



CHANDLER POLICE DEPARTMENT
GENERAL ORDERS
Serving with Courage, Pride, and Dedication

Order	E-08 ANIMAL CONTROL	
Subject	100 Guidelines	Effective 12/30/13

Summary This order gives guidance for handling complaints regarding animals.

A. POLICY

Employees will give major emphasis to public safety while handling animal complaints

B. GENERAL PROVISIONS

1. **MARICOPA COUNTY ANIMAL CONTROL SERVICE (ACS)** is under contract to provide the following services:
 - a. Investigating animal bites
 - b. Quarantining animals
 - c. Impounding dogs
 - d. Enforcing licensing and leash laws
2. **CHANDLER EMPLOYEES WILL HANDLE** the following complaints by the normal reporting process (ACS will not respond):
 - a. Barking dogs
 - b. Cats
 - c. Dead animals
 - d. Animal cruelty and abuse cases
3. **CHANDLER OFFICERS** will investigate and enforce violations of local ordinances and state laws pertaining to animals

C. ANIMAL BITES

REFER ALL COMPLAINTS of an animal biting a person to ACS. An ACS officer will investigate the incident and quarantine the animal if necessary.

**D. ANIMALS AT LARGE:
 NON-VICIOUS OR NON-RABID**

1. **NON-VICIOUS OR NON-RABID DOGS:** Refer to ACS for pickup

Figure 1. **ACS Contact Information**

Function	Hours		Phone #
Normal Operating Hours	7:00 a.m. to 3:00 p.m.	2630 W 8 th St Mesa	602.506.7387
Limited Service	3:00 p.m. to 10:00 p.m.	7 days/wk and holidays	602.506.1309
Emergency Response Team	10:00 p.m. to 7:00 a.m.	Daily for serious emergencies	602.506.1309

- a. If a complainant demands to speak to an officer, send an officer to determine whether or not immediate capture of the animal is necessary for the protection of the public

- 1) If immediate capture is not necessary, take no action
 - 2) If immediate capture is necessary, take the necessary steps to protect the public
2. **NON-VICIOUS/NON-RABID STRAY CATS:** Advise the complainant that ACS will not pick up cats. They will accept the cat if the complainant brings it to their facility.
 3. **LOOSE LIVESTOCK:** Officers will respond
 - a. Corral and/or tie the animal(s) if possible
 - b. If the animal cannot be corralled and/or tied, attempt to keep the animal(s) in an area where it will not create a hazard and ask a dispatcher to contact the Arizona Livestock Board, which has the necessary equipment and personnel to capture and remove the animal to a place of safety
 - c. If the owner is not available to take possession of the animal(s), ask a dispatcher to notify the Arizona Livestock Board
 - d. Consult the Arizona Livestock Board if brand identification information is needed
 4. **STRAY WILDLIFE:** Refer complaints to the Game and Fish Department

E. VICIOUS /RABID ANIMALS

Officers will respond to all reports of animals believed to be vicious and/or rabid and will take the necessary steps to protect the public

1. **CATS OR DOGS BELIEVED TO BE VICIOUS:** A dispatcher will notify ACS for animal pick up
2. **SUSPECTED RABID ANIMAL (other than livestock):** A dispatcher will notify ACS for pick up and/or possible quarantine of the animal
3. **RABIES AND LIVESTOCK:** If it is suspected that livestock have been bitten by a rabid animal or if livestock displays symptoms of rabies, ask a dispatcher to notify the Arizona Livestock Board
4. **AFTER-HOURS EMERGENCY CALLS:** Ask a dispatcher to call ACS

F. BARKING DOGS

<p>Barking Dog Website: www.chandlerpd.com/community/barkingdog Barking Dog Hotline: 782-BARK or 782-2275</p>
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Reference: City Code 11-10 "Keeping, harboring, or having custody within the City any dog which barks, howls, or makes noises by day or night which disturbs the peace and quiet of any person or family in the neighborhood."

1. **WHERE COMPLAINANT WISHES TO BE LISTED AS A VICTIM**
 - a. The dispatcher will enter the call as a call for service. Barking dog complaints will be assigned as a **Priority 3 unless other circumstances exist which require a higher priority.**

- b. Upon receiving a barking dog complaint, patrol officers will:
 - 1) Check premise history to see if there have been previous contacts at the address where the barking dog lives
 - 2) If no previous history can be found, the officer will:
 - a) Issue a warning to the offending party
 - b) Have information entered into premise history to show that a warning was given, including date, report number, and how the warning was given (door hanger, in person, letter)
 - c) Advise the complainant of the necessary documentation to prosecute a barking complaint (log listing the dates and times that the dog was disturbing, video or audio of the offending dog and of the police website resource)
 - 3) If previous history is found, then the patrol officer will issue a criminal citation
 - a) The officer may issue the criminal citation to any adult resident at the offending address
 - b) The officer will collect the documentation from the complainant regarding the barking dog (log and audio or video recordings)
 - 4) If a party has been previously warned and contact cannot be made with the party, officers will pend follow up to themselves to locate the dog owner and issue a citation

2. WHERE COMPLAINANT WISHES TO REMAIN ANONYMOUS

- a. Dispatch will advise the complainant that:
 - 1) An officer will not be dispatched to a barking dog complaint without that person leaving contact information for prosecution
 - 2) The complainant may request to be transferred to the barking dog hotline where they may get additional information on how to deal with a barking dog
 - 3) The complainant may access the police website to get additional information
- b. The Police Department has provided the following resources for residents requesting anonymity to obtain additional information and assistance
 - 1) **The barking dog hotline** advises the resident that:
 - a) The resident may leave a name and address to receive a packet of information on available options
 - b) The resident may leave the address of the residence of the barking dog, and the department will send information (not to include name of the complainant) to the barking dog's owner identifying the problem and providing some solutions
 - 2) **The website** provides information:
 - a) For the person reporting the barking dog
 - b) For the person that owns the barking dog
 - c) On how to document the barking dog
 - d) With options on how to deal with barking dogs

G. CAPTURING ANIMALS

- 1. **CONTACT THE APPROPRIATE AGENCY** (e.g., ACS, Arizona Livestock Board, Game and Fish) for capture and transport when possible
- 2. **DOG OR CAT AT LARGE:** Call a K-9 officer to the scene or use a patrol-issued animal snare if the investigating officer deems that a stray cat or

dog at large needs to be captured for the protection of the public, and ACS cannot or will not respond in a timely manner

- a. All K-9 officers have equipment available to snare a cat or dog
- b. Two patrol snares are available at each station in the equipment/forms room
- c. When possible, snare the cat or dog and transport it in the rear of a caged patrol unit to the kennels provided by ACS

H. SICK OR INJURED ANIMALS

The Humane Society may respond to pick up contained sick or injured animals (dogs, cats, and any predatory animals)



DEALING DIRECTLY WITH ANIMALS		
A S P C A	Animal Poison Control Center	1-888-426-4435
	Pet Loss Hotline	1-877-474-3310
	Blood Sports Expert / Terry	terry.mills@aspca.org
	Forensic Sciences / Anti Cruelty	cori.menkin@aspca.org
	Cruelty Investigations / Kathryn	kathryn.destreza@aspca.org
	Emergency Sheltering/Ehren	ehren.melius@aspca.org
	Beat 7 Bird Rescue / Kim	480-644-2227

I. DESTROYING ANIMALS

Officers will only destroy animals in an emergency

1. **LARGE ANIMALS** may be destroyed by an officer when:
 - a. Injuries would obviously be fatal and the animal shows intense suffering
 - b. The animal is an immediate danger to persons and there is no other reasonable solution

Normally, the Arizona Livestock Board officers will destroy livestock

2. **SMALL ANIMALS:** Officers may use birdshot to destroy small animals if:
 - a. The animal is severely injured
 - b. The animal is dangerous to persons and there is no other practical solution

3. INJURED ANIMALS

- a. If practical, take injured animals to:
 - 1) **Mesa Veterinarian Hospital**
858 N. Country Club Dr.
Phone: 480.833.7330
 - 2) **First Regional Animal Hospital**
1233 W. Warner Rd.
Phone: 480.857.0451/480.732.0018

- b. Hospital personnel will either treat or destroy the animal without charge to the Police Department. If an owner can be located, the hospital will attempt to bill the owner for services.

J. REMOVING DEAD ANIMALS

[61.4.2]

1. **TRAFFIC HAZARD:** If the hazard can be remedied only by removal:
 - a. Ask a dispatcher to expedite the removal of the carcass
 - b. Move the animal to the side of the road if possible
2. **NOT A TRAFFIC HAZARD:** Complete a special action request to have appropriate department dispose of carcass

K. ASSISTING ANIMAL CONTROL SERVICE

1. **THE PRIMARY OBJECTIVE** while assisting ACS officers is the prevention of disturbances of the peace or criminal activity that would occur in connection with county enforcement relating to the animal control ordinance
 - a. **Enter private property** with the ACS officer (*This does **not** include inside the residence*)
 - b. **Determine whether the ACS officer observed** an actual violation of any animal-related laws if the ACS officer is attempting to remove the dog from the owner or custodian
 - c. **Explain to the dog owner** that the ACS officer is performing a lawful task, and that refusing to comply could result in a complaint being issued against the owner
 - d. **Complete an offense report**
 - 1) Title: "Other Offense: Dog at Large"
 - 2) Include whether the ACS officer met the above-mentioned requirements if the dog owner or custodian still refuses to release the dog
 - 3) Include any conversation the ACS officer had with the owner or custodian
 - e. **Do not remove the dog by force** (Chandler Police Department or ACS)
2. **ADVISE THE ACS OFFICER** that the report will be reviewed by the City Attorney's Office, and, if the facts support the issuance of a complaint, the City Prosecutor will advise the ACS officer when the complaint is ready to be signed

L. BEES

1. **EMERGENCY SITUATIONS:** The Fire Department responds to emergency incidents involving bees
2. **NON-EMERGENCY SITUATIONS:** A dispatcher will provide the caller with a phone number(s) of local beekeepers



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