

Subject:	Animal Services	
Effective:	11/08/10	Procedure
Update:	7/7/14; 4/13/15; 5/4/15, 6/22/15; 7/20/16; 11/28/16; 4/2/18; 5/7/18; 2/12/19	
Reference:		

PURPOSE

To define the after-hours contact protocol for animal services including County Animal Services, City of Carpinteria Code Enforcement, California Department of Fish and Wildlife, and authorized private organizations.

PROCEDURE

1. Callers attempting to contact County Animal Services after hours are directed by a phone message to contact dispatch for the following emergencies **only**:
 - a. Injured, stray, domestic animals without an owner (*See the California Fish and Wildlife section for injured wildlife.*)
 - b. Vicious, stray animals that pose an immediate threat to human safety
 - c. Stray animal bites when the animal is still in the area (including bites from wild animals)
 - d. High-risk rabies species (including bats, skunks, foxes, and raccoons, but **not** opossums) that are inside a residence, garage, or other building where they pose an immediate threat to human safety or appear to be sick
 - e. Livestock at large
 - f. Request for assistance from law enforcement agencies

2. County Animal Services after-hours response:
 - a. County Animal Services has officers on-call every night from 1700 to 0800 and on weekends and holidays; response as determined by zones (South and North County).
 - i. County Animal Services shall provide dispatch with a list of on-call officers (and respective supervisors) for areas of their jurisdiction, updating the list as necessary.

3. Animal Services South County response area is comprised of the county unincorporated areas south of the Gaviota tunnel, the City of Goleta, and Carpinteria State Beach. County Animal Services does **not** respond to the cities of Santa Barbara or Carpinteria (See City of Carpinteria or After-Hours Animal Services Section 16).
 - a. Animal Services South County on-call officer can be reached after hours using pager number **CONFIDENTIAL INFORMATION REDACTED: [REDACTED]**. Dial the number programmed into the telephone rolodex or keypad.

- i. Santa Barbara City Animal Control will respond to service requests at the Santa Barbara Airport.
 - ii. Santa Barbara County Animal Services will respond to service requests at the Arroyo Burro Park & Beach.
4. Animal Services North County response area is comprised of Lompoc, Vandenberg Village, Mission Hills, Santa Ynez, Buellton, Solvang, Los Alamos, Orcutt, Sisquoc, Cuyama, and the City of Guadalupe. Santa Maria PD Dispatch and Lompoc PD Dispatch will contact Animal Services directly for response within their city limits.
 - a. Animal Services North County response can be reached after hours using pager number **CONFIDENTIAL INFORMATION REDACTED: [REDACTED]**. Dial the number programmed into the telephone rolodex or keypad. If, after a reasonable amount of time there has been no contact, attempt to page again, using the South County pager number.
5. Notify Guadalupe Police Department (via Santa Maria PD Dispatch) of any type of animal services responses in their area, especially a vicious stray dog, dog bite, animal in traffic, etc. They can respond and pick up an injured stray animal and take it back to the station to hold for Animal Services, rather than leave it laying in the street.
6. Refer all non-emergency animal services inquiries to regular business hours. If there is a significant problem with a caller who is reporting something other than the above emergencies, dispatch shall advise the individual that an Animal Services Officer will be paged to contact the reporting party. Dispatch will then page the on-call officer following the above procedure and explain the situation.
7. Record any County Animal Services incident communicated to the on-call officer as a dispatch-handled (DNAP) request for service. Record the specific complaint. Make every attempt to collect the full name, phone number, and home address of the reporting party.
8. Animal Services Officers going into the field after hours will notify dispatch prior to their response so that the Animal Services radio frequency may be monitored.
9. Refer any problems (such as no response to pager) to the Animal Services Supervisor. If unable to reach the Supervisor, contact the Director.
10. If a caller reports the finding of a stray domestic animal, ask if the animal can be held until the next business day (at which time an Animal Services Officer will pick up the animal). Drop boxes are no longer available at any Animal Services location.
 - a. If the reporting party is unable to safely confine the animal until 0800 hours, an Animal Services officer will:

- i. Arrange to meet the RP at the Animal Shelter and impound the dog or:
 - ii. Respond to the RP's location to impound the dog. Officers will not advise the RP to release stray dogs in lieu of after-hours impoundment.

- 11. Veterinary hospitals may request contact with the on-call Animal Services Officer for approval to treat stray animals brought to them in emergencies. Owned injured animals are the responsibility of the owner.

- 12. The Santa Barbara Humane Society and the Santa Barbara Equine Assistance and Evacuation Team are available for equine rescue. Both organizations can be requested **only** by County Animal Services or the Animal Services Director as a resource for incidents such as horses in the path of a fire, trapped animals, moving an injured or ill animal, etc.

- 13. Barking Dog complaints after-hours response:
 - a. Barking dog complaints should be considered one of two possible call types, and both are the initial responsibility of the Sheriff's Department.
 - i. **Sudden, spontaneous barking** requires dispatch of a Sheriff's deputy to check the area for suspicious circumstances.
 - ii. A report of **chronic or continuing barking** – especially from a known location – requires dispatch of a Sheriff's deputy **and** that the complainant be advised that a deputy will contact them for a Barking Dog Referral form pursuant to County Ordinance 7-37-Dog Noise Nuisances. If the caller refuses contact, advise the complainant to contact Animal Services. A deputy is still dispatched for investigation of possible suspicious circumstances.
 - b. Barking dog calls within the city limits of Carpinteria see *Animal Services section 13 or City of Carpinteria*.

- 14. California Department of Fish and Wildlife after-hours response:
 - a. Wild animals are the responsibility of the California Department of Fish and Wildlife however they do not have sufficient personnel to handle all calls for service. They request that we initially contact Wildlife Care Network
 - i. Wildlife Care Network is based in Goleta and can respond for songbirds, sea birds, and small mammals. Contact: **(805) 681-1080**.
 - b. The Channel Islands Marine & Wildlife Institute responds for injured sea mammals. Leave a message with the exact location. Contact: **(805) 567-1505**. (**Deceased** sea mammals are the responsibility of County Animal Services and are handled during regular hours.)
 - c. County Animal Services may also be contacted for **injured** wildlife (e.g. bear, elk, antelope, mountain lion, big horn sheep, wild pig, deer, bobcats, foxes, badgers, coyotes) if unable to reach any of the others listed above.

█ In the event you need to contact Fish and Wildlife Officers, attempt to raise them on the Fish and Wildlife radio frequency or the Sheriff's primary frequency. If contact is not made via radio, landline Fish and Wildlife Dispatch at **CONFIDENTIAL INFORMATION REDACTED:** █

15. Animal Services Disaster response:

- a. County Animal Services is responsible for animal evacuation, sheltering of large and small animals and animal related disaster response during a disaster in Santa Barbara County. The response is coordinated by the Animal Services designee, usually the Animal Services Director, at the EOC (Emergency Operations Center).
- b. Animal Services staff, various volunteer organizations and trained individuals work during the emergency or disaster under the direction of the Incident Command Structure. Dispatch may be called upon during a disaster to facilitate communication.

16. City of Carpinteria Code Compliance animal control response:

- a. Animal Control emergencies occurring outside of City Hall hours may be responded to by calling the on-call Code Compliance Officer. If an answer is not received, leave a message and call the next officer on the list. Requests for service where it is determined that an emergency does not exist will be handled the following work day.
 - i. Ron Alonzo - Code Compliance Supervisor, Body #5085, Call Sign 39P1, Office: (805) 755-4408. **CONFIDENTIAL INFORMATION REDACTED:** █ Works Mon-Fri, 0730-1700 with E/O Friday off
 - ii. David Hernandez - Code Compliance Officer II, Body #850, Call Sign 39P2, Office: (805) 755-4418. **CONFIDENTIAL INFORMATION REDACTED:** █ Works Mon-Fri, 0730-1700 with E/O Friday off
 - iii. Henry Menendez – Code Compliance Officer I, Body #5160, Call Sign 39P3, Office: (805) 755-4413. **CONFIDENTIAL INFORMATION REDACTED:** █ Works Thur-Mon 0730-1800 with E/O Monday off

****Desk numbers can be given to the public, but cell phone numbers are confidential (they can be shared with law enforcement or other government agencies).***

- b. For barking dog complaints, if Code Compliance officers are not available, Sheriff's deputies will respond and pass the information to Code Compliance and the City Attorney for possible action.
- c. Code Compliance Officers will take animals into protective custody after an arrest in the City limits. Have the deputy obtain the name and address of the animal's owner and contact information and relay it to the on-call officer.

- d. Carpinteria City Animal Control does not respond to Carpinteria State Park.
- e. For an animal on Highway 101, advise CHP. Code Compliance Officers will assist CHP if the animal can be directed off of the freeway or off-ramp and into the City limits.

17. Emergency Animal Hospital resources (*Note: the following public resources are NOT endorsed by SBSO*):

- a. Veterinary hospitals may request contact with the on-call County Animal Services Officer for approval to treat stray animals brought to them in emergencies. Owned injured animals are the responsibility of the owner.
 - i. PETS Hospital at 4854 S Bradley Rd #109, Orcutt is open 24 hours for emergencies **(805) 250-5600**
 - ii. CARE Emergency Vet Hospital at 301 E. Haley, Santa Barbara is open 24 hours for emergencies. Phone: **(805) 899-2273**
 - iii. Advanced Veterinary Specialists at 414 E. Carrillo St., Santa Barbara is open 24 hours for emergencies. Phone: **(805) 729-4460.**
 - iv. Dr. Scott Smith at Animal Medical Clinic at 1037 Casitas Pass, Carpinteria may respond to the public for emergencies for owned pets. Phone: **(805) 684-8665. CONFIDENTIAL INFORMATION REDACTED** [REDACTED].
 - v. Central Coast Pet Emergency Clinic at 1558 W. Branch St., Arroyo Grande is open 24 hours for emergencies. Phone: **(805) 270-2524**