



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

Policy Title	Patron Conduct Policy
Policy Number	AC-003
Effective Date	06/01/2021
Policy Owner	Health Department Director

Policy For: All Animal Control Staff and Customers

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

Policy:

The Kingsville Animal Control and Care Center provides equal and open access to its facility under the direction of the Health Department Director. While the public has an equal right to access the Kingsville Animal Control and Care Center spaces following the regulations set forth by the Health Department Director, no person, group or other entity, including other City of Kingsville Departments, has the right to interfere with the ability of animal control staff to conduct routine animal control operations, or interfere with others the use of the facility and services.

Code of Conduct:

The following Code of Conduct was approved by the City of Kingsville City Manager to ensure that services are provided in a safe and welcoming environment.

- a. The Kingsville Animal Control and Care Center maintains the right to video surveillance and record all activities on the City's property.
- b. The Kingsville Animal Control and Care Center has the right to expel from the facility any individual, group or other entity who contributes to a disruptive, unsafe, and/or unwelcoming environment.
- c. Entry of individuals, groups or other entities to the Kingsville Animal Control and Care Center may be denied if the staff has reasonable evidence of exhibited behavior, such as social media, disruptive/derogatory email, etc. that could precipitate an unwelcoming visit to the facility.

Patrons Shall Abide by the Following:

- a. Comply with all rules and guidelines as outlined in City Ordinances and policies for the Kingsville Animal Control and Care Center.
- b. The City of Kingsville and the Kingsville Animal Control and Care Center are not responsible for personal belongings such as, but not limited to, purses, bags, electronic devices or vehicles that may be damaged, lost or destroyed while on City property during the conduct of animal control business.

- c. While on City property, animals shall be restrained at all times with a collar, leash, or a portable kennel or crate. For larger animals such as horses or cattle, restraining devices shall be used if the animal(s) cannot be loaded/offloaded between pen and trailer directly.
- d. For the patron's safety, appropriate clothing and foot ware is required while on City property. Kingsville Animal Control and Care Center staff have the authority to direct patrons to leave and return in more appropriate attire if they feel the safety of the patron is at risk.
- e. Public restrooms are for Kingsville Animal Control and Care Center patrons only. Animals are prohibited from all restrooms.
- f. Non-public areas such as offices, intake rooms, storage areas, and the quarantine kennels are off limits to all except staff personnel. Entry to such areas by non-staff persons is at the discretion of the Health Director.
- g. Unless authorized by staff, refrain from touching animals, or inserting hands/arms/feet into any kennel, cage or pen.
- h. Food and Drink is not permitted in any animal containment area.
- i. Under no circumstances shall a patron conduct medical exams or administer medical treatment of any kind upon any animal without the express permission of the Health Director.
- j. Under no circumstances shall a patron feed any animal in the custody of the Kingsville Animal Control and Care Center. Dog treats may be allowed with coordination and approval of the Kingsville Animal Control and Care Center Customer Service Rep first.

Patrons are NOT Permitted to Engage in the Following while on City Property:

- a. Disruptive, uncontrolled, or unsafe behavior.
- b. Possession of weapons on City property even with a concealed license. Only authorized weapons allowed shall be City employee's such as ACO's in the performance of duties and law enforcement.
- c. Physically or verbally abuse the Kingsville Animal Control and Care Center staff.
- d. Possession of alcohol or any illegal substance.
- e. Intoxication, or under the influence of any drug, to the point of impairment to mental and/or physical abilities.
- f. Smoking and/or use of smokeless tobacco.
- g. Intentional physical damage to City property or property of any other patron.
- h. Tampering with or using any City electronic equipment.
- i. Solicitation for business purposes.
- j. Make any innuendos or other suggestive remarks toward staff on job performance or improvements.
- k. Discipline or taunt any animal.

Staff Procedures for Patron Conduct Violations:

In the event a patron engages in prohibited activity, Kingsville Animal Control and Care Center staff are authorized to courteously enforce the following procedures:

- a. Staff shall inform the person that the behavior is not allowed and that it must cease immediately. Staff shall make clear that should the behavior persist; the person will be asked to leave the premises.
- b. If asked to leave the premises, patrons shall do so immediately, quietly and without further disruption to the activities of others in the facility.
- c. If a patron fails to comply with staff instructions, Kingsville Police shall be notified immediately.
- d. Staff shall note date/time of the incident to the best of their abilities to afford the City's IT Department the timeframe to pull the video surveillance recordings, which shall be loaded to a compact disc and forwarded to the City Manager via the Health Department Director.

Penalty for Patron Conduct Violations:

Any patron who violates the policies of the City of Kingsville may be expelled from the Kingsville Animal Control and Care Center for a period of up to one (1) year. The length of expulsion is subject to the discretion of the Health Director and approval of the Kingsville City Manager. The following procedures apply:

- a. The patron expelled shall be provided a copy of the this Patron Conduct Policy.
- b. The patron expelled shall be provided a copy of the expulsion letter stating reasons for the expulsion, length of the expulsion, and the signatures of both the Health Director and the City Manager.
- c. If the patron represents a rescue group, a copy of the expulsion letter shall be forwarded to the director of the rescue group.
- d. The Health Department Director and City Manager have the authority to expel an entire rescue group based on the actions of any authorized rescue group member or representative for the said rescue group.
- e. A patron, or rescue group (including any member affiliated to the rescue group), that returns to the Kingsville Animal Control and Care Center property before the expulsion time period has lapsed, or if they refuse to leave the property when directed by staff, shall be considered trespassing and is subject to law enforcement action.

Privacy Act:

The Kingsville Animal Control and Care Center shall not release information on any violations of 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

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