T 017

A351411 **4/23/200** **CREAM** **M** **LABRADOR RETR / MIX** **NO HOLD**

04/23/06 laceration sternal neck, was cleaned by vet before bring into shelter. so

4/24/06 Old imbedded collar, healed. Isb

6/22/06 Bite wounds on head. Clipped and cleaned, 2 mis pen-g; follow up with amoxicillin 500mg., 1 capsule bid for 7 days.

Isb

04/23/06 laceration front of neck, was cleaned before bringing into shelter. so

T 018

A340499 **5/12/200** **BL BRINDLE** **M** **PIT BULL / MIX** **NO HOLD**

5/12/06 dog was left on front door of cvac, do not release to owners until ok'd by Ryan Ault .JNG

05-18-06

THESE DOGS WERE MY FOSTER PUPPYS FROM MOM DOG A332377. THEY WERE BORN ON 12-15-06. NICKY

A361882 **6/19/200** **BROWN & BLACK** **M** **SHEPHERD / MIX** **NO HOLD**

T 019

A360464 **6/13/200** **TRICOLOR** **F** **AUST SHEPHERD / MIX** **NO HOLD**

transfer to cvac on 7-11-06 by ow note by jm 7-11-06

A362585 **6/21/200** **BLACK & WHITE** **F** **TERRIER** **NO HOLD**

transfer to cvac on 7-11-06 by ow note by jm 7-11-06

T 020

A364780 **7/3/2006** **WHITE & BROWN** **N** **PIT BULL / MIX** **NO HOLD**

A365131 **7/5/2006** **TAN** **S** **PIT BULL** **NO HOLD**

transfer to cvac on 7-11-06 by ow note by jm 7-11-06

T 021

A361808 **6/19/200** **BROWN & WHITE** **F** **COLLIE SMOOTH / MIX** **NO HOLD**

transfer to cvac on 7-11-06 by ow note by jm 7-11-06

A365020 **7/5/2006** **WHITE & BROWN** **F** **PIT BULL** **NO HOLD**

transfer to cvac on 7-11-06 by ow note by jm 7-11-06

T 022

Daily Evaluation Report

07/12/06

A348135 5/16/200 WHITE & BROWN N PIT BULL / PIT BULL NO HOLD

5-1-06 microchip and rabies. Isb
charge for neuter. Isb

Charge \$27.50 for neuter, \$6.00 for rabies, and \$10.00 for chip. BFT
4/5/06 @ 4:40 dog moved from kennel T58 to T73 by DA

04/14/06 dog moved to A kennel #6 by sng.
324-040206/// Dog picked up by Cathedral City P.D.///MGM

A352337 4/28/200 RED M CHOW CHOW / MIX NO HOLD

T 023

A363611 6/27/200 STITCH BLACK M POODLE / MIX NO HOLD

A365433 7/6/2006 BROWN M CHIHUAHUA SH / MIX NO HOLD

T 024

A351893 4/26/200 RYN BLACK F GERM SHEPHERD / MIX NO HOLD

5-11-06-thurs
see profile in t 14.....MA

7 7447 5/26/200 BROWN M TERRIER / MIX NO HOLD

6/29/06 This dog attacked his kennel-mate causing injury to the other dog's foot. Dogs were separated. Injured dog moved to QT. BFT

T 025

A348894 4/6/2006 RED F CHIHUAHUA SH / MIX NO HOLD

A360599 6/13/200 TAN & BLACK M SHEPHERD / CHOW CHOW NO HOLD

transfer to cvac on 7-11-06 by ow note by jm 7-11-06

A365021 7/5/2006 WHITE & BLACK N POINTER NO HOLD

transfer to cvac on 7-11-06 by ow note by jm 7-11-06

T 026

A348861 4/6/2006 BLACK & TAN S GERM SHEPHERD / MIX NO HOLD

4/18/06 Possible k.c. Rx= Doxycycline 100mg., 1/2 tablet twice daily for 10 days per Dr D. Isb

6/29/06 Avid chip given 103 256 560, rabies vaccine. Isb
6-13-06 - PLEASE DO NOT PTD. I EMAILED PICTURE TO GERMAN SHEPHERD RESCUE. MRS

6-13-06 This puppy appears to be a little food aggressive, although she does not seem to be as bad if there are enough bowls in the kennel. BFT

7/06 DO NOT ADOPT. PUPPY WIL BE GOING TO PETSMART ON 7/1/06 BFT

7-5-06-wed
envelope with paperwork in file event.....MA

4/18/06 Ok to ptd. k.c. Isb

T 027

COUNTY OF RIVERSIDE
DEPARTMENT OF ANIMAL SERVICES
STATEMENT OF OWNER'S RELEASE

IMPOUND NO: _____
RECEIPT NO: _____

I, the undersigned legal owner/custodian, do hereby release to RIVERSIDE COUNTY ANIMAL CONTROL the animal described below:

TYPE OF ANIMAL: _____ BREED: _____
 AGE: _____ SEX: _____ COLOR: _____
 NAME OF ANIMAL: _____ LICENSE NUMBER: _____

**REQUEST FOR
IMPOUNDMENT & POSSIBLE ADOPTION**

- I relinquish all interest herein to RIVERSIDE COUNTY DEPARTMENT OF ANIMAL SERVICES, its officers and employees. I release them from any claims, present or future, related to the disposition of such animal(s).
 _____ Initial
- If the staff of RIVERSIDE COUNTY ANIMAL SERVICES feels that this animal is highly adoptable, I give authorization for this animal to be impounded, and placed in the public area of the shelter for adoption. In addition, if this animal acts in a vicious manner towards staff or members of the public, it may be euthanized immediately.
 _____ Initial
- To my knowledge, the animal is not terminally ill, injured, dangerous, vicious and has not bitten or scratched any animal or human within the past fourteen (14) days.
 _____ Initial
- I understand that the animal will be held for a minimum of 2 days (not including the day of impoundment) and that if it is not adopted, the animal may be euthanized.
 _____ Initial
- Is your animal aggressive toward people? Y or N
- Is your animal aggressive toward other animals? Y or N

Name of Owner: _____
(Please Print)

Signature: _____

Circle one: Owner Custodian

Date: _____ Telephone: _____

Address: _____

STAFF USE ONLY:	
Drivers License: _____	Verified: _____ <small>(Initial)</small>

REQUEST FOR EUTHANASIA

- I hereby request euthanasia services by RIVERSIDE COUNTY DEPARTMENT OF ANIMAL SERVICES for the animal described above.
 _____ Initial
- I request euthanasia services because the animal described above is:
 - SERIOUSLY ILL _____
 - INJURED _____
 - DANGEROUS/VICIOUS _____
 - OTHER _____
- I understand that Section 17006 of the Food & Agriculture code defines my animal(s) as not adoptable, but that it has not bitten or scratched any animal or human within the past fourteen (14) days; therefore, I surrender my animal to RIVERSIDE COUNTY DEPARTMENT OF ANIMAL SERVICES to be euthanized.
 _____ Initial

Section 17006 of the Food & Agriculture code states that animals that "are irremediably suffering from a serious illness or severe injury shall not be held for owner redemption or adoption. Newborn animals that need maternal care and have been impounded without their mothers may be euthanized without being held for owner redemption or adoption."

Name of Owner: _____
(Please Print)

Signature: _____

Circle one: Owner Custodian

Date: _____ Telephone: _____

Address: _____

STAFF USE ONLY:	
Drivers License: _____	Verified: _____ <small>(Initial)</small>

*According to Assembly Bill 2754, Chapter 567, Section 2, 31108.5 (2):
 "Any person who provides false information pursuant to this subdivision about his or her ownership of the dog shall be liable to the true owner of the dog in the amount of one thousand dollars (\$1,000)."*

ID

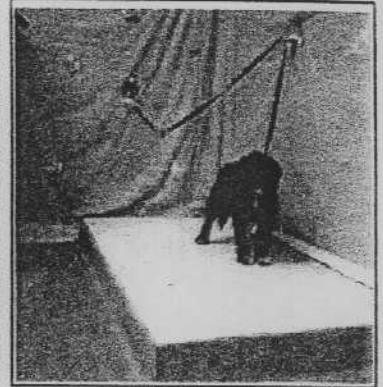
KENNEL CARD

KENNEL NO

A358844

R 033

<u>KENNEL NO</u> R 033	<u>TAG</u>	<u>ID</u> A358844	<u>NAM</u>	<u>TYPE</u> DOG
<u>SEX</u> M	<u>TOTAL</u> 1	<u>AGE</u> 2 YRS	<u>COLOR</u> BLACK / WHITE	
<u>BREED</u> TERRIER MIX	<u>MARKINGS</u>			



<u>DATE AND TIME</u> 06/05/06	<u>INTAKE TYPE</u> 01/C STRAY	<u>SUBTYPE</u> OTC	<u>BY</u> BJK	<u>STATUS</u> AVAILABLE	<u>Weight</u> 24 LBS	<u>Price</u> \$ 47.50
<u>AVAILABLE DATE</u> 07/16/06	<u>Init-Kennel</u>	<u>init-RTO Adopt</u>	<u>Vaccinations</u>			<u>SCAN FOR</u>
			BORD	DHPP	3-1	WORMER
						CHIP

**PLEASE DO NOT REMOVE THIS CARD. IF YOU HAVE QUESTIONS,
PLEASE ASK SHELTER STAFF.
ALL ANIMALS ARE SUBJECT TO EVALUATION TO DETERMINE ADOPTABILITY.**

Pre Euthanasia Report For 7/12/2006

M06-100581 A364565
7/11/06. ok to ptd-kc per committee: drt, melissa, ryan.

055	A363403	1 - (F) 1 YRS, BROWN, LABRADOR RETR MIX DOG	DUE OUT DATE: 07/01/06
Verify Animal ID # <input type="checkbox"/>	Checked all notes <input type="checkbox"/>	Scanned for MChip <input type="checkbox"/>	E-Team Initials <input type="checkbox"/>
			REASON: EUTH TRT-MEDI

T 066	A364770	1 - (M) UNKNOWN AGE, BROWN, LABRADOR RETR MIX DOG	DUE OUT DATE: 07/10/06
Verify Animal ID # <input type="checkbox"/>	Checked all notes <input type="checkbox"/>	Scanned for MChip <input type="checkbox"/>	E-Team Initials <input type="checkbox"/>
			REASON: EUTH UNTRT-BEHV

M06-100476 A364770
7-11-06 okay to ptd aa committee/kgroves

T 075	A364585	1 - (M) 2 YRS, BROWN / WHITE, PIT BULL MIX DOG	DUE OUT DATE: 07/08/06
Verify Animal ID # <input type="checkbox"/>	Checked all notes <input type="checkbox"/>	Scanned for MChip <input type="checkbox"/>	E-Team Initials <input type="checkbox"/>
			REASON: EUTH TRT-MEDI

M06-100478 A364585
7-11-06 okay to ptd nasal discharge committee/kgroves

T 077	A353866	1 - (M) 3 YRS, BROWN, SHEPHERD MIX DOG	DUE OUT DATE: 05/13/06
Verify Animal ID # <input type="checkbox"/>	Checked all notes <input type="checkbox"/>	Scanned for MChip <input type="checkbox"/>	E-Team Initials <input type="checkbox"/>
			REASON: EUTH UNTRT-BEHV

M06-100597 A353866
7/11/06. ok to ptd per committee: drt, melissa, ryan. caution

078	A365367	1 - (N) 3 YRS, BROWN / WHITE, PIT BULL MIX DOG	DUE OUT DATE: 07/12/06
Verify Animal ID # <input type="checkbox"/>	Checked all notes <input type="checkbox"/>	Scanned for MChip <input type="checkbox"/>	E-Team Initials <input type="checkbox"/>
			REASON: EUTH UNTRT-BEHV

M06-100580 A365367
7/11/06. ok to ptd- caution/kc per committee: drt, melissa, ryan.

T 103	A365649	1 - (F) 9 YRS, BROWN, CHIHUAHUA SH DOG	DUE OUT DATE: 07/10/06
Verify Animal ID # <input type="checkbox"/>	Checked all notes <input type="checkbox"/>	Scanned for MChip <input type="checkbox"/>	E-Team Initials <input type="checkbox"/>
			REASON: EUTH UNTRT-BEHV

M06-100169 A365649
7/7/06 Dog is not good with children. Ch
M06-100582 A365649
7/11/06. ok to ptd per committee: drt, melissa, ryan. -caution/tried to bite my finger.

T 203	A363977	1 - (F) 3 YRS, BROWN, ROTTWEILER MIX DOG	DUE OUT DATE: 07/05/06
Verify Animal ID # <input type="checkbox"/>	Checked all notes <input type="checkbox"/>	Scanned for MChip <input type="checkbox"/>	E-Team Initials <input type="checkbox"/>
			REASON: EUTH UNTRT-BEHV

M06-100596 A363977
7/11/06. ok to ptd per committee: drt, melissa, ryan. caution
M06-099141 A363977
6/28/06 Id tag with the name of Fiona
760 251-9951. lsb

COUNTY OF RIVERSIDE - ANIMAL SERVICES POLICY AND PROCEDURE

POLICY NUMBER: 402
SUBJECT: Euthanasia Policy
SCOPE: All Staff
EFFECTIVE DATE: December 1, 2005

Purpose:

To ensure when euthanasia is performed, it is done so with compassion, care, accuracy and in accordance with the laws and guidelines established by the State and Federal government and with recommendations of the American Veterinary Medical Association and other national organizations. Furthermore, it is the purpose of this policy to ensure the diligence of the Department in attempting to identify an animal owner's information prior to considering euthanasia and to seek every possible alternative before committing to a procedure as permanent as euthanasia.

Philosophy:

The Department of Animal Services (DAS) is dedicated to reducing the need for euthanasia. We firmly believe that the problem of pet over-population cannot be solved by any one organization standing alone, but rather that it takes the efforts of organizations and citizens united to stem the increasing tide of unwanted pets that enter our shelters. It is the mission of the Department of Animal Services to develop our business practices in accordance with the best interests of the animals within our care and for the public we serve. We promote safe, healthy and humane human/animal coexistence through public education, humane sheltering, responsible pet placement, progressive law enforcement and pet overpopulation reduction. DAS respects the lives of all living things and is proactive in the responsibility of protecting the environment in which we live, the livelihood and property of residents, and the overall health of animals and people within Riverside County.

The word euthanasia literally means "good death" and refers to the act of inducing a painless death. From a historical perspective, euthanasia was utilized in the nineteenth and twentieth centuries primarily as a means to control rabies epidemics, but was done neither painlessly nor humanely. The twenty-first century saw the birth of animal shelters and an ever-growing animal population where euthanasia methods were developed to reduce over-population. In the current state of affairs, the reality for animal organizations is that there are more animals than homes. Better stated; there are more animals with health and behavioral issues than there are families willing to take on the financial and/or emotional burden of caring for these pets. For this reason, animal shelters are negatively

impacted by limited shelter space and surge capacity, irresponsible or unknown breeding, and market fickleness towards certain breeds of animals. These issues are further hindered by cultural diversities, such as, language barriers, traditions, socio-economics, and urban versus rural settings.

The DAS philosophy on euthanasia is firmly grounded in reality. DAS is an open-door facility. This means denying admittance or closing for extended periods of time is not an option. While animal havens, sanctuaries, no-kill facilities, and other limited-intake facilities may be selective relative to the type of animal permitted through their front doors, DAS is mandated to provide an open-door service to all of Riverside County constituents. For these reasons, DAS chooses recognized and humane methods of euthanasia as a means to end suffering and to avoid the inhumane housing of the excessive animal populations within Riverside County. We are dedicated to our legal mandates to improve the public health and provide a safe environment protective of the natural wildlife and non-native, introduced species. We promote the general health, safety, and welfare of the constituents we serve and offer comfort, compassion, and humane treatment to all of the animals we shelter and protect, which includes those selected for euthanasia.

We recognize that the human toll for this "caring-killing paradox" is felt by both those required to perform this act and those communities who still require the need for this act. Research has shown the process takes a considerable emotional toll on humans and the negative influence is felt throughout the communities and organizations we serve. DAS firmly believes in proper training, veterinary oversight, humane techniques, and compassionate care from our euthanasia program.

As an alternative, we offer proactive adoption programs, community outreach and education, veterinary care of injured or ill patients, foster care, and spay/neuter programs to reduce the need for euthanasia. To ensure these alternatives are considered, euthanasia decisions are made by a team that is comprised of employees from all animal care divisions including Veterinary Services, Community Outreach and Education, and Field and Shelter Services.

As we look into the future, DAS is focused on programs to address multi-cultural and diverse populations, use of creative marketing for available animals, incentive-based and subsidized care for veterinary treatment or spay/neuter for indigent families, permanent animal identification, legislative changes, animal behavior modification, trap-neuter-release programs, and community-based education.

Definitions:

Animal Placement Evaluation Committee (APEC): DAS is committed to increasing adoptions and reducing the euthanasia of adoptable animals. We do not base decisions on the animal's age, breed, or color. These are not factors in deciding the fate of any animal, small or large, nor will we discriminate the adoptability of an animal based off of any perception of "how an animal looks" or "who may want an animal like this". Euthanasia

decisions are based on the overall health, temperament, and behavior of animals that are evaluated. When these decisions need to be made, we consider our intention to give every animal sheltered by DAS the best possible opportunity to find a lifetime home.

APEC consists of a representative from each of the operational areas; Adoptions, Veterinary Services, and Animal Care/Field Services. Those appointed to the committee have the full support of departmental leadership for the decisions they make, especially when forced to consider euthanasia of treatable animals. This support includes oversight of these difficult decisions.

Treatable: Any animal that is not deemed adoptable but could become adoptable with "reasonable efforts." (Civil Code sec. 1834.4, Food and Agricultural Code sec. 17005, and Penal Code sec. 599d). "Treatable" animals have a manageable behavioral defect and/or medical condition that is typically responsive to reasonable behavior modification or medical treatment that would enable them to become healthy, socialized pets.

To be considered "treatable," an animal need not be fully rehabilitated within the applicable holding period. It is the reasonableness of the behavior management or medical treatment and the likelihood of remediation, rather than the cost or availability of such resources in the shelter environment that is determinative. Reasonable procedures are generally considered the accepted, prevailing, usual and customary remedial measure for the particular condition among veterinarians or Behavior Specialists (as distinguished from unconventional, untried, or experimental procedures).

While cost and availability may be relevant in deciding whether or not an animal should be treated or euthanized, they are not material factors in determining whether an animal is defined as treatable or non-rehabilitatable. Although saving treatable animals will be limited by budget constraints, such financial considerations do not affect the definition of "treatable." The decision as to whether an animal is "treatable" depends primarily on the condition of the animal rather than other criteria unrelated to the animal's needs.

Treatable is not synonymous with savable. An animal with a remote chance for recovery, or whose condition would require experimental procedures with uncertain outcomes may be savable, but it is not reasonably "treatable."

Euthanasia Categories: By properly documenting the assessment of each animal and accurately categorizing those that are euthanized, the Department can provide complete and accurate information on the disposition of impounded animals, and report euthanasia statistics in context. If an animal must be euthanized it is important to enter accurate data by selecting the most appropriate category for each euthanized impounded animal, and no attempt should be made to skew data or manipulate statistics.

The following subcategories are to be used in those cases where an animal is euthanized:

- Medical - Treatable
- Behavior - Treatable

- Neonatal - Medical Treatable
- Medical - Untreatable
- Behavior - Untreatable
- Neonatal - Untreatable
- Owner-requested euthanasia of animal with a medical condition
- Owner-requested euthanasia of animal with a behavioral condition
- Feral
- Court order
- Rabies Investigation

Medical-Treatable: Animals have some manageable medical condition that is typically responsive to reasonable medical treatment that would enable them to become healthy pets. These animals should generally not be euthanized except when the shelter's animal population exceeds available housing capacity or the ability to provide adequate sanitation, shelter or humane conditions. Exceptions are made if the treatment is not readily available through reasonable effort or has become ineffective, and the animal's condition or quality of life has deteriorated to an unacceptable level. (See Medical-Untreatable).

Medical-Treatable animals may be classified into one of four medical intervention/treatment levels. To help visualize these levels, consider a pyramid divided in four sections or groups. The base or first level is the largest category of treatable animals and represents uncomplicated, basic medical treatments. As treatments (or interventions) become more complicated, intense, or chronic, there is an elevation in the intervention level and a narrower, smaller group of animals are represented.

The Veterinarian will use the guidelines listed below in determining the appropriate treatment/intervention level for animals with a treatable medical condition. Treatment parameters are described by type, intensity, number and/or duration of treatments, as well as route of administration, number, frequency, and duration of medications. (See further discussion of treatable medical conditions in Appendix One of this policy.)

Behavior -Treatable: Animals with some manageable behavioral defect that is typically responsive to reasonable behavior intervention efforts that would enable them to become behaviorally manageable pets. In general, behaviorally manageable animals should not be euthanized except when the shelter animal population exceeds available housing capacity or the ability to provide adequate sanitation, shelter or humane conditions for the animal. Exceptions may be made in cases where the needs of the animal are not readily available or affordable, and the animal's condition or quality of life has deteriorated to an unacceptable level.

Animals that exhibit severe distress in the shelter environment may be candidates for euthanasia. This may take the form of refusing to eat, self mutilation such as lick granulomas, constant vocalization, pacing, or cage spinning, elimination problems,