**ASHLAND COUNTY DOG SHELTER**

**RULES AND REGULATIONS**

**Operated by the Board of Ashland County Commissioners**

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**EFFECTIVE DATE: JANUARY 16, 2024**

### DEPARTMENT POLICY MANUAL

These policies are not all inclusive and are subject to change at management’s discretion. These policies are guidelines and will also be used in conjunction with the Ashland County Personnel Policy Manual. In case of any conflict between the two manuals, this manual shall control. These guidelines are in no way to be construed as a contract of any kind.

### MISSION STATEMENT

The purpose of the Ashland County Dog Shelter is to function primarily as an animal control organization and facility under the provisions set forth in the Ohio Revised Code, while also increasing the number of adopted dogs through greater public awareness. The staff are dedicated to the promotion of public safety, responsible dog ownership, reducing the overpopulation of dogs and the humane treatment of dogs.

###### INTRODUCTION

Attached you will find the general operational guidelines for the Ashland County Dog Shelter.

All personnel are expected to read these work rules and become familiar with them. Every current and new dog pound employee will receive a set of these work rules, and will sign an acknowledgement for receipt thereof that will be placed in their personnel file.

There will be situations that arise from time to time that will require administrative interpretation of these rules, and every attempt will be made to do this fairly and impartially.

These work rules are subject to change over time, and updated rules will be distributed in writing to all appropriate parties.

All of us are aware that working with dogs is full of challenges, due to the nature of the work. It is expected that staff perform their duty with professionalism and compassion when handling the dogs in the care of the Ashland County Dog Shelter.

## COURTESY

The Board of County Commissioners requires that all employees perform their duties in a professional manner and conduct themselves in a manner that promotes the goals of the County and increases public confidence in the County.

The Ashland County Dog Shelter is a service-oriented department in which each employee is expected to display the highest degree of courtesy and professionalism to the public, other governmental agencies and to fellow staff members.

Even though each employee has a heavy workload, the demand for professionalism and courtesy toward other persons is required. General rules of courtesy on the telephone and in person are to be observed at all times. Interaction between staff members should be marked by helpfulness and cooperation.

## CODE OF ETHICS

No employee shall use his or her position within the Ashland County Dog Shelter for personal gain, nor shall an employee engage in any business transaction or have financial or other interests, direct or indirect, which could conflict with his or her position.

No employee shall accept any gift, whether it is in the form of services, loans, items or promises from any person, favor or items of value that may intend to influence any action or give the appearance of improper behavior.

## ACCIDENTS/ON THE JOB INJURIES/SAFETY

If an employee is injured on the job, they must report the injury to a supervisor as soon as possible. An incident report shall also be filed with the Clerk of Ashland County Commissioners Office within 24 hours.

All employees are to conduct themselves in a safe manner, and should not engage in any unnecessary activities (horseplay, practical jokes) that might subject themselves or others to accident or injury.

## ACCIDENTS/INCIDENTS OF VISITORS

If a visitor to the Dog Shelter is injured on the property the Dog Shelter Staff must report the injury to a supervisor as soon as possible. An incident report shall be filed with the Clerk of the Ashland County Commissioners Office within 24 hours.

## VEHICLE USE

Employees driving county vehicles are to drive at all times in a safe, courteous manner and obey all traffic laws.

At no time will a County vehicle be used for non-work-related use. If you are unsure as to what constitutes work related use, contact the Ashland County Commissioners.

Only those persons authorized by the Dog Warden will be permitted to drive, or be a passenger in a county owned vehicle. Any person driving a county vehicle must possess and be able to display (upon the request of a supervisor or law enforcement officer) a valid Ohio operator’s license and be insurable under the County’s auto liability coverage.

Staff will make the Dog Warden aware of any repairs or necessary service for their vehicle as soon as possible after the need arises.

## VEHICLE ACCIDENT

In the event of an accident involving a county owned vehicle, the driver of the vehicle shall do the following:

* Dial 911.
* Notify the Dog Warden and/or County Commissioners Office.
* Show insurance cards as needed to law enforcement. Insurance cards should be located in the glove box or center console of the vehicle.
* Employees who drive county vehicles are to make the Dog Warden immediately aware of any circumstances that may affect their driving privileges (i.e. expired driver’s license, suspended driver’s license, outstanding traffic warrants, physical and/or mental impairment, etc.). Employees will not be permitted to drive a county vehicle if any of these situations exist. Employees who fail to notify the Dog Warden of any of these circumstances may face removal from their employment for withholding pertinent information from their employer.
* An incident report must be filed with the County Commissioners Office within 24 hours of the incident.

## TREATMENT OF DOGS

All employees will treat and handle dogs in the most humane manner possible. Improper treatment of any dog will not be tolerated. Improper treatment includes, but is not limited to, yelling, unnecessarily striking a dog, unnecessary use of mace, etc.

When dealing with an aggressive dog, the least amount of force necessary to safely control and/or impound the dog is to be used.

**UNAUTHORIZED PERSONS IN BUILDINGS**

No unauthorized persons are to be in the Dog Shelter at any time unless accompanied by a staff member.

All exterior doors and gates are to be kept locked when appropriate.

## SHELTER DISTURBANCE

If a person at the Ashland County Dog Shelter is threatening, abusive, causing a disturbance, or has assaulted any employee or another member of the public, law enforcement is to be summoned immediately to the scene.

## SMOKING

Smoking is prohibited in all county owned buildings and vehicles. Employees under the jurisdiction of the Board of County Commissioners, Ashland County, Ohio who are found smoking and in violation of this policy will be subject to discipline up to and including termination.

## STANDARDS OF CONDUCT

It is important for you to know and understand the standards and conditions of your employment with us, so that you can concentrate on doing your job to the best of your ability.

1. The following is a non-exhaustive list of conduct that could result in an employee's immediate termination:
	1. Theft (unauthorized removal) or misappropriation (unauthorized storage, transfer, or use) of County property or property of another employee.
	2. Immoral or indecent conduct, including fighting, dangerous horseplay, use of threatening or abusive language, making indecent remarks or advances or racially or sexually harassing another employee.
	3. Unauthorized possession, consumption, selling or being under the influence of illegal drugs, hallucinogens, narcotics or related drugs, medically unauthorized prescription drugs or alcoholic beverages on working time or while operating County equipment, machinery or vehicles or having the presence in one's system of the above described substances while engaging in the above described activities. Marijuana, whether medicinal or recreational, is a Schedule I controlled substance under federal law and shall be treated as an illegal drug for purposes of this policy.
	4. Refusing to obey the direct order of a supervisor (insubordination).
	5. Disrespectful conduct, coercion, intimidation, or threats of any kind against supervisors or fellow employees or the public while on duty, or the use of vulgarity or profanity.
	6. Abusing, defacing or destroying County property, or the property of other employees.
	7. Unauthorized altering, falsifying, or destroying County reports or records.
	8. Loitering or sleeping on the job.
	9. Willfully hindering, limiting or sabotaging County, Departmental or Agency operations or business.
	10. Engaging in gambling activities while on duty.
2. The following is a non-exhaustive list of conduct considered unacceptable and which may result in disciplinary action and may even result in termination of employment, if circumstances so warrant.
	1. Interfering with or hindering work schedules; failing to work on a shift as scheduled or arranging your own replacement on a shift without permission from your supervisor.
	2. Making or publishing false, vicious or malicious statements concerning any employee, supervisor, the County, Agencies or Departments, the County's projects or any other individual directly or indirectly related to the conduct of County business.
	3. Failure to observe safety rules, or common safety practices, engaging in dangerous or potentially dangerous horseplay; or failure to report any personal injury or accident sustained while on the job.
	4. Failure to perform job or work assignments satisfactorily, safely and efficiently.
	5. Discrimination against a fellow employee because of race, color, age, creed, sex, religious preference, national origin, ancestry, handicap, or any other basis protected by law.
	6. The use of personal cell phones during work time is prohibited unless the employee is on an approved break or lunch period, or using it to perform official county business.
	7. Employees shall not use the employer’s telephone, computers, cell phones, radios or equipment for anything other than dog pound business unless authorized by the Dog Warden or other County official.

## POSITION DESCRIPTIONS

A position description is a written summary of the duties and responsibilities of the job. Periodically, position descriptions may be updated. If this occurs, an employee will receive a revised copy of his or her position description and will be required to sign a form acknowledging receipt thereof.

## UNIFORMS

Personnel shall wear uniforms while on duty and will look neat at all times. The Dog & Kennel fund will cover the cost and replacement as needed. The warden(s) shall wear a tan colored uniform top with black pants and the kennel manager shall wear black pants and a dog shelter shirt. Personnel are responsible for laundering of uniforms and to ensure they are free of holes and tears.

**PAY-INS & MONEY HANDLING**

1. All money received by the Ashland County Dog Shelter shall be turned in to the Ashland County Treasurers Office daily. At the start of each weekday, the employee responsible for securing revenue received will verify the amount collected the previous day and prepare the pay in to reflect this amount.
2. At the end of each shift, all revenue received will be secured in the safe.
3. Only authorized staff are permitted to handle monetary transactions.
4. All transactions are to be recorded in the transaction log with the corresponding form of payment documented.
5. All transactions for licenses, adoptions and impounds are to be recorded in the license book.
6. If a customer pays with a personal check, their date of birth OR driver’s license number must be written on the check.

**DONATIONS**

1. Employees of the Ashland County Dog Shelter will not individually or collectively solicit or accept any reward, gratuity or gift of any kind in conjunction with services rendered in the performance of their job.
2. Employees may accept donations for the department.
3. When accepting donations, a donation receipt shall be prepared for and provided to the donor.

**SHELTER OPENING/CLOSING PROCEDURE**

SHELTER OPENING PROCEDURE:

The first employee arriving at the Shelter daily shall:

1. Check to see if dogs have been dropped off in the outdoor kennels or pens (responsibility of kennel staff)
2. Enter through the side staff door
3. Retrieve voicemail messages
4. Create kennel cards for all new dogs that are entered into the intake area over night from law enforcement and then enter intake information into the shelter system

SHELTER CLOSING PROCEDURE:

The employee(s) responsible for closing the shelter, must do the following daily:

1. Ensure that all of the doors are secured and locked
2. Secure all monies received in the safe and make sure the safe is locked
3. Check to be sure the dryers aren’t running (responsibility of kennel staff)
4. Turn off the lights
5. Close the blinds

**REQUESTING TIME OFF – VACATION & PERSONAL TIME**

Vacation and personal leave shall not be taken without prior authorization.

**VACATION**:

1. In order to meet the needs of the facility and avoid scheduling conflicts, all employees are required to submit a Request for Leave Form to the Dog Warden or Office Manager when they wish to request vacation leave.

1. Every attempt should be made to identify staff to cover a shift you are requesting off when advance notice is known.
2. Vacation requests will be approved in the order received and are not guaranteed. Requests must be turned in to the County Commissioners office with timesheets or it will be assumed that you are taking time off without pay.

**PERSONAL DAYS:**

1. Personal days are only available for full-time employees.
2. Personal days are to be taken at a time mutually agreeable to the employee and his/her supervisor or department head.
3. Personal leave may be taken in three (3) hour increments
4. Personal leave may be requested with no less than twenty-four (24) hours’ notice, but will be subject to approval by the Dog Warden.

**OVERTIME**

1. In instances where non-emergency overtime has been approved and worked, employees should plan to reduce their hours approved during the same pay period when possible.
2. If, due to unavoidable circumstances, an employee is unable to obtain prior approval to work overtime, they shall leave a message for a County Commissioner informing them of the reason for needing to work emergency overtime.

# **GENERAL DUTIES AND RESPONSIBILITIES**

The following is a list of duties and responsibilities that employees of the Ashland County Dog Shelter are expected to perform in the day to day operations of the facility. Working within the guidelines of this manual and in accordance with the Ohio Revised Code the following job duties are required. (It is extremely important to be familiar with the provisions provided in the Ohio Revised Code concerning the obligations of a County Dog Warden)

## Pick up of stray dogs – includes lost, injured, dumped or abused dogs

* Dogs running at large
* Report of injured or abandoned dogs
* Dogs left at the Dog Pound
* A detailed record shall be kept of all Dogs entering and leaving the Pound

## License Checks During a Complaint

* Upon responding to a complaint, the Warden (s) will check the status of a dog license.
* When a dog’s owner is located, the Warden (s) will request the owner to present a current license.
* If no current license is found, the Warden will sell a current license at that time. The cost of the license is set forth by resolution of the County Commissioners for that year. The cost of purchase for the license by the Warden on duty will be doubled. The Warden may cite the owner for the unlicensed dog and issue a court date.

## Investigation of Animal Kills

* The Ashland County Dog Warden shall investigate reports of animal kills as required by the Ohio Revised Code
	+ Dogs involved in an animal claim (kill other animals) or those known to be vicious (as described by the ORC 955.22 (A) As used in this section, “dangerous dog” and “vicious dog” have the same meanings as in section 955.11 of the Revised Code) are not to be sold. Only the owners of such dogs may claim and redeem the dog unless otherwise directed by a Judge or Magistrate

## Euthanasia

* Dogs shall be kept for redemption prior to destruction for the time period required by ORC 955.16 and this policy, and subject to the limitations contained in ORC 955.16 and this policy.
* Euthanasia will be performed by a licensed veterinarian or licensed staff member.
* Dogs that are deemed vicious or have bitten a member of the public, a shelter volunteer, or a shelter worker will be euthanized after the quarantine period prescribed by ORC 955.261.
* Dogs that have been at the shelter for more than one year will be euthanized.

## Handle neighborhood disputes and complaints concerning dogs

* When responding to general complaints of a neighbor’s dog running loose and it is one person’s word against another then it is the officer’s duty at the scene to determine if a violation has occurred. It is important to thoroughly investigate the complaint. The officer has some discretion in deciding to issue a citation. However, upon finding that a violation has occurred, citations should always be issued in cases of repeat offenders, dogs that bite, or dogs lacking proper license.
* If it is an abuse or neglect case then proper steps should be taken to remove the dog(s) from the premises.

## Laundry (Wash blankets, rugs) used for care of the dogs

* Blankets, rugs, toys must be washed after an occupying dog has been removed from the Kennel. Never use blankets, rugs, or toys for a new occupying dog until the items have been properly washed.

**Random Dog License Checks**

Due to the fact that the Ashland County Dog Shelter relies heavily upon dog registration fees for its operating budget, license checking is an important duty of the Dog Warden and/or Deputy Warden. The Dog Warden and/or Deputy Warden shall conduct random license checks on a routine basis. A minimum of ten (10) random checks must be conducted weekly. A log is to be kept indicating the date and time of the check, the name, address and telephone number of the residence checked and whether or not they had a dog license.

The original copy of this log must be submitted weekly to the Ashland County Commissioners Office. Failure to conduct at least ten (10) random license checks weekly or failure to submit the log will result in disciplinary action.

## Ordering of Supplies

* Supplies shall be ordered by only the Dog Warden or Shelter Office Manager. Dog Warden or Shelter Office Manager shall get approval from the County Commissioners before placing an order for supplies above $100.00. This includes dog food and treats. An email shall be sent to the commissioners’ office staff using a purchase requisition form.

## Court

* Filing of charges within the power of the County Dog Warden against persons that have been investigated and found to have neglected or abused dogs as per the Ohio Revised Code or any other crimes that are within the powers of the County Dog Warden per the ORC.
* Attend court proceedings when necessary as directed by the Law Director’s Office.

## Dog and Kennel Monthly Reports

* A complete Dog & Kennel Monthly Report is to be compiled each month that reflects all activities at the Ashland County Dog Shelter.

**SICK LEAVE REQUIREMENTS**

1. When reporting off sick, an employee must provide sufficient notice to their immediate supervisor or to the Dog Warden. If the Dog Warden or Deputy Dog Warden will be absent, they must notify the County Commissioners Office.
2. The Employer requires a doctor’s certification for any absence exceeding three (3) days or more.

**MEAL PERIODS**

1. All employees are required to take at least a 30-minute unpaid lunch break if they are scheduled to work an eight (8) hour shift. There are no exceptions to this requirement.
2. If possible, lunch periods are to be taken between the hours of 11:30 a.m. and 1:30 p.m.

### DRESS CODE

Employees of the Ashland County Dog Shelter will adhere to the following:

1. **DOG WARDEN & DEPUTY DOG WARDENS**:
2. **Uniform – On Duty:**
* Black dress pants
* Tan shirt with identifying logos
* Other approved clothing
1. **Uniform – Off Duty:**
* Off duty uniform consists of the provided department polo; jeans may be worn
1. **Facial Hair:**
* Facial hair is permitted as long as it is kept neat and tidy in appearance
1. **KENNEL WORKERS:**
2. **Daily Attire:**
* Scrubs or jeans for pants
* Other clothing that is free from offensive content
1. **OFFICE STAFF:**
* Office staff is permitted to wear clothing of their choice as long as it is professional in appearance and free from offensive content.

**INTAKE POLICY**

STRAYS:

1. When a dog is received at our facility, Dog Warden or Kennel Attendant shall record the following:
2. Breed
3. Fur color
4. Length of fur
5. Whether male or female
6. Whether owned or stray
7. If the dog was wearing a collar or identification
8. Location where dog was found and the date the dog was impounded.
9. All attempts to contact the owner shall be made if the dog is wearing identification or is microchipped.
10. After logging the information listed above on the intake sheet, the employee will then complete a cage card, which will include: date impounded, location found, name of dog, description of dog and if microchipped or wearing identification when found.
11. If a member of the public finds a dog, they may bring it to our facility and we will accept the dog upon completion of a stray form.
12. All dogs will be held for a minimum of seven (7) days in isolation before being available for adoption but may be viewed by someone looking for their lost dog.
13. If a dog is wearing a current license, it will be held for fourteen (14) days before becoming available for adoption per Ohio Revised Code 955.16 A (2). If the owner has been contacted and requested the dog held for a period of time (not to exceed the 14 days), it can be held for an additional forty-eight (48) hours but no longer.

**IMPOUND FEES/REDEMPTION PROCESS**

1. In order to claim their dog, an owner will be required to pay an impound fee.

1. Impound fees may not be waived.
2. If the dog does not have a current license, the owner will be required to purchase one before claiming their dog
3. Impound and redemption fees are as follows, and are subject to yearly increase by the county commissioners:

|  |  |
| --- | --- |
| **DETAIL** | **COST** |
| **Redemption fee- 1st Day** | **$30.00** |
| **Redemption fee- each day after 1st  day** | **$10.00** |
| **Impound Fee-**  | **$100.00** |
|  |  |
|  |  |

1. Dogs may be redeemed by their owners at any point; however, owners may be required to show proof of ownership, which may be in the form of a license, vet record or photograph and is subject to staff discretion
2. Upon redeeming their dog, the owner shall receive their dog’s health record
3. The owner shall pay all fees to the office staff
4. After paying all fees, the owner shall drive to the side of the building to collect their dog at the intake door

**DOG ADOPTION POLICY**

1. The Ashland County Dog Shelter utilizes a meet and greet adoption process and does not approve adoptions on a first come first serve basis.
2. The meet and greet adoption process can take from one to two business days.
3. The application process includes:
4. Verification of applicant’s housing status (Rent, own, etc.) and where the dog will be housed
5. Applicants with pending charges or convictions for violent crimes or animal cruelty will not be approved and will be banned from adopting at the Ashland County Dog Shelter.
6. A prospective adopter may complete an application at any point during the holding period; however, the dog may not be seen until the isolation period is over
7. If staff determines a dog is not a good fit for an applicant, they may approve the application for a different, more suitable dog.
8. If a prospective adopter already owns a dog, a “meet and greet” with that dog is required.
9. Meet and greets are held at the dog shelter
10. Retractable leashes are not permitted
11. Dogs should be given ample space during a meeting and greet, especially with other animals living in the potential adopters’ home
12. Unaltered female dogs will not be adopted into a home with an unaltered male dog and vice versa.
13. All adoptions are non-refundable.
14. In a case of the adoption of an ill dog, and if approved by the Dog Warden or Office Manager, an adoption credit may be offered and valid for 30 days after the date on which a dog is returned. Credit is based on each situation or incident and is at the dog warden’s discretion.
15. The Ashland County Dog Shelter does not have a veterinarian on staff and cannot guarantee the health of any dog adopted from this facility. We strongly urge all adopters to have a veterinarian examine the dog as soon as possible after adoption.
16. The adoption fee covers the current year’s dog license, microchip, DHLP, Rabies, and Bordetella vaccine and spay or neuter, and an adoption goody bag.

It is the policy of the Ashland County Dog Shelter to NOT allow dogs to be adopted that have been designated as dangerous or that the County believes presents a serious risk to the public.

**SALE OF DOG LICENSE**

1. Dog licenses will go on sale annually on December 1st through January 31st for the following year. Licenses cannot be sold earlier than December 1st.
2. Dog owners may purchase their dog license at the Ashland County Dog Shelter, the Ashland County Auditor’s Office, online or by US mail. Occasionally, there are stores within Ashland County that sell dog licenses. Those locations are also acceptable for the purchase of the required license.
3. Owners purchasing dog licenses after the January 31st deadline, will be assessed a late fee.

Kennel owners must apply for registration as required by R.C. 955.04. A kennel is defined in R.C. 955.02 as an establishment that keeps, houses, and maintains adult dogs as defined in section 956.01 of the Revised Code for the purpose of breeding the dogs for a fee or other consideration received through a sale, exchange, or lease and that is not a high volume breeder licensed under Chapter 956 of the Revised Code.

1. Dangerous Dog Licenses must be purchases by owners whose dogs have been deemed dangerous by the Ashland County Dog Warden or an Ashland County Dog Warden Deputy. Dangerous dog licenses must be renewed annually at a cost of fifty dollars ($50) per license and the dangerous dog file must be updated.
2. Dog owners will complete a dog license application form to include identifying information and corresponding license number.
3. All dog licenses sold will be recorded on the license log, in addition to the name under which the dog is registered and the amount collected to cover the cost of the license.

**VOLUNTEERS AND FOSTERS**

1. VOLUNTEERS:
2. The Ashland County Dog Shelter is incredibly grateful for those willing to help our facility care for and socialize our dogs.
3. Prospective volunteers must complete a volunteer application, which includes a waiver of liability and must be authorized to volunteer by the Dog Warden
4. Volunteers must be eighteen (18) years of age or accompanied by a guardian and the guardian must complete a waiver
5. Volunteers may assist in the exercising and bathing of dogs, preparing food dishes for dogs, and enrichment activities
6. Volunteers must be good representatives of the Ashland County Dog Shelter while they are volunteering at the shelter and interacting with the public.
7. The Dog Warden or Board of Commissioners may revoke an individual’s authorization to volunteer for any reason
8. Select volunteers may be authorized to perform additional duties at the discretion of the Dog Warden or Kennel Manager.

**CANINE COMPLAINT CALLS**

1. When taking a complaint from the public, collect the following information:
2. Complainant’s name
3. Complainant’s address
4. Complainant’s phone number, date & time of incident, pictures may be requested
5. Nature of the complaint, such as dog at large, aggressive dog, dog bite, etc.
6. Description of the dog(s) involved and location last seen, is dog confined or running loose
7. Name of dog owner, if known
8. If dog has current license
9. Document information on the complaint log
10. Notify a Deputy so they can respond to the call
11. Notify the public that they are authorized to send photos or videos via Facebook Messenger
12. Deputies must complete a follow-up report and gives copies to appropriate parties and provide an additional copy to accompany reports for the court system.

**MEDIA COMMUNICATIONS**

1. All communication with the media shall be handled by the Ashland County Commissioners or the Dog Warden.
2. Staff and Deputies are not permitted to speak to the media unless explicitly authorized to do so by the Ashland County Commissioners or the Dog Warden.
3. Any inquiries or communication from the media will be forwarded to the Dog Warden or County Commissioners.

**PUBLIC RECORDS REQUESTS**

Public record requests shall be forwarded and responded to by the Dog Warden or Office Manager pursuant to Ashland County Policy. A copy of each record request shall be forwarded to the Ashland County Commissioners Office before it is responded to. After approval from the commissioner’s office, a copy of all record request responses shall be forwarded to the commissioner’s office. A copy of each request shall be kept at the dog shelter according to the established records retention policy.

**DOG BITE POLICY**

In the event of a dog bite, the protocol listed below must be followed:

1. If the bite punctured the skin, a Bite Report must be completed and forwarded by fax or email to the local Health Department and the Ashland County Commissioners Office within twenty-four (24) hours of receiving the bite complaint.
2. Determine if the dog in question has a current license and is up to date on vaccinations, including rabies.
3. If unlicensed, a license must be purchased and a citation issued to the dog owner.
4. If the bite occurred outside of the dog owner’s property, a dog at large citation may be issued
5. A dog who has bitten shall be placed in quarantine at the residence of the dog owner or the Dog Warden may impound the dog at their facility if deemed necessary.
6. Depending on the severity of the bite, a dog may be deemed dangerous and the appropriate paperwork shall be completed. Dog owners shall be given an opportunity to contest the designation.
7. If the bite results in serious injury or death, the dog shall be deemed vicious. Depending on the nature of the bite and ownership status of the dog, the Dog Warden may seek to impound the dog at their facility, if deemed necessary. “Serious injury” is defined in R.C. 955.11(A)(5) as: a) Any physical harm that carries a substantial risk of death; b) Any physical harm that involves a permanent incapacity, whether partial or total, or a temporary, substantial incapacity; c) Any physical harm that involves a permanent disfigurement or a temporary, serious disfigurement; or d) Any physical harm that involves acute pain of a duration that results in substantial suffering or any degree of prolonged or intractable pain.
8. The Ashland County Dog Shelter will not accept the surrender of any dogs with a bite history.
9. The Ashland County Dog Shelter will not adopt out dogs designated as dangerous or vicious or with a known, unprovoked bite history.

**CALL PRIORITY PROTOCALS**

Numerous calls will be received by employees daily and must be prioritized depending on their degree of seriousness and in response to dynamic circumstances. The community’s health and safety must always be taken into consideration and is the determining factor in how calls are prioritized. Gathering of accurate and complete information from the caller is paramount for calls to be properly prioritized.

Calls shall be prioritized as follows:

1. EMERGENCY CALLS
2. Loose biting dog
3. Loose vicious / dangerously behaving dog
4. Sick / injured dog
5. Dog currently in livestock
6. Law Enforcement standing by in need of assistance
7. PRIORITY CALLS:
8. Potentially dangerous situation (i.e. stray on school premises or public function)
9. Confined
10. Dog who won’t leave an area
11. NON-EMERGENCY CALLS:
12. Loose dog complaint
13. License check
14. ANIMAL CLAIMS:
15. If the stray is not present, arrange with the livestock owner for a time to take a report during normal business hours
16. CALLS TO DOG WARDEN AND DEPUTY WARDEN:
17. Any call from the public takes precedence over patrol
18. When contact information is in your possession, Wardens shall follow up with complainants regarding the outcome of the call

**AFTER HOURS CALL POLICY**

1. Wardens will respond to the following calls after hours:
2. For a dog hit by a vehicle
3. For an injured, stray dog
4. For an at large dog that is mean, vicious, or behaving aggressively
5. For a dog in traffic
6. For dog bites
7. For animal claims (Livestock killed by a dog)
8. For dogs entering a place of business during business hours
9. When Law Enforcement requests assistance within the scope of our duties
* Dog Warden(s) will work 40 hours per week and are on call every other weekend and on call every other week after business hours. Wardens may exchange call times if agreed upon by both wardens affected. In the event that there is only one Dog Warden, that person will continuously be on call and will request assistance from local law enforcement for scheduled time off or due to illness.
1. While on call, Wardens are free to engage in personal activities but must remain sober from alcohol and drugs, must stay within Ashland County and must be available and fit to respond to calls, as necessary, in a timely manner.
2. Discretion should be used when determining whether to respond to after-hours calls.
3. In instances wherein an in-person response in not warranted, the Warden shall contact the complainant to explain this and to inform them that they will follow up on the matter to the extent possible and necessary during the next business day.

**DEPARTMENTAL EQUIPMENT**

1. The Employer will provide employees with the equipment necessary to perform the essential functions of their position.
2. Employees are responsible for cleaning, maintaining and monitoring the equipment
3. Employees shall notify the Dog Warden or Office Manager of any issues or concerns involving equipment or the need for repairs or maintenance of equipment.

### EMPLOYEE SAFETY/ DOG AGRESSION

**TYPES OF DOG AGGRESSION:**

1. UNDERSTANDING AGGRESSION:

The following is a list of the six most common forms of aggression displayed by canines and behaviors employees may exhibit which could trigger these types of aggressive behaviors:

1. Fear-Related Aggression:
* This type of behavior is often seen by Wardens or Kennel Attendants since they often chase or approach dogs in the course of their duties. It is normal for dogs to experience fear when chased or cornered.
* A dog displaying fear-related aggression, may growl and have its hackles raised but is also likely to display one or more of the following physical characteristics:
1. Ears are usually pinned back
2. Panting is typical between growls
3. Tail will be tucked and wagging
4. Eye contact will often be broken
5. May turn and growl and then back off
6. May display “whale eye” (whites of eyes showing) and lick its lips
7. Typically emits a very high-pitched whine
* A “fear biter” is more likely to bite than a dog with dominant aggression; however, the damage is typically less severe
1. Pain-Related Aggression:
* Touching or picking up a dog with an injury or illness often results in immediate signs of aggression. Even the friendliest of dogs is more likely to turn on someone, including their owner, if they experience pain associated with being touched by a person
1. Dominant Aggression:
* This type of aggression is typically directed toward the dog’s owner, a member or their family or other animals. Dominant aggression may also be directed toward a Warden or Kennel Attendant if their actions are too direct.
* Anyone who approaches a dog, stands facing it squarely, looks into their eyes and speaks in low vocal tones may be perceived as issuing a challenge to a dominant dog.
* A dog displaying dominant aggression may exhibit one or more of the following physical characteristics:
1. Snarling / showing teeth
2. Staring at intended victim
3. Learning toward the intended victim
4. Deep growling
5. Fur and hackles raised
6. Possessive Aggression:
* This type of aggression is usually directed toward someone with whom the dog is familiar and who is attempting to take something of value from them.
* Kennel Attendants are more likely to encounter this type of aggression since they feed the dogs and handle their toys and treats
1. Protective Aggression:
* This type of aggression is often associated with a person or persons approaching a family member or property of the dog or by a female dog who is protecting her pups.
1. PREVENTING AGGRESSION:

The following precautions should be taken when approaching any unfamiliar canine so as to minimize the chances of aggressive behavior:

1. Visually check the dog for any obvious signs of illness or injury which could negatively influence the dog’s behavior
2. When approaching a dog, do not face it squarely or make direct eye contact as the dog may perceive this as a challenge or threat. Instead, face the dog at an angle and look at its chest or legs
3. Avoid sudden movements
4. Do not lean over a dog. Instead, stand or squat with your upper body in a vertical position.
5. Use higher pitched tones as lower tones can be intimidating to unfamiliar dogs.
6. Use phrases which may be familiar to the dog such as, “Wanna play?” or “Let’s go bye-bye”
7. If possible, take your time and wait for the dog to approach you as the dog will be more relaxed
8. If the dog wishes to smell you, do not offer your hand. Instead, keep your body relaxed and neutral. Remember that a dog’s sense of smell is significantly better than that of a human
9. Avoid grabbing a dog’s collar if at all possible or grabbing at a dog in general
10. Handle all dogs in a humane manner
11. MANAGING AGGRESSION:

If a dog displays aggression and approaches a Warden or staff member in a menacing fashion, the following actions may prove useful in diffusing the situation:

1. Always be aware of your surroundings
2. Never assume there is only one dog when responding to a dog at large call.
3. Don’t hesitate to request assistance if needed
4. In instances where a dog is attacking a person or animal, assistance from Law Enforcement should be requested immediately
5. If an employee feels uncomfortable or unsafe in a specific situation, they should return to their vehicle or a safe location and request assistance
6. If an employee finds it necessary to strike a dog as a last resort to avoid being bitten, use the control pole and strike the dog using body shots
7. Use the control pole in an “H” pattern so that one end of the pole is between the employee and the dog. Attempt to keep both feet approximately shoulder-width apart and firmly planted. Avoid swinging wildly, taking unnecessary steps or picking up your feet to move. Instead, pivot on one foot so that balance is maintained at all times.
8. SAFETY TIPS:
9. Avoid wearing jewelry which could become entangled in a dog’s teeth or collar
10. Don’t presume a dog is alone
11. Don’t presume a dog is uninjured or healthy
12. Never leave your vehicle without an asp or OC spray
13. When approaching a dog, offer treats, if available
14. Wear good quality shoes which offer support to protect from bites and sprains
15. When approaching a door with a dog inside, press your foot against the door to prevent the dog from pushing the door open
16. SAFETY EQUIPMENT:
17. Asp
18. Portable Radio
19. Leather leash
20. Snare pole
21. Muzzle or slip leash

**CANINE HEALTH MONITORING**

1. When a dog enters our facility, a general assessment of their health shall be conducted
2. If a dog appears to be injured or ill, immediately notify the Dog Warden or the Kennel Manager
3. When necessary, a plan of care will be established for dogs which shall be followed by employees
4. Vet appointments will be scheduled at the discretion of the Dog Warden or Kennel Manager
5. All medication shall be given as prescribed.
6. Staff responsible for administering medication, shall sign off on medication sheets
7. All dogs shall be vaccinated upon intake, if behavior permits
8. All dogs shall be given de-wormer on their third day in the facility
9. If necessary, flea prevention treatment shall be administered to dogs in need upon intake
10. All treatment administered to dogs in our facility shall be documented in their medical record.