



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

Policy Title	Hours of Operation
Policy Number	37-09-001
Initial Effective Date	01/07/2013
Version Number (Date)	V.06 (11/23/2021)
Policy Owner	Chief Operations Officer

**Purpose**

To describe the hours of operation for ACS operations and to specify which services require appointments.

**Primary Audience<sup>1</sup>**

- All ACS Staff
- Administration
- Clinic Operations
- Education/Outreach
- Field Division
- Live Release
- Shelter Operations
- Other:

**Policy Details**

1. Animal Care Services (ACS) will schedule staff required to provide a humane level of care for the animals at the shelter as well as provide public safety / law enforcement services 24 hours per day, 7 days per week, 365 days per year.
2. The ACS campus, located at 4710 State Highway 151, is open to the public for non-appointment services:
  - a. Monday through Friday: 1:00 PM to 7:00 PM
  - b. Saturday & Sunday: 11:00 AM to 5:00 PM
3. No appointments are necessary for the following services:
  - a. Intake of a critically injured/sick pet (qualification will be determined by an ACS Veterinarian or on-site supervisor).
  - b. Viewing pets in public kennels for adoption, foster, or rescue.
  - c. Reclaiming a pet or paying a balance.
  - d. Scanning a found pet for a microchip or getting information about intake.
  - e. Completing a volunteer or foster application or getting associated information.
  - f. Donating manageable quantities of items needed by the shelter.
  - g. Filing an affidavit, permit, or an open records request.
  - h. Completing a bite exposure report and/or quarantining an animal.
4. Appointments are necessary for the following services to ensure required resources are available:
  - a. Any service listed in Section 3 above when ACS is closed to the public.
  - b. Owner surrender of a pet that is not critically injured/sick.
  - c. Microchipping for owned pets.
  - d. Shelter Paws program.
  - e. Donations of large quantities.
  - f. Tours of facility.

<sup>1</sup> Every employee is responsible for adhering to all policies. The “Primary Audience” section of this policy simply identifies those divisions whose operations heavily rely on the content of this policy.

- g. Media inquiries for interviews.
- h. Speaking/meeting with an ACS Executive or specific ACS staff member.
- i. Any other service not listed.

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**Policy Authorization**

Signature: \_\_\_\_\_

Date: 11/25/2021

Name (TITLE): Shannon Sims (ACS DIRECTOR)