



CITY OF SAN ANTONIO
**ANIMAL CARE SERVICES
DEPARTMENT**

Policy Title	Cat Specific Intake Protocols
Policy Number	37-04-013
Initial Effective Date	4/2/13
Revision Number(Date)	V.03 (5/12/16)
Policy Owner	Live Release Manager

Purpose

To provide general guidelines related to the intake of cats at ACS.

Primary Audience¹

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|---|---|---|
| <input checked="" type="checkbox"/> All ACS Staff | <input type="checkbox"/> Education/Outreach | <input type="checkbox"/> Shelter Operations |
| <input type="checkbox"/> Administration | <input type="checkbox"/> Field Division | <input checked="" type="checkbox"/> Other: |
| <input type="checkbox"/> Clinic Operations | <input type="checkbox"/> Live Release | |

I. Policy Details

1. Impoundment of Cats

- a. Cats may only be impounded for the following reasons:
 - i. Sickness or injury
 - ii. Neonates with no mother
 - iii. Stray cat needing sterilization under specific situations detailed below
 - iv. Owner Surrender (Over-the-Counter only)
 - v. Cat is evidence in a criminal or bite case
- b. Officers and intake staff will impound outdoor cats in accordance with the Outdoor Cat section and Neonate sections of this policy.
- c. Officers and intake staff will not impound any healthy ear notched cats, without prior approval from their supervisor.
- d. Any outdoor cat impounded will occur in accordance with the Outdoor Cats Impoundments section of this policy.
- e. All impoundment and other fees apply to any over-the-counter or field intake.

2. Neonates

- a. If kittens are warm, have full bellies, are alert, and healthy we will assume that the mom is nearby and is taking care of them. If the kittens are sick, lethargic, cold and have empty bellies we can assume that mom is not taking care of them and isn't coming back.
 - i. If the mother is alive, the citizen will take the kittens back to the place they found them. Staff will advise citizen to put out wet cat food for the mother cat. If the food is eaten, most likely, the mother cat is nearby. If the mom does not care for the kittens in 18 hours, the citizen may bring the kitten in or call 311 for an officer response. Neonates that have not been cared for in 18 hours will be considered orphaned. Staff will create an activity number for the case and a PID for the citizen we are asking to return to their natural environment. This will allow citizens to return kittens to ACS should the mother of the kitten be missing and not caring for the kittens.
 - ii. Citizens will be offered the opportunity to foster the mom and kittens, until the kittens are 2 lb. Per departmental foster policy, cat food may be provided by ACS to citizens who care for the cats until they are old enough to be adopted.
 - iii. Neonates that are impounded by ACS will be dispositioned according to availability and veterinary health check.

¹ While every employee is responsible for adhering to all policies, the primary audience section of this policy simply identifies those divisions whose operations will heavily rely on the content of this policy.

3. Outdoor Cats

- a. Healthy sterilized, ear notched stray, or owned cats, that live primarily outdoors that are brought in by citizens, will be returned to the community. Citizens who are willing to return the cat themselves may do so. If a citizen refuses to return the cat, staff will impound the animal and ACS will vaccinate and return the animal. Intake staff will ensure exact location information is obtained to aid in the successful TNR.
- b. Any healthy unsterilized cat brought in from one of the Community Cat Program zip codes (78201, 78207, 78210, 78213, 78221, 78223, 78227, 78228, 78229, 78237, 78242, 78245, 78250, 78251) preferably should be referred to CCP Coordinator or available Live Release Supervisor or Managers for sterilization and participation in the CCP program.
- c. Any healthy unsterilized cats brought in may be sterilized, vaccinated and returned to their neighborhood. This also applies to pregnant females. Any citizen bringing in a healthy cat will be informed that the cat can be returned to the area after sterilization. Complete address and trapping location information will be obtained from the citizen to ensure proper disposition.
- d. Cats impounded under this section will be returned in accordance with Policy 37-04-011: Trap Neuter and Return.
- e. Unhealthy cats will be evaluated by the veterinary staff and dispositioned in accordance with department policy. Once an outdoor cat's status has been updated from unhealthy to healthy, the animal can be returned to its neighborhood. Any citizen bringing in an unhealthy cat will be informed that the cat can be returned to the area after being deemed healthy by the veterinarian and sterilization. Complete address and trapping location information will be obtained from the citizen to ensure proper disposition.

4. Moms with Nursing Kittens

- a. Moms with nursing kittens are to be returned to their environment and not-impounded unless approved by a supervisor or manager.
- b. San Antonio residents are to be given the CCP program information regardless of their zip code so that we may provide assistance with sterilization for the cats.

5. Cats Needing Sterilization

- a. Healthy outdoor cats that are impounded may be placed on the surgery schedule immediately for TNR. Upon sterilization and veterinary clearance, the animal may be returned to their neighborhood.

6. Nuisance, Complaints, and Issuing Affidavits

- a. Citizens who have submitted a complaint to 311 and have a case number will be mailed the TNR letter, deterrent sheet and a Feline Nuisance Affidavit.
 - i. The citizen will be advised that all eligible outdoor cats will be returned to their neighborhood.
- b. Any citizen that comes to the shelter to turn in a cat or has questions about cats in their neighborhood will be given the TNR letter and deterrent sheet.
- c. Any Citizen with a nuisance complaint will be counseled on site, by an Animal Care Officer.
- d. A citizen with an approved nuisance affidavit will be informed that the animal will be sterilized and returned to the neighborhood.
- e. If the department determines that a cat has become a direct threat to the health or safety of a person, the department may intervene by supplying the citizen with a deterrent.
- f. On rare occasions and after all other alternatives have been exhausted, a division manager may authorize the impoundment of a sterilized outdoor cat. This will only be done for the purpose of removing the cat because of a health or safety issue.

Policy Authorization

Signature: _____

Name (Title): XAVIER URRUTIA (ACS INTERIM DIRECTOR)

Date: _____

06/01/16