



**COMMUNICATIONS MISCELLANEOUS
POLICY/PROCEDURE**

Policy No. 7215

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Section:

Date Revised:

Accreditation Standards:

SUBJECT: SANTA CRUZ COUNTY ANIMAL SHELTER

APPROVED:

Dennis Kidd, General Manager

1.0 Policy

The Santa Cruz County Animal Shelter (SCCAS) is a Joint Powers Authority that serves the County of Santa Cruz, the City of Santa Cruz, the City of Scotts Valley, UCSC and the City of Watsonville. The JPA also contracts with SCR9-1-1 as a User agency for limited telephone and radio services.

The primary mission of the SCCAS is domestic animal welfare and the enforcement of animal-related laws and statutes. They operate two animal shelters located in Santa Cruz and Watsonville. Animal Control Officers (ACO) are available for response 24/7, either on-duty or on-call. Because they are not sworn peace officers and are not armed, they should never be dispatched to a non animal-related incident or utilized for general law enforcement incidents or cover.

2.0 Procedure

2.1 Responsibility

The SCCAS is responsible for all domestic animal-related incidents within their geographic jurisdiction. Generally, SCCAS does not handle wildlife-related incidents or issues.

Law enforcement issues concerning wildlife should be referred to State Fish and Game. Injured or sick wildlife-related issues should be referred to Native Animal Rescue or Wildlife Emergency Services (formally Wild Animal Rescue).

- 2.1.1 The following types of incidents are examples of SCCAS responsibility (not inclusive):
- Sick or injured domestic animals
 - Stray or loose domestic animals (including livestock)
 - Aggressive domestic animals
 - Dog bite investigations
 - Animal nuisance investigations
 - Protective custody of domestic animals at the request of law enforcement
 - Animal welfare or abuse investigations

2.2 Notification/Dispatch

- 2.2.1 During normal business hours, the SCCAS operates their call center and radio dispatch operations with field units. Requests for service should be referred to them during these hours.
- 2.2.2 After normal business hours, the SCCAS maintains on-call (and sometimes on-duty) ACOs that are available for dispatch through CAD and radio communications. During those times, NetCom is responsible for answering SCCAS telephones and will guard ACO radio communications (on County Local Government).
- 2.2.3 After normal business hours on-duty ACOs are available for all calls for service. They are dispatched via CAD by assigning the incident to the 'OCAN' unit.
- 2.2.4 After normal business hours on-call ACOs are only available for emergency response. Examples of 'Emergency Response' incidents include, but are not limited to:
- Aggressive domestic animal attacking a human being (law enforcement should also be dispatched)
 - Injured animal only if the caller is unable to transport it to a veterinarian hospital and can stand-by with animal
 - At the request of law enforcement
 - Loose livestock causing traffic hazard on major highways
- 2.2.5 Non-emergency incidents that occur outside of normal business hours when there is no ACO on duty shall be created in CAD utilizing the Type Code 'ANINON' and assigned to the pseudo unit 'ANOGO'. The caller should be advised that the incident has been referred to SCCAS for response during normal business hours.

2.3 Contract Documentation

Dispatchers will document all instances where SCCAS staff transfer call taking responsibilities to NetCom during normal business hours.

- 2.3.1 Dispatchers will create NetCom incident utilizing the Incident Type 'ANIPHN' and record the SCCAS requestor's name and reason for the request. The incident will then be assigned to the pseudo unit 'ANIPH'. When SCCAS staff resumes responsibility of the telephones, dispatchers will close the incident using the disposition code 'NOTIF'.