


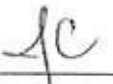
Commission on Animal Care & Control	<b>General Order : #056</b>
<b>Subject: Identification and Handling of Aggressive Animals</b>	Date Issued: 4/23/2014 Manager's Approval: 

This order establishes the department's safety protocol for identification and handling of aggressive animals, meaning all animals classified as: 1) Biters, 2) Suspected Biters, 3) Dangerous, 4) Feral or 5) Caution.

Evaluation and Classification of Aggressive Animals:

Whenever an animal arrives at the facility, the initial evaluation MUST be completed upon intake. All staff<sup>i</sup> authorized to complete an intake (creating the Chameleon record) will have all the known information<sup>ii</sup> about the animal and make the determination about whether the animal is a Biter, Suspect Biter, Feral, Dangerous or Caution.

1. An animal classified as a *Biter* means seizure with the teeth or jaws of an animal so that the skin of the human being or animal seized has been pierced or broken and further includes contact of the saliva of the biting animal with any break or abrasion of the skin of the human being or animal. This information will be obtained as noted in endnote ii.
2. An animal classified as a *Suspect Biter* means any animal that may have performed seizure with the teeth or jaws of an animal so that the skin of the human being or animal seized has been pierced or broken and further includes contact of the saliva of the biting animal with any break or abrasion of the skin of the human being or animal. This information will be obtained as noted in endnote ii.
3. An animal classified as *Dangerous* means an animal meeting any one of the following criteria.
  - Any animal which bites, inflicts injury on, kills or otherwise attacks a human being of domestic animal without provocation on any public or private property.
  - Any animal which on more than one occasion, without provocation, chases or approaches any person in an apparent attitude of attack, on any public property or in any place outside or over the boundaries of its owners property.
  - Any animal owned or harbored primarily or in part for the purpose of dog or other animal fighting or any animal trained for dog or other animal fighting.
  - Any dog that is used as a guard dog.
  - Any animal that has been declared to be a vicious dog under any municipality in the nation.
4. An animal classified as *Feral* means an animal existing in a natural state, as animals or plants; not domesticated or cultivated; wild
5. An animal classified as *Caution* means an animal meeting any one of the following criteria.
  - Any animal brought in with a muzzle on.
  - Any animal surrendered and told by the owner the dog is aggressive.
  - Any animal unable to be vaccinated or scanned for a microchip due to showing of aggression (biting, snapping, growling, lunging) upon impoundment.
  - Any animal that is growling, hisses or shows teeth when approached or vaccinated.

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- Any animal that an employee reasonably believes poses as a potential safety concern. Indicators may include but are not limited to:
  - Lunging or growling at another employee or animal that walks past.
  - Snapping (air biting, no contact)
  - Inability to safely leash the animal with a slip lead.

If an animal is classified as any of these, then it is deemed an 'Aggressive Animal' for the purpose of this protocol.

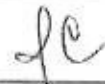
Re-Classification of an animal already in the facility:

Once an animal is brought into the facility it may be re-classified at any time as deemed necessary by staff. To reclassify an animal as any of the above listed aggressive behaviors it must meet the standard for which it is being classified. Once re-classification has been assessed the employee making the classification change MUST complete all steps as outlined in the protocol for proper documentation and housing of the animal to ensure their proper location in the shelter. To reclassify an animal as a non-aggressive animal, notation MUST be made in the Chameleon system explaining why the change in classification. Only suspect biters and caution animals may be reclassified. All areas of Chameleon noted as Behavior and Caution should be changed, as noted in Documentation and Chameleon section, to reflect the new classification and a new cage card should be printed without the word CAUTION printed on it. The animal may be moved out of the current location for animals deemed aggressive and housed with the general population.

Documentation and Chameleon:

Aggressive assessments MUST be recorded in Chameleon (SO-20a) immediately by any staff member that notices such a behavior or deems an animal aggressive. To properly label an animal as aggressive in Chameleon the following steps MUST occur.

1. The sub-status field in Chameleon must say "behavior".
2. The word 'caution' is written in the comment section and create a memo to indicate why the animal is labeled as Caution with a sub-status of behavior. The memo must be as descriptive as possible noting why this animal has been deemed aggressive by CACC staff.
3. In the animal window in Chameleon change the 'temperament' field to read CAUTION. This will allow the word CAUTION to be printed on the cage card as an indication to other staff members of the animal's behavior for safety when approaching the cage or handling.
4. In the event that a re-classification is made then a new cage card MUST be reprinted with the word 'CAUTION,' or without the word 'CAUTION' as deemed by reclassification, so

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that others will be properly informed of the animal's temperament. This must be done by the staff member reclassifying the animal.

Additional documentation MUST include:

- Notation of 'behavior' in the sub-status field in Chameleon MUST be added.
- Notation in the animal window of Chameleon under temperament must be changed to read Caution. Once this is done the cage card MUST be reprinted and the word CAUTION will appear on the cage card to inform staff to use precaution when around the animal.
- Notation of 'CAUTION' MUST be written in the comment section with a memo to explain why the animal is labeled caution in the comment section.
- Notations on the animals surrender profile when completed at intake into the facility.
- Notations on the animal medical record if found during a medical examination.
- Notations on the behavior assessment form during the intake examination.
- Notations on an incident report to be filled out by any staff or volunteer if a bite or injury was involved.

#### Identification of an aggressive animal:


Once proper documentation of an aggressive animal has been made in Chameleon, the cage card is printed, or re-printed; the word "CAUTION" will now appear on the cage card to let everyone know that this animal has met one or more of the classification to be deemed aggressive by CACC personnel. Proper signage, as noted below, will be permanently applied to the doors of pavilions F and G by the Shelter Manager. Proper signage must be added to all rooms and pavilions that additionally house, even if temporarily, aggressive animals by the Supervisor of Animal Care Aides or Shelter Manager in a Supervisors absence. These signs should be posted on all doors that have access to an aggressive animal.

Examples of signs that MUST be posted:

- Authorized personnel ONLY
- Two-way communication is required
- Doors MUST be locked at all times

#### Safety Equipment:

All safety equipment will be examined daily by the Supervisor of Animal Care Aides, or in the absence of a Supervisor the Shelter Manager, prior to the start of the morning watch. This will include but is not limited to two-way communication radios, control poles, rabies poles, animal

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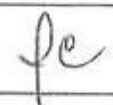
deterrents (noise makers, citronella spray), nets, bite gloves, biter cat cages, feral cat dens or any other equipment utilized for staff and public safety. This review will be noted on the daily pavilion check sheet.

The equipment for handling Aggressive animals pursuant to this order with locations and users are:

1. Two-Way communication (GO-056). Communication devices MUST be issued and signed out to all Animal Care Aids, Animal Placement Coordinator, Animal Care Clerks and Supervisor of Animal Care Aides daily. Operations, Medical and Management will be issued 2 radios each to be utilized by any staff that will need access to an area with aggressive animals or for safety purposes.
2. Control/rabies poles. Pavilions F, G, Unloading and Euthanasia room must have 2 poles at all times. All other pavilions, front desk, medical and back hallway must have at least one pole at all times. The poles MUST be hung on the wall hooks located in each pavilion and unloading, near the phones in the hallway and by the controlled substance boxes in the Euthanasia room. These poles are for staff use ONLY.
3. Animal Deterrents (noise makers, citronella spray). When available, these deterrents may be utilized by volunteers in dog pavilions A and B in the event of an animal situation (fighting, play biting or aggressive behavior toward anyone) to safely distract any animal(s).
4. Cat Nets and bite gloves. These MUST be located in each cat room, unloading, medical or any other location cats are housed for safety. These nets are for staff use ONLY.
5. Biter cages. Biter cat cages are located in medical and Owner Give-up cats. These cages are to be used by staff only.
6. Feral Cat Dens. They are to be located on the left side of Stray Cat A. These cages are for staff use ONLY.

Housing of aggressive animals:

After a cage card is made, aggressive animals MUST be impounded by staff immediately into their proper pavilions or rooms as deemed in the SOP. If a re-classification is completed the animal must be moved and appropriately housed in the specified location by the staff member reclassifying the animal. Dogs deemed aggressive will not be allowed to be viewed by rescue

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organizations (unless permission is given by the Animal Placement Coordinator, Veterinarian or Shelter Manager) or seen on lost pet tours at any time. All stray dogs deemed Aggressive by this protocol MUST be posted on the lost pet board to be seen on the lost pet tour.


Dogs that are impounded at the facility as a biter, suspect biter or any type of dangerous dog must be housed in pavilion F or G. Any dog impounded as a "caution" should be housed in pavilion G. If no space is available in pavilions F and G then pavilion D will be designated as an alternative pavilion. In the event pavilion D is utilized as an alternative the protocols for pavilion F and G must be utilized in pavilion D.

Pavilions F and G are to be locked at all times. These doors must be checked throughout the day by the Supervisor of Animal Care Aides or Shelter Manager in their absence. Signs are to be posted on all doors leading to rooms housing aggressive animals, and two-way communication MUST be utilized at all times while inside these pavilions or rooms. If a stray animal is housed in any of these pavilion their pictures must be posted in the glass case for lost pet tours. Lost pet tours must never be taken through these pavilions while we are following these protocols. In the event that someone needs to identify their pet in one of these pavilions or an animal is being redeemed, the potential owner will be escorted directly to the animal by a CACC employee. If an animal is positively identified, the animals should be removed from the cage by the owner and escorted out of the pavilion in the shortest, safest route possible.

Cats labeled aggressive must be housed in Stray Cat A, far left side, or in a biter cat cage. These rooms must be labeled with proper signage to ensure anyone entering this room or near this cage bank is informed to what type of animals are located in them. In the event that this room and these cages are full Stray Cat B, far left side, will be designated as an alternative room. In the event stray cat B is utilized as an alternative the protocols for stray cat A must be utilized in this room.

Handling of Aggressive Animals:

Employees that enter pavilions must inform a supervisor or dispatch through two-way communication when entering. Cages in pavilions F and G that are used to house dangerous, biter or 'caution' dogs must be examined routinely during rounds by the ACA Supervisor, Medical, Animal Control Inspectors, Operations or Shelter Manager to ensure proper animal confinement as well as public safety. Aggressive Cats will be first housed in Stray cat A far left side with the door closed at all times. All cages used to house feral or aggressive cats must be inspected by the people listed above to ensure they are secure and not broken. Cages in euthanasia room must be examined for safety prior to any animal being temporarily housed in these cages.

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Aggressive animals should not be housed long term (greater than 24 hours) in the euthanasia room. Animals brought from a pavilion or any room to the euthanasia room must immediately be tranquilized by the certified euthanasia technician or veterinarian prior to being placed in a holding cage to minimize the times the animal is touched. Sedation must be pre-drawn and ready for the animal as it enters the room to minimize the time the animal is being held on the control pole, net or other restraining device approved by CACC. If possible the animal should be sedated in the pavilion or cage prior to moving to the euthanasia room with the use of a pole syringe or P.O. with a licensed veterinarian.


When an aggressive animal must be handled, two employees will be present at all times. At no time will a staff member remove an aggressive animal listed for behavior on the euthanasia list from a cage without assistance unless the animal has been previously sedated by a veterinarian, Animal Control Inspector, Supervisor of Animal Control Officers, Supervisor of Animal Care Aides or Shelter Manager on duty.

Aggressive animals must never be housed in any rooms other than those listed in this SOP. If for any reason an animal is housed in any other area prior approval **MUST** be made by a veterinarian, Shelter Manger, Deputy or Executive Director. Signage, as noted above, must be posted to warn others about the dog or cat being housed in that room or pavilion.

To properly clean an aggressive dog that is not in a designated pavilion, the animal will be placed on a control pole while in the cage and removed safely while another employee cleans the cage. This should be done as quickly as possible to minimize the chance of the animal escaping or injuring staff. Aggressive cats should be housed with a feral cat den or carrier whenever possible. This will limit the possibility of staff contact with the animal and reduce the risk of injury. In the event that a feral cat den or regular carrier is not utilized the employee must have two staff members present with a net and bite gloves ready for safety to safely move and clean the cat. The cat should be cleaned with as little contact as possible utilizing a spot cleaning protocol to minimize the chance of escape or injury to staff.

When any animal deemed aggressive is being cleaned all access doors **MUST** be closed to minimize risk to other employees if the animal should escape.

Any aggressive dog removed from a cage will be removed with the use of a control or rabies pole only. Any aggressive cat removed from a cage will be removed with the use of a net, bite gloves or carrier only. All notes on cage card and in Chameleon will be used by the employees handling

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the animal to determine the best course of action (safety equipment utilization or sedation) to take to minimize injury to employees and to avoid the animal escaping.

Handling of an Aggressive Dog that escapes:

If an aggressive dog escapes, the employee witnessing the event or first upon the scene will immediately notify the supervisor or dispatch via two-way communication or overhead page that an aggressive dog has escaped and its current location. The employee will get to the nearest exit and close the door to contain the animal. The front desk should be alerted to prevent visitors from entering this area of the building. If an inspector or veterinarian is available, the dog should be tranquilized.


If neither is available, a minimum of two staff personnel (Control, Shelter or Medical personnel) with catch/rabies poles will enter pavilion to apprehend the dog. This can be a combination of animal control officer and or shelter staff. The dog will then be taken immediately to the euthanasia room or put back into the cage depending on the situation. Notes must be immediately entered into Chameleon regarding the situation by the Supervisor of Animal Care Aides ONLY as well as record tranquilizing drugs, if used, by the CACC personnel that utilized this method of restraint. The vet on duty should be notified immediately to look for any injuries to the dog.

Handling of an Aggressive Cat that escapes:

If a cat is to escape, the employee witnessing the event or first upon the scene will immediately notify the supervisor or dispatch via two-way communication that an aggressive cat has escaped. The employee will get to the nearest exit and close the door to contain the animal. The front desk should be alerted to prevent visitors from entering this area of the building.

A minimum of two staff personnel with nets and bite gloves will enter the room or area to apprehend the cat. This can be a combination of animal control officer and or shelter staff. The cat will then be taken immediately to the euthanasia room or put back into the cage depending on the situation. Notes must be immediately entered into Chameleon regarding the situation by the Supervisor of Animal Care Aides ONLY as well as record tranquilizing drugs, if used, by the CACC personnel that utilized this method of restraint. The vet on duty should be notified immediately to look for any injuries to the cat.

Employee Training:

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Training on this SOP and emergency response MUST be completed by ALL staff that will come in contact or have potential of coming in contact with an aggressive animal during their normal course of work at CACC. Training of new and current employees will be performed by each division manager or designee of the division manager. In the absence of a division manager a section may be trained by another manager as designated by the Executive Director. All new employees MUST be trained within the first week of employment, and prior to any exposure to an aggressive animal. All employees will sign a training sheet as determined by the departments HR representative and kept in each employees personnel file.

Yearly 'refresher' courses will be provided to staff by the department on animal handling by internal staff members or visiting trainers. All employees will sign a log sheet which will be kept by the departments HR representative for future reference if needed.

Reviewing this protocol:

This order will be reviewed annually or as needed by management, at the recommendations of the safety committee, to determine if the best methods of safety protocols and equipment are being utilized. In the event of an aggressive animal incident, the protocol will be reviewed within one week to determine if the protocol needs to be updated or failure of the protocol occurred.

Failure to follow these guidelines may result in discipline up to and including termination.

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<sup>4</sup> A staff member is any employee of Chicago Animal and Control who's job titles include Animal Care Aide I, Animal Care Aide II, Supervisor of Animal Care Aides, Animal Control Officer, Animal Control Inspector, Supervisor Of Animal Control Officers, Dispatch Clerk, Animal Placement Coordinator, Animal Care Clerks, Veterinary Assistant, Veterinarian, Operations Manager, Shelter Manager, Supervising Veterinarian, Administrative Services Officer II, Staff Assistant, Deputy Director, Assistant To the Director, Executive Director.

<sup>5</sup> Information available to staff to make a determination of aggressive behavior include information obtained by the Chicago Service Request(CSR) system, Owner Release signature forms, Field Report statements, Control Officer inventory book signature, Written statements from an owner, Police officer reports or detailed Employee documentation of observations in Chameleon.



# How Kids SHOULD Interact with Dogs

Use common sense.

Be polite and kind to pets

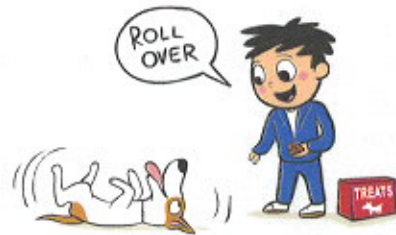


Learn to recognize when your dog is scared or anxious



Play appropriate games with pets, such as:

Fetch



Training tricks (like roll over, shake, beg, etc.)

Walking and running with a dog



Playing hide-n-seek

Always remember:

**Supervise all interactions. Accidents can happen in a split second.**



Train your dog to associate the kids with positive experiences so he'll be more likely to tolerate your child in case she accidentally interacts inappropriately.

**Dr. Sophia Yin, DVM, MS**  
*The Art and Science of Animal Behavior*

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# How Kids SHOULD NOT Interact with Dogs

It's common sense. Just imagine how people should interact with each other.

Avoid taking people's food



Avoid bothering dogs when they are eating

Avoid stealing other people's toys



Avoid taking a dog's bones or toys

Avoid putting your face right up to someone else's face



Avoid putting your face right up to a dog's face

Avoid bothering when asleep



Avoid bothering animals when they are resting. Let sleeping dogs lie.

Avoid pestering



Avoid grabbing tail/ears

Avoid climbing on or trampling



Avoid climbing on or trampling

Avoid pinching



Avoid hugging. Most dogs dislike it.

Avoid screaming around



Avoid hollering and shouting. Use your "inside" voice instead.

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# Body Language of Fear in Dogs



**Slight Cowering**



**Major Cowering**

## More Subtle Signs of Fear & Anxiety



**Licking Lips**  
when no food nearby



**Panting**  
when not hot or thirsty



**Brows Furrowed, Ears to Side**



**Moving in Slow Motion**  
walking slow on floor



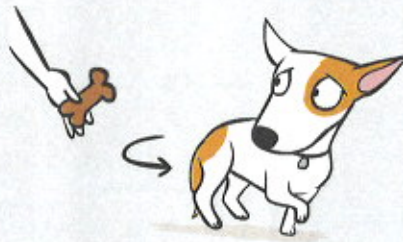
**Acting Sleepy or Yawning**  
when they shouldn't be tired



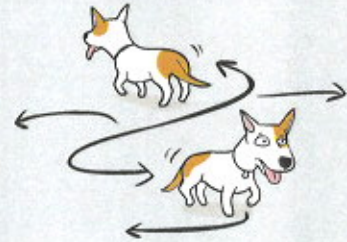
**Hypervigilant**  
looking in many directions



**Suddenly Won't Eat**  
but was hungry earlier



**Moving Away**



**Pacing**

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# How to Greet a Dog (and What to Avoid)

Appropriate greetings are common sense. Imagine if someone greeted you the way many people greet dogs!

## Human to Human INCORRECT



Avoid reaching into their safety zone.



Avoid rushing up.



Avoid interactions without asking.



Avoid staring at people. This is scary.



Avoid looming over.



Avoid reaching into personal space.



Avoid close interaction if the person is afraid of you.



Avoid touching inappropriately.

## Human to Dog INCORRECT



Avoid reaching in or towards the dog's car.



Avoid rushing up.



Avoid interacting with unfamiliar dogs, especially if they're tied up.



Avoid staring at the dog or approaching head-on.



Avoid leaning over or towards dogs even when you change position to squat or get up.



Avoid reaching your hand out for the dog to sniff.



Avoid petting if the dog looks nervous or tense. Just admire him instead.



Avoid hugging, kissing, and patting roughly. This is too familiar and disliked by many dogs.

## Human to Dog CORRECT



Stand a safe distance away so that you are not a threat.



Approach slowly (at a relaxed walk).



Ask if you can interact first.



Approach sideways and look using your peripheral vision.



Stay outside the dog's bubble and present your side to the dog.



Let the dog approach at his own rate.



It's OK to pet the dog if he looks relaxed, comes up to you, and solicits your attention by rubbing against you.



Pet gently.

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