



Kingsville Health Department
Animal Control and Care Center
3421 N. FM 1355
Kingsville, TX 78363
(361) 592-3324

Policy Title	General Policies and Procedures
Policy Number	AC-001
Effective Date	6/1/2021
Policy Owner	Health Department Director

Policy For: All Animal Control Staff and Customers

The following are general policies and procedures set forth for the Kingsville Animal Control and Care Center. Deviations from these policies and procedures require prior approval of the City Manager.

Hours of Operation:

The Kingsville Animal Control and Care Center's hours of operation are as follows:

Open Monday-Friday: 8:00am – 5:00pm (staff hours)
Customer Service Hours: Monday-Friday – 9:30am-11:30am (by appointment only)
Monday-Friday – 1:00pm-4:30pm (by appointment only)

Special requests for customer service hours outside the published hours shall be at the discretion of the City of Kingsville's Health Director only.

Kingsville Animal Control and Care Center is closed to the public on weekends and holidays.

Customer Service and Appointments:

Customer service is that time afforded to the City staff to engage with pet owners, or parties interested in adoptions or rescues. The Health Director may, at his discretion, impose customer service by appointment only.

Appointments should be arranged at least 24-hours prior; any request less than a 24-hour notice is at the discretion of the Customer Service Representative based on availability of animal control staff. All appointments are on a first come, first serve basis.

Taking of pictures by outside parties of the animals in the custody of the Kingsville, Animal Control and Care Center shall occur during the hours of 1:00pm-3:30pm by appointment only. No more than two separate parties (two people) will be allowed inside the animal shelter to take pictures at the same time.

Customers that desire to handle animals, with the approval of animal control staff, must bring their own leashes and equipment when handling or taking pictures of the animals.

Contact Information:

To arrange appointments, call the City of Kingsville Health Department Customer Service Representative at (361) 592-3324 or email Jessica Montalvo at jmontalvo@cityofkingsville.com.

Animal Intake:

All animals brought to the Kingsville Animal Control and Care Center shall undergo an intake evaluation. Shelter Pro is the only authorized computer program for administration of animals in the Kingsville Animal Control and Care Center. At a minimum:

- a. Staff shall start an intake file with the type of animal, sex, approximate age, general condition, medical anomalies, render an Identification Number (ID#), and any related information that can be gained if the animal is an owner surrender.
- b. Dogs shall be administered the five-way parvo/distemper shot upon intake unless the staff determines the dog is too aggressive and requires time to settle down. Dogs estimated to be less than 6 weeks old shall not be given any medication.
- c. If medical anomalies warrant veterinarian care, the Health Director shall be responsible for assessing and making appropriate arrangements.
- d. Based on the occupancy limits for the Kingsville Animal Control and Care Facility, the center shall not accept owner surrenders if the center is within 10% of the maximum daily occupancy limit.
- e. Owner surrenders must show proof of residency in Kleberg County, Texas, prior to the center accepting the animal. No out of county animals shall be accepted without approval of the Health Department Director.
- f. See the *Animal Control Holding Policy, AC-002* for specifics on animal hold procedures within the Kingsville Animal Control and Care Center.
- g. If it is determined by the Health Director that the animal shelter is at capacity, owner surrenders to the Kingsville Animal Control and Care Center shall be suspended.

Animal Shelter Cleaning and Daily Procedures:

Prior to 9:30am daily:

- a. Animal control staff shall perform routine cleaning, disinfecting and maintenance of kennels.
- b. Kennels shall be pet-free during daily cleaning and disinfection. The Health Director shall approve the commercial cleaning agents safe for animals prior to use in the Kingsville Animal Control and Care Center.
- c. Kennels shall be allowed to dry prior to animal occupancy.
- d. Animals shall be properly watered and fed prior to customer service hours.
- e. Outdoor kennels shall be used only as a backup for the indoor animal shelter kennels. When the temperature drops below 50 degrees, outdoor kennel animals that cannot be relocated indoors shall be provided with a blanket.

Animal Disposition Priority:

The following priority order shall be used by the Kingsville Animal Control and Care Center staff for the disposition of animals under their charge (listed from first priority to last):

- a. Original owner.
- b. Adoptions to patrons with proof of Kleberg County residency.
- c. Adoptions to patrons without proof of Kleberg County residency or out of county residency.
- d. Rescue Group Tags (see Note 1 below).
- e. Vet Tech Program with Texas A&M-Kingsville.
- f. Euthanasia.

Note 1: Rescue Groups may place tags on animals following the procedures in the Rescue Policy, AC-005. However, a Tag on an animal may be superseded by any owner reclaim up to the point the Rescue Group has physical possession of the animal; or, may be superseded by a patron adoption for residents of Kleberg County up until the point the Rescue Group has physically begun travel to the Kingsville Animal Control and Care Center, at which time the Tag is firm.

Patron Conduct: See the *Patron Conduct Policy, AC-003* for specifics and expectations of patrons when visiting the Kingsville Animal Control and Care Center.

Adoptions: See the *Adoptions Policy, AC-004* for specifics regarding adoption of animals from the Kingsville Animal Control and Care Center.

Rescues and Tagging: See the *Rescue Policy, AC-005* for specifics regarding adoption of animals from the Kingsville Animal Control and Care Center.

Minor Vet Care:

The Kingsville Animal Control and Care Center is not a veterinarian clinic and has no Veterinarian doctor on staff. These services are contracted to a local veterinarian provider.

If an animal within the custody of the Kingsville Animal Control and Care Center is ill or injured, it shall be assessed, and veterinarian care is at the discretion of the Health Director. Due to limited resources, careful consideration of veterinarian care shall be coordinated between the Health Director and the contracted veterinarian. The Health Director, based on a medical assessment by the veterinarian, has the authority to bypass treatment and order the animal to be euthanized.

No animal that is injured, sick or displaying medical anomalies shall be accepted as an owner surrender by the Kingsville Animal Control and Care Center.

Animals in the initial stray/hold custody period of the Kingsville Animal Control and Care Center may be afforded veterinarian care at the discretion of the Health Director. If an owner arrives to claim their stray/hold, they shall be responsible for repayment of all veterinarian care paid by the City prior to release of the animal back to the owner.

If a rescue group requests heartworm or any other test, it will be at the rescues expense. The rescue group will be responsible for coordinating a veterinarian visit with the Kingsville Animal Control and Care Center staff first and are then responsible for the veterinarian appointment and transporting the animal to/from the testing facility.

Dangerous & Aggressive dogs:

Upon intake or during a stay in the Kingsville Animal Control and Care Center, staff shall determine if a dog is dangerous and/or aggressive to both staff and patrons of the shelter. If an animal is labeled as dangerous or aggressive, it shall be sequestered in the quarantine area and is off limits to all but Kingsville Animal Control and Care Center staff.

In addition, the Health Department Director shall make the final determination on adoptability, rescue or other disposition of dangerous or aggressive animals.

Length of Stay at the Kingsville Animal Control and Care Center:

In general, the Kingsville Animal Control and Care Center shall target maximum stays for animals in the Kingsville Animal Control and Care Center to 15 days. Once an animal has exceeded 15 days without further disposition coordination, the animal shall be placed on the 15-day Extended Stay Needing Immediate Adoption/Rescue List (Extended Stay List). See the *Animal Control Holding Policy, AC-002* for further details on hold procedures within the Kingsville Animal Control and Care Center.

The Extended Stay List shall be posted by the Kingsville Animal Control and Care Center on Tuesdays as required. Animals that have not been adopted, rescued or other arrangements made with the staff by the Friday 10 days following posting of the Extended Stay List are eligible for euthanasia.

Social Media:

The Kingsville Animal Control and Care Center shall market animals in its control using Facebook, and other means as approved by the Health Director. The Facebook page name is City of Kingsville Health Department Animal Control and Care Center. This is a tool the staff uses to market animals and the Health Department Director reserves the right to block and delete negative comments and posts.

Animal Breed Specific:

Kingsville Animal Control and Care Center staff will label the animal to a breed that closely matches the breed characteristics of that animal upon intake. If unable to ascertain a dominating breed characteristic, the animal shall be labeled "mixed." Staff shall not change the breed label of an animal for the sole purpose of adoption or rescue marketing. If an animal breed comes to question, the staff shall consult with the Kingsville Animal Control and Care Center's contracted veterinarian for assistance.

Texas A&M-Kingsville Vet Tech Program: The Kingsville Animal Control and Care Center coordinates the loaning of animals to the Vet Tech Program to train students on procedures established in their training curriculum. Animals at the Vet Tech Program are housed, fed, and provided all necessary medical attention by Texas A&M-Kingsville; however, the Kingsville Animal Control and Care Center retains full ownership of all animals.

Animals in the Vet Tech Program are routinely adopted by the students at the end of the training period. All paperwork shall be completed and signed for adoptions at the Kingsville Animal Control and Care Center. There is no requirement to transfer the animal back to the Kingsville Animal Control and Care Center during the adoption process. If the director of the Vet Tech Program orders the animals to be removed from Texas A&M-Kingsville property, the Kingsville Animal Control and Care Center staff shall remove and return all animals back to City property. This action trumps any arrangements made during any adoption or rescue coordination.

Persons or rescue groups desiring to adopt, foster or rescue any Vet Tech Program animal on loan by the City shall coordinate with the Kingsville Animal Control and Care Center Customer Service Representative or Health Director only. Texas A&M-Kingsville Vet Tech program has no authority to adopt, foster, or offer for rescue any City animal on behalf of the Kingsville Animal Control and Care Center.


Privacy Act:

The Kingsville Animal Control and Care Center shall not release information on this policy. Persons seeking such information shall submit an open records request to the City of Kingsville City Attorney for a determination and releasability of any information.

Policy Authorized By:



Signature



Date

Mark A. McLaughlin
City Manager
City of Kingsville, Texas
361-592-8002
mmclaughlin@cityofkingsville.com