



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 the 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



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

Policy Title	Holding Policy
Policy Number	AC-002
Effective Date	6/1/2021
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.

Holding Period:

The Kingsville Animal Control and Care Center shall establish the start date and time of an animal's hold during intake to the shelter. The following specifics apply:

- a. Stray Hold Period (No Animal ID). Animals collected by an Animal Control Officer (ACO), or surrendered to an ACO while in the field, without any identification on the animal, shall have a minimum three-day (72 hours) hold that begins at 8am the first business day following the animal's custody by the ACO. This three-day period affords the Kingsville Animal Control and Care Center time to utilize social media of a found animal or afford the animal's owner a reasonable amount of time to reclaim the animal from the Kingsville Animal Control and Care Center. Following the expiration of the three-day Stray Hold Period (No ID), the animal becomes the property of the Kingsville Animal Control and Care Center and disposition of the animal is determined by the policies under the jurisdiction of the Health Department Director. Exceptions to the Stray Hold Period (No ID) include:
 - (1) Owner reclaims the animal at any time either pre-or post-expiration of the Stray Hold Period (No ID).
 - (2) Animal needs immediate medical attention; which may include euthanasia, may be released as a medical emergency from any stray/hold procedures by the Health Director only.
 - (3) Animals assessed to be less than six (6) months old are exempt from stray/hold procedures.
 - (4) All Livestock: Horses, Donkeys, Mules, Goats, Rams, Pigs, Pot Belly Pigs, Cows, Chickens, Roosters, Rabbits, and others. The Kleberg County Sheriff's Office may assist the Kingsville Animal Control and Care Center ACOs with larger livestock animals out in the County. Hold periods of all non-dog/cat animals shall be determined by the Health Director.
- b. Stray Hold Period (Positive Animal ID). Animals collected by an Animal Control Officer (ACO), or surrendered to an ACO while in the field, with identification (tags, microchip, collar ID device, etc.) shall have a minimum five business days hold that begins at 8am the first business day following the animal's surrender to the ACO. This five-day period is a courtesy to pet owners that affords the

Kingsville Animal Control and Care Center time to research, locate and return an animal to its rightful owner. Following the expiration of the five-day Stray Hold Period (Positive ID), the animal becomes the property of the Kingsville Animal Control and Care Center and disposition of the animal is determined by the policies under the jurisdiction of the Health Director. The Health Director has sole authority to lessen the five-day hold period to a three-day hold period (or negate for animals assessed at less than six (6) months of age) if it is determined with reasonable confidence that efforts to locate the owner are exhausted.

- c. Owner Surrender Period. Animals surrendered over the counter at the Kingsville Animal Control and Care Center shall be placed on a minimum hold as determined by the Health Department Director. The minimum hold period shall be that time necessary for staff to properly intake an animal, begin the administrative file, perform the required intake inspection and administer inoculations as required by the Kingsville Animal Control and Care Center. Once determined that all intake tasks are complete and the Health Director has determined the surrender is legitimate, the animal shall be made available for adoption or rescue. In addition, 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. In this instance, the owner of a surrender shall be afforded the opportunity to sign up for a call-back from the Kingsville Animal Control and Care Center to alert when space is available for the surrender.
- d. Other Instances of Animal Surrender. The Kingsville Animal Control and Care Center will accept an animal surrender from a patron (non-owner) at the discretion of the Health Director. In most of these instances, a patron finds an animal, collects it and brings it to the shelter. Based on the intake inspection, these animals shall be treated the same as ACO collected animals outlined in paragraphs a. or b. above as appropriate.
- e. Quarantine Hold. Any animal assessed to have rabies, or has bitten a person, shall be placed in a ten-day (10) quarantine hold for observation. The ten-day hold begins at 8am of the first business following the assessment or confirmed bite and the animal shall not be released until the start of the eleventh (11th) day; first full business day after the tenth day has expired.
- f. Confiscation Hold. A confiscation hold is a Kingsville Animal Control and Care Center option that applies to all animals following legal action by the City against those that commit animal cruelty that leads to a confiscation of the animal, or an owner voluntarily surrenders an animal that exhibits clearly animal cruelty characteristics. Confiscation holds shall follow the orders from a court, and in the absence of any such order, shall run at least three-days (72 hours) beginning at 8am the first business day following the animal's intake date/time.
- g. Requests for Adoption During Any Hold Period. The Health Department Director has the authority to authorized rescues the ability to "Tag" animals during any hold period. See *Rescue Policy, AC-005* for specifics.
- h. Rescue Tags During Any Hold Period. The Health Department Director has the authority to authorized rescues the ability to "Tag" animals during any hold period. See *Rescue Policy, AC-005* for specifics.

Placing a Hold on Animals:

It is the responsibility of the Kingsville Animal Control and Care Center staff to ensure that a hold is properly documented in Shelter Pro software. If a customer, rescue organization or staff member requests a hold be

placed on an animal, it is the responsibility of the staff member receiving the request to place the appropriate documentation into the animal's file.


How to Place a Hold Animal into an Adoption or Rescue:

- a. To place a hold animal to an adopter or rescue group, a request for adoption or rescue request must be submitted to the Kingsville Animal Control and Care Center Customer Service Rep and placed in the animal's file.
- b. The following is required:
 - i. Any animal placed on hold of any type must go through the Kingsville Animal Control and Care Center intake process first; no exceptions. If the animal has not completed the intake process, the animal has not begun its hold process and is not available for adoption or rescue.
 - ii. Select the animal using and verifying the correct Animal ID Number. Kingsville Animal Control and Care Center staff shall verify and use only the Animal ID Number as positive verification; please do not reference animals by names/nicknames.
 - iii. For adoptions, a completed City of Kingsville Health Department – Animal Control Division Adoption Agreement must be completed in its entirety and submitted to the Kingsville Animal Control and Care Center Customer Service Rep. See Adoptions Policy AC-004.
 - iv. For rescue groups, a "Tag" shall be requested in writing (letter or email) specifying by Animal ID Number the animal the rescue desires.
 - (a) Tags may only be requested by registered rescue groups per the procedures in Rescue Policy AC-005.
 - v. **For any Adoption or Rescue, failure to meet any coordinated appointment removes the hold/Tag on an animal and places it up for new adoptions or rescues.**

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



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

361-592-8002

mmclaughlin@cityofkingsville.com



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

Policy Title	Adoptions Policy
Policy Number	AC-004
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.

Types of Adoptions:

The Kingsville Animal Control and Care Center provides adoption services for animals in their care when the original owner of an animal cannot be located, or the animal is an owner surrender. The following criteria shall be met before an adopted animal can be transferred to their new owner:

- Animals shall be deemed of age and adoptable by the Kingsville Animal Control and Care Center staff.
- Animals no longer on any Hold action (see Holding Policy, AC-002).
- Animals with suitable temperament as determined by Kingsville Animal Control and Care Center staff.

General Policy:

The following policy guidelines apply in all adoption situations:

- Kingsville Animal Control and Care Center retains ownership of the animal until transfer of ownership to the adopter, as well as the final say in disposition decisions are met.
- Kingsville Animal Control and Care Center does not coordinate nor undertake animal fosters. Fosters fall under Rescue Policy, AC-005.
- Animals shall be dispositioned in accordance with the Holding Policy, AC-002.
- Adoptions shall be considered only after a City of Kingsville Health Department Adoption Form, TPC 302, is completed and presented to Kingsville Animal Control and Care Center.
- Adoption data must be entered by staff into Shelter Pro.
- Transfer of ownership of an animal occurs when both the adopter has physical control of the animal and the Kingsville Animal Control and Care Center staff has updated Shelter Pro to annotate transfer of ownership.
- Once ownership of an animal has been transferred to an adopter:
 - Kingsville Animal Control and Care Center is not liable for any injury or damage caused by the animal, to include spread of disease to other animals.
 - Kingsville Animal Control and Care Center is not responsible for any medical or other veterinary costs for the animal.

- (3) Kingsville Animal Control and Care Center is not responsible for any follow-on complications an animal may incur, even if the animal received any treatment while in the custody of the Kingsville Animal Control and Care Center.
- h. Permanent placement of adoptions to Kleberg County residents shall rank behind return to owner precedence; however, shall take precedence over animals queued for Rescue (tags) or adoptions to persons that reside outside Kleberg County. See General Policies and Procedures, AC-001.
- i. Adopters must complete a City of Kingsville Health Department Adoption Form, TPC 302, conduct a staff interview, acknowledge, and sign all the conditions of adoption stipulated on Form TPC 302, and pay all required Kingsville Animal Control and Care Center fees prior to animal release.
- j. Any adoption application may be denied at the discretion of the Kingsville Animal Control and Care Center Customer Service Representative and shall be conveyed in writing as to the circumstances for the denial. A denied application may be appealed to the Health Department Director in writing.
- k. Adopters who reside within the Kingsville City limits shall comply with all sections of City of Kingsville Ordinance, Chapter IX, Article 3.-Animals.

Adoption Criteria and Procedures at the Kingsville Animal Control and Care Center:

The following items apply to adoptions taking place at the Kingsville Animal Control and Care Center.

- a. Select an animal by its Animal ID Number that you will be happy to own and assume future responsibility for its care.
- b. Complete, sign and date all necessary application forms provided by the Kingsville Animal Control and Care Center.
- c. Pay the adoption fee.
- d. Comply by having your animal rabies vaccinated within 10 days.
- e. Comply by having your animal spayed or neutered within 30 days.
- f. Provide proof of rabies vaccination and sterilization to the Kingsville Animal Control and Care Center within the specified time on the approved application form.
- g. Adopter's refusal to comply with all adoption requirements and City of Kingsville Ordinances, shall be issued a citation and subject to appear in Municipal Court.

Responsibility of the Adopter:

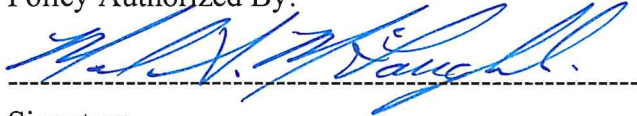
- a. To provide a safe and secure environment for the adopted animal.
 - (1) Animal shall be provided with water, food and shelter daily.
 - (2) If an adopter elects to chain their animal, State of Texas chain laws shall be followed, or the animal will be impounded by the Kingsville Animal Control and Care Center.
 - (3) At the adopter's expense, provide any required medical treatment for the animal.
 - (4) Comply with all sections of the City of Kingsville Ordinance, Chapter IX, Article 3.-Animals.
 - (5) Comply with staff instructions for spay/neuter of the adopted animal.
- b. Adoptions are considered final after the animal has been physically transferred to the new owner and annotated in Shelter Pro.
- c. If an adopter is subsequently determined by Kingsville Animal Control and Care Center staff to be unable to provide adequate care for the animal, the animal shall be impounded, and the adopter shall be barred from future adoptions from the Kingsville Animal Control and Care Center for a period of one (1) year.
- d. Adopters shall abide by the Patron Conduct Policy, AC-003.

Adoption Returns: Adoptions returns shall be approved by the Health Department Director only.

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:

A handwritten signature in blue ink, appearing to read "Mark A. McLaughlin", is written over a horizontal dashed line.

Signature

A handwritten date "5/17/2021" in blue ink is written over a horizontal dashed line.

Date

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



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

Policy Title	Rescue Policy
Policy Number	AC-005
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.

Objective:

The Kingsville Animal Control and Care Center's Rescue Program is established to facilitate the movement of animals from the Kingsville Animal Control and Care Center to partners that aid in adoption, foster, or transfer to other rescue groups or entities that promote adoptions.

Kingsville Animal Control and Care Center's Rescue Program General Policies:

- Rescue Partners are those entities registered with the Kingsville Animal Control and Care Center authorized to tag and pull animals from the City of Kingsville's Animal Control and Care Center.
- Kingsville Animal Control and Care Center retains all rights and ownership of an animal until the physical transfer of an animal to a rescue partner, and the transfer is documented in Shelter Pro.
- Rescue partners do not have planning authority on any animal until coordination with the Kingsville Animal Control and Care Center culminates in an applied "Rescue Tag."
- Once a rescue tag is applied, the animal may only be diverted from the rescue partner by reclaim of the animal's original owner up to the point of transfer of ownership to the rescue partner; or by an adopter who shows proof of Kleberg County residency up to the point that the rescue partner informs the Kingsville Animal Control and Care Center they have begun travel to claim the animal. At such a notification, the rescue tag is firm. See *Animal Disposition Priority in General Policies and Procedures, AC-001*.
- Once an animal is under the ownership of the rescue partner, the Kingsville Animal Control and Care Center is not liable for any injury or damage caused by a rescued animal, to include spread of disease to other animals.
- All rescue groups or their designated representatives shall follow all established Kingsville Animal Control and Care Center policies.
- As the Kingsville Animal Control and Care Center posts animals to social media making them available for adoption or rescue, priority for tagging is on a first-come-first-served basis and shall follow the Animal Disposition Priority established in General Policies and Procedures AC-001. All decisions in this area rest with the Health Director and are final.

Transport Policy:

In general, the Kingsville Animal Control and Care Center requires all rescue partners to provide transportation for the animals they remove from the Kingsville Animal Control and Care Center. On a case-by-case basis and with the approval of the Health Director, the Kingsville Animal Control and Care Center may transport animals up to, but not to exceed, a 50-mile driving distance (100 miles round trip) from Kingsville, Texas at no extra cost to the rescue partner.

Rescue Group Application Approval Process:

Prior to any rescue group becoming a partner with the Kingsville Animal Control and Care Center, the Health Director must have in his possession a *Rescue Partner Application Form, AC-005(a)*, completed in its entirety. The form requires the following:

- a. Name of Rescue Group
- b. Director's Name
- c. Rescue Groups address
- d. Primary phone number
- e. Primary email
- f. Copy of the Rescue Groups 501(c)(3) Incorporation Letter
- g. List of persons authorized to tag/pull animals for the Rescue Group.

Upon review of the application by the Health Director, references may be required for verification of Rescue Group authenticity.

Rescue Tagging Procedures: Below are the procedures for a Rescue desiring to Tag an animal:

1. No animal shall be open to a Tag without completing the intake process first at the Kingsville Animal Control and Care Center by qualified staff.
2. A Rescue Group desiring to tag an animal(s) shall submit a tag request via letter, e-mail or a phone call.
3. A tag must indicate which animal(s) are being tagged by indicating the official Animal ID Number, sex of animal, color, and size.
4. The Rescue Group must indicate who (name of representative) is going to pull, sign all documents and transport animal(s) for the Rescue Group. If the person is not on the pre-arranged Animal Control Rescue Authorized to Pull Form, staff shall halt the process until communication with the registered owner/agent of the Rescue Group is contacted.
5. The Rescue Group must advise the date and time the animal(s) will be picked up.
6. The Rescue Group will have no more than 48 hours to pick up animal(s) from the time of tag.
7. If a Rescue Group encounters issues with picking up animal(s), they must contact the Kingsville Animal Control and Care Center Customer Service Rep to make other arrangements.
8. Animals on loan to the Texas A&M University-Kingsville Vet Tech program are the property of the Kingsville Animal Control and Care Center. All rescue tagging and logistics for rescue of a Vet Tech animal shall be coordinated with the Kingsville Animal Control and Care Center only.

Responsibility of the Rescue Partner:

- a. When a Rescue Group inquires about an animal in the care of the Kingsville Animal Control and Care Center, the Customer Service Representative shall first establish that the group has an approved Rescue Partner form on file (with 501(c)(3) Incorporation Letter) with the Kingsville Animal Control and Care Center.

- b. The person representing the Rescue Group must be listed on Form AC-005(a) as an authorized person to tag or pull animals. Without proper authorization on Form AC-005(a), the Kingsville Animal Control and Care Center Customer Service Representative shall cease the conversation and request a call from an authorized representative listed by the Rescue Group on Form AC-005(a).
- c. Rescue Groups that require medical procedures be performed on an animal prior to transfer shall coordinate such requests with the Kingsville Animal Control and Care Center. All transportation to/from a veterinarian, and the costs of all medical expenses for such requests, shall be the responsibility of the Rescue Group.
- d. Rescue Groups shall have appropriately sized dog kennels and cat cages for transport.
- e. Ensure that prior to departure with the animal from the Kingsville Animal Control and Care Center, the rescue has a copy of all available medical records and any prescribed medications for the respective animal.

Dangerous & Aggressive dogs:

The Kingsville Animal Control and Care Center has the authority to release dangerous or aggressive animals to rescue groups with the express permission of the Health Director only. Rescue groups shall acknowledge via annotation in Shelter Pro that they understand the characteristics of the animal they are rescuing.

The Health Director reserves the right to withhold animals from rescues based on the animal's behavior and potential threat to persons.

Social Media:

Rescue Groups are authorized to share information on available animals via any social media means as necessary. Any change to the Kingsville Animal Control and Care Center's official biography on an animal is unauthorized without the express written permission of the Health Director. Derogatory, demeaning or other disrespectful social media posts of animals posted by the Kingsville Animal Control and Care Center may lead to the Rescue Groups representative, or the entire group, suspension of partner status with the Kingsville Animal Control and Care Center for up to one year.

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
361-592-8002
mmclaughlin@cityofkingsville.com