

Fayette
COUNTY

"WHERE QUALITY
IS A LIFESTYLE"

PURCHASING DEPARTMENT
140 STONEWALL AVENUE WEST, STE 204
FAYETTEVILLE, GEORGIA 30214
PHONE: 770-305-5420
www.fayettecountyga.gov

November 28, 2017

Subject: RFP #1407-P: Fayette County Animal Sheltering Operations

Gentlemen/Ladies:

Fayette County, Georgia is seeking proposals from qualified firms for operating the county's animal shelter. You are invited to submit a proposal in accordance with the information contained herein.

Questions concerning this request for proposals should be addressed to me in writing via email to PurchasingGroup@fayettecountyga.gov or fax to (770) 719-5208. Questions will be accepted until 10:00 am, Thursday, December 14, 2017.

Purchasing Department office hours are Monday through Friday, 8:00 a.m. to 5:00 p.m. The office telephone number is (770) 305-5420.

Please return your response to the following address:

Fayette County Purchasing Department
140 Stonewall Avenue West, Suite 204
Fayetteville, Georgia 30214

Request for Proposals # 1407-P
Reference: Fayette County Animal Sheltering Operations

Your envelope must be sealed, and should show your company's name and address.

Proposals will be received at the above address until 3:00pm, Wednesday, December 27, 2017 in the Purchasing Department, Suite 204. Proposals will be opened at that time, and the names of the responding companies will be read.

Proposals must be signed to be considered. Late proposals, faxed proposals, or emailed proposals, cannot be considered.

If you download this Request for Proposals from the county's web site, it will be your responsibility to check the web site for any addenda that might be issued for this solicitation. The county cannot not be responsible for a vendor not receiving information provided in any addendum.

Sincerely,

Ted L. Burgess
Director of Purchasing

GENERAL TERMS AND CONDITIONS
RFP #1407: Fayette County Animal Sheltering Operations

1. **Definitions:** The term "contractor" as used herein and elsewhere in these Terms and Conditions shall be used synonymously with the term "successful offeror." The term "county" shall mean Fayette County, Georgia.
2. **Preparation of Offers:** It shall be the responsibility of the offeror to examine specifications, scope of work, schedule and all instructions that are part of this request for proposal. Failure to observe any of the instructions or conditions in this request for proposal may result in rejection of the offer.

All of the specifications and information contained in this request for proposal, unless specifically excepted in writing by the offeror and such exceptions being included with the offer, will form the basis of the contract between the successful offeror and the county. The offeror should take care to answer all questions and provide all requested information.

3. **Submission of Offers:** Offerors must submit their proposal, along with any amendments issued by the county, in a sealed opaque envelope with the following information written on the outside of the envelope:
 - a. The offeror's company name,
 - b. The Request For Proposals (RFP) number, which is *RFP #1407*, and
 - c. The "reference" which is *Fayette County Animal Sheltering Operations*

Price schedules shall be placed in an additional opaque sealed envelope, identified as the price schedule, and enclosed in the sealed envelope with the proposal.

Mail or deliver one (1) original proposal, signed in ink by a company official authorized to make a legal and binding offer, and a copy on 5 flash drive(s) to:

Fayette County Government
Purchasing Department
140 Stonewall Avenue West, Suite 204
Fayetteville, GA 30214

Attention: Contracts Administrator

4. **Timely Receipt:** Offers not received by the time and date of the scheduled proposal opening will not be considered, unless the delay is a result of action or inaction of the county.
5. **Open Offer:** The offer, once submitted and opened, shall remain open for acceptance for a period of at least ninety days from the date of the opening unless this time-frame is specifically excepted to in your offer.
6. **Corrections or Withdrawals:** The offeror may correct a mistake, or withdraw a proposal before the proposal opening date by sending written notification to the Director of Purchasing. Proposals may be withdrawn after the opening only with written authorization from the Director of Purchasing.

The county reserves the right to waive any defect or irregularity in any proposal received.

In case of discrepancy between the unit price and the extended or total price, the unit price shall prevail.

7. **Trade Secrets – Confidentiality:** If any person or entity submits a bid or proposal that contains trade secrets, an affidavit shall be included with the bid or proposal. The affidavit shall declare the specific included information which constitutes trade secrets. Any trade secrets must be either (1) placed in a separate envelope, clearly identified and marked as such, or (2) at a minimum, marked in the affidavit or an attached document explaining exactly where such information is, and otherwise marked, highlighted, or made plainly visible. See Georgia law at O.C.G.A. § 50-18-72 (A)(34).
8. **Site Conditions:** Offerors are urged to visit the site to familiarize themselves with site conditions. Upon submission of an offer, it is understood that the offeror is acknowledging his acceptance of all site conditions.
9. **Ethics – Disclosure of Relationships:** Before a proposed contract in excess of \$10,000.00 is recommended for award to the Board of Commissioners or the County Administrator, or before the County renews, extends, or otherwise modifies a contract after it has been awarded, the contractor must disclose certain relationships with any County Commissioner or County Official, or their spouse, mother, father, grandparent, brother, sister, son or daughter related by blood, adoption, or marriage (including in-laws). A relationship that must be reported exists if any of these individuals is a director, officer, partner, or employee, or has a substantial financial interest in the business, as described in Fayette County Ordinance Chapter 2, Article IV, Division 3 (Code of Ethics).

If such relationship exists between your company and any individual mentioned above, relevant information must be presented in the form of a written letter to the Director of Purchasing. You must include the letter with any bid, proposal, or price quote you submit to the Purchasing Department.

In the event that a contractor fails to comply with this requirement, the County will take action as appropriate to the situation, which may include actions up to and including rejection of the bid or offer, cancellation of the contract in question, or debarment or suspension from award of a County contract for a period of up to three years.

10. **Evaluation of Offers:** The evaluation of offers and the determination as to acceptability of services offered shall be the responsibility of the county. Accordingly, to insure that sufficient information is available, the offeror may be required to submit literature, samples, or other information prior to award. The county reserves the right to obtain clarification or additional information from any firm regarding its proposal. The county reserves the right to select a responsive, responsible firm on the basis of best value that is deemed to be most advantageous to the owners. The county further reserves the right to reject any proposal, or all proposals, and to re-release the request for proposals.
11. **Non-Collusion:** By responding to this request for proposals, the offeror shall be deemed to have represented and warranted that the proposal is not made in connection with any other offeror submitting a separate response to this request for proposals, and is in all respects fair and without collusion or fraud.
12. **Ability To Perform:** The offeror may be required, upon request, to provide to the satisfaction of the county that he/she has the skill, experience and the necessary facilities, as well as sufficient financial and human resources, to perform the contract in a satisfactory manner and within the required time. If the available evidence is not satisfactory to the county, the county may reject the offer.

13. **Notice to Proceed:** The County shall not be liable for payment of any work done or any costs incurred by any offeror prior to the county issuing a written notice to proceed.
14. **Term of Contract:** The term of this agreement shall begin upon issuance of a Notice to Proceed, and continue through June 30, 2019. Thereafter, this agreement may be renewed by the county for three additional one-year renewal terms (each a "Renewal Term" and together with the Initial Term, the "Term"), which renewal will be by letter or other written correspondence from the county to the contractor ninety (90) days prior to expiration of the Initial Term or the then-current Renewal Term. If the county fails to provide notice of renewal, this Agreement will terminate at the end of the Initial Term or the then-current Renewal Term. This agreement is subject to the multi-year contractual provisions of O.C.G.A. 36-60-13(a).
15. **Unavailability of Funds:** This contract will terminate immediately and absolutely at such time as appropriated and otherwise unobligated funds are no longer available to satisfy the obligations of the county under the contract.
16. **Severability:** The invalidity of one or more of the phrases, sentences, clauses or sections contained in the contract shall not affect the validity of the remaining portion of the contract. If any provision of the contract is held to be unenforceable, then both parties shall be relieved of all obligations arising under such provision to the extent that the provision is unenforceable. In such case, the contract shall be deemed amended to the extent necessary to make it enforceable while preserving its intent.
17. **Indemnification:** The contractor shall defend, indemnify and save the county and all its officers, agents and employees harmless from all suits, actions, or other claims of any character, name and description brought for or on account of any injuries or damages received or sustained by any person, persons, or property on account of any negligent act or fault of the successful offeror, or of any agent, employee, subcontractor or supplier in the execution of, or performance under, any contract which may result from proposal award. The contractor shall pay any judgment with cost which may be obtained against the county growing out of such injury or damages.
18. **Non-Assignment:** Assignment of any contract resulting from this request for proposal will not be authorized.
19. **Insurance:** The contractor shall procure and maintain the following insurance, to be in effect throughout the term of the contract, in at least the amounts and limits set forth as follows:
 - **General Liability Insurance:** \$1,000,000 combined single limit per occurrence, including bodily and personal injury, destruction of property, and contractual liability.
 - **Automobile Liability Insurance:** \$1,000,000 combined single limit each occurrence, including bodily injury and property damage liability.
 - **Worker's Compensation:** Workers Compensation as required by Georgia statute.

Before a contract is executed with the successful offeror, the successful offeror shall provide Certificates of Insurance for all required coverage. The successful offeror can provide the Certificate of Insurance after award of the contract, but must be provided prior to execution of the contract document by both parties. Certificates shall list an additional insured as follows:

Fayette County, Georgia
140 Stonewall Avenue West
Fayetteville, GA 30214

20. **Termination for Cause:** The county may terminate the contract for cause by sending written notice to the contractor of the contractor's default in the performance of any term of this agreement. Termination shall be without prejudice to any of the county's rights or remedies by law.
21. **Termination for Convenience:** The county may terminate the contract for its convenience at any time with 10 days' written notice to the contractor. In the event of termination for convenience, the county will pay the contractor for services performed. The county will compensate partially completed performance based upon a signed statement of completion submitted by the contractor, which shall itemize each element of performance completed.
22. **Force Majeure:** Neither party shall be deemed to be in breach of the contract to the extent that performance of its obligations is delayed, restricted, or prevented by reason of any act of God, natural disaster, act of government, or any other act or condition beyond the reasonable control of the party in question.
23. **Governing Law:** This agreement shall be governed in accordance with the laws of the State of Georgia. The parties agree to submit to the jurisdiction in Georgia, and further agree that any cause of action arising under this agreement shall be required to be brought in the appropriate venue in Fayette County, Georgia.

Fayette County, Georgia
Request for Proposals #1407-P
Fayette County Animal Sheltering Operations

OBJECTIVE

Fayette County, Georgia is seeking proposals from qualified organizations to provide animal sheltering operations services.

INTRODUCTION

Fayette County is situated approximately 25 miles south of Atlanta, Georgia. The Atlanta Regional Commission estimates that it has a current population of 114,000. The county's Animal Control Department operates an Animal Shelter, located at 1262 Highway 74 South, Peachtree City, Georgia 30269. The shelter has a current capacity of 26 dogs and 42 cats. The shelter is committed to providing a well-managed facility that considers the preservation of life.

The county provides Animal Control services and operates an Animal Shelter. Animal Control services extend to unincorporated Fayette County and the cities of Peachtree City, Fayetteville, Tyrone, and Brooks.

STATEMENT OF NEED / SCOPE OF SERVICES

The selected vendor shall provide all personnel, supplies, utilities and equipment needed to provide the animal sheltering service set forth in the Request for Proposal (RFP). The selected vendor shall be fully responsible to the County for the acts and/or omissions of its employees.

The selected vendor must provide services in accordance with the mandates of the State of Georgia, Fayette County animal control ordinances, and all relevant Fayette County Policies and Procedures. The shelter and operations procedure is regulated by Georgia State Agriculture Rule 40-23-23. Fayette County policies and procedures are attached.

The selected vendor is required to have or obtain a sheltering license, and have a current unsuspended license during the time of the RFP. The selected vendor shall be required to provide reference copies of Animal Control Ordinances for on-site review by the public.

Impounding of Animals.

- a. It shall be the selected vendor's responsibility to promptly attempt to notify the owner of any animal taken into custody when the owner can be identified. The selected vendor shall keep records of owner contact and attempts and successes.
- b. The selected vendor shall only release animals back to their owner after they have paid the prescribed fee. The selected vendor shall make at least three documented attempts to contact the owner of any stray animal that has current identification of any type that provides information necessary to contact its owner.
- c. All impounded animals will be held for a minimum of 5 days, unless reclaimed by their owner.

Animal Care.

The selected vendor is responsible for all aspects of animal care. The selected vendor shall staff and operate the animal shelter inside of Fayette County Georgia. The facility will be used for impoundment, release to owner, protective custody, quarantine, rescue coordination and all other animal sheltering functions unless written approval to perform services elsewhere are obtained from the County.

Policies and Procedures provide the minimum standards for the care of animals, with attention to the following operations:

- Health evaluation upon admission
- Provision of sufficient and wholesome food and potable water
- Treatment of sick, diseased, quarantined, or injured animals
- Proper bedding and kennel care
- Removal and proper disposal of animal and food waste, soiled bedding, and debris
- Daily, weekly, and monthly cleaning requirements at the facility
- Provisions for animals to be protected from water and cleaning agents during cleaning
- Provisions to minimize vermin infestation, odors and disease
- Provisions to provide adequate drainage
- A description of how the respondent proposes to segregate animals
- A description of how and when the respondent will quarantine animals
- A description of the disease control and prevention program to be utilized by the selected vendor
- A description of the microchip implantation program
- A description of the spay and neuter program, including how the selected vendor would work with the feral cat population.
- A description of the circumstances in which euthanasia will be used, and the methods to be used and the disposal of euthanized animals
- A procedure for an owner to place animals in the facility
- A description of how individuals seeking information of animals will be able to contact the shelter for information

- A description of how respondent will use the internet, social media and other methods to market pets for adoption
- A description of respondents plans to lower Fayette County's current euthanasia rate
- A system by which all animals that enter the facility will be scanned for implanted microchips and checked for identification.
- A schedule for proposed hours of operation, consistent with current hours now in effect.

Veterinary Services

The selected vendor will obtain the services of at least one veterinarian licensed by the state of Georgia to treat animals brought to the shelter. The selected vendor will bear the cost of all medication utilized for medical treatment of animal at the shelter.

Licensed Veterinarian. The Licensed Veterinarian shall be validly and currently licensed to practice veterinary medicine in the state of Georgia pursuant to O.C.G.A. 43-50-1. A copy of the Licensed Veterinarian's current, valid license issued by the State Board of Veterinary Medicine shall be submitted to the County with the proposal.

The Licensed Veterinarian shall provide the following services and provide basic veterinary care when required, to include the following services:

- Performing a medical examination upon arrival for all sick/injured animals
- Directing and monitoring the care of injured and/or sick animals
- Adhering to and directing procedures to reduce or respond to the outbreak of infectious diseases
- Making recommendations regarding behavioral problems
- Provide laboratory services including stool examinations, cytology, urine analysis, heartworm test, FELV/FIV test, electrolytes measurements, and blood counts
- Supervise vaccinations
- Supervise the euthanasia of animals, when necessary
- Controlling drug supplies

Adoption.

The selected vendor shall promote and administer the adoption of unclaimed animals. All unclaimed animals will be evaluated for potential adoptability after 5 days of impound. Any animal deemed adoptable must be marketed for adoption to the public. Each animal over the age of three months selected for adoption will be given a rabies vaccination and be spayed or neutered, and implanted with a microchip, if not already done prior to adoption from the shelter. The only exemption is a written waiver from a Licensed Veterinarian.

- a. Onsite adoptions - The selected vendor will be responsible for providing the opportunity for individuals to adopt animals for the shelter for a minimum of 54 hours a week excluding holidays.
- b. Website - Selected vendor shall maintain a website for informing the public of vendor's activities. The information provided should include, but not be limited to, adoptions, adoptable animals, and hours of operation, contact numbers, a list of daily intakes of animals and other information that would be beneficial to the public

Euthanasia

The cost of euthanatized animals will be the responsibility of the vendor.

Customer Service

The selected vendor shall manage the facility 24 hours a day, 365 days a year, and shall have at least three paid staff within the facility for at least 8 hours a day and a minimum of 4 total staff members Monday – Friday to manage, clean and care for the animals in the shelter. The selected vendor shall be open to the public at least 54 hours per week, over the 7 days per week period, and at least 4 hours per day on Saturday and Sunday, with the exception of the 10 approved county holidays.

Citizens will be able to adopt, claim and turn in animals, and conduct related business during the facility business hours. After-hours and holidays, the selected vendor will provide staff to feed/care for the animals only.

A recorded telephone message shall be used by the selected vendor during hours the center is not open to the public and when staff is not available to directly answer incoming telephone calls. This does not preclude staff from answering the phone outside of business hours. The message service shall allow the caller to leave a message or transfer to dispatch where they will have the option of speaking to a live person.

Public Relations

It is imperative to Fayette County that the selected vendor maintain excellent public relations. The selected vendor shall ensure that all staff and volunteers work to help the public with problems that fall under their purview. Responses to the public shall always be courteous and prompt.

Collection and Disposition of Animal Shelter Service Fees

In accordance with established County procedures, the selected vendor shall report the collection of all animal control fees authorized by Fayette County. Formal procedures and safeguards shall be in place for the collection, separation by type, reconciliation, and

deposit of all fee monies. The selected vendor will be required to accept payment by cash, check or other authorized methods. The selected vendor will also be responsible for tracking and recording new and existing accounts with unpaid fees and collection of outstanding fees.

The selected vendor will receive an annual budget from the Board of Commissioners which includes all agreed-upon costs. Fee income or other revenues shall not be netted against expenses. All fee income or other revenues shall be reported and submitted to the county's Finance Department, according to a frequency schedule and in a manner determined by the Finance Department.

PROPOSAL RESPONSE REQUIREMENTS

Individuals and firms who attend the mandatory pre-proposal conference are invited to submit proposals. Proposals must include the following, in the order shown:

1. **Cover Page:** Include the Request for Proposals number (*#1407-P*) and title (*Fayette County Animal Sheltering Operations*). Also include your firm's name, address, telephone number, and e-mail address.
2. **Table of Contents**
3. **Required Documents:**
 - a. Company Information Page
 - b. Contractors Affidavit
 - c. Signed addenda, if any are issued
 - d. Current sheltering license
 - e. Veterinarian's license issued by the State Board of Veterinary Medicine
 - f. References, as specified in Number 7 (Company's Background and Experience) below.
4. **Project Understanding and the Proposed Solution:** State your understanding of the services required. Describe the approach you propose to take in addressing the needs addressed by this request for proposals. Indicate your level of expertise with animal shelter operations. Identify challenges you will face. Creativity and innovative ideas are encouraged in your response.
5. **Project Team:** Identify team members who would be assigned to this project. Include a resume for each key team member. Identify the main contact person for the county. Include copies or other proof of key team members' licenses, certifications, or other credentials which are pertinent to this project. Describe each key team member's experience with comparable projects, the role that each member played, and the expected role of each when doing work for this project.

6. **Company's Background and Experience:** Describe your firm's background and size. Include the number of years in business; the corporate structure, legal status and professional credentials. If you would use any subcontractors or partners in delivery of the proposed services, identify them and explain their roles.

References: Demonstrate the firm's experience and qualifications by providing a list of relevant projects you have undertaken that were similar to the work addressed by this request for proposals. Projects within the last five years are preferred, but projects over five years ago may be considered if relevant. Include a brief description of the project, along with a contact name, phone number, and email address. The county reserves the right to select projects from this list and contact them for references.

Describe any specialization or unique capabilities of your firm. This may include technical innovation, cost effectiveness, community outreach, or other capabilities in which you excel.

7. **Veterinary Services:** Identify the veterinarian, veterinary clinic, or other entity that you have selected to provide veterinary services. Describe how the quality of animal examination, care, and other services will be monitored and controlled.
8. **Price:** On a separate page, state your proposed annual dollar amount to provide the Animal Shelter operation services described in your proposal. Include costs of all operations, including animal care, veterinary services, adoptions, euthanasia, staffing, utilities, administration, and any other costs. Do not include fees or other income, as these will be remitted to the county's Finance Department on a regular, scheduled basis. Do not assume any netting of costs with fee income, as this will not be authorized. Please place this document in a separate envelope, as stated in the Terms and Conditions, item #3.

EVALUATION PLAN

An Evaluation Committee will review and evaluate proposals. The points earned for technical merit will comprise 70% of your evaluation score. Criteria for technical merit are, in priority order, as follows:

	Max Points
1. Project understanding and the proposed solution	30
2. Project team	30
3. Company's background and experience	25
4. Veterinary services	15

PRICING

The remaining 30% of your score will be determined by your proposed annual cost, as compared to other responding entities. Proposed prices will be assigned points earned through use of a “variance” weighting method. The lowest offered price will earn the maximum number of points for the Pricing portion of the score. Other proposals’ price scores will be calculated based on the variance of their prices from the lowest offered price.

PRESENTATIONS

The county may at its discretion, choose one or more of the best-scoring companies to make in-person presentations. If more than one company makes a presentation, the Evaluation Committee will evaluate the presentations, and score up to an additional 50 points to the technical score for each company that makes a presentation.

Fayette County Animal Control



Policy and Procedure Manual

Purpose

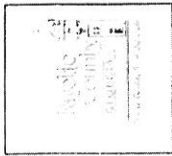
To establish an understanding for service needs in the community, customer expectations and governing principles in service delivery.

Policy

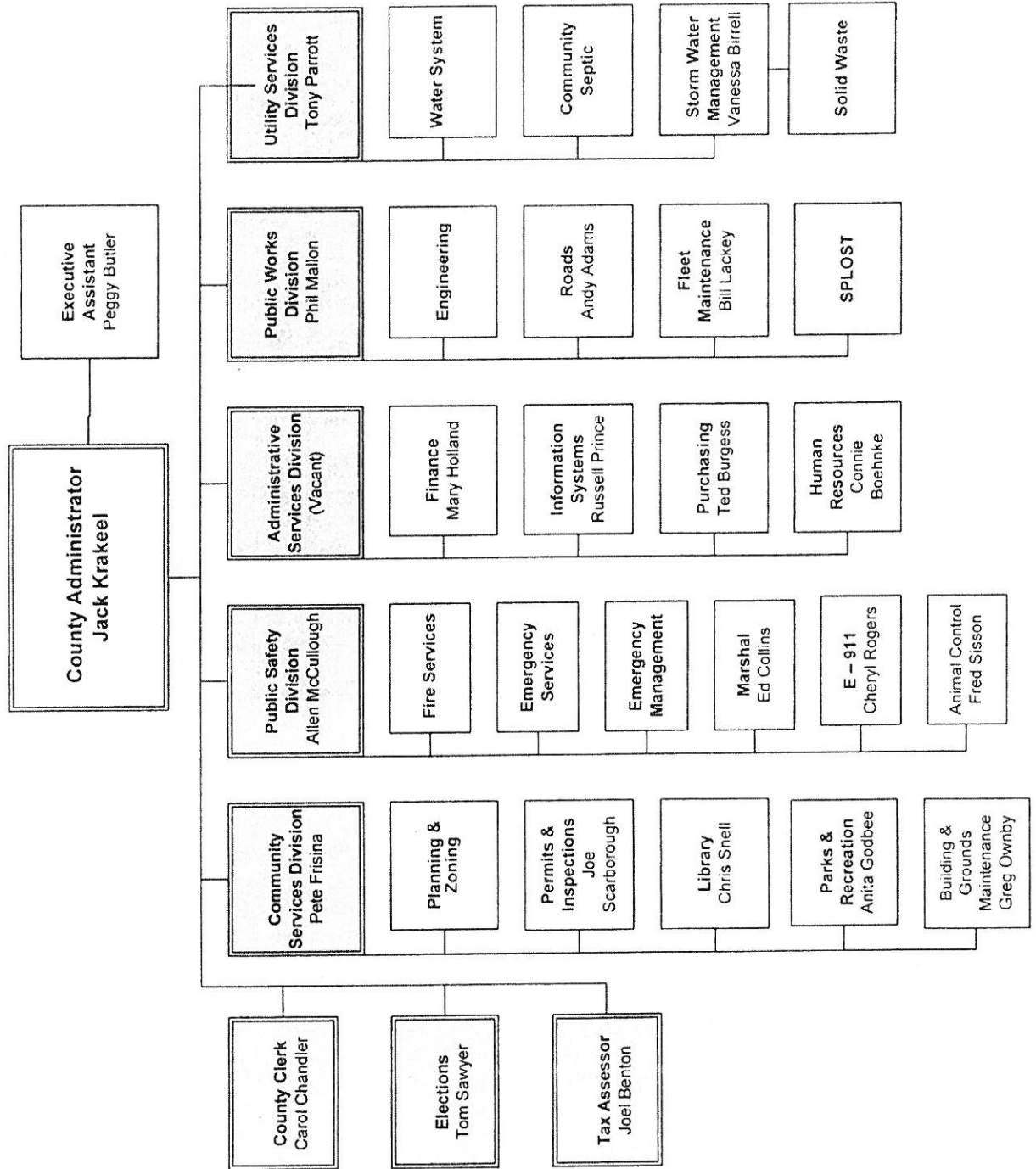
The Fayette County Animal Control mission encompasses the officer's/supervisor's duties, jurisdiction and commitment to the county. It defines the services provided as well as their purpose in this community.

Procedure

Fayette County Animal Control stands as a functional department of the Fayette County Public Safety Division. The Department is charged by the State of Georgia and Fayette County commissioners to uphold and enforce laws pertaining to animals, including but not limited to: Animal cruelty, local ordinances, and zoning codes. Such services are dedicated to promote healthy relationships between the citizens of Fayette county, companion animals and wildlife.



Proposed County Administrator AOR Organizational Chart



Purpose

This Section shall apply to all personnel employed by Fayette County Animal Control, and will include, but is not limited to Animal Control Administrations, Officers and Kennel Assistants.

Article 1	All employees, while on duty shall devote their entire time and attention to the service of the Department. They shall attend all emergency incident to which they may be assigned and perform duties as ordered by the Supervisor or Director
Article 2	They shall participate in all department training activities as directed, be thoroughly familiar with all equipment they may be required to use in the performance of their duties, and perform related work as required
Article 3	Employees are encouraged to present, through proper channels, suggestions for the improvement of the Department's well-being
Article 4	Any member reporting for duty under the influence of a prescription drug that impedes mental or physical reaction should report that information to his superior.
Article 5	Employees shall use their training and capabilities to protect the public at all times, both on and off duty
Article 6	Employees shall be held responsible for all department property issued to them. Any property which may be lost or damaged through abuse, carelessness or neglect shall be replaced at the expense of the member to whom issued.
Article 7	No acting officer shall alter or annul the standing orders of a superior without specific authority to do so
Article 8	Employees shall immediately report to their superior any sickness or injury, or damage to department property which occurs while on duty/call
Article 9	No employee shall make any purchase or incur any liability in the name of the county or department without permission
Article 10	No employee shall receive any fee or reward for services rendered in the line of duty, except their salary as provided for by Fayette County, nor shall any member ask, demand or suggest from any person(s) pay for services rendered, except charges assessed by the county
Article 11	Personnel must maintain their uniforms and ensure their neat appearance at all times. Any uniform or part thereof may be replaced when, in opinion of a supervisor, is unfit for service
Article 12	If an officer's health is in questions after illness or injury, members shall be required to obtain a written release from a licensed physician stating that they are physically able to return to full duty
Article 13	No officer shall use their authority, badge, or uniform for any purpose except those permitted by the rules and regulations of the Department
Article 14	All members must maintain current and valid drivers license on their person at all times

Purpose

The purpose of this policy is to provide guidelines on the management of Department policies and procedures.

Policy

There shall be:

1. A consistent format for all department policies.
2. A uniform method for development, implementation, distribution, and maintenance of these policies.

Procedure

Format

All entries into these volumes shall include the following three categories:

1. Purpose - why it's being written.
2. Policy - what will be accomplished.
3. Procedure - how it will be done.

Implementation

When the need for a policy or change is identified an initial draft will be written. The responsibility for the initial draft may be assigned to any member of the Department. Drafts will be typed by the Director or his designee. All drafts will include the "DRAFT" heading and new language will be highlighted and deleted language will have strikeouts. Once written, the initial draft will be submitted to Human Resources for review. The originator will make changes based on staff comments and submit the modified draft to the Division of Public Safety Director who will decide whether to resubmit for further staff review or to finalize the policy. The "DRAFT" heading will not be removed until this point in time.

Distribution

Complete sets of policies and procedures will be maintained in the following locations:

1 Animal Shelter Director

Directors Approval _____

1 Division Director
1 Human Resources

Individual members may check out available volumes of these policies and procedures from the Training Division.

Maintenance of Volumes

Individuals assigned sets are charged with the responsibility of maintaining them in a current state (removal of outdated pages and insertion of new ones).

It will be the responsibility of the Director to see that all personnel are informed of (and trained in, when necessary) new or updated policies and procedures. It will also be their responsibility to insure that all sets within their jurisdiction are maintained in a current state.

Directors Approval _____

- 101.00 Mission Statement and Philosophy
- 102.00 Organizational Chart
- 103.00 Rules and Regulations/Conduct of an Officer
- 104.00 Volume Management
- 105.00 Administrative Instruction
 - 105.01 Vehicle Assignment
 - 105.02 Vehicular Accident Procedures
 - 105.03 Non-vehicular Accident Procedures
 - 105.04 Emergency Response Policy
 - 105.04a Emergency After-hours Response
 - 105.05 Bite Case Policy
 - 105.06 Communications Policy
 - 105.07 Information Release
 - 105.08 Camera Usage
 - 105.09 Computer Usage
 - 105.10 Uniform/Attire Regulations
 - 105.11 Administrative POST Assistance
- 106.00 Human Resources
 - 106.01 Annual Leave
 - 106.02 Sick Leave
 - 106.03 Evaluations
- 107.00 Shelter Directives
 - 107.01 Intake Policy
 - 107.02 Adoption Assessment
 - 107.03 Out of County Adoptions
 - 107.04 Vicious Animal Policy
 - 107.05 Fee Schedule
 - 107.06 Quarantine
 - 107.07 Euthanasia Policy
 - 107.08 Adoption Returns
 - 107.09 Customer Service
 - 107.10 Financial Transactions

Purpose

To establish guidelines and criteria for the assignment and utilization of vehicles by staff with on-duty and on-call responsibilities.

Policy

Vehicles are Fayette County property and must be utilized as such by adhering to the defensive driving and department standards set below.

Procedure

1. The assignment of a department vehicle to staff will be based upon the job description and responsibility of that position for on-duty and on-call duties.
2. Vehicles and vehicular equipment will be used only for official purposes. Official purpose is define as conducting county business only
3. Officers assigned a take-home privileges should be within a 15 minute response to Fayette County
4. Authorized uses include:
 - a. The performance of Animal Control service duties
 - b. Transporting employees, trustee or animals
 - c. The performance of official errands, routine follow-ups or travel to official county departments
 - d. Transporting consultants, contractors or commercial firm representatives
 - e. Transport of Animal Control equipment, medications and supplies
 - f. Miscellaneous uses during a disaster
 - g. "De minimis" personal use, such as lunch or an occasional stop for a personal errand on the way to or from work
5. Unauthorized uses are as follows:
 - a. Travel or task performance of a personal nature, not connected with the accomplishment of official business
 - b. Travel or task performance beyond the stated capabilities of such vehicle
 - c. Transport of family friend, associated or other persons who are not serving the interest of the county
 - d. Leaving the county, unless authorized to do so

- e. Extending the length of dispatch beyond that required to complete the official business purpose of the trip
- f. Outings except planned official county activities

Purpose

To provide direction regarding the proper action to be taken in the event of an accident involving an Animal Control Department vehicle.

Policy

Accident Procedure – Animal Control

Procedure

In the event an accident occurs, whether during emergency or non-emergency driving situations, the following actions are to be performed.

1. The vehicle will not be moved from the accident scene
2. Take steps to prevent further accident
3. In case of an injury, insure that appropriate emergency medical help is obtained
4. All persons involved need to be evaluated by EMS, even when they deny injury
5. Notify Communications Department and Animal Control Director of all vehicle accident, no matter how minor
6. If in-route to an emergency, contact director or supervisor in order to dispatch other personnel
7. Director will notify the Marshall's office and Humane Resources

General Information

In any type of accident, do not make statement to anyone except law enforcement or your supervisor regarding fault, actions taken or policies. You are not to discuss the accident with anyone on the scene, friends or neighbors until the case has been settled.

A full written report of the accident must be submitted to the Director within 24 hours by the driver and any other passenger(s).

Purpose

To provide standards with which to react and respond to injuries or on-the-job accidents.

Policy

Establishing baseline facts and following proper procedure is essential to documenting Worker's Compensation claims. The following procedure should be adhered to by officers and supervisor to ensure claims are detailed and accurately handled.

Procedure

Any employee who suffers an injury while on duty is responsible for immediately notifying his supervisor. If the employee is incapacitated, the supervisor shall be responsible for notification procedures:

1. It is the Supervisor's/Directors responsibility to immediately take the necessary action required for the treatment of the injury. Any injury requiring evaluation by a physician shall be reported to the Director immediately.
2. Supervisor/Director will fill out all required forms and begin an investigation on the nature of the accident. Forms are to be submitted to HR immediately.
3. Employees must submit to a voluntary drug/alcohol screening if the nature of the job demands the need for such evaluation.
4. Person(s) injured on job are not to seek treatment from their personal physician. Treatment must be obtained through approved workers compensation physicians or other specialist as directed by HR

NOTE: County Insurance and Prescription Drug cards will not be used in the cases of Worker's Comp injuries or illnesses.

Failure to follow the guidelines set forth by the department and the county could result in the claim not being paid and subject to disciplinary action.

Purpose

The Purpose of this policy is to provide direction on the matter of properly identifying an emergency and providing optimal response.

Policy

Emergency situations happen at any time and come in many forms. Primarily Animal Control officers provide emergency response to trauma, aggression and safety concerns. A proactive and rapid response is essential for the service we provide. As such, officers must consider not only the nature of an emergency call but the repercussions of not responding properly.

Procedure

Fayette Animal Control Defines the Following as Animal Related Public Safety Emergencies.

1. Injured STRAY Animals: Owners with injured animals should be referred to their Veterinarian or the Southern Crescent Animal Emergency Clinic at 770-460-8166.
2. Flagrant Cases of Abuse: Cases that should not be investigated the following business day due to the nature of the act being committed (i.e. the animal being at immediate risk of death, being repetitively beaten or killed, dog fighting, etc...)
3. Animal Bites: Any animal(s) that have bitten or pose a substantiated threat to the public.
4. Rabies Suspects: Animal(s) listed below and clearly portraying signs of rabies (i.e. foaming at the mouth, snarling uncontrollably, head slumped, loss of motor skills)
Rabies Suspects: Known carriers of rabies displaying unusual behavior.
Limited to: Canines, Raccoons, Skunks and Bats.
(Non-Carriers: Opossums, Squirrels, Rats and other rodents)
5. Dangerous Wildlife Removal From Living Space: Snakes, bats, feral animals and other animals that pose a threat to humans within the confinement of their own home.

When a complainant, 911 or another source relates information that may be pertinent to an emergency the individual taking the complaint must:

1. Establish baseline facts: Who, what, where, when (Where are the animals now? Is anyone in need of medical attention? Is anyone else in danger?)
Baseline facts must be carefully noted and a complaint must be placed in our system ASAP.

2. Any emergencies filed during business hours must be related to present supervisor or director.
3. Emergency calls placed during officer hours other calls in queue will be immediately dropped by the assigned officer. This means emergencies supercede any routine calls or stray pick ups. Acting officer must radio in time of arrival and time of resolution with a summary of performed actions.
4. In all emergencies, the Animal Control Officer may take the necessary measures to protect the life, health or safety of citizens. In emergencies, the Animal Control Officer may enter all enclosed private property, except residences and buildings without the property owner's permission. A search warrant must be obtained when the emergency involves entry into a residence or a building on private property.

Purpose

The purpose of this policy is to provide direction on after-hour responses by the Animal Control Staff.

Policy

Animal Control after-hour emergencies are filtered and relayed by 911. The main priority of the responding officer is to address threats to public safety. Consequently the officer shall follow these guidelines to ensure proper turnout, accountability and proper response procedures.

Procedure

1. Responding officer shall immediately establish baseline facts from the caller. Provided information must be thorough and noted as a report must be entered in the Shelter Database the following business day.
2. If a call is placed after hours, turnout time, the time it takes to leave the officers current location must be under 5 minutes. If response time from thereon takes over 40 minutes, reasons must be noted and relayed to 911/complainant
3. Responding officer must radio 911 and notify them of their ETA, arrival and completion of their call assignment.
4. Any questions regarding the response procedure of a call shall be placed to the on-call supervisor's cell-phone.
5. Any changes in the On-Call schedule are the responsibility of the staff member, and must be reported to Management so that changes can be reported to 911.

Purpose

The Purpose of this policy is to provide proper direction and protocols for establishing facts, tracking and filing bite cases as well as properly handling the disposition of animal(s) involved

Policy

Enforcing strict guidelines on quarantining, evaluating and responding to bite cases is the key to avoiding a rabies epidemic. Because of the potential of zoonosis, rabies potentials must be treated with safety as the number one consideration at all times

Procedure

1. Assigned officer must establish baseline facts: victim's name and contact info, dog owner's info, where about of bite(s) etc...
2. Gather evidence from victim. If victim is willing to submit a doctors statement or other qualified evidence we may take that as proof of bite, otherwise they must appear in front of an officer to confirm bite
3. Owner of animal must be contacted immediately and advised that their animal is to be kept quarantined at their home until it can properly be quarantined at a Veterinary facility, or the shelter. During this period the animal may not come in contact with other animals or potentially pose a threat to any party unaware of the animal's condition.
4. Animals that have bitten an immediate family member may be quarantined at their domicile as long as said animal is not exposed to other animals that have access to outdoors/unrestricted areas
5. For reasons of liability and public safety, animals that have bitten a person not immediately related to the owner, must be quarantined at either a Veterinarian

facility (proof must be submitted) or at the Shelter. If said animal is not current on vaccinations, animal must be quarantined at the Shelter.

6. Bite victims must submit a voluntary statement in order for their case to be processed; a statement is optional for the owner of the animal involved.
7. Owners who choose to expedite the handling of their animal by having said pet euthanized need to be advised that all associated fees are their entire responsibility.
8. Upon receipt of test results or end of quarantine, all involved parties must be informed of outcome.
9. All animals involved in an attack shall be considered by the director to be deemed vicious (*see vicious animal policy*)

Purpose

To provide a method to improve communications between all positions within the Animal Control Department

Policy

Improvements, quality of service and reporting problems are communal responsibilities shared by the entire staff. Consequently, Proper intra-departmental communication is essential to maintaining a convivial workplace and optimizing the level of service provided

Procedure

Any time an employee has a question, problem or suggestions he or she is encouraged to immediately communicate with their supervisor or the director.

In an attempt to alleviate reservations amongst peers, issues may be brought up either by taking advantage of a superior's open door policy or behind closed door sessions (upon request).

The purpose of this policy is to reiterate that all unclear issues, whether based on a problem or a solution should be addressed to the proper staff in a timely manner.

Purpose

To establish a clearly defined and uniform process that is consistent with local, state and federal guidelines for individuals pursuing employment with Fayette County Animal Control

Policy

Fayette County Animal Control hiring and promotional guidelines and conditions which an applicant must meet in order to be considered for employment or promotions.

Procedure

Any and all requests pertaining to public interest in employment availability, applications, employee files, and other information pertaining to Human Resources must be referred to the Fayette County Department of Humane Resources at the Stonewall office (770)305-5730 x5418.

Individuals must instigate the hiring process through Humane Resources by submitting an application and additional requested forms (i.e. driver's history, background release, ADA compliance forms, etc...) at the Stonewall Office. Forms may not be submitted or forwarded by Animal Control Staff. Candidates are reviewed by both Human Resources and Animal Control staff, interviews are not guaranteed and at the discretion of supervisory staff.

Promotional Requests must first be presented to the Animal Control Director and later submitted to Human Resource staff.

Purpose

Policy

Procedure

During parvo scare/outbreaks. We go into a separate cleaning protocol. (we call it our outbreak protocol)

We use Kennelsol NPV/HC and scrub the cages clean, rinse and wash down all wastes (it's important to make sure it all goes down the drain). Then, we reapply a second coat of KennelSol and let it sit for 10 minutes. We rinse and wash that down. Finally, we apply a 1:15 solution of bleach and let it sit for 10 minutes before a last rinse.

This may be overkill, but the two step wash with kennelsol (both a degreaser and a parvocidal agent) insures we get rid of any fomites. The final step with bleach is there to appease those that think nothing works better than bleach. ☺

The procedure is lengthy but we do it for a minimum of 3 days. Depending on how many and where the "at-risk" animals we keep are.

Some important notes

- Rubber boots can be purchased at wal-mart for under \$15 and hold up well to the bleach tubs we all use
- We isolate these boots and staff so that the puppy room boots stay in the puppy room
- Staff is also appointed to certain areas. Example: Person who cleans/maintains puppy room only cleans that room and does not work in others.
- Hoses, door hinges, pathways and outside areas are disinfected daily instead of weekly during this time.

1.

Purpose

To establish guidelines for the use of recording equipment such as cameras, voice recorders or video cameras on emergency scenes.

Policy

Still pictures, voice recordings and videos of emergency scenes are an important part of documenting and recording occurrences, evidence or events. Images are often used in both criminal and civil legal proceedings well after the incident. These items are considered confidential and are not to be duplicated or used for anything other than official purposes.

Procedure

Officers have responsibility for scene documentation. All photos, recordings, video tapes or other images taken while on duty are property of the department. Under no circumstances will the press or unauthorized members of the department be allowed to take pictures inside personal residences without expressed permission of the property owner. Evidence is not to be shared with anyone other than Animal Control personnel. Any and all requests made for sharing of evidence should be addressed to the director.

Purpose

To establish the scope in which the information and computer systems will be utilized by the Department.

Policy

Computer Information Systems

Procedure

Information and computer systems owned by Fayette County and operated by the Animal Control staff shall be utilized for record management and training associated with the daily functions and responsibilities of the department.

Hardware is defined as the basic computer system including a monitor, keyboard, cpu, modem, memory, disk drives, ports, and video card. Software is the set of programs, procedures, and related documentation associated with a computer system.

The addition or change of any software or hardware packages or components must be approved by IS. No changes, however slight, including additions or deletions of software, hardware or system configuration shall be done without approval.

Use of computer systems or components outside the scope of department business is expressly prohibited.

System failure or hardware problems will be reported at the time of occurrence to the Supervisor or Director for the generation of necessary work orders.

Purpose

To define a standard dress code for field officers that will reflect consistency and professionalism.

Policy

Field officers reflect both our local government and the animal control operation when on the field. It is imperative that their disposition, conduct and appearance maintain the highest standard at all time.

Procedure

Personalized uniforms are provided to each field officer upon completion of their probationary period. Temporary uniforms may be loaned until the completion of the probationary period based on availability.

Uniforms, clothing articles and accessories issued by Fayette County shall be maintained in a neat and clean fashion at all time. These uniforms and other articles shall only be worn while performing the official duties of Fayette County.

ON DUTY

The On-Duty uniform shall consist of black trousers and the provided County shirt. Shoes should be black in color and any personal accessories must be conservative and not detract from the rest of the uniforms standard.

ON CALL

When paged, because of time constraints, the uniform becomes a second priority. The only requirement is that a county badge and ID be on the officer's attire during the response. It is also recommended that a piece of Fayette County identified uniform be worn in order to be able to represent one's affiliation at a distance (Fayette County overcoat, jacket or shirt).

At no time, shall any staff member wear any personal garments or accessories that may conflict with the safety standards of the position. These include any open toe shoes, shorts, tight or constrictive clothing, etc... .

Purpose

To establish guidelines and criteria for law enforcement protocols outside of the legal jurisdiction of animal control officers.

Policy

Animal Control officers are not recognized at the same level as Municipal Police and other Peace Officer Certified Officials. The legal powers vested upon A.C.O. s are assigned by a combination of Local, State and Federal Laws which recognize the importance of related enforcement duties. Because A.C.O.s are often the first respondent to scenes that should be addressed by POST certified Officials, and because often the assistance of POST certified Officials is essential to the fulfillment of our duties, the following procedures are set to establish protocols in which cases this need may arise.

Procedure

1. All POST certified requests within Fayette County must first be submitted to the Marshal's department. These include, but are not limited to, DMV, GCIC and Social Security related matters/searches.
2. After three (3) attempts to service a citation, or after attaining reason to believe that the addressee cannot be reached within business hours, citations may be forwarded to the Marshal's Department for service.
3. Returned Checks must be forwarded to the Marshal's Department for service. Receipt copies must be maintained on file.
4. *This policy is not meant to address matters of immediate need. Backup requests and field assistance are handled directly with 911.

Purpose

To provide guidelines for the request and assignment of annual leave and holidays.

Policy

Annual leave is paid leave provided to the employee as a benefit with accrual based on length of service. This accrual rate example can be found in the Fayette County Employee Handbook under Leave Provisions.

Holiday time is incorporated into the Annual leave accrual. Additional holidays granted by the Board of Commissioners are added to the annual leave figures reflected on the employees pay stub after the Holiday has been observed. This procedure is limited to company employees on shift assignment.

Both annual leave and holiday leave will be called annual for the purposes of this policy.

Procedure

Assignment for annual leave bid will be made by seniority. Seniority shall be based upon the hire date as a regular full-time employee of Fayette County. All other leave requests are first-come first-serve.

1. Annual leave will be assigned every year by the Director so that no employee can receive the same Holiday two consecutive years in a row
2. Special consideration will be applied to seniority and scope of duties.
3. When requesting leave over 2 days, the employee should ensure an ample amount of time is available to cover the request. This request must be made two weeks in advance in writing. If the Annual leave is to be used in combination with a holiday this request must be 60 days in advance
4. Any leave under 2 days can be requested verbally to the supervisor for consideration with a minimum of 24 hours notice
5. It is incumbent on the employee to monitor their leave and take the proper accrued amount per year. Once maximum accrual is reached the continued accrual may stop
6. Annual leave will not be converted to training leave

Purpose

To provide guidelines for reporting on sick leave and to identify expectations of employees utilizing sick leave

Policy

Sick leave must be defined properly in able to identify when one is capable of taking earned sick time

Procedure

1. When an employee determines he/she is too ill to work, notification will be made personally and directly to the Supervisor. The employee should be prepared to answer the following questions:
 - a. Is employee sick or family sick?
 - b. Using sick leave or annual leave?
 - c. What is the length of the shift needed?
 - d. If family is sick, can you report later?
 - e. Were you off last shift or are you off next shift?
2. In the event the Supervisor is unavailable, this notification shall go to the Director.
3. An employee on sick leave may be contacted by the Department each day he or she is off until notice of recovery is received. This contact may be through a personal visit or a telephone call.
4. Sick leave for extended illnesses or procedures shall be reported to the Director. A work excuse will be required, as well as a "return to work" certificate. Family Medical Leave Act forms are required for all sick leave of 3 days or more. For scheduled absences, all paperwork will be completed prior to the leave occurring. In extended illness situations, the notification requirement prior to each shift may be waived.
5. These guidelines are in addition to county guidelines as defined in the employee handbook.
6. A doctor's excuse can be requested and required as per County policy.

Purpose

To facilitate and ensure a standardized process within the organization for the completion of individual employee evaluations

Policy

Evaluations are performed in order to best serve the county by continually improving the quality of services we provide.

Procedure

1. Notification will be provided to Supervisory personnel 45 days prior to the required completion date for individual applications
2. Supervisory personnel will have 30 days during which to complete the evaluation process for employees under their supervision including the submittal of signed evaluation forms to the Human Resources
3. All private party complaints and compliments collected throughout the time period being evaluated will be presented to the employee (anonymity will be respected)
4. Evaluations will be conducted behind close doors and are expected to be kept confidential
5. Please refer to the county Policy and Procedure Manual for all other policies regarding evaluations

Purpose

To define Animal Control's responsibility and jurisdictional standards in regards to homeless, lost and abandoned animals.

Policy

Determining where jurisdictional boundaries exist and how ownership is defined optimally benefits Fayette County and the Shelter's operation. These stipulations will assist in retrieving information from clients and determining where the ownership responsibility lies and what course of action shall follow.

Procedure

Lost, abandoned and homeless animals are readily accepted by the Fayette County Animal Control given they meet the following criteria:

1. The animal(s) was found within Fayette County lines
2. The animal has not resided under anyone's immediate care as defined by local laws (longer than six days)
3. No previous owners can be identified

After a six (6) day owner release period, animals are assessed under the Adoption Criteria (*see Adoption Assessment Policies*)

Animals that are clearly owned (see above) are not the responsibility of Fayette County Animal Control, as they do not pose a threat to public safety and have alternatives to their disposition. Customers seeking to relinquish their pets should be referenced to local Humane Societies and other open admission facilities which are privately funded.

Adoption returns are at the sole discretion of management and will be eligible based on length of ownership, surrender reasons, contractual obligations and other individual particulars that are observed on a case by case basis.

Purpose

To provide standards by which animals are determined eligible for adoption and guide their disposition

Policy

Using an abbreviated "Sue Sternberg Shelter behavior analysis" an animal's temperament can be evaluated without permitting the interference of outliers. This is a crucial step in judging whether the candidate will be a safety hazard as a domestic house pet.

Procedure

After a six (6) day owner-release period, animals are assessed through a thorough evaluation of Health, Adoptability and Behavior. Specifically:

1. Document any additional particulars not noted in the Intake, such as age, physical characteristics and breed.
2. Assess the animals response when cleaning the cage/kennel, how he/she responds to one's presence in his/her territory and contact. Also, evaluate the animal's response to foreign objects and different stimuli (i.e. hose, water, noises, safety hug, etc...)
3. Evaluate the animal's physical appearance and overall gross health evaluation. Document any ailments, infections, sores, lesions and/or any other symptoms.
4. Evaluate the animal's response to negative stimulus (slight pull on tail, hand in food bowl, etc...)

If at any point, an animal reacts to any form of stimulus with aggression notify the director and pull the animal from general population. The animal shall be reevaluated before consideration for euthanasia, bearing in mind whether this animal can be rehabilitated or if it poses a direct threat to someone's safety.

Bear in mind that sheltered animals are often not made to do something against their will. Consequently new owners will often receive an aggressive response to their demands of their new pet. It is important that animal's be challenged with the ideals that owners will present them with and be evaluated upon their response to such stimulus.

Purpose

To provide standards by which animals are best matched to compatible homes. Our animals will only be adopted to individuals who have demonstrated the ability to provide a stable home, a safe environment, and companionship for the animal for its lifetime.

Procedure

The following criteria must be met for a successful adoption.

1. Adopting party must complete an adoption questionnaire.
2. Adopting party must sign and abide by the adoption contract.
3. Adopting party must be 18 years of age or older with a photo ID showing current name and residence.
4. Appropriate screening in regards to aggression, activity level, and possible problem behaviors may be employed during adoptions to minimize liability, secure permanent homes, and preserve safety standards.
5. Adoptions may be declined if found to be in conflict with County ordinances. FCAC will not adopt any animal to a person with a history of animal abuse.
6. The Fayette County Animal Shelter strongly recommends that all members of the prospective adoption household be present and participate in the selection of the animal.
7. If the potential adopter has current resident dog(s), the Shelter strongly recommends that those dogs be brought to the adoption location for a supervised introduction.
8. The Fayette County Animal Shelter strongly recommends that pets currently owned by the adopting party be current on vaccines and spayed/neutered.
9. All animals that are adopted from the Shelter will be sterilized prior to any adoption.
10. Adopted animals may be returned to the Shelter within 30 days of the adoption dated to ensure proper home placement.
11. If a potential adopter becomes verbally or physically abusive to FCAC staff or its animals the adoption will be denied and the potential adopter asked to leave the premises.
12. No animal will be adopted to an individual who is suspected of being drunk or under the influence of drugs at the time of the adoption.

13. For all adoptions there will be a set fee, said fee may be waived with the authority of the Director or County Administrator.

The Shelter reserves the right to refuse adoptions. The Director of FCAC may waive certain procedures at his/her discretion. However, customer service standards must always be upheld. The Shelter does not refuse adoptions based on age, gender, race, religion, disability, sexual orientation, or personal belief.

Purpose

To provide direction in the procedure for out-of-county adoptions, so that we can offer the best standards of service while still upholding local ordinances and state laws

Policy

Pursuant to State Law 4-14 and County Ordinance Ch 4 Art 4 Sec 4-82, our Animal Shelter must either provide means with which to sterilize animals before their adoption or enter into a written agreement with the adopting party to sterilize such animal within 30 days of sexual maturity. Enforcement of this law can be increasingly difficult as advertising our animals through our WebPages, local channels and newspapers continues to reach potential adopters from more distant areas.

Procedure

Adopters which reside (or will reside) outside of Fayette County at the due date for their animal's sterilization must not only sign the adoption paperwork, but also be briefed on the conditions of the agreement. Special attention need be paid to state law and the particulars of enforcing this chapter. In the case that the signing party fails to submit proof of sterilization these enforcements steps will be followed, with every subsequent step following if the prior has failed to initiate an appropriate response:

1. A call must be placed to the owner's contact number(s), if the call is not answered 2 more attempts will follow. The time and date of every attempt must be logged along with the response (whether a message was left, busy signal, etc...)
2. A letter notifying the owner of his responsibility will be sent out to the primary address on file via certified mail. This letter can be found in the "Original Forms" folder under "Failure to Sterilize".
3. Upon receipt of the certified mail response, the entire file will be composed and forwarded to the shelter supervisor to be considered for either a citation or dismissal.

Purpose

To establish guidelines by which to observe, treat and respond to potentially vicious animals

Policy

Proactive measures against animals which have an established history of unprovoked aggression, as defined by O.C.G.A. §4 -34(a) is the principal measure by which to uphold public safety.

Procedure

Upon filing a bite report (*See bite case policy*) officers shall consult with the director to evaluate all animals involved under the State law and County Ordinance to discern whether said animal(s) should be deemed vicious or not

O.C.G.A. §4 -34(a)(1) Defines a vicious animal/fowl as any animal which attacks, bites or injures a human, other animal or fowl without provocation; or which because of temperament, conditioning or training, has a known propensity to attack, bite or injure other living creatures without provocation. The only exceptions to this ruling is if an animal bites, or menaces because someone was attacking the owner, was unlawfully trespassing on the property of the owner or someone was tormenting/abusing said animal or it's young

If the animal is deemed vicious, owner of said animal must sign a vicious animal note and be provided with a copy of O.C.G.A. §4 -34(a)(2) so that he or she may abide by the restraint regulation imposed on such animal

If an owner is found in violation of O.C.G.A. §4 -34(a)(2), he or she shall be charged in the appropriate court. All documentation gathered from the time of the original incident to the time of the violation(s) shall be gathered and presented to the director before the appointed court date.

Policies and Procedures

PURPOSE

To provide policy direction on the management of financial transactions and advise of the fee schedule adopted by the Fayette County Board of Commissioners for the Shelter services provided.

POLICY

In providing services, Fayette County Animal Control assesses various fees to its customers. Deviation from the immediate collection of these exact fees must be presented to the Director for consideration.

FEE SCHEDULE

Dog Adoption \$30.00

Cat Adoption \$20.00

Sterilization Dog \$120.00

Sterilization Cat \$60.00

Rabies vaccination \$10.00

Pet redemption nonemergency \$20.00

Pet redemption emergency \$35.00

Owner unaware Kenneling \$3.00 a day *(Owner not aware that animal is at shelter)

Owner advised Kenneling \$10.00 a day *(Owner aware that animal is at shelter)

Directors Approval _____

Purpose

To provide policy direction on the installation, data entry and selling of Microchipping services at the Fayette County Animal Shelter.

Policy

Fayette Animal Shelter recognizes the importance of permanent pet identification to facilitate fast and effective reclaims. As such, the shelter offers a permanent Microchip implantation with all adoptions and as a discounted service to the public.

Procedure

All shelter pets must be Microchipped prior to adoption, but not before the owner default period is met (*see Adoption Assessment policy*). Injection site, implant and registration should be pursuant to manufacturer standards. Finally, the Microchip Identification number, along with all pet details shall be recorded on the Adopt-A-Friend® Shelter Database.

As an additional service, Microchipping is also offered to the Public at the time of reclaiming a pet. The fee is \$20.00 and covers both the implant and the registration.

Microchips may not be sold or distributed directly to the public. All implants must occur on shelter grounds with proper receipt given at the time of payment.

Purpose

The Purpose of this policy is to provide direction on the matter of state regulated Quarantine procedures

Policy

This policy is governed and supplemented by Georgia state law. As such, this policy details the proper method by which to treat, respond and hold quarantine suspected cases. This policy works in conjunction with *Euthanasia and Bite Case Policies*.

Procedure

1. All animals that qualify for Rabies quarantine shall be held for a period of ten (10) days. The only acceptable venues for quarantine include:
 - a) Fayette County Animal Shelter's Observation Room
 - b) State Licensed veterinary facilities (only if animal is current of rabies vaccinations and proof can be provided)
 - c) Animals that have bitten someone in their household may be quarantined at the home so long as the animal is not exposed to other animals or permitted to roam.
2. Domestic rabies vector species will be admitted to Fayette County Animal Control for quarantine if one of the following applies:
 - a) The animal was involved in a bite case
 - b) The animal's behavior is suspected of Rabies
 - c) The benefits of keeping such animal under quarantine outweigh the risk or potential of such animal's exposure
3. Any animal that exhibits signs of rabies (i.e. unprovoked aggression, lack of appetite, loss of motor skills) must immediately be euthanized and sent for testing.
4. All costs incurred are the owner's responsibility. Owners must be notified of our fee schedule/policies and be asked to sign the "Quarantine Agreement"
Applicable Charges are as follows :
 - a) \$5.00 per day of Quarantine (begins on day of Impound/Surrender)
 - b) \$10.00 Regular Impound or \$30.00 Emergency Impound if applicable
 - c) \$25.00 charge if optional euthanasia is chosen after 10 day Quarantine
 - d) Vet services and/or courier services if the animal is sent for testing
5. If the nature of the incident requires, owners should be encouraged to send the animal for testing. Animals sent for testing must first be transported to a

veterinary facility to be examined and decapitated.

6. Non-domestic rabies vector species that are involved in bite cases must be sent out for testing in accordance to state law.

Purpose

The purpose of this policy is to provide direction in matters of adoption returns

Policy

From time to time previous adopters will return animal originally acquired at Fayette County Animal Control. Proper feedback must be received before and after the return to assure that the customer's and the County's best interest are being met.

Procedure

1. Monetary refunds can not be given for an adoption after the close of business the day of the adoption.
2. In order to return an animal, all stipulations set forth by the Adoption Contract and Local Laws must have been met by the date set forth on the document.
3. Adoptions may only be returned within 6 months time of the original signed contract date. Exceptions to this time limit may be extended by a supervisor on a case by case basis.
4. Original paperwork must come in with any return. If the customers fails to do so, and no paper trail can be found to show the origination of the animal, the return may be refused.
5. Adoption exchanges may be arranged by staff on a case by case basis considering the factors surrounding the return.
6. Profiling questions regarding the animal's temperament, compatibility and medical background must be asked of all parties that qualify for a return.

Purpose

The purpose of this policy is to provide direction to best serve clients in the shelter and out in the field.

Policy

Good customer service is an essential part of daily operations; it has a direct impact on those we serve and our success as a sheltering facility. Customer service can often play the determining role in an adoption or a witness's cooperation. Consequently it is imperative that Animal Control staff present themselves in a professional and courteous manner at all times.

Procedure

1. If staffing permits, the employee should accompany visitors to the kennels to view the animals. Customers should be instructed at this time to help us keep the animals healthy by being sure to sanitize their hands between each animal that they touch. This simple procedure will cut down the spread of disease throughout the shelter.
2. Staff should help facilitate adoptions by counseling potential adopters as to what type of pet that they are looking for. The employee should encourage the customer's choice of animal by asking questions to help determine the best selection for the customer. Examples of these questions include: "What conditions suit the animal (apartment/home)? Does the animal require a fenced in yard? Are small children a consideration? Will the animal have to be alone during the day?"
3. To help adopters introduce a new pet to their home, they may (at their own risk) bring their current pet into the shelter to test interaction with the potential adoptee.
4. Employees shall provide the customers with useful advice, training, and access to educational materials. The animal shelter should encourage the interaction with other animal welfare organizations in the community.
5. If a customer can not be assisted by the services provided, they shall be referred to organizations that can assist their need. A list of trappers, veterinarians, other rescues and behaviorists should be available to customers at all times.

6. Special attention should be given by staff to lost and found reports. Employees should make sure that all reports are complete and include thorough descriptions of the animals. The employee must include gender, color, breed, identifying traits, collars, and the location of where the animal was lost or found along with the contact information of the customer.
7. Staff answering telephones should give a cheerful and professional greeting, followed by, "How can I help you?" The employee should include his/her first name in this greeting.
8. Ringing lines must be picked up by the fourth ring and should be dealt with as a first come first serve basis with the exception of emergencies.
9. When confronted by a customer who has a grievance, the employee should always follow the chain of command by asking the customer if he/she can be better served if allowed to speak to a supervisor.
10. Grievances in the field should not escalate to the point where an officer is put in harms way. If such situation does rise, the officer should leave the property and contact law enforcement immediately.

Purpose

To provide a policy direction on the management of financial transactions conducted during the normal conduct of business by Animal Control

Policy

Financial transactions conducted by staff at the Animal Shelter shall adhere to the following requirements in order to uphold the accountability standards of the county

Procedure

1. There shall be no discretion with respect to fees charged by the department. All customers shall be charged the same rate and fees associated with the services provided. Any exceptions to this must be presented before the director and will be evaluated on a case by case basis.
2. Cash on hand at the beginning of the business day for financial transactions will be \$50.
3. All transactions shall be entered into the Shelter Database. Each customer shall be guided through and provided with copies of all paperwork including a fee receipt. The shelter's copy of the fee receipt shall be placed in the daily tender folder.
4. At the end of each business day the cash drawer will be balanced against the daily tender folder. Any discrepancy shall be immediately reported to the director.
5. Financial reconciliations, along with each business day's collection, will be submitted to finance by 12:00pm of the next business day. Reconciliations must be signed by at least 1 member of management.
6. A weekly financial audit report shall be completed on the last business day of the week. The report shall balance with the daily tenders, any discrepancy shall be immediately reported to the director. A copy of the weekly audit must be sent to Finance Department by 12:00 on the first business day of the following week.
7. Monthly reconciliations shall be included in the Activity Report and shall be submitted to the Director of Public Safety on a regular schedule

**FAYETTE COUNTY
POLICIES AND PROCEDURES**

**OPERATIONAL FUNCTIONS
Animal Shelter Management/Euthanasia
280.01**

PURPOSE

The Purpose of this policy is to provide direction on shelter management and when necessary, euthanasia within the shelter.

POLICY

The Fayette County Animal Shelter is committed to a well-managed facility that considers the preservation of life and to the objective use of approved methods of euthanasia. Euthanasia is normally reserved for animals that are suffering mentally, physically, terminally ill or considered dangerous to themselves, other animals, and/or humans. Euthanasia for reasons due to insufficient operational capacity is established when capacity reaches (85%) of available cages, leaving the remaining (15%) to be free to be utilized for required stratification of dangerous animals; isolate sick; puppies and manageability of shelter.

PROCEDURE

1. Each animal admitted into the animal will be evaluated initially at intake. Animals placed in the shelter's adoption program will be spayed or neutered after the 5-day stray hold and then once the operation is completed posted on social media and other outlets to encourage adoptions and will be continuously evaluated for medical and behavioral considerations.

Evaluations are intended to identify:

- a. Animals with a poor prognosis, protracted painful recovery, incurable illness, and/or are non-responsive to treatment or who suffer from an affliction in which treatment is not reasonably available.
 - b. Animals who are deemed to pose an unacceptable danger to other animals, themselves or the public.
 - c. Animals who have a condition that individually may not necessitate euthanasia, but that contribute to escalate other conditions that, in total, warrant euthanasia.
2. Notice to owner of impounded animals will be sent and a five-day impoundment period enacted to reach the pet owner. If the owner cannot be located, it shall be

**FAYETTE COUNTY
POLICIES AND PROCEDURES**

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- the duty of the director or his/her designee to determine adoptability of the animal.
3. If the animal is not deemed adoptable the director or his/her designee will notify the appropriate humane and rescue agencies in writing on the sixth day with the determination. The notice will advise that at the end of a ten-day hold that the animal may be euthanized.
 4. When an animal has been deemed adoptable, there will be an additional twenty-five days once an animal is spayed or neutered allowing for possible adoption.
 - a. Ten days prior to the end of the twenty-five days from the date the animal has been spayed or neutered staff will send a notification to the appropriate humane and rescue agencies that describes the animal and informs the agencies that the animal may be in danger of possible euthanization.
 5. After all possible alternatives, including the notice on the sixth day to the humane and rescue agencies, have been exhausted and due to space limitation, an animal is to be euthanized. Animals that have been at the shelter the longest may be euthanized.
 6. Animals that are to be euthanized will be approved by the director or his/her designee before any action is taken.
 - a. Should an animal be considered wildlife, a rabies specimen or seriously sick or injured to the extent that allowing the animal to live will cause undue suffering and be inhumane, no prior approval will be needed.
 7. The entire euthanasia procedure must be performed by two staff members.
 8. Euthanasia must be performed in accordance with HSUS standards.

RFP #1407-P: Fayette County Animal Sheltering Operations

COMPANY INFORMATION

COMPANY

Company Name: _____

Physical Address: _____

Mailing Address (if different): _____

AUTHORIZED REPRESENTATIVE

Signature: _____

Printed or Typed Name: _____

Title: _____

Email Address: _____

Phone Number: _____ Fax Number: _____

PROJECT CONTACT PERSON

Name: _____

Title: _____

Office Number: _____ Cellular Number: _____

Contractor Affidavit under O.C.G.A. § 13-10-91(b)(1)

By executing this affidavit, the undersigned contractor verifies its compliance with O.C.G.A. § 13-10-91, stating affirmatively that the individual, firm or corporation which is engaged in the physical performance of services on behalf of Fayette County, Georgia has registered with, is authorized to use and uses the federal work authorization program commonly known as E-Verify, or any subsequent replacement program, in accordance with the applicable provisions and deadlines established in O.C.G.A. § 13-10-91. Furthermore, the undersigned contractor will continue to use the federal work authorization program throughout the contract period and the undersigned contractor will contract for the physical performance of services in satisfaction of such contract only with subcontractors who present an affidavit to the contractor with the information required by O.C.G.A. § 13-10-91(b). Contractor hereby attests that its federal work authorization user identification number and date of authorization are as follows:

Federal Work Authorization User Identification Number

Date of Authorization

Name of Contractor
1407-P: FAYETTE COUNTY ANIMAL
SHELTERING OPERATIONS

Name of Project
FAYETTE COUNTY, GEORGIA

Name of Public Employer

I hereby declare under penalty of perjury that the foregoing is true and correct.

Executed on _____, _____, 201__ in (city) _____, (state) _____

Signature of Authorized Officer or Agent

Printed Name and Title of Authorized Officer or Agent

SUBSCRIBED AND SWORN BEFORE ME
ON THIS THE _____ DAY OF _____, 201 ____.

NOTARY PUBLIC

My Commission Expires:

RFP #1407-P: Fayette County Animal Sheltering Operations

EXCEPTIONS TO SPECIFICATIONS

Please list below any exceptions or clarifications to the specifications of this bid. Explain any exceptions in full.

This image shows a blank sheet of white paper with horizontal ruling lines. The lines are evenly spaced and run across the width of the page. There are no margins, text, or other markings on the paper.

COMPANY NAME: _____

**Fayette County, Georgia
Checklist of Required Documents**

(Please return this checklist and the documents listed below with your submittal)

RFP # 1407-P: FAYETTE COUNTY ANIMAL SHELTERING OPERATIONS

Company Information form _____

Contractor Affidavit under O.C.G.A. § 13-10-91(b)(1) _____

Pricing proposal – in separate envelope _____

Exceptions, if any _____

Addenda, if any _____

Survey – Communication of Opportunity to Quote, Bid or Propose _____

COMPANY NAME: _____

Survey – Communication of Opportunity to Quote, Bid, or Propose

(Please return this form with your response)

Solicitation Number: 1407-P

Solicitation Name: Fayette County Animal Sheltering Operations

In order to serve you better, the Fayette County Purchasing Department is conducting a survey to determine the most effective ways to communicate with you and other vendors. Thank you for your assistance in collecting this information.

My company learned of this opportunity to do business with Fayette County, Georgia through:

- a) _____ Direct notification from the county (email, U.S. Mail, or other means)
- b) _____ Fayette County Website
- c) _____ Fayette News
- d) _____ Local Government Access Marketplace (www.glga.org)
- e) _____ Cable Channel 23
- f) _____ Greater Georgia Black Chamber of Commerce
- g) _____ Georgia Procurement Registry
- h) _____ Other: _____

Company Name: _____