

# **ANTIOCH ANIMAL SERVICES**

## **STRATEGIC PLAN**

**July 2009 – June 2012**

Antioch Animal Services is a bureau of the Antioch Police Department and is responsible for public safety, enforcing local and state laws, as well as caring for the animals in our shelter. Antioch Animal Services is unique in that we only serve Antioch residents and do so 24 hours a day, seven days a week. The cities surrounding Antioch rely on Contra Costa County Animal Services for their animal related needs.

We recognize the responsibility this bureau has to fairly and wisely exercise good judgment when trying to accomplish our mission.

We acknowledge that we are held to a higher standard; therefore, our personal and professional lives must be exemplary.

The City of Antioch operates a full service Animal Shelter. We provide care for the lost, homeless and unwanted animals found or surrendered within the City of Antioch.

We work closely with local animal welfare organizations to increase the number of animals that are placed into loving homes.

# ANTIOCH ANIMAL SERVICES

## **Mission Statement**

It is the mission of Antioch Animal Services to protect the citizens and animals in Antioch by working in the field, maintaining a healthy shelter environment and working with volunteer and outreach services along with community groups. It is our goal to provide the highest quality services possible to the citizens of the City of Antioch while minimizing animal suffering and reducing euthanasia whenever possible. Furthermore, we will show compassion and understanding when dealing with animals, the public and fellow employees.

### **Field Services:**

Our highest objective is public safety and the protection of animals. We provide 24 hour emergency services. Our Animal Control Officers conduct themselves in an ethical and moral manner while in the field. They handle all animals humanely, using restraint only as required and trained. They are careful to conduct all investigations thoroughly and in a detail oriented manner. They treat citizens with respect, fairness and understanding. They take pride in their profession and are held accountable for their actions.

### **Field Services include:**

- **Aggressive animal management**
- **Bite investigations and rabies quarantine and control**
- **Cruelty and neglect investigations**
- **Dangerous animal investigations**
- **Enforcement of municipal and state animal laws**
- **Issue Citations for violations**
- **Handle animal nuisance complaints**
- **Stray and unlicensed animal pick up**
- **Emergency after hours response to aggressive animals**
- **Emergency after hours response to animals in distress**
- **Support Antioch Police Officers during police activities**
- **Pick up and disposal of dead animals**
- **Assistance with basic management of wildlife**

### **Shelter Services:**

Our shelter personnel include front office and kennel staff. Our front office employees are expected to have respect, compassion and understanding when dealing with citizens. Our kennel staff members are required to provide friendly and professional service to the citizens, as well as, humane and attentive treatment to the animals housed at the shelter.

### **Shelter and Kennel Services include:**

- **Adoption services**
- **Licensing services**
- **Lost and found services**
- **Microchip services**
- **Shelter animals**
- **Clean and sanitize animal cages and kennels**
- **Feed and water animals**
- **Animal vaccinations and medication**
- **Exercise and socialize animals**
- **Temperament testing**
- **Humane Euthanasia**
- **Potential Dangerous Animal (PDA) Hearings**

### **Volunteer and Outreach Services:**

Antioch Animal Services has a Volunteer Coordinator and numerous volunteers that are dedicated to the welfare of animals 365 days a year. Our volunteers truly believe they can enhance the quality of life for animals in our care.

### **Volunteer and Outreach Services include:**

- **Walking and exercising animals**
- **Mobile adoptions**
- **Lost and found services**
- **Educate and promote spaying and neutering**
- **Provide education addressing animal cruelty/neglect and overpopulation**
- **Provide adoption counseling**
- **Provide wildlife resource information**
- **Promote responsible pet ownership**
- **Increase public awareness of animal issues**
- **Partnership with animal rescue organizations**

## ANTIOCH ANIMAL SERVICES ACTION PLAN

RECOMMENDATIONS	RESPONSIBLE	2010	2011	2012	STATUS
Recognize that the City of Antioch will experience significant population growth over the next 30 years and that the animal control program will need to grow to meet rising community expectations.	City Council City Administration	X	X		<b>Completed</b>
Recognize that unless public education and spay/neuter programs are strengthened more public funds will need to be expended on controlling and sheltering the City's animal population.	City Council City Administration	X	X		<b>Completed</b>
Establish and adopt an Animal Services program Mission Statement specifically for today's needs and community expectations.	Supervisor Helgemo	X	X		<b>Completed</b>
Set clearly defined goals and objectives related to service delivery outcomes and expectations.	Supervisor Helgemo Lieutenant Orman	X	X	X	In Progress
Institute initial and recurrent training in the use of the Chameleon software system.	Supervisor Helgemo Lieutenant Orman	X	X	X	On-Going
Offer management training to the Unit Supervisor and encourage them to join national and state organizations and to take advantage of the training courses specific to identified needs.	Lieutenant Orman	X	X	X	<b>Completed</b>
Repair, paint, and enhance the current Animal Shelter.	Supervisor Helgemo Maintenance Services	X	X	X	<b>On-Going</b>
Contract with the University of California, Davis Shelter Medicine Program for a review of shelter policies, procedures, sanitation and health issues.	Supervisor Helgemo Lieutenant Orman Contract Veterinarian	X		X	<b>Looked into this; too costly at this time</b>
Expand the Volunteer Program.	Supervisor Helgemo Volunteer Coordinator	X		X	<b>Completed</b>
Develop an advertising program to recruit additional volunteers.	Supervisor Helgemo	X		X	<b>On-Going</b>
Develop a comprehensive education program and community outreach program for the citizens of Antioch.	Supervisor Helgemo	X		X	<b>In Progress</b>
Implement an outreach and advertising program to inform citizens of available spay/neuter programs.	Supervisor Helgemo	X		X	<b>Completed Online</b>
Explore and formalize possible endowment resources with the non-profits in the City and region.	Supervisor Helgemo City Administration	X	X	X	On-Going
Increase the amount of off-site mobile adoptions	Supervisor Helgemo Volunteer Coordinator	X	X		<b>Completed</b>
Conduct bi-weekly staff meetings.	Supervisor Helgemo	X	X		<b>Completed</b>
Explore different avenues for fund raising to include on-line web donations.	Supervisor Helgemo	X	X		<b>Facebook</b>

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Explore ways to decrease euthanization.	Supervisor Helgemo	X	X	X	On-Going
Enhance the lobby with literature in different languages.	Supervisor Helgemo	X	X	X	<b>Completed On-Going</b>
Enhance the lobby with more educational literature.	Supervisor Helgemo	X	X	X	<b>Completed On-Going</b>
Prepare a flow chart as to how animals flow through the shelter	Supervisor Helgemo Contract Veterinarian	X	X	X	<b>Completed</b>
Implement a program to increase revenue by increasing dog license sales.	Supervisor Helgemo	X	X	X	<b>Council In Progress</b>
Establish protocol regarding medical treatment of incoming shelter animals.	Supervisor Helgemo Contract Veterinarian	X	X		<b>Completed Dr. Brown</b>
Examine all outsourcing to ensure monetary efficiency.	Supervisor Helgemo	X	X	X	On-Going
Develop an Emergency Preparedness Program.	Supervisor Helgemo	X	X	X	<b>In Progress</b>
Re-visit In House Licensing vs. PetData.	Supervisor Helgemo	X	X	X	<b>In Progress</b>
Explore the feasibility of mandatory cat licensing.	Supervisor Helgemo		X	X	<b>Council City Attorney</b>
Develop partnerships with rescue groups to enhance our community outreach.	Supervisor Helgemo Volunteer Coordinator	X	X	X	<b>Completed On-Going</b>
Open communication with City's grant writer to facilitate grants for our shelter.	Supervisor Helgemo Grant Writer	X	X	X	<b>Completed On-Going</b>
Expand and formalize an Animal Foster Program.	Supervisor Helgemo Special Interest Group		X	X	<b>In Progress</b>
Develop a comprehensive Policies and Procedures Manual.	Supervisor Helgemo Lieutenant Orman		X		<b>In Progress</b>
Open a political dialogue with the County.	City Administration		X	X	<b>City Manager Council</b>
Open an administrative dialogue with the County.	City Administration	X	X	X	<b>Completed On-Going</b>
Open a political dialogue with the East County cities.	City Administration		X	X	<b>City Manager Council</b>
Open an administrative dialogue with the East County cities.				X	
Look into developing a Lost and Found program using Pet Harbor.	Supervisor Helgemo Chameleon Support		X	X	<b>In Progress</b>
Improve the Animal Services web page in more detail.	Supervisor Helgemo Web Master	X	X	X	<b>Completed On-Going</b>
Procure a mobile clinic to give low cost vaccinations & basic pet preventative care on-site on a regular basis	Supervisor Helgemo	X	X		<b>Completed VIP</b>

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Implement a voice recording to direct information requests accordingly.	Supervisor Helgemo Information Systems	X	X		<b>Completed</b>
Increase capabilities on our web page to include on-line customer service needs.	Supervisor Helgemo Web Master	X	X	X	<b>Completed</b>
Conduct a training needs assessment. Develop a training plan for each classification.	Supervisor Helgemo Lieutenant Orman		X	X	<b>In-Progress</b>
Implement in-house dog training classes.	Supervisor Helgemo		X	X	<b>In-Progress</b>
Develop Standard Operating Procedures for all visitors assisting with shelter activities including, but not limited to, volunteers and special interest groups.	Supervisor Helgemo Volunteer Coordinator		X	X	<b>In-Progress</b>
Prepare final facility plans.	Supervisor Helgemo			X	<b>Suspended due to Budget restraints</b>
Re-visit the Antioch Municipal (AMC) codes for any needed updates for the current times.	Supervisor Helgemo City Attorney			X	In Progress On-Going
Develop and implement a yearly employee family event function (Department Picnic)	Supervisor Helgemo			X	<b>In-Progress</b>
Consider providing spay/neuter financial assistance for low-income residents.	City Manager City Council			X	<b>City Manager City Council</b>
Explore the feasibility and mission of an Animal Services Commission	Chief of Police City Administration			X	
Consider alternative approaches to dealing with feral cats.	Supervisor Helgemo Lieutenant Orman			X	<b>City Council On-Going</b>
Develop and place additional signs to the Animal Shelter.	Supervisor Helgemo Lieutenant Orman	X		X	<b>In-Progress</b>