

LGOIMA Request- ACO procedures.

1. All afterhours procedures used by Armourguard
2. Barking Complaint flowchart, bark record sheet and letter used
3. Dealing with People on drugs
4. Dog handling procedure
5. Dog Pound procedure
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7. Dog Pound- dog to vets procedure
8. Entering Private Property
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<b>SOP: Afterhours callouts</b>	
Rationale	DCC offers a 24/7 service for serious incidents involving dogs and stock. Officers working oncall, after hours are expected to attend jobs that include wandering stock, dog attacks or dogs contained.
Objective	To provide information for officers attending afterhours calls about what types of calls they should respond to.
Person responsible	All animal control officers, dog rangers, PNCC afterhours dispatch
Steps	<p style="text-align: center;"><b><u>Types of jobs that are actioned after hours</u></b></p> <ol style="list-style-type: none"> <li>1. <b><u>Contained dogs</u></b> <ul style="list-style-type: none"> <li>• If a member of the public finds a dog and contains it.</li> <li>• Police call about a wandering dog. Generally, when the police call, the dog is causing a hazard to traffic in high risk areas e.g. South Rd, Caversham Valley Road, 3 Mile Hill Road. Officers should attend in the interest of public safety.</li> </ul> </li> <li>2. <b><u>Stock on the road</u></b> <ul style="list-style-type: none"> <li>• Respond to any livestock on roads or public areas. Any stock on Waka Kotahi roads should be reported to Downer.</li> <li>• At times we will get call regarding dogs on Waka Kotahi roads. These calls are to be forwarded to Downer 0800 44 4449 or transit.</li> </ul> </li> <li>3. <b><u>Dog Attack- (person, other)</u></b> <ul style="list-style-type: none"> <li>• Make contact with the complainant to determine if further action is required (eg dog impounded, photos taken) Any investigation into the incident will be undertaken by an ACO.</li> </ul> </li> </ol> <p style="text-align: center;"><b><u>Types of jobs that are not actioned after hours</u></b></p> <ol style="list-style-type: none"> <li>1. <b>Stock on Waka Kotahi roads</b> - this should be forwarded to Downer as part of our Traffic Management Plan. Armourguard should only be dispatched if Downer/police request assistance.</li> <li>2. <b>Dog Barking</b>- this will be actioned by an ACO the following business day</li> <li>3. <b>Dog wandering</b>- We don't have active patrols for wandering dogs that aren't a risk to public safety. We do not action jobs if a dog is not acting aggressively, not in a high-risk area (with the exception of a sportsground during game, community event etc) or the caller does not have a current location.</li> <li>4. <b>Complaints without complainant information</b>- We can't action complaints where the caller refuses to give details.</li> </ol>
Cautions	If attending a serious dog attack that is likely to have media coverage contact Team Leader: [REDACTED] and notify of the situation. Please do not talk to the media or give them any information
Materials required	<b><u>PPE</u></b> <ul style="list-style-type: none"> <li>❖ Leash</li> <li>❖ Treats</li> </ul>

	<ul style="list-style-type: none"><li>❖ Pole</li><li>❖ Muzzle</li><li>❖ Cell phone. RT, Personal Body Worn Camera</li></ul>
Legislation/reference	Dog Control Act 1996 Impounding Act 1955
Related SOP	❖ Impounding procedure
Review date:	17/08/2023
Next review due:	17/02/2024



## Contained Dogs PROCEDURE

Rationale	Animal Control officers
Objective	To provide clear steps for responding to afterhours requests for service for contained dogs.
Person responsible	All animal control officers, Dog rangers. Palmerston North City Council, Dunedin City Council afterhours
Steps	<p><b>Afterhours Contact Centre (PNCC/DCC) will provide Armourguard with details:</b></p> <ul style="list-style-type: none"> <li>• Name and contact details of the complainant</li> <li>• The address where the dog is to be collected from</li> <li>• Details about the dog</li> <li>• A RFS (request for service) number.</li> </ul> <p>1. Phone the complainant and advise them of your expected ETA. If the dog is wearing a <b>current registration</b> tag, and the complainant agrees, it may be possible to call the owner and arrange for them to pick the dog up themselves.</p> <p>On arrival:</p> <ul style="list-style-type: none"> <li>• Ensure the dog is secure.</li> <li>• Confirm the complainant's details are correct including cell phone numbers.</li> <li>• Record any information about how and where they captured the dog. (This information may affect any penalty or fee imposed by DCC).</li> </ul> <p>2. Asses the dog:</p> <ul style="list-style-type: none"> <li>• Is it ok to approach with just a lead?</li> <li>• <b>Note:</b> If the dog is too aggressive you must use a pole to secure the dog in vehicle.</li> <li>• Check for a microchip and/or registration tag to identify the dog. If the tags are hard to read, you may have to remove the collar once the dog is secure.</li> </ul> <p>3. While at the property and only if safe to do so:</p> <ul style="list-style-type: none"> <li>• Scan the dog for a microchip,</li> <li>• Record the chip number.</li> <li>• Clear the scanner, re-scan and double check the number.</li> <li>• If the dog has a microchip or registration tag, call the Contact Centre to check details on the National Dog Database. If there is a match, check the dog details match the dog e.g., sex, colour, breed, age etc.</li> </ul> <p><b>Returning Dog to Owner</b></p> <p>You are only permitted to return the dog to the owner if the dog:</p> <ul style="list-style-type: none"> <li>• <b>Is currently registered.</b></li> <li>• <b>Has not been caught in a DCC dog trap.</b></li> <li>• <b>Is not a classified menacing or dangerous dog.</b></li> </ul> <p><b>And</b></p> <ul style="list-style-type: none"> <li>• The owner, or someone (over 16 years of age), is at home to take charge of and secure the dog.</li> <li>• You record the name, address, and contact details of the person you have returned the dog to.</li> </ul>



	<p><b>Note:</b> Never return a dog to any person unless you have obtained their full name, address and contact details. If you are unable to contact the owner within 15 minutes, impound the dog.</p> <ol style="list-style-type: none"> <li>4. <b>Record what you have done and who you have spoken to.</b> DCC staff may need to contact the dog owner or complainant and need to know what you have said and done.</li> <li>5. Once the dog is in your possession or in your vehicle it is impounded. If impounding the dog, secure it in your vehicle and transfer it to the dog pound. Do not continue on other duties with a dog in your vehicle.</li> </ol> <p>If the dog owner is known, but the dog is impounded (because it is unregistered, or has a menacing classification) you should let the owner know that their dog has been impounded by leaving an impounding card at the last known address.</p>
Cautions	<p><b>Note:</b> For reasons of privacy under the Dog Control Act 1996, you are not permitted to provide the complainant with the dog owner's details or provide the dog owner with the complainant's details, unless the complainant gives permission to give their location for pick up.</p>
Materials required	<p><b>PPE</b></p> <ul style="list-style-type: none"> <li>❖ Leash</li> <li>❖ Treats</li> <li>❖ Pole</li> <li>❖ Muzzle</li> <li>❖ Cell phone.</li> </ul>
Legislation/reference	<p>Dog Control Act 1996 (all sections) Dunedin City Council Dog Control Bylaw 2016</p>
Related SOP	<ul style="list-style-type: none"> <li>❖ Handling Dogs procedure</li> <li>❖ Using Dog catchpole procedure</li> <li>❖ Impounding procedure</li> </ul>
Reviewed date:	17/08/2023
Next review due:	17/02/2024

## Impounding Dogs PROCEDURE

Rationale	Animal Control officers
Objective	To provide clear steps for impounding dogs afterhours.
Person responsible	All animal control officers, Dog rangers. Palmerston North City Council, Dunedin City Council afterhours, Allendale Kennels (Pound)
Steps	<p><b>Impounding dogs</b></p> <p>At the Pound:</p> <ul style="list-style-type: none"><li>• Enter Allendale kennels using blue gate toggle. Close the gate once inside</li><li>• Enter via rear door of dog kennel area</li><li>• Alarm code is [REDACTED] away</li><li>• Scan the dog with the Pound scanner and compare micro-chip numbers</li><li>• Set up a kennel- beds, blankets and water bowls are at the southern end of the building.</li><li>• Take a photo of the dog, note breed, sex, colour mc, tags and where picked up.</li><li>• Complete the combined Impound/ Job Sheet form at the Dog Pound</li><li>• (A separate form must be completed for each dog impounded).</li><li>• For every dog impounded the details must be entered onto the white board in conjunction with the pen number housing the dog.</li><li>• If a dog has been seized, a copy of the Seizure form will accompany the Impound form or a note on the impound form stating a copy of the Seizure Notice is at the pound.</li><li>• Complete the job sheet and leave in the Animal service van or email the information to DCC animal services admin (kbase.animal.admin@dcc.govt.nz)</li><li>• Turn off the lights, lock all doors and turn on alarm 3164 away.</li></ul> <p><b>Once the dog has been impounded, we can not release without payment. If you impound a dog on Saturday or Sunday between 8:30-5pm please use the radio in the van to let the Animal control officer on patrol know so they can arrange to meet the dog owner and take payment if needed.</b></p> <p><b>Information required on an impound form</b></p> <p>The contractor must complete all sections of the impound form (where it is available) except the "Impound DCC ref #" as this will be generated by the DCC.</p> <p>It is accepted that some dog breeds are difficult to assess. To assist there are posters and a dog breed book at the pound. Enter the breed you think it is but if unsure make a note on the impound form noting this.</p> <p><b>Other animals</b></p> <p>On occasion a horse, cow, sheep, goat or pig may also be held at the stock pound. Armourguard is also responsible for the welfare of these animals and must ensure they have adequate, clean freshwater and, if required by Animal Services, provide them with food. DCC will provide Armourguard with feeding instructions as needed.</p>

Cautions	<p>For any issues with the alarm: contact Paul (Kennel owner) on [REDACTED]</p> <p>Where the contractor has a concern about the welfare of any animal, they shall contact VetLife Murrays and follow their instruction</p> <p>As a general rule, DCC does not accept surrendered dogs. Accepting surrendered dogs sends the wrong message by telling owners that the consequences of not taking responsibility for their dog is okay.</p>
Materials required	<ul style="list-style-type: none"> <li>• Dog bed, blanket, water bowl</li> <li>• Impound form</li> <li>• Job sheet [REDACTED]</li> </ul>
Legislation/reference	<p>Dog Control Act 1996 (all sections)</p> <p>Dunedin City Council Dog Control Bylaw 2016</p>
Related SOP	<ul style="list-style-type: none"> <li>❖ Contained Dogs procedure</li> <li>❖ Injured animals procedure</li> </ul>
Reviewed date:	17/08/2023
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## DOG ATTACK PROCEDURE

Rationale	Armourguard may be called to respond to Requests for Service for aggressive dogs, including incidents of an attack on a person, attack on another dog or other animal.
Objective	To provide clear steps for responding to dog attacks and reports for aggression
Person responsible	All animal control officers, Dog rangers, team leader
Steps	<p><b>Responding to a Request for service for a dog attack:</b></p> <ol style="list-style-type: none"><li>1. Contact the complainant and:</li><li>2. Ensure their injury isn't serious; if it is, encourage them to seek medical advice or call an ambulance if appropriate.</li><li>3. <b>Note:</b> The victim may not reply to your call because they are still dealing with the incident or are receiving medical help. You must attend within 1 hour from the time of receiving the request (this will be dictated by the location of the incident). Any departure from this timeframe will have to be agreed to by the complainant and the Armourguard must make note of this on the Job Sheet.</li><li>4. On arrival ensure the victim does not require immediate medical attention, provide or facilitate this if necessary.</li><li>5. Ensure the dog is secure; if necessary, lock it in your vehicle while you complete enquiries. (Note: for practical reasons you may need to secure the dog first and then attend to the victim).</li><li>6. Record the complainant's details including cell phone numbers.</li><li>7. Take a brief statement about what happened and advise them Animal Services will contact them the next working day.</li><li>8. With permission of the victim take photographs of the injuries of the person, animal or stock.</li><li>9. Obtain names, phone numbers and address of any witnesses.</li><li>10. Gather any information which will help identify the owner of the offending dog and the dog itself.</li><li>11. Where possible:<ul style="list-style-type: none"><li>• Contact the owner of the offending dog</li><li>• Record their full name</li><li>• The address they normally live at</li><li>• Their date of birth</li><li>• Write down the time, date and your location</li><li>• The dog's name</li><li>• Dog registration number.</li><li>• If the owner tells you what happened write this down and get them to sign it.</li></ul></li><li>12. <b>Note:</b> It is important that any information you record is that which you receive from the individuals and not the information provided by the Call Center.</li></ol>

	<p>13. Do not give dog owners or victims any assurances about the guilt/innocence of a dog, just let them know that you are only taking details, and any investigation will be undertaken by an animal control officer.</p> <p><b>Should you seize and impound the dog?</b>  Yes if:</p> <ul style="list-style-type: none"> <li>• It is a serious attack- the dog has caused an injury requiring medical attention; or</li> <li>• The dog is unregistered; or</li> <li>• The dog is not; or cannot be, secured at the owner's property; or</li> <li>• You are concerned about the safety of the public or other animals; or</li> <li>• The dog has a previous history of aggression; or</li> <li>• The dog has been impounded or returned home in last two years; or for</li> <li>• Public good (to diffuse a tense situation)</li> </ul> <p>Complete a Seizure Notice and give it to the owner or leave it at their address. You will be seizing the dog pursuant under the Dog Act:</p> <p style="padding-left: 40px;">Section 57 for an attack.; or  Section 57A for a "Rushed At" or  Section 42 if the dog is unregistered.</p> <p>If possible, as the dog owner to load the dog into your vehicle.</p> <p>Write on your Job Sheet that you have issued a Seizure Notice and include the notice number. Provide a copy to Animal Services together with the Impound Form and Job Sheet.</p> <p>NOTE: If in doubt, seize the dog, we can always give it back.</p>
Cautions	<p>Only return the dog to the owner where the attack did not cause an injury requiring medical attention and the dog is registered and you are satisfied the dog no longer poses a threat and the owner can demonstrate they can secure the dog.</p>
Materials required	<p><b><u>PPE</u></b></p> <ul style="list-style-type: none"> <li>❖ Leash</li> <li>❖ Treats</li> <li>❖ Pole</li> <li>❖ Muzzle</li> <li>❖ Cell phone. RT,</li> <li>❖ Seizure notice</li> </ul>
Legislation/reference	<p>Dog Control Act 1996 (all sections)  Dunedin City Council Dog Control Bylaw 2016</p>
Related SOP	<ul style="list-style-type: none"> <li>❖ Handling Dogs procedure</li> <li>❖ Dog catchpole procedure</li> <li>❖ Impounding procedure</li> <li>❖ Contained dog procedure</li> </ul>
Reviewed date:	17/08/2023
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## High Risk Roaming Dogs PROCEDURE

Rationale	Armourguard will be called to attend roaming dogs where there is a real or potential threat to people, other animals or traffic. Dogs are highly mobile, and it is important that the Armourguard responds promptly.
Objective	To provide clear steps for responding to roaming dogs reports.
Person responsible	All animal control officers, Dog rangers, Police communications
Steps	<p>You may be called where the dog is reported by the caller as being aggressive or threatening towards the public; or any dog roaming in close proximity to any:</p> <ul style="list-style-type: none"> <li>• Pre-school.</li> <li>• School.</li> <li>• Event.</li> <li>• High density public area e.g. shopping mall; or</li> <li>• In heavy traffic and is likely to cause an incident.</li> </ul> <p>Your prime role when attending a RFS for a roaming dog is to secure the dog and reduce the risk to the public:</p> <ol style="list-style-type: none"> <li>1. Call the complainant to confirm dog is still present.</li> <li>2. If dog is still present, respond. Upon arrival asses the scene. If the dog is on a road, refer to Traffic Management Instructions to ensure it is safe to proceed.</li> <li>3. Asses the dog, is it ok to approach with just a lead. Where possible capture the dog. Note: these dogs are often very difficult to capture, using dog sausage to attract the dog is usually the best approach. Take your time and keep calm when approaching the dog.</li> <li>4. Follow the process for dog contained and impounding.</li> <li>5. If the dog is no longer at the scene when you arrive:             <ul style="list-style-type: none"> <li>• Complete a patrol of the surrounding streets and notify afterhours of update.</li> </ul> </li> </ol> <p>N.B if complaint was made by police, contact the Police District Command Centre to provide an update.</p>
Cautions	Once the dog is in your possession or in your vehicle it is impounded (unless you are returning it home). If impounding, secure the dog in your vehicle and transfer it to dog pound. <b>Do not</b> continue doing other duties with a dog in your vehicle. Leave an impounding card at the last known address.
Materials required	<p><b>PPE</b></p> <ul style="list-style-type: none"> <li>❖ Leash</li> <li>❖ Treats</li> <li>❖ Pole</li> <li>❖ Muzzle</li> <li>❖ Cell phone. RT,</li> </ul>

Legislation/reference	Dog Control Act 1996 (all sections) Dunedin City Council Dog Control Bylaw 2016
Related SOP	<ul style="list-style-type: none"><li>❖ Handling Dogs procedure</li><li>❖ Dog catchpole procedure</li><li>❖ Impounding procedure</li><li>❖ Contained dog procedure</li></ul>
Reviewed date:	17/08/2023
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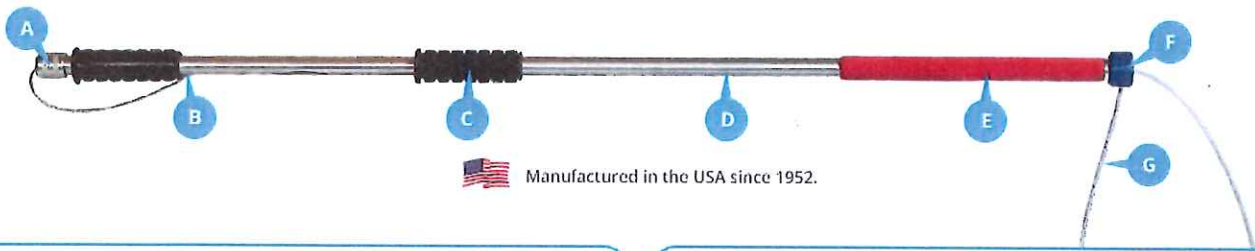
## DOG HANDLING PROCEDURE

Rationale	Animal Control officers regularly handle dogs. At times they may need to enter property to approach a dog, or speak with a owner or complainant.
Objective	To provide clear steps for approaching and handling dogs
Person responsible	All animal control officers, Dog rangers
Steps	<p><b><u>Procedure for approaching dog on private property</u></b></p> <p>Check council notes on dog, if necessary contact the owner and get them to come and pick it up, particularly for aggressive complaints.</p> <p>Always take your time, do not rush the process. Gauge the dog behaviour (body language) and at appropriately.</p> <p><b><u>Things to remember</u></b></p> <ul style="list-style-type: none"> <li>❖ Where possible, go into potentially dangerous situations by vehicle and park as close as possible to the door.</li> <li>❖ If walking onto a property with fences and gates, rattle the gate then look and listen. Assess the situation before entering. Call out, whistle etc</li> <li>❖ Pay no attention to "Beware of the Dog" signs. They only serve to let you know there may be a dog on the property</li> <li>❖ if you are not sure that there is a dog on the property, look for dog bones, chewed up articles, any sign of dog faeces</li> <li>❖ Let the dog approach you. Observe it from behind the gate. Analyse the behaviour and body language before you open the gate.</li> <li>❖ <b>DO NOT APPROACH IF YOU ARE AT ALL CONCERNED.</b></li> <li>❖ Try to avoid approaching the dog directly, turn side on to it. This will reduce the visual impact, you will not look as large</li> <li>❖ Do not behave in a threatening or dominant manner towards the dog. This will be a signal to the fearful dog that it has no reason to fear you, and likewise to the dominant dog that it has no reason to defend its dominance</li> <li>❖ If possible, call the dog by its name remembering owners often use abbreviated versions of the name. This can have a remarkable effect in changing the dog's attitude towards you</li> <li>❖ Avoid direct eye contact, especially in the early stages of the meeting, but do not lose sight of the dog completely. You may find out very quickly that you missed some signal from the dog</li> <li>❖ At all times act confidently. Do not try and push your friendship on the dog. If it wants to make friends, it will when it is ready.</li> <li>❖ If the dog is 'asking' for attention, stroke it under the chin or on the chest. Avoid the top of the head and shoulders.</li> <li>❖ Angle away from the corner of houses if you are walking around them so as not to startle the dog</li> <li>❖ Never think that a dog chained up cannot reach you. The chain may be longer than you think, and they have been known to snap</li> <li>❖ Do not stand square-on to doorways. Stand off-centre or side on" <b>BLADE POSITION"</b></li> <li>❖ if a dog is snoozing and does not notice your arrival, wake him up gently, from a distance, then approach with caution. Do not step over the dog</li> <li>❖ Dogs often consider their doorstep to be a 'safe' place. Never approach the door if a dog is right up against it and barking. If you back off slowly and give the dog enough room to escape, it will probably run off the doorstep and circle around you, giving you access to the door, but keep your eyes on the dog</li> <li>❖ Do not rush the process. Take as long as it takes, remembering the object is to prevent the dog from biting you</li> </ul>



	<ul style="list-style-type: none"> <li>❖ Depart from the property or the dog with caution and as slowly and casually as you approached – if necessary to the point of backing away</li> </ul> <p><b>Leashing a dog.</b></p> <ul style="list-style-type: none"> <li>❖ Form leash into a loop,</li> <li>❖ Approach from the side if possible</li> <li>❖ bringing leash up from below put over the dogs head</li> <li>❖ Ensure there is not too much pressure on the leash making the dog panic</li> </ul> <p>Put dog in van utilising the individual cages.</p> <p><b>Commercial properties</b></p> <ul style="list-style-type: none"> <li>❖ Call at the workplace/site office before undertaking any work</li> <li>❖ You may be required to wear specific site PPE and sign in and out of the work site.</li> <li>❖ You may be escorted through the work site.</li> <li>❖ Follow all on site Health and Safety procedures.</li> </ul>
Cautions	<p>As with all known hazards relating to specific addresses, any information relating to aggressive dogs on site should be recorded.</p> <p>Where aggressive dogs are known, alternative arrangements should be made if possible, such as visiting the site when the owners are at home to restrain the dog.</p> <p>If aggressive consider use of pole. In the interest of officer safety it may be necessary to muzzle a dog for officer safety.</p>
Materials required	<p><b>PPE</b></p> <ul style="list-style-type: none"> <li>❖ Leash</li> <li>❖ Treats</li> <li>❖ Pole</li> <li>❖ Muzzle</li> <li>❖ Cell phone. RT</li> </ul>
Legislation/reference	<p>Dog Control Act 1996 (all sections) Dunedin City Council Dog Control Bylaw 2016</p>
Related SOP	<ul style="list-style-type: none"> <li>❖ Using Dog catch pole procedure</li> <li>❖ Muzzling dog procedure</li> <li>❖ Use of Cages</li> </ul>
Reviewed date:	17/08/2023
Next review due:	17/02/2024

<b>Dog Catch Pole PROCEDURE</b>	
Rationale	Animal Control officers regularly handle dogs. At times they may encounter aggressive dogs which require use of Dog catcher pole to secure safely.
Objective	To provide clear steps for approaching aggressive dogs and using pole catching equipment appropriately.
Person responsible	All animal control officers, Dog rangers
Steps	<p><b>If you encounter an aggressive dog:</b></p> <ul style="list-style-type: none"> <li>• Arrive at the location and assess the situation. (Take 5)</li> <li>• Speak to people on site make a plan, and ask members of public to leave area you are working in.</li> <li>• Ensure pole is in good working condition</li> <li>• Be aware that dogs will often panic when poled.</li> <li>• Approach dog calmly and slowly accessing temperament and reaction as you get closer.</li> <li>• If you have any concerns call for back up before proceeding.</li> <li>• Utilize the site to semi contain the dog where you are able to work with it without it running past.</li> <li>• Utilize anything on site that you can use to screen yourself from a possible dog bite as you attempt to pole the animal.</li> <li>• If possible back dog into a corner or smaller space.</li> <li>• Slowly reach out with pole and slip noose over the dog's head. Tighten noose taking it slowly, avoid it being too tight</li> <li>• Once dog is securely poled put into van ensuring no public approach within bite range.</li> <li>• Loosen pole once dog is secured in the van.</li> </ul>
Cautions	A dog may panic once on the pole and roll which can cause the noose to choke the dog. Dog will likely bite at the pole during and while poled. The dog may try to rush past you and give a bite as they go by
Materials required	<p><b><u>PPE</u></b></p> <ul style="list-style-type: none"> <li>❖ Leash</li> <li>❖ Treats</li> <li>❖ Pole</li> <li>❖ Muzzle</li> <li>❖ Cell phone. RT,</li> </ul>
Legislation/reference	Attached Diagram- Dog Pole Attached instructions- Operating Dog pole Instructional Video <a href="#">County of San Diego Animal Services Ketch Pole Training - Bing video</a> Dog Control Act 1996 (all sections) Dunedin City Council Dog Control Bylaw 2016
Related SOP	<ul style="list-style-type: none"> <li>❖ Muzzling dog procedure</li> <li>❖ Use of Cages</li> <li>❖ Handling Dogs Procedure</li> </ul>
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**A:** Release knob-snap-back release instantly forms noose

**B:** Cable runs through pole and forms noose on other end

**C:** Rubber grips give handler firm control

**D:** Pole is tempered aluminium tubing light and durable

**E:** Plastic tooth guard to protect animal's teeth

**F:** Swivel head to prevent noose kinks

**G:** Noose of cable covered with plastic for animal protection

**To Operate:**

Referring to the picture of the pole, you will note that the excess cable is stored inside tubing and the noose is partially open.

**To Open noose:** a slight pull on release knob.

**To Close noose:** pull on end of cable. (A locking device assembled inside the pole automatically locks cable in position and noose will not open until released by a pull-on Release knob.)

**To Snare Animal:**

Slip noose over animal's head or other part of body and tighten sufficiently to restrain animal by a pull on the end of cable.

**To Release Animal:**

Open noose by a slight pull on Release knob.

<b>Injured animals PROCEDURE</b>	
Rationale	DCC have a contract with Murray's Vetlife to provide medical treatment for injured animals that have been impounded
Objective	To provide clear steps for accessing afterhours medical treatment for impounded dogs and other stock
Person responsible	Dog Ranger, VetLife Murray's, Afterhours Dispatch
Steps	<p><b><u>If you have impounded a dog that requires medical treatment</u></b></p> <p><b>1. Contact the vets</b> Ring Vetlife Murrays to give details of animal's injury, and arrange to bring them in. They may advise to continue with the impound and make an appointment the next day if not urgent.</p> <p><b>2. Remove the dog from the pound</b> If you have been given the details from the day before for a non-urgent appointment double check that there has been no changes to the instructions. Check dog description against the dog you are removing against the pound on site register. Ensure you have identified the correct dog. Check the dog notes and have the appropriate PPE on hand as needed. Note in the Pound Onsite Register the date the dog was removed and what for. If the dog will be returning after vet treatment notify the pound staff. Remove dog from kennel and transport to vets</p> <p><b>3. <u>Arrival at the Vets</u></b> Park at the rear of the vet clinic. Enter the clinic through the back sliding door. Talk to vet or vet nurse, be aware that often vet nurse students are working in the clinic who don't have authority to give instruction. Clearly state to the staff what the dog is at the clinic for. Sign the vet consent form- dog details etc, Let vet know of any behavioural issues and plan the hand over of the dog</p> <p><b>4. <u>After hand over to vet</u></b> Spray leads and van containment area with Safe 4 Stow away all PPE. Notify Afterhours call centre and animal admin that the dog has been dropped off.</p>
Cautions	DCC is only responsible for providing medical attention to animals that have been impounded. Contact SPCA to access Clutha Vets for other animals that are injured.
Materials required	<p><b><u>PPE</u></b></p> <ul style="list-style-type: none"> <li>❖ Leash</li> <li>❖ Treats</li> <li>❖ Pole</li> <li>❖ Muzzle</li> <li>❖ Cell phone. RT</li> <li>❖ Job sheet</li> </ul>
Legislation/reference	Dog Control Act 1996 DCC/Murrays Vetlife MOU
Related SOP	❖ Afterhours Call outs
Reviewed date:	17/08/2023
Next review due:	17/02/2024

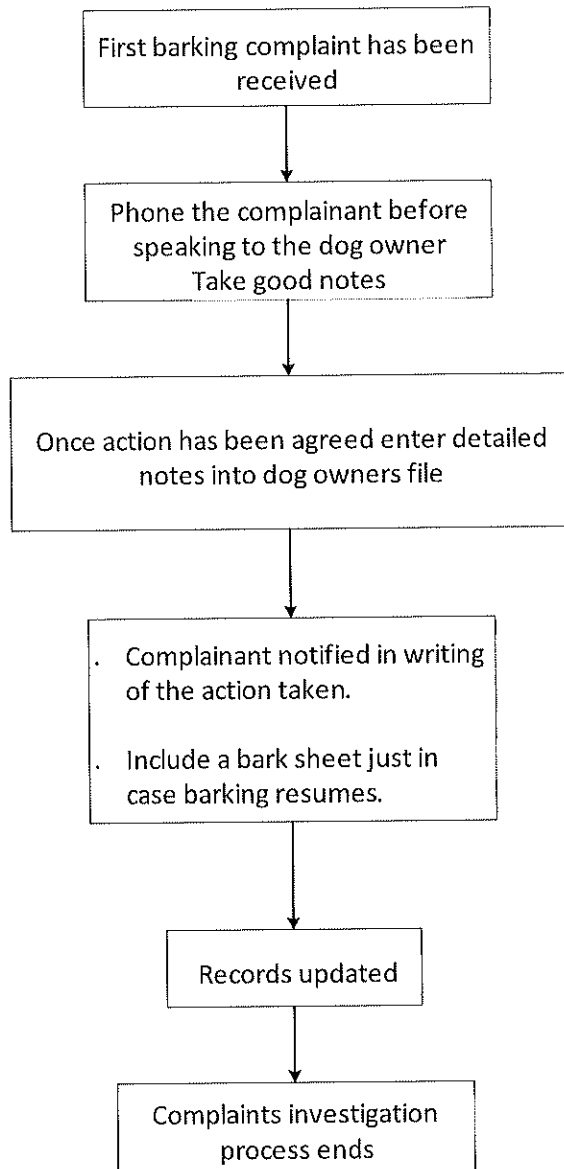


## Wandering Stock PROCEDURE

Rationale	<p>Your prime role when attending a RFS for roaming stock is to secure the animals and reduce the risk to the public and road users. It is important that the contractor responds promptly.</p> <p>Stock can be highly mobile but will generally not move too far from where they have escaped unless they are frightened.</p>
Objective	To provide clear steps for responding to wandering and trespassing stock
Person responsible	All animal control officers, Dog rangers, Landowners
Steps	<ol style="list-style-type: none"> <li>1. Call the complainant to ensure the complaint is still current.</li> <li>2. Upon arrival assess the scene and refer to Traffic Management Instructions to ensure it is safe to proceed. Proceed in accordance with the Traffic Management Plan.</li> <li>3. Secure the area to minimize risk to road users, members of the public or the stock. You may need to contact police to set up a road block.</li> <li>4. If able to determine where the stock has escaped from return the stock to that place and secure fence or gate. (refer to hard copy DCC stock list)</li> <li>5. Where possible advise the owner so they can ensure stock is secure, enter the owners name and contact details on the job sheet which will be scanned to DCC upon completion of the job.</li> <li>6. If it is unknown where the stock have come from or the area cannot be secured then either: <ul style="list-style-type: none"> <li>• Impound stock in the DCC stock pound facility; or</li> <li>• Secure in another nearby yard or paddock with the landowners permission.</li> <li>• Set up a "temporary stock pound" sign</li> </ul> </li> <li>7. If you are impounding the stock take them to Carlyle Road Mosgiel stock pound. Note time and mileage and detail of animal/s.</li> <li>8. Complete your job sheets with sufficient information so ACO know what you have done and why. It may be necessary to draw a simple map as to where the stock are being held or where they were returned to so an ACO can identify the owner.</li> </ol> <p><b>TRESPASSING STOCK</b></p> <p>When stock are trespassing on another person's land the occupier may:</p> <ol style="list-style-type: none"> <li>1. Return the stock to the owner's land; or</li> <li>2. Impound the stock on their own land and notify the stock owner; or</li> <li>3. Impound the stock and notify DCC to facilitate the impound at the DCC Stock pound</li> </ol> <p>Where stock are trespassing on another person's property DCC can only take possession of the stock if it is impounded by the Occupier of the land being trespassed on.</p> <p>The Occupier includes the owner, tenant, licensee, agent or overseer.</p> <p><b>Trespassing Stock Process</b></p> <p>When you receive a RFS for trespassing stock:</p> <ol style="list-style-type: none"> <li>1. Call the complainant:</li> </ol>

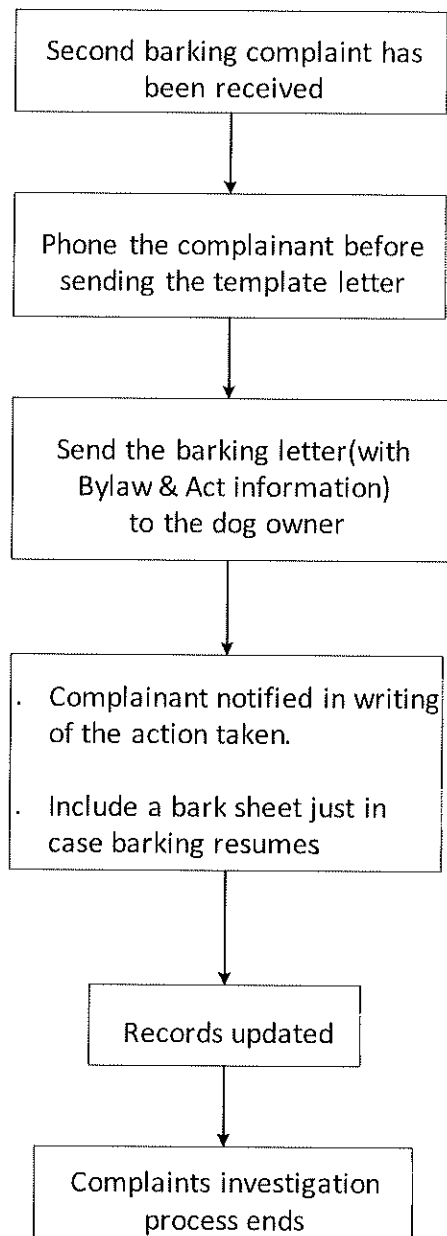
	<ul style="list-style-type: none"> <li>• Confirm the details and phone numbers of the complainant.</li> <li>• Ensure the stock is still trespassing.</li> <li>• Confirm the complainant is the Occupier of the land and is impounding the stock.</li> </ul> <ul style="list-style-type: none"> <li>• If the stock is still present, attend within 1 to 1.5 hours from the time of receiving the request (this will be dictated by the location of the stock i.e. stock at Middlemarch will take longer than one in city). Any departure from this timeframe will have to be agreed to by the complainant and Armourguard must make note of this on the Job Sheet.</li> <li>• If able to determine where the stock has escaped from return the stock to that place and secure fence or gate. (refer to DCC stock list)</li> </ul> <p>2. Complete your job sheets with sufficient information so DCC staff know what you have done and why.</p>
Cautions	Where stock are trespassing on another person's property DCC can only take possession of the stock if it is impounded by the Occupier of the land being trespassed on.
Materials required	<p><u>PPE</u></p> <ul style="list-style-type: none"> <li>❖ Leash</li> <li>❖ Treats</li> <li>❖ Pole</li> <li>❖ Muzzle</li> <li>❖ Cell phone. RT</li> <li>❖ Job sheet</li> </ul>
Legislation/reference	<p>Impounding Act  DCC Stock list  Traffic Management Plan</p>
Related SOP	❖ Afterhours Call outs
Reviewed date:	17/08/2023
Next review due:	17/02/2023

# 1<sup>st</sup> Barking Complaint Stage 1



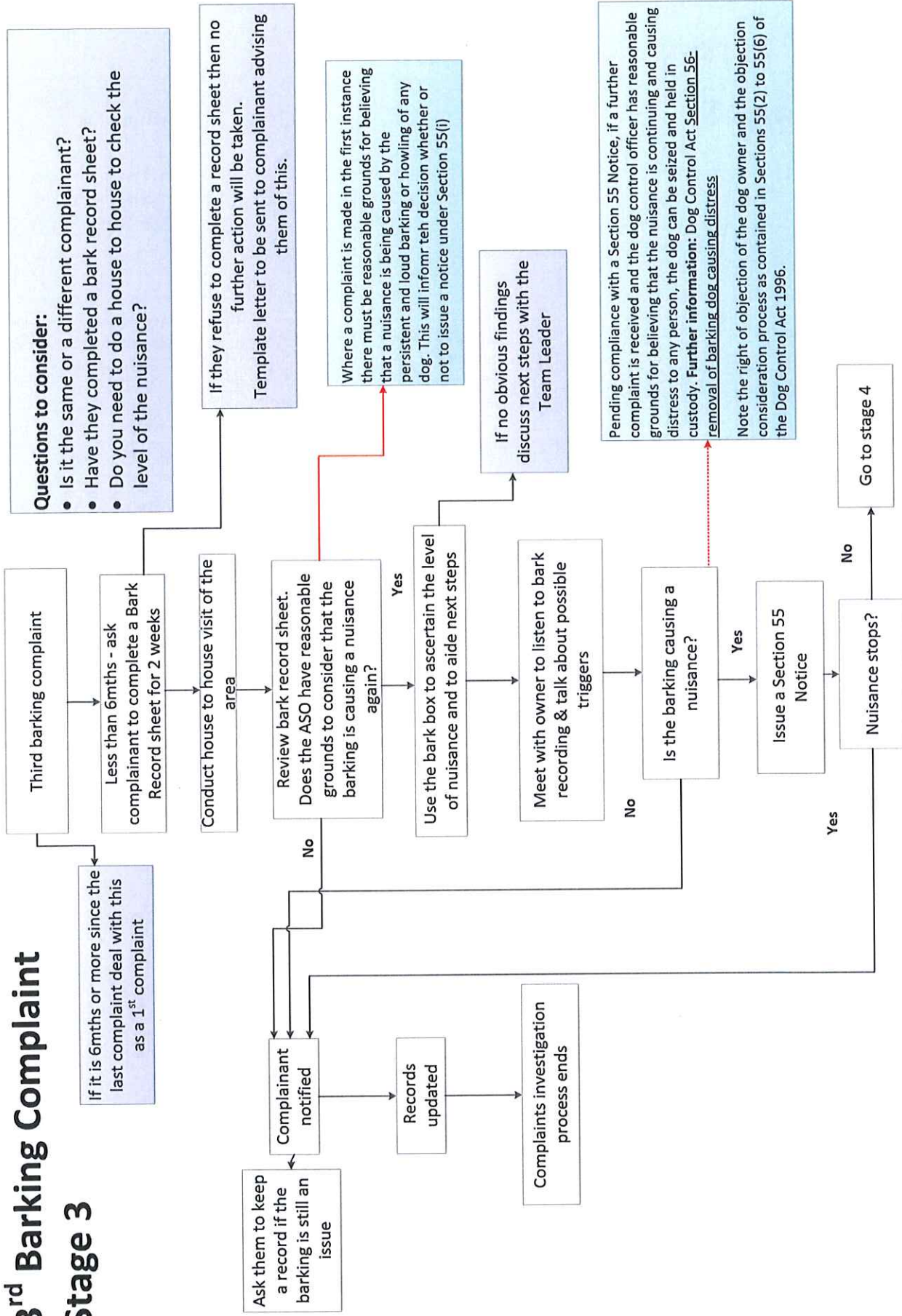
# 2<sup>nd</sup> Barking

# Complaint Stage 2





# 3<sup>rd</sup> Barking Complaint Stage 3



**Questions to consider:**

- Is it the same or a different complainant?
- Have they completed a bark record sheet?
- Do you need to do a house to house to check the level of the nuisance?

If they refuse to complete a record sheet then no further action will be taken.  
Template letter to be sent to complainant advising them of this.

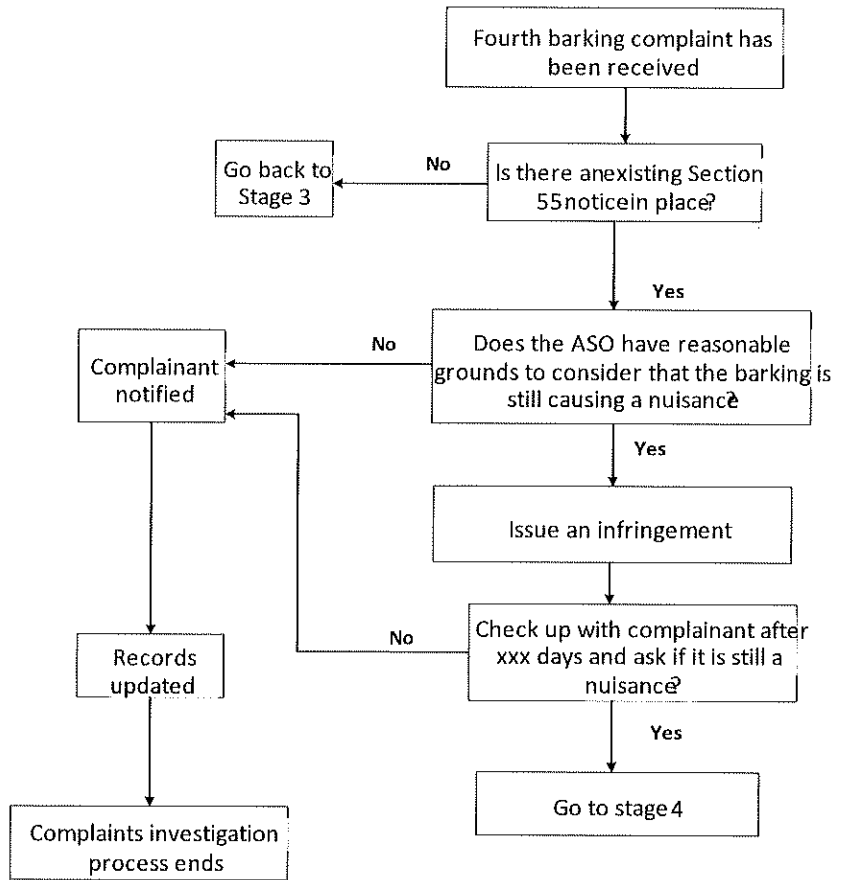
Where a complaint is made in the first instance there must be reasonable grounds for believing that a nuisance is being caused by the persistent and loud barking or howling of any dog. This will inform the decision whether or not to issue a notice under Section 55(i)

If no obvious findings discuss next steps with the Team Leader

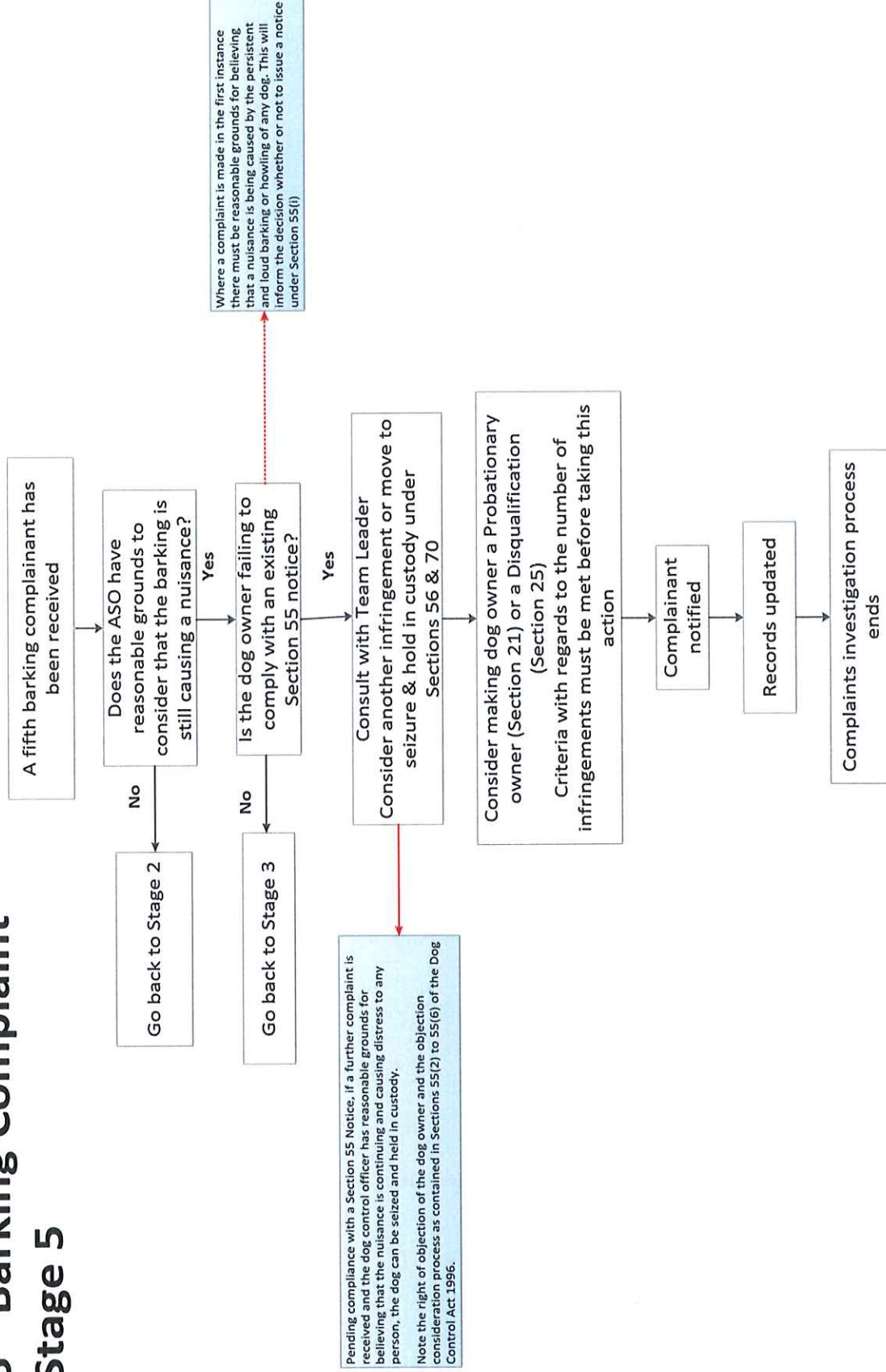
Pending compliance with a Section 55 Notice, if a further complaint is received and the dog control officer has reasonable grounds for believing that the nuisance is continuing and causing distress to any person, the dog can be seized and held in custody. **Further information:** Dog Control Act Section 56- removal of barking dog causing distress  
Note the right of objection of the dog owner and the objection consideration process as contained in Sections 55(2) to 55(6) of the Dog Control Act 1996.

# 4<sup>th</sup> Barking Complaint

## Stage 4



# 5<sup>th</sup> Barking Complaint Stage 5





Dear Resident,

Dunedin City Council's Animal Services team is currently investigating a barking complaint in your area.

To help us determine if the barking is creating a nuisance, we are seeking your assistance.

Below are several questions that we would appreciate you answering and then returning your response to Animal Services in the pre-paid envelope supplied.

Please be assured that any information you provide below will be kept confidential and if you would like to discuss anything with regards to this matter you can call Cazna Savell on 03 477 4000.

- Your house number (this would be very helpful but is optional) \_\_\_\_\_
- Can you hear a dog barking in your neighbourhood? Yes / No
- Does it bark for long periods of time? Yes / No
- If you answered yes to the last two questions can you indicate at what time of day the dog/s are barking? \_\_\_\_\_
- Is the barking bothering you? Yes / No
- Can you identify where the barking is coming from? Yes / No
- If you know the address, are you happy to provide the address and a description of the dog /dogs?

Address: \_\_\_\_\_

Dog description: \_\_\_\_\_

- If you think the barking is creating a nuisance are you happy for someone from Animal Services to contact you? Yes / No

If yes, please provide your name and phone number: \_\_\_\_\_

- Any other comments?

Yours sincerely

Cazna Savell

**Team Leader Animal Services**

Office Use only ACO: RFS:
---------------------------------

**DCC ANIMAL CONTROL**

**BARKING DOG RECORDING SHEETS**

DAY	DATE	AM	PM
MONDAY			
TUESDAY			
WEDNESDAY			
THURSDAY			
FRIDAY			
SATURDAY			
SUNDAY			
MONDAY			
TUESDAY			
WEDNESDAY			
THURSDAY			
FRIDAY			
SATURDAY			
SUNDAY			

Investigating officer in charge of case: \_\_\_\_\_

Address of barking dog: \_\_\_\_\_

Breed and description of dog: \_\_\_\_\_

Name of owner, if known: \_\_\_\_\_

**I hereby declare that the information recorded by me on the "Barking dog recording sheet" is to the best of my knowledge true and accurate and I am prepared to give verbal support of my evidence at any Council Hearings panel called to consider this matter at a later date.**

Signed: \_\_\_\_\_ Full Name: \_\_\_\_\_

Address: \_\_\_\_\_ Contact Phone number: \_\_\_\_\_

Please send completed forms to: **ANIMAL CONTROL, PO BOX 5045, MORAY PLACE, DUNEDIN 9058**

## **Dealing with People on Drugs and their Surrounds**

ASOs during their daily work may come into contact with people under the influence of drugs that may cause them to react in an aggressive manner to the officer.

### **Methamphetamine "PE"**

Methamphetamine is an addictive synthetic stimulant which stimulates the release of chemicals in the brain that are responsible for pleasure and euphoria. It can cause violent and aggressive behaviour, schizophrenia, severe paranoia, severe depression and suicidal tendencies in people.

The physical warning signs and behaviour include severe weight loss, severe damage to skin and teeth, uncontrollable fits and tremors, sweating, sunken eyes, dilated pupils, delusions of power, speaking quickly, incessant talking, teeth grinding, clicking and rapid eye movement.

### **Dealing with a Person on Meth**

Speak slowly

Move slowly

Avoid bright lights

Keep to a distance of 2-3 metres

Keep hands visible

Keep them talking; if they stop talking, they may turn their concentration to paranoid thoughts and actions

Contact Senior ASO and police

Staff must notify SASO and H&S rep if they have dealt with someone they suspect has been on drugs. Note to be made against dog owner notes and in the register. If a revisit to the property must be made, speak to SASO and two officers should attend. If at all worried, call for police backup.

### **Meth Lab**

Meth labs may be a danger to officers visiting properties. Meth labs are highly volatile and often toxic waste is left on site so toxic fumes may be present.

### **Outside**

Windows blacked out, curtains always drawn, chemical odours, discarded chemical containers, pill phials, used coffee filters, batteries and indications of chemical dumps.

### **Inside**

Chemical odour, reddish brown staining on ceiling and walls, fridge, jars two-layer liquids, glassware and homemade equipment. Chemical containers.

***If you find a Meth Lab***

**90 second rule - hold your breath and walk out**

**Get out calmly and quickly and contact the police**

Do not

touch anything

turn anything off

try to stop a chemical reaction

smell any containers

use RT or radio

close windows and doors left open

***Signs of Physical Contamination***

Nausea

Coughing and gagging

Headache

Pain in chest

Difficulty breathing

Burning and watery eyes

Burning skin

Dizziness

Cold clammy sensations

Decrease in cognitive ability

Convulsions

Tremors

If you think you have been exposed to chemicals, place area under water, ring SASO and immediately seek medical advice. Don't ignore it.

**Request to Enter a PE Lab or Suspected Lab**

At times staff may be requested by the New Zealand Police to remove a dog from a dwelling suspected to be used as a PE lab. The New Zealand Police have specialist training, equipment and protocols for entering these properties to avoid personal contamination.

**Under no circumstances is an ASO to enter into a building or dwelling knowing it is a PE lab. Police are to utilise their own dog handlers or organise for the occupants to deliver the dog out to the ASO on the street.**

If pressure is put on an officer to enter, contact the **Senior ASO immediately**. Clearly explain to senior police officer on site that:

- 1) We do not have the specialist training
- 2) Do not have the required safety equipment
- 3) Management has instructed all officers not to enter under any circumstances
- 4) If officer enters it is a clear breach of the health and safety policy

ACOs receiving a dog removed from a PE lab must wear disposal rubber gloves and waterproof pants to ensure no cross contamination occurs.

As per police and DSIR scientists' instructions, the dog can be decontaminated by washing in cold water. This must be done before the dog is placed in the pound. The area they are washed on must also be thoroughly hosed down after washing the dogs.

Officers to be aware that any animal taken out of a PE lab may be under the effects of chemicals found on site and may demonstrate unexpected behaviour.



# Dog handling procedure

## Legislation

As per Dog Control Act 1996 all sections and the Dunedin City Council Dog Control Bylaw 2016 may require you to handle dogs.

## Back ground

A hazard that you may encounter is aggressive dogs, particularly as you are entering private properties. As with all known hazards relating to specific addresses, any information relating to aggressive dogs on site should be recorded. Where aggressive dogs are known, alternative arrangements should be made, such as visiting the site when the owners are at home to restrain the dog.

When approaching the house, always assume that a dog may be present. Beware of the dog signs are not reliable. Always rattle the gate to let any dogs know that you are there.

**See entering property SOP AND PROCEDURE**

## Procedure for approaching dog public or private property

Check council notes on dog, if necessary contact the owner and get them to come home, particularly for aggressive complaints.

Always take your time, do not rush the process. Gauge the dog behaviour (body language) and act appropriately.

If a dog is not showing signs of aggression, allow the dog to approach you pat on chest. Use a leash to catch. Dog treats may be used to gain a dog's attention.

If aggressive consider use of pole. **See poling dog procedure**. In the interest of officer safety it may be necessary to muzzle a dog for officer safety. **see muzzling of dog procedure**

### **Leashing a dog.**

- ❖ Form leash into a loop,
- ❖ approach from the side if possible
- ❖ bringing leash up from below put over the dog's head
- ❖ Ensure there is not too much pressure on the leash making the dog panic

Put dog in van utilising the individual cages. See use of cages procedure

Any issues contact SACO

## **Things to remember**

- ❖ If walking onto a property with fences and gates, rattle the gate then look and listen. Assess the situation before entering
- ❖ Pay no attention to "Beware of the Dog" signs. They only serve to let you know there may be a dog on the property
- ❖ if you are not sure that there is a dog on the property, look for dog bones, chewed up articles, any sign of dog faeces
- ❖ Let the dog approach you. Observe it from behind the gate. Analyse the behaviour and body language before you open the gate.
- ❖ **DO NOT APPROACH IF YOU ARE AT ALL CONCERNED.**
- ❖ Try to avoid approaching the dog directly, turn side on to it. This will reduce the visual impact, you will not look as large
- ❖ Do not behave in a threatening or dominant manner towards the dog. This will be a signal to the fearful dog that it has no reason to fear you, and likewise to the dominant dog that it has no reason to defend its dominance
- ❖ If possible, call the dog by its name remembering owners often use abbreviated versions of the name. This can have a remarkable effect in changing the dog's attitude towards you
- ❖ Avoid direct eye contact, especially in the early stages of the meeting, but do not lose sight of the dog completely. You may find out very quickly that you missed some signal from the dog
- ❖ At all times act confidently. Do not try and push your friendship on the dog. If it wants to make friends, it will when it is ready.
- ❖ If the dog is 'asking' for attention, stroke it under the chin or on the chest. Avoid the top of the head and shoulders.
- ❖ Angle away from the corner of houses if you are walking around them so as not to startle the dog
- ❖ Never think that a dog chained up cannot reach you. The chain may be longer than you think, and they have been known to snap
- ❖ Do not stand square-on to doorways. Stand off-centre or side on "BLADE POSITION"
- ❖ Where possible, go into potentially dangerous situations by vehicle and park as close as possible to the door.
- ❖ if a dog is snoozing and does not notice your arrival, wake him up gently, from a distance, then approach with caution
- ❖ Dogs often consider their doorstep to be a 'safe' place. Never approach the door if a dog is right up against it and barking. If you back off slowly and give the dog enough room to escape, it will probably run off the doorstep and circle around you, giving you access to the door, but keep your eyes on the dog
- ❖ Do not rush the process. Take as long as it takes, remembering the object is to prevent the dog from biting you

- ❖ Depart from the property or the dog with caution and as slowly and casually as you approached – if necessary to the point of backing away

The most effective way of reducing aggression in a dog is to reduce the threat (as the dog sees it). The main problem is to find an action that will switch off the aggressive mood of the attacker. One way of doing this is to adopt a submissive posture that is the opposite of the threat display. The other situation is to arouse in the aggressor a mood which conflicts strongly with its hostility and thereby subdues it, like shouting forcefully and angrily at the dog. These are two basic methods of pacifying an aggressive dog. **However, it must be stressed that the latter method be used with extreme caution.**

Remember, that in any situation where you feel it is unsafe, ***DO NOT ENTER THE PROPERTY or engage with the dog ask for assistance***

### **Training and certificates**

- ❖ Training individual SOPS and procedures
- ❖ Dog behaviour training
- ❖ First aid training

### **Standard operating Procedures**

- ❖ Micro chipping dogs sop
- ❖ Visiting property sop
- ❖ Poling dog procedure
- ❖ Muzzling dog procedure
- ❖ Handling dog SOP

### **PPE**

- ❖ Leash
- ❖ Treats
- ❖ Pole
- ❖ Muzzle
- ❖ Cell phone. RT, Personal Body Worn Camera

# DOG POUND SOP

In addition to this SOP, consider the use of a Take 5, JSA or PTW

Description of Task / Activity
Officers access the pound to impound, release facilitate visits and check dogs for ailments or temperament. The DCC may also hold aggressive dogs pending a court hearing.
<b>DO NOT undertake this task unless you are trained and competent</b>


















Additional PPE:	
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Equipment / Material required	Training required to complete work
Safe 4 Lead Muzzle, pole Phone Ear muffs gloves	<b>SEE POUND RELEASE PROCEDURE</b> <ul style="list-style-type: none"> <li>• Handling dogs SOP and procedure</li> <li>• Aggressive dogs SOP</li> <li>• Microchipping SOP</li> <li>• Needle disposal sop</li> <li>• Visitors to pound SOP</li> <li>• Muzzling dogs' procedure</li> <li>• Poling dogs' procedure</li> <li>• Procedure dogs to vets</li> <li>• Pound release procedure</li> <li>• Procedure dogs to vets for treatment.</li> </ul>

#	Basic Steps	Actual / Potential hazards and risks	Raw risk score	Proposed action and control measurements	Residual risk score
<b>Pre-operational Safety Checks</b>					
			M9		
			Select		Select
			Select		Select
			Select		Select L3
<b>Operational Steps</b>					
	NOISE	Hearing loss	M9	Hearing protection to be worn	L1
	Compound security	Animals escaping, public access resulting in bites	M9	Only DCC staff and specific Allandale Kennels staff to enter the pound building. Doors are to be locked and alarm reset when visiting after hours.	L2

**Relevant Guidance:**

- Health and Safety at Work Act 2015
- AS/NZS Respiratory Devices
- Manufacturers Manual
- AS/NZS 1269 Noise Management
- AS/NZS 3760; AS/NZS 3012 Electrical Regulations
- WorkSafe's Safe Use of Machinery Guidelines

				Dog owners and public not to have access to pound. Sign stating no public access Main gates to be shut behind staff as they come and go.	
	Public access	Dog bite	M9	Public only allowed into viewing area when accompanied by ACO or pound staff. Or if they are picking up their own dog and staff are unable to handle it due to aggression.	L2
	Administering Medication	Dog bite	M9	Only qualified staff to administer medicine, creams etc. All medication to be clearly marked and dog identified.	L3
	Dogs from PE LABS	Bites/ contamination	M9	Dogs from PE labs may demonstrate abnormal behaviour due to the chemicals they have been exposed to.  Wash dogs down prior to impounding with cold water, wear gloves to stop cross contamination.  Notify all Kennel staff.	L4
	Faces and urine	Infection illness	M6	Use appropriate equipment to pick up e.g. poo bags.  Wash hands after dealing with faces and urine.  SEE PATHOGENES SOP  Use hand sanitizer.	L2
	Infected Dog	Cross species infection	M6	Wash hands after handling dogs. Infectious dogs to be separated from other dogs.  Notes to be left for pound staff.  Footbaths to be placed at all doors and used by staff.	L2
	Bitches in season	Impact on other dog behaviour. more unmanageable	M6	Isolate bitch in season. Clearly note for kennel staff.	L1
	Zoonosis	Illness, hospitalisation.	M6	<b>See Pathogens procedure</b>	L2



				<p>Ensure all dogs are healthy at time of impounding. Notify all staff if illness or injury is suspected in any dog.</p> <p>Take appropriate action by taking to the vet if needed. Treat with appropriate Medication obtained by the vet.</p> <p>Use Gloves and other protective clothing, when necessary, when dealing with unwell animals.</p> <p>Make sure a doctor is seen and other staff notified if any staff member shows/has symptoms of an illness that can be caught off dogs.</p>	
	<b>Putting Dog in Kennel</b>	Bite injury	M6	<p>If dog is uncooperative, try food or ask for assistance</p> <p>Do not strain your back trying to lift or pull a large uncooperative dog.</p>	L2
	<b>Removing Dog from Kennel</b>	Bite injury	M6	<p>If dog is aggressive try food, Ask Dog Pound Handler for assistance, Pole see SOP.</p>	L2
	<b>Dog Fight</b>	Bite injury	H12	<p>Dogs to be exercised individually.</p> <p>If moving a dominant or aggressive dog within pound building, put it on a lead so it is controlled and can be kept away from other kennelled dogs.</p>	L4
	<b>Dangerous, Menacing Dogs by Action</b>	Bite injury	M9	<p><b>Clip both doors to ensure that dogs lunging against the doors do not pop the catches.</b></p> <p>Clearly mark kennels and note for Kennel staff that the dog has order against it.</p> <p>Dog to be put on lead to take to exercise area.</p>	L4

				If not able to handle, leave in kennel.	
	<b>Dogs Demonstrating Aggression Towards People</b>	Bite injury	H12	Clearly mark kennel and note for Kennel staff.  <b>Clip both doors to ensure that dogs lunging against the doors do not pop the catches.</b>  If unable to be safely handled leave it in kennel.  Only staff confident in handling dogs to handle.  <b>IF POLING TWO OFFICERS TO BE IN ATTENDANCE</b>	M9
	<b>Dogs Demonstrating Fear</b>	Bite injury	H12	Clearly mark kennel and note for Kennel staff.  Take your time, gain dog's confidence before handling.	M9
	<b>Menacing by Breed</b>	Government has noted potential for harm. Bite injury	M6	Staff to be able to identify the breeds or type and be aware of possible problems.  All classified dogs must be muzzled at release	L4
	<b>Dog Demonstrating Aggression Towards Other Dogs</b>	Bite injury	M9	Do not put entire males' side by side.  Do not put in kennel 12 as all dogs are walked past.  If demonstrating aggression towards other dogs, kennel in separate row and note for Kennel staff dog handlers.	L4
	<b>Micro chipping dogs</b>	Bites/dogs escaping	H12	Dogs to be micro chipped inside pound buildings not outside.  Any dogs with behavioural issues to be muzzled.  Ask staff for help and give clear instructions as to how you want dog held if any concerns call another ACO to help.	M6

	<b>Used Micro chipping needle</b>	Needle stick injury	M5	Used needles are to be put into needle disposal container by desk in pound.	L1
	<b>Sharps container</b>	Needle stick injury	M5	Do not attempt to empty container.  When full call contractor to replace.	L1
	<b>Muzzling dogs that are classified before release</b>	Bite injuries to staff while muzzling.  Bite injuries to public and their dogs during release	M9	Obtain muzzle from customer before retrieving dog from the pound.  Put muzzle on dog prior to bringing to office.	L3
	<b>Staff unable to safely handle dog at release</b>	Bite injuries	H12	If staff are unable to safely handle dog at release Customer to be given supervised access to outside part of kennel where they can muzzle and leash their dog before proceeding from pound.	L1
	<b>Customer Muzzling Dog</b>	Bite to customer	M6	Check that customer has used a muzzle on the dog before and knows how to put it on.  Customer to muzzle any dogs that are required to be muzzled in the area inside gate before taking dog from pound. Or given supervised access to outside kennel where they can muzzle their dog.	L3
	<b>Ice</b>	Slipping/falls	M6	Alert all staff of any icy/slippery patches.  Use wet floor signs.	L2
	<b>Wire Fencing and Cages</b>	Catching on body/cuts	M9	Kennels to be checked regularly, any loose or protruding wire to be fixed  Let SACO and pound staff know if anything needs fixed	L4
	<b>Chemicals</b>	Toxic effects	H12	Ensure data sheets are available.	L4



				<p>Ensure correct storage.</p> <p>Ensure all staff are aware of handling and safety procedures.</p>	
	<b>Working Alone in pound</b>	Trips, falls, bites	L4	<p>After hours have RT or phone with you in case you need help.</p> <p>If you can see possible problems, ask for assistance.</p> <p>Shut pound main gate as you come and go.</p>	L2
	<b>Getting locked in a kennel</b>	Being stuck until someone comes	L2	<p>Some staff are unable to reach through kennel to lift up catches to open door.</p> <p>Ensure you don't shut door behind you and carry your phone.</p>	L1
	<b>Doors</b>	Jamming fingers	L3	<p>Watch fingers when shutting pound doors particularly the outside door.</p>	L2
	<b>Fire/ Earth quake</b>	Injury to staff	L2	<p>Doorways are to be kept clear to allow quick exit or access</p> <p>Fire extinguisher onsite.</p>	L1
	<b>Vehicles</b>	Vehicle accident related injury	M6	<p>Always look for vehicles moving in parking and driveway area.</p> <p>Go slow.</p> <p>Be aware of blind spots</p>	L2
	<b>Turning into pound from road</b>	<p>Hit by vehicle traveling at speed</p> <p>Vehicle accident related injury</p>	H15	<p>Watch for vehicles at speed behind and in front of turning arc.</p> <p>Beware when leaving pound, you are on a blind corner that cars travel around at speed.</p> <p>If necessary, pull over and let cars past before turning into pound.</p>	M5

	Pellet fire	Burns/fire in pound	L2	<p>Pellets for the fire are to be stored away from the pellet fire.</p> <p>To be stored in a separate spare run.</p> <p>Staffs are not to open the fire door at any time. Only the top back hopper lid is to be used.</p> <p>Only use the wall mounted thermostat to change the temperature.</p> <p>Any issues contact Brent immediately</p>	L1
	Dark lack of lighting	Trips /falls	M6	<p>Pull vehicle up far enough to trigger the motion sensor lights outside.</p> <p>If any are not working report issue to Brent.</p> <p>Enter pound turn on lights and turn off alarm before bringing dog in.</p> <p>Be aware that outside sensor lights may have turned off before you leave, trigger the lights again before turning off the first inside light and locking the outside door.</p>	L1
	Light reflection on inside of van windows.	Backing into objects.	L3	<p>Officers aware of reflection issues ensure area being reversed into is unobstructed.</p> <p>If necessary, get out of van to check progress.</p>	L1
<b>Ending operations and cleaning up</b>					
	Compound security	Animals escaping, public access resulting in bites	M6	<p>Only DCC staff and specific Allandale Kennels staff to enter the pound building.</p> <p>Doors are to be locked and alarm reset when visiting after hours.</p>	L3

				Dog owners and public not to have access to pound. Sign stating no public access	
	<b>Wet floors</b>	Slipping/ falls	M6	Use wet floor signs.	L2
	<b>Hoses</b>	Tripping/falls	M6	Hoses to be hung after all use.  Watch where you are walking.  Hoses operate under pressure- not to be left running unless under control.	L2
	<b>Office chair</b>	Falling off causing injury.	M6	Don't lean back on chair.  Be aware that chair has casters and can move easily on the concrete floor.	L2
	<b>Noise</b>	Hearing loss /migraine	L3	Appropriate hearing protection to be used.  Earmuffs are kept in the top draw of the desk in pound building.	L1



**RISK ASSESSMENT GUIDE**

**Step 1 – Consider consequences**                      **Step 2 – Consider likelihood**                      **Step 3 – Calculate ‘initial risk’ (without controls)**

What are the consequences of this hazard occurring? Consider what is the most likely consequence (below) with respect to this work hazard.

What is the likelihood (below) of the hazard consequence in step 1 occurring?

1. Take step 1 rating and select the correct column.  
 2. Take step 2 rating and select the correct line.  
 3. Use the risk score where the two ratings cross on the matrix below.  
**L** = Low, **M** = Moderate, **H** = High, **E** = Extreme

Consequences		Likelihood			Consequences (C)					
						Neg	Min	Mod	Maj	Extr
Negligible	No treatment / near miss.	Almost certain	Expected to occur in most circumstances	Likelihood (L)	Almost certain	M5	H10	H15	E20	E25
Minor	Minor medical treatment/ temporary restricted work	Likely	Will probably occur at least once		Likely	L4	M8	H12	E16	E20
Moderate	Requires medical treatment and/or lost time injury	Possible	May occur		Possible	L3	M6	M9	H12	H15
Major	Reportable injury / serious harm	Unlikely	Not expected to occur		Unlikely	L2	L4	M6	M8	H10
Extreme	Fatality or permanent injury	Rare	Highly unlikely		Rare	L1	L2	L3	L4	M5

**Regardless of risk level - 1) All workers must be inducted to the site. 2) The nature and location of the work must be displayed or otherwise shared with other site users that may be affected, including any other 3<sup>rd</sup> party workers on site.**

Low level initial risk (**green** 1 – 4) no permit required - (See red text above)

Moderate level initial risk (**yellow** 5 – 9) requires a permit and occasional audits e.g. a % sample

High level initial risk (**amber** 10 – 15) as above plus, a documented emergency response plan. Higher frequency of visits/audits

Extreme level initial risk (**red** 16 – 25) as above plus, DCC Manager pre-start approval and MUST be audited at regular intervals

**Acknowledgement**

**Declaration:**

I, the undersigned, acknowledge and confirm I understand the safe processes associated with this activity. **I will comply with this procedure at all times.**

**Signed by Supervisor and All Personnel**

Authorised by: \_\_\_\_\_ Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Worker: \_\_\_\_\_ Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Worker: \_\_\_\_\_ Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Worker: \_\_\_\_\_ Signature: \_\_\_\_\_ Date: \_\_\_\_\_

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Worker: \_\_\_\_\_ Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Worker: \_\_\_\_\_ Signature: \_\_\_\_\_ Date: \_\_\_\_\_

## **Dog Pound procedure**

### ***Kennel complex***

No public are to be admitted to the kennel complex. Unless they are there to view a dog for rehoming or have been asked by staff to handle their own dog due to aggression concerns.

The kennel complex doors are to be kept locked at all times. Dogs are not to be left loose in the kennel area. Bitches in season are to be kennelled apart from entire male dogs. Any dogs with any health problems to be identified and kennel and DCC staff are to be notified immediately.

**Non pound dogs demonstrating aggressive or anti-social dog behaviour or alarm barking are not to be put in the kennels near the entry door that Animal Services Staff use. Please utilise kennels 2 to 5 for these dogs. This is to prevent dogs that are being brought into the pound reacting and causing health and safety issues for staff.**

After hours the kennels are alarmed [REDACTED] **reset alarm when you leave.**

To guard against back injury, if having problems getting a large dog in a kennel, ask for help.

Animal Control Officers are to access dog behaviour and ensure all hazard controls are in place for aggressive and classified dogs.

### ***Aggressive customers***

- CSA or base to alert pound staff or officers if a dog owner coming to pound is angry.
- Staff to consider if it is a two-up job.
- Call police if necessary
- Arrive on site prior to time client is expected.
- Park van facing the gate so that you can leave quickly if needed. Wear body worn camera.
- Try to calm the situation
- Remove your self
- Get them to wait at the office and bring the dog to them.
- Do not shut gates behind an aggressive dog owner.
- If they try to take a dog from you let them and call the police.
- Use panic button to get help.
- Stay in van and leave the site if able, rt base for help.

### ***Dogs Demonstrating Aggressive Behaviour***

- Keep non-compatible dogs separate from each other. When kennelling, attach a sign beside the kennel door to warn other staff. Verbally notify kennel staff. If after hours, entry to be highlighted in impounding book at kennels.
- Only confident experienced staff to handle dog. Dog behaviour to be assessed before removing from kennel. If any concerns, leave dog in kennel and ask for help. When taking to exercise area put on lead to provide a good level of control.
- Add lip to kennel door latch.

### **Classified Dogs**

#### ***Dangerous Dogs***

- As per Dogs Demonstrating Aggressive Behaviour
- Warning sign to be attached beside the kennel door. Dog must be muzzled before being released from the kennels.
- Utilise the internal sliding partitions when cleaning out the run areas to keep the dog separated from staff.

#### ***Menacing Dogs***

- As per Dogs Demonstrating Aggressive Behaviour
- Warning sign to be attached beside the kennel door.
- Utilise the internal sliding partitions when cleaning out the run areas to keep the dog separated from staff.

All staff to be aware and able to identify menacing dogs by breed. All menacing dogs should be muzzled before release from the pound.

#### ***Noise induced hearing loss***

Due to the pound being an enclosed space dog barking within the confined area is a substantial hazard.

Ear muffs have been provided for staff and are to be used by staff.

#### ***Sharps container***

The large sharps container is now located at the pound. Please ensure needle covers are in place before putting into container. Once container is full the appropriate contractor is to be contacted to dispose of the used needles and supply a new disposal container. Under no circumstances are any staff to manually empty the container.

### **Impounding a dog procedure**

- ❖ Dose the dog has any injuries? Seek vet attention if needed.
- ❖ Choose a kennel and set up prior to getting dog out of van. (jumper)
- ❖ Take photo of dog
- ❖ Scan for microchip and note down number
- ❖ Check and note tag number
- ❖ Put dog in kennel.
- ❖ Add dog to Kennel impound book, date, time, kennel number, breed, M/F, colour, microchip, tag number and where dog was picked up.
- ❖ Complete impounding form on the tablet.

### **Dog Pound Release**

#### ***Visitor Management Procedures for Customers Claiming dogs from the Pound***

We must take all practicable steps to ensure the safety of people coming into the pound to claim dogs.

Ensure that releases are scheduled to allow ample time for the owners to make it to the pound during the scheduled release times.

If customer has shown aggression to staff at time of contact or pound payment please notify staff that are doing the release.

All owners claiming a dog from the pound must provide a leash.

Any menacing or dangerous dogs, owners must supply muzzle at time of release.

Check that the person claiming the dog is the owner. If not, ascertain whether they have the experience to handle the dog safely. If any concerns officer to handle the dog and help them contain dog in vehicle for transport.

Dog owners are to wait at the kennels office and staff will bring the dog down to them.

In the event that a very aggressive dog is being released and manual handling of the dog would be a danger to pound staff or Animal Control Officers the dog owner may be asked to remove their own dog from the kennels. Dogs usually in this category have muzzling classifications and the owner should muzzle them before removing them from the building.

We must inform clients of hazards on site:

- Dogs in other kennels, do not touch
- Noise from barking, ear muffs to be offered
- Wet floors, slipping
- Possible sharp edges.

***Release Procedure for aggressive dogs where owners are within the pound complex.***

1. Meet client on site.
2. Inform them of hazards on site.
3. Ask client to read disclaimer sheet and sign in as a visitor to the site.
4. Check they have the appropriate gear with them leash and muzzles etc.
5. Young children are not to be taken into the pound complex. This is a significant hazard as children can easily get fingers through the door mesh and may be bitten.
6. Use foot bath when entering and leaving.
7. Formulate a plan together as to how the dog is going to be handled and what the officer needs them to do to ensure personal safety to all.
8. If necessary, call additional ACO or pound staff for help.
9. If any accidents or near misses occur, note and let SACO and H&S rep know.
10. **If customer is using unsafe procedures stop them and direct them to use the appropriate procedure.**

***Visitor Management Procedures for Customers viewing dogs for the purpose of rehoming and are within the pound complex.***

Meet client on site.





1. Inform them of hazards on site.
2. Ask client to read disclaimer sheet and sign in as a visitor to the site.
3. Use footbath when entering and leaving.
4. Speak to the customer regarding what the visit will entail what the officer needs them to do to ensure their personal safety.
5. Young children are not to be taken into the pound complex. This is a significant hazard as children can easily get fingers through the door mesh and may be bitten.
6. All customers on site must be fully supervised 100% of the time.
7. If any accidents or near misses occur, note and let SACO and H&S rep know.



8.. **If customer is using unsafe procedures stop them and direct them to use the appropriate procedure.**

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50 The Octagon

<p><b>Date:</b> 5 September 2017</p>		<p><b>For: STANDARD OPERATING PROCEDURE (SOP) Dogs taken to vets for euthanasia or medical treatment</b></p>	
<p><b>Address of Works:</b> Pound and Murrays vet Mosgiel.</p>		<p>Work includes High Risk Work Activity - Yes</p>	
<p><b>Bus Phone:</b> 03 4774000</p>		<p><b>Activity:</b> Animal Services Officers as part of their work are required to pick up dogs from the DCC Pound and transport to the vets for either medical treatment or euthanasia. Dog that are euthanized for the most part have a behaviour problem or are classified dogs (possible high risk animals)</p>	
<p><b>Mobile Contact:</b></p>			
<p><b>ABN #</b></p>		<p>Work Method Statement No:</p>	<p>Date of last modification:</p>
<p>Authorised by: .....and [REDACTED]</p>		<p>Version: 2</p>	<p>Prepared by: [REDACTED]</p>
<p>Position: Team Leader and Health and Safety rep</p>			
<p>Training required for contractor staff to undertake this job or activity: Poling dogs, recognising aggression Memorandum of understanding regards to process with Murrays Vets Mosgiel.</p>		<p>Training records located where: Paper records</p>	
<p>Engineering or Certificates of Competencies, Permits or Approvals required to undertake this activity: First Aid certificate, handling aggressive dogs, poling dogs. Pound induction, vet site induction.</p>			
<p>List major items of plant or equipment Pole ,lead, muzzle, dog biscuits, phone</p>		<p>Required equipment checks prior to or during this activity: Check notes on dog particularly aggression. Pole ,lead, muzzle, dog biscuits, phone</p>	
<p>PPE required for this activity:   <input type="checkbox"/>  <input type="checkbox"/>  <input type="checkbox"/>  <input type="checkbox"/> </p>		<p>Other Specific PPE: Non-Slip shoes, PPE as above as needed. If high level of aggression call another officer to assist. First Aid kit</p>	
<p>Persons responsible for supervising work on the job:</p>			
<p>Name:</p>		<p>Position: Team Leader Animal Services</p>	<p>Date</p>
<p>Name:</p>		<p>Position:</p>	<p>Date</p>

Job Steps	Hazards/Risks	Initial Risk Score Refer Risk Matrix	Control Measures	Responsibility for Control	Residual Risk Score Refer Risk Matrix
Major steps /events in the work process	What could go wrong? List the hazards or risks that workers and environment are exposed to during this stage of the work e.g.: falling from roof edge while cleaning gutters	What is starting risk score?	<p>Control measures to be selected and applied using the Hierarchy of Control –</p> <ol style="list-style-type: none"> <li>1. Elimination</li> <li>2. Substitution</li> <li>3. Engineering (preferred)</li> <li>4. Admin</li> <li>5. PPE</li> </ol> <p>What will be done on this site by the workers or the contractor to control this particular safety or environmental hazard or risk. eg:</p> <ul style="list-style-type: none"> <li>• Use QUT roof safety anchorage system &amp;</li> <li>• only height trained staff can work on roofs</li> <li>• Obtain roof access permit from FM</li> </ul>	Contractor name	After controls are in place , what is the risk now?
Removing impounded dog from Kennel	<ul style="list-style-type: none"> <li>• Aggression dog bite</li> </ul>	H15	<ul style="list-style-type: none"> <li>• Do not rush ensure you have time allocated to work with the dog.</li> <li>• All dogs to vets due to unsuitably to rehome or aggression two officers to be onsite to handle the dog.</li> <li>• Check on dog history and any notes re aggression.</li> <li>• Approach dog and gauge temperament.</li> <li>• If signs of aggression assemble appropriate PPE and have on hand.</li> <li>• Take 5 and make a plan as to how you will approach dog .</li> <li>• Call for assistance if needed.</li> <li>• If poling –Let pound staff know and have them on hand to open pond door. Check that you have clear uninterrupted exit points doors are open and van doors and cages also.</li> <li>• First aid kit in vans</li> </ul>	Animal Services Staff	M12
	<ul style="list-style-type: none"> <li>• Un controlled dogs Dog bite ,knocked over, scratches</li> </ul>	H15	<ul style="list-style-type: none"> <li>• Do not rush ensure you have time allocated to work with the dog.</li> <li>• Two ACOS on site</li> <li>• Check on dog history and any notes re aggression.</li> <li>• Approach dog and gauge temperament.</li> <li>• If signs of aggression assemble appropriate PPE and have on hand.</li> </ul>	Animal Services Staff	M12

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				<ul style="list-style-type: none"> <li>• Take 5 and make a plan as to how you will approach dog.</li> <li>• Call for assistance if needed.</li> <li>• If poling two ACO—Let pound staff know and have them on hand to open pond door. Check that you have clear uninterrupted exit points doors are open and van doors and cages also.</li> <li>• First aid kit in vans</li> </ul>		
	<ul style="list-style-type: none"> <li>• Hand shy, dog bite</li> </ul>	H15		<ul style="list-style-type: none"> <li>• Do not rush ensure you have time allocated to work with the dog.</li> <li>• Check on dog history and any notes re aggression.</li> <li>• Approach dog and gauge temperament.</li> <li>• If signs of aggression assemble appropriate PPE and have on hand.</li> <li>• Take 5 and make a plan as to how you will approach dog.</li> <li>• Call for assistance if needed.</li> <li>• Use strop lead that allows for larger lead loop to put over dogs head.</li> </ul>	Animal Services Staff	M12
	<ul style="list-style-type: none"> <li>• Pain due to illness, growths, skin conditions dog bite</li> </ul>	H15		<ul style="list-style-type: none"> <li>• Do not rush ensure you have time allocated to work with the dog.</li> <li>• Check on dog history and any notes re aggression.</li> <li>• Approach dog and gauge temperament.</li> <li>• If signs of aggression assemble appropriate PPE and have on hand.</li> <li>• Take 5 and make a plan as to how you will approach dog.</li> <li>• Call for assistance if needed.</li> </ul>	Animal Services Staff	M12
	<ul style="list-style-type: none"> <li>• Slipping/trips</li> </ul>	M11		<ul style="list-style-type: none"> <li>• Do not rush</li> <li>• Wear allocated foot wear with non slip sole.</li> <li>• Do not run</li> <li>• Ensure floor area is clear of obstructions.</li> </ul>	Animal Services Staff	M7



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<p>Zoonosis</p>	<ul style="list-style-type: none"> <li>• Ring Worm</li> <li>• Mange</li> </ul>	<p>L4</p>	<ul style="list-style-type: none"> <li>• If dogs show sign of infection use latex gloves when handling</li> <li>• Immediately wash hands after handling dogs.</li> <li>• If necessary, use overalls to protect clothing wash after use.</li> <li>• See zoonosis procedure.</li> </ul>	<p>Animal Services Staff</p>	<p>L2</p>
<p>Working within the individual dog Kennels</p>	<ul style="list-style-type: none"> <li>• Ability to pole possible dog bite</li> </ul>	<p>H15</p>	<ul style="list-style-type: none"> <li>• Staff to have training in poling dogs</li> <li>• Two ACOS on site</li> <li>• PPE to be in good working condition</li> <li>• Do not put aggressive dogs in Kennel 12 as this kennel is large and makes poling a dog safely more difficult.</li> <li>• Take your time</li> <li>• Call for assistance if needed.</li> <li>• See above as per aggressive dogs.</li> </ul>	<p>Animal Services Staff</p>	<p>M12</p>
	<ul style="list-style-type: none"> <li>• Confined space aggressive dog</li> </ul>	<p>H15</p>	<ul style="list-style-type: none"> <li>• Staff to be aware of the confined space.</li> <li>• Two ACOS on site</li> <li>• As per aggression see above.</li> <li>• Take your time</li> <li>• Try not to intimidate dog while handling .it has no way to get away from you and may demonstrate fear aggression.</li> </ul>	<p>Animal Services Staff</p>	<p>M12</p>
	<ul style="list-style-type: none"> <li>• Sharpe edges</li> <li>• Cuts</li> </ul>	<p>M6</p>	<ul style="list-style-type: none"> <li>• Staff to check edges and report anything sharp so it can be fixed.</li> <li>• First aid kits to be on hand.</li> <li>• Clean any cuts or scrapes</li> </ul>	<p>Animal Services Staff</p>	<p>L4</p>
	<ul style="list-style-type: none"> <li>• Opening doors with aggressive dog in hand. Bites</li> </ul>	<p>M11</p>	<ul style="list-style-type: none"> <li>• Before handling the dog request help from pound staff and have them open doors in front of you.</li> <li>• Ensure staffs are clear before walking dog through.</li> </ul>	<p>Animal Services Staff</p>	<p>M7</p>
<p>Containing dog in van</p>	<ul style="list-style-type: none"> <li>• Lifting strains</li> </ul>	<p>M6</p>	<ul style="list-style-type: none"> <li>• Use approved lifting techniques, bend at the knees.</li> <li>• Dogs may struggle take this into account when lifting or pulling dog into a van.</li> <li>• If it is a large dog and it refuses to get into the van ask for assistance.</li> <li>• Staff should not lift over 25kg without</li> </ul>	<p>Animal Services Staff</p>	<p>L4</p>

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			assistance.		
	<ul style="list-style-type: none"> <li>bites</li> </ul>	H15	<ul style="list-style-type: none"> <li>If possible, leave leash on a dog particularly one that is not well socialised.</li> <li>If dog is on a pole guide into van on pole and then loosen neck pressure. Pole once loosened may be left on.</li> <li>Be aware that dog may snap at hands face or panic as they jump up into van or are lifted.</li> <li>Muzzle if necessary</li> <li>Unless vans are fitted with individual cages ensure dog is attached to a tether point.</li> <li>Keeping in minds dogs behaviour and the fact that you will have to untether dog at vets rethink how you can safely do this at vets.</li> </ul>	Animal Services Staff	M11
	<ul style="list-style-type: none"> <li>Unable to muzzle aggressive dog. Dog bite</li> </ul>	H15	<ul style="list-style-type: none"> <li>Use appropriate PPE.</li> <li>Pole dog in and out of van</li> <li>Ask for assistance if required.</li> </ul>	Animal Services Staff	L5
Vet environs Car park	<ul style="list-style-type: none"> <li>Vehicle Movements</li> <li>Crash</li> <li>Run over person /dog</li> </ul>	M11	<ul style="list-style-type: none"> <li>Be aware of people using the vet car park.</li> <li>Cars can enter from two directions.</li> <li>There may be loose animals</li> <li>Drive slowly</li> <li>Park around the back of the vet clinic away from the main public access point.</li> </ul>	Animal Services Staff	L3
	<ul style="list-style-type: none"> <li>People/public</li> <li>Dog bite</li> <li>Knocked over</li> </ul>	M11	<ul style="list-style-type: none"> <li>Park at the rear of the vet clinic this will allow for some distance between you and the public.</li> <li>If a member of the public approaches request that they move away .</li> <li>Leave dog in back of van until such time as all public are clear.</li> </ul>	Animal Services Staff	L3

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	<ul style="list-style-type: none"> <li>Road outside vets</li> <li>Fast traffic close to corner.</li> </ul>	<b>M11</b>	<ul style="list-style-type: none"> <li>Stop at the vet drive gate and check for any traffic before proceeding.</li> </ul>	<b>Animal Services Staff</b>	<b>L3</b>
<b>Vet staff</b>	<ul style="list-style-type: none"> <li>VETS/Vet nurses/Student vet nurses.</li> <li>Handling particular dog for first time. bites</li> <li>Level of competency. bites</li> </ul>	<b>H15</b>	<ul style="list-style-type: none"> <li>Only qualified staff that work at the vet clinic to handle dogs.</li> <li>If vet nurse students approach ask them not to touch dog.</li> </ul>	<b>Animal Services Staff</b>	<b>L5</b>
<b>Hand over of dog at vets</b>	<ul style="list-style-type: none"> <li>Dog bite</li> </ul>	<b>H15</b>	<ul style="list-style-type: none"> <li>Talk to qualified staff prior to handling the dog. Let vet know if any aggressive issues or prior attacks these are high risk dogs.</li> <li>If aggressive formulate a plan to safely handle the dog</li> <li>Use appropriate PPE.</li> <li>Vets also have the option of administering a sedative injection.</li> </ul>	<b>Animal Services Staff</b>	<b>L5</b>
	<ul style="list-style-type: none"> <li>Holding dog for sedation dog bite/attack</li> </ul>	<b>H15</b>	<ul style="list-style-type: none"> <li>Depending on the level of aggression and size of the dog utilise the appropriate PPE.</li> <li><b>Plan what you are doing with the vet.</b></li> <li>Muzzle dog and hold from behind, just behind head on neck to keep head facing forward and teeth well clear of all staff.</li> <li>Vet will administer sedation to leg muscle.</li> <li>If unable to muzzle the dog the dog must be poled.</li> <li>Hold dog on pole against a wall or fence to stop it twisting around towards the vet.</li> <li>It is important not to rush and keep clam during the process.</li> <li>If dog is too large to hold on a pole another officer with second pole can be utilised to help control the dog.</li> </ul>	<b>Animal Services Staff</b>	<b>L5</b>



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Taking dog into the clinic	<ul style="list-style-type: none"> <li>Slips trips</li> </ul>	L4	<ul style="list-style-type: none"> <li>Go into the vet clinic and talk to staff prior to bringing dog inside.</li> <li>Watch for wet floors or obstacles blocking your walking path.</li> </ul>	Animal Services Staff	L1
	<ul style="list-style-type: none"> <li>Dog v dog aggression, bites</li> </ul>	M11	<ul style="list-style-type: none"> <li>Go into the vet clinic and talk to staff prior to bringing dog inside.</li> <li>If they have another dog in the area you must walk through wait until it is removed.</li> </ul>	Animal Services Staff	L3

**Control Monitoring**

*How will the stated controls on the job be monitored to ensure that they are in place and effective??*

*E.g.: site supervisor presence on site at all times; weekly inspections of scaffolding; on the job safety observations by contractor*

**Legislative Compliance:-**

*List all legislation pertaining to the works being under taken – e.g. -*

1. Workplace Health and Safety Act
2. Workplace Health and Safety Regulations
  - ⇒ PCBUs' obligation to prepare JSA or SSSP before starting high risk construction work
  - ⇒ Meaning of High Risk – working at height, confined space etc
  - ⇒ High Risk Work is a permit required, notification to Worksafe
3. Other relevant H & S Codes of Practice and Industry Guidelines
4. Environmental Protection Act
5. AS4360-2004 Risk Management
6. Other relevant AS/NZ Standards

**Standard Operating Procedure - Work Team Sign-on/ Review Register**

*Personnel are required to sign this register to indicate they have read, understand and will work to the requirements of the SWMS*

This SOP covers:				SWMS No:	
Name	Employee Signature	Date	Name	Employee Signature	Date



**Risk Rating Matrix**

		Consequences				
	Personal Harm Criteria	Injuries or ailments not requiring medical treatment.	Minor injury or First Aid Treatment.	Serious injury causing hospitalisation or multiple medical treatment cases.	Life threatening injury or multiple serious injuries causing hospitalisation.	Death or multiple life threatening injuries.
		<i>Insignificant</i>	<i>Minor</i>	<i>Moderate</i>	<i>Major</i>	<i>Catastrophic</i>
		1	2	3	4	5
<b>Likelihood</b>	<b>Probability:</b>					
	5 Is expected to occur in most circumstances	M (9)	H (16)	E (22)	E (24)	E (25)
	4 Will probably occur	M (6)	M (13)	H (19)	E (21)	E (23)
	3 Might occur at some time in the future	L (4)	M (11)	H (15)	H (18)	E (20)
	2 Could occur but doubtful	L (2)	M (7)	M (12)	M (14)	H (17)
1 May occur but only in exceptional circumstances	L (1)	L (3)	L (5)	M (8)	M (10)	

(\*\*\* The above matrix has been developed from Australian Standard 4360-2004 Risk Management \*\*\*)

# Entering private property

In addition to this SOP, consider the use of a Take 5, JSA or PTW

Description of Task / Activity
During their normal course of work staff must call at private properties, this can be both cold calling in relation to a complaint or on programmed visits for SOP and permits.
<b>DO NOT undertake this task unless you are trained and competent</b>


















Additional PPE:	Cell phone, RT, Officer Personal Body worn camera.
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Equipment / Material required	Training required to complete work
Cell phone, RT, Officer personal body worn camera.	Cert training with 3 yearly refreshers. WARRANTED OFFICER Officer Personal body worn camera training. Search and surveillance act appropriate training.

#	Basic Steps	Actual / Potential hazards and risks	Raw risk score	Proposed action and control measurements	Residual risk score
<b>Pre-operational Safety Checks</b>					
	Working alone procedures		M12	See working alone SOP	L3
	Let Animal Control Base know where you are and how long.	Aggressive people. Dogs, site	L4	See operational steps	L1
	Check file info for any flag events	Aggression person or animal	E16	If necessary, take second staff member or police. Have any PPE you may need sorted. Ring property owner and let them know you're coming.	L1
	Check complaint facts and notes	Aggression person or animal	L4	As above	L1
<b>Operational Steps</b>					
	ARRIVE AT PROPERTY	Parking vehicle	L4	See use of vehicle SOP. Park close to the property so that if necessary you can go back to the safety of your vehicle. Use marked vehicles this alerts other community members to your where about.	L2

**Relevant Guidance:**

- Health and Safety at Work Act 2015
- AS/NZS Respiratory Devices
- Manufacturers Manual
- AS/NZS 1269 Noise Management
- AS/NZS 3760; AS/NZS 3012 Electrical Regulations
- WorkSafe's Safe Use of Machinery Guidelines



	Aggressive people	Verbal or physical assault	E16	<p><b>Take 5</b></p> <p>Use of personal Officer body worn camera.</p> <p>Check as you go onto property for anything that could be used as a weapon, particularly near doors</p> <p>Blade to doorways and ensure you have a safe exit.</p> <p>Be aware of trees etc that could screen you from the street. You will be safer if you can be easily seen.</p> <p>Assess occupant's reaction if any as you come onto the property.</p> <p>If any concerns exit property.</p> <p><a href="#">See aggressive people sop</a></p>	M8
	Dogs	Dog attack bites	E16	<p><b>TAKE 5</b></p> <p>Rattle gate and call as you go on to the property.</p> <p>Look out for any signs of a dog, bones toys, fouling.</p> <p>Wait to see if any dog runs up.</p> <p>Access situation and dog behaviour.</p> <p><b>DO NOT REACH OR STEP OVER A SLEEPING DOG</b>, make some noise when you first notice a sleeping dog so you are at a safe distance when you wake it.</p> <p>If any concerns do not enter.</p> <p>Blade to doorways be aware that an aggressive dog may push past the owner,</p> <p>If aggression on other side of door, ask the person to put dog away before opening the door.</p> <p><a href="#">See working with dogs sop</a></p>	M8
	Hazzard substances	<p>Volatile substances</p> <p>Explosion</p> <p>Burns</p> <p>Poisons</p> <p>Acids</p> <p>PE LABS</p>	H12	<p>As you go on to the property check for any substance hazards and stay well clear.</p> <p>If any concerns eg drug house leave property and speak to SACO.</p> <p>Do not enter house that is a suspected PE lab.</p> <p><a href="#">See SOP PE LAB</a></p>	L4
	Structures	<p>Falls</p> <p>Structure collapse</p>	H12	<p>Do not enter in or onto any unsafe structure.</p> <p>Call out and get people to come to you. Do not rush, assess situation first. Watch where you step, if unsure do not use.</p> <p>Wear appropriate unrestrictive clothing i.e. trousers, well soled non-slip shoes.</p>	L4
	Un even surfaces	Falls and slips	M6	<p>Wear appropriate sturdy footwear.</p> <p>Take your time</p>	L3

	Weather conditions	Falls slips due to ice	M6	Wear appropriate sturdy footwear. Take your time Wear yak tracks as appropriate.	L3
	Items lying around site	Falls and slips Items used to assault officers	M6	Situational awareness Always have a clear exit. If you can't get to a door way call out and get occupants to come to you.	L3
<b>Ending operations and cleaning up</b>					
	Let base know you have left	Working alone	L2	Working alone procedure	L1
	If any aggressive or other incidents	Aggressive people, dogs, hazard substances, unsafe structures.	E16	Notify SACO, check SOP. Note issue on file for any future visits.	L4

### RISK ASSESSMENT GUIDE

Step 1 – Consider consequences	Step 2 – Consider likelihood	Step 3 – Calculate 'initial risk' (without controls)
What are the consequences of this hazard occurring? Consider what is the most likely consequence (below) with respect to this work hazard.	What is the likelihood (below) of the hazard consequence in step 1 occurring?	1. Take step 1 rating and select the correct column. 2. Take step 2 rating and select the correct line. 3. Use the risk score where the two ratings cross on the matrix below. <b>L</b> = Low, <b>M</b> = Moderate, <b>H</b> = High, <b>E</b> = Extreme

Consequences		Likelihood			Consequences (C)					
						Neg	Min	Mod	Maj	Extr
Negligible	No treatment / near miss.	Almost certain	Expected to occur in most circumstances	Likelihood (L)	Almost certain	M5	H10	H15	E20	E25
Minor	Minor medical treatment/ temporary restricted work	Likely	Will probably occur at least once		Likely	L4	M8	H12	E16	E20
Moderate	Requires medical treatment and/or lost time injury	Possible	May occur		Possible	L3	M6	M9	H12	H15
Major	Reportable injury / serious harm	Unlikely	Not expected to occur		Unlikely	L2	L4	M6	M8	H10
Extreme	Fatality or permanent injury	Rare	Highly unlikely		Rare	L1	L2	L3	L4	M5

**Regardless of risk level – 1) All workers must be inducted to the site. 2) The nature and location of the work must be displayed or otherwise shared with other site users that may be affected, including any other 3<sup>rd</sup> party workers on site.**

Low level initial risk (**green** 1 – 4) no permit required - (See red text above)

Moderate level initial risk (**yellow** 5 – 9) requires a permit and occasional audits e.g. a % sample

High level initial risk (**amber** 10 – 15) as above plus, a documented emergency response plan. Higher frequency of visits/ audits

Extreme level initial risk (**red** 16 – 25) as above plus, DCC Manager pre-start approval and **MUST** be audited at regular intervals

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## Acknowledgement

**Declaration:**

I, the undersigned, acknowledge and confirm I understand the safe processes associated with this activity. **I will comply with this procedure at all times.**

**Signed by Supervisor and All Personnel**

Authorised by:	_____	Signature:	_____	Date:	_____
Supervisor:	_____	Signature:	_____	Date:	_____
Worker:	_____	Signature:	_____	Date:	_____
Worker:	_____	Signature:	_____	Date:	_____
Worker:	_____	Signature:	_____	Date:	_____
Worker:	_____	Signature:	_____	Date:	_____
Worker:	_____	Signature:	_____	Date:	_____
Worker:	_____	Signature:	_____	Date:	_____
Worker:	_____	Signature:	_____	Date:	_____



# Exposure to noise

In addition to this SOP, consider the use of a Take 5, JSA or PTW

Description of Task / Activity
<p>Exposure to noise can happen from noisy workplaces where there are loud machines, vehicles, plant and work tools and can result in both short term and permanent noise-induced hearing loss depending on the length of exposure. Damage can be caused immediately by exposure to peak sound waves produced by explosive sounds such as gunfire, explosions or cartridge operated tools.</p> <p>Staff may be required to use a fire arm, could be on commercial work sites where noise protection is required, or at the Dog pound where dogs are within an enclosed space barking.</p>
DO NOT undertake this task unless you are trained and competent


















Additional PPE:	
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Equipment / Material required	Training required to complete work
ON SITE EARMUFFS AT THE POUND Ear plugs disposable	Pre-employment hearing checks. 2 yearly hearing checks. Sign off on Exposure to noise SOP

#	Basic Steps	Actual / Potential hazards and risks	Raw risk score	Proposed action and control measurements	Residual risk score
<b>Pre-operational Safety Checks</b>					
	Arrive commercial site	Noise induced hearing loss	H12	Call at office site, adhere to Site SOPs and Wear required PPE	L4
	Dog Pound	Noise induced hearing loss	H12	Ear muffs on site	L4
	Fire arm usage	Noise induced hearing loss	H12	Disposable ear plugs class 5	L4
			Select		Select
<b>Operational Steps</b>					
	Arrive at Pound	Noise induced hearing loss	H12	If there are multiple dogs or a bad barker, ear muffs must be used. These are on the desk inside the door	L4
<b>Ending operations and cleaning up</b>					
	Dog Pound	Noise induced hearing loss	H12	Put the ear muffs back on the desk.	L4

**Relevant Guidance:**

- Health and Safety at Work Act 2015
- AS/NZS Respiratory Devices
- Manufacturers Manual
- AS/NZS 1269 Noise Management
- AS/NZS 3760; AS/NZS 3012 Electrical Regulations
- WorkSafe's Safe Use of Machinery Guidelines

**RISK ASSESSMENT GUIDE**

**Step 1 – Consider consequences**                      **Step 2 – Consider likelihood**                      **Step 3 – Calculate ‘initial risk’ (without controls)**

What are the consequences of this hazard occurring? Consider what is the most likely consequence (below) with respect to this work hazard.

What is the likelihood (below) of the hazard consequence in step 1 occurring?

1. Take step 1 rating and select the correct column.  
2. Take step 2 rating and select the correct line.  
3. Use the risk score where the two ratings cross on the matrix below.  
**L** = Low, **M** = Moderate, **H** = High, **E** = Extreme

Consequences		Likelihood			Consequences (C)					
					Neg	Min	Mod	Maj	Extr	
Negligible	No treatment / near miss.	Almost certain	Expected to occur in most circumstances	Likelihood (L)	Almost certain	M5	H10	H15	E20	E25
Minor	Minor medical treatment/ temporary restricted work	Likely	Will probably occur at least once		Likely	L4	M8	H12	E16	E20
Moderate	Requires medical treatment and/or lost time injury	Possible	May occur		Possible	L3	M6	M9	H12	H15
Major	Reportable injury / serious harm	Unlikely	Not expected to occur		Unlikely	L2	L4	M6	M8	H10
Extreme	Fatality or permanent injury	Rare	Highly unlikely		Rare	L1	L2	L3	L4	M5

**Regardless of risk level – 1) All workers must be inducted to the site. 2) The nature and location of the work must be displayed or otherwise shared with other site users that may be affected, including any other 3<sup>rd</sup> party workers on site.**

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High level initial risk (**amber** 10 – 15) as above plus, a documented emergency response plan. Higher frequency of visits/ audits

Extreme level initial risk (**red** 16 – 25) as above plus, DCC Manager pre-start approval and **MUST** be audited at regular intervals

**Acknowledgement**

**Declaration:**

I, the undersigned, acknowledge and confirm I understand the safe processes associated with this activity. **I will comply with this procedure at all times.**

**Signed by Supervisor and All Personnel**

Authorised by: _____	Signature: _____	Date: _____
Worker: _____	Signature: _____	Date: _____
Worker: _____	Signature: kwhyte	Date: 27/11/23
Worker: _____	Signature: _____	Date: _____
Worker: _____	Signature: _____	Date: _____
Worker: _____	Signature: _____	Date: _____
Worker: _____	Signature: _____	Date: _____

# Exposure to pathogens

Staff are exposed to Pathogens and Biological Organisms as part of their daily work routine.

- Contact with human or animal waste.
- Contact with infected animals/carcasses.
- Contact with infected person or body fluid.
- Exposure to sharps/needles.
- Exposure to mould or algae.

## **MANAGING THE HAZARD.**

### Hygiene

Personal hygiene is good additional protection.

- Wash your hands regularly, using water, soap and disinfectant, especially after using the toilet or handling animals, and before eating, drinking, smoking, or taking a break. Wash your face if you have facial hair.
- Use disposable towels only.
- Don't scrub your hands harshly as it may cause breaks in the skin.
- Don't touch your eyes, nose or mouth before washing your hands.
- Cover cuts, grazes, blisters and skin breaks with waterproof coverings, and change coverings regularly.
- Make sure deeper wounds are fully healed before working closely with livestock.
- Don't smoke, drink or eat when handling livestock, as this can introduce bacteria into the mouth. Keep coffee mugs away from the work area.
- Wash your clothes after handling stock.
- Keep toilets and hand-washing facilities clean.

### Hand Washing

Due to the nature of material/animals handled, infection from bacteria and viruses poses a serious health risk.

The rule "keep soiled hand below the neck line" is important and should be observed. Even rolling cigarettes or using a handkerchief should not be done with soiled hands. Soiled hands or clothes can transfer organisms to the nose, mouth or food. Food consumption requires strict cleanliness. Soiled boots should be washed before entering buildings. Tools that are soiled with waste should be washed prior to being put away.

Careful hand washing is the best defence against disease, although a range of products that are bactericidal (kill bacteria) are available good technique is crucial.



The actual hand wash should be carried out washing hands under running water, using plenty of soap. Apply with vigorous contact to all surfaces: dorsal, ventral and interdigital. Hands must be kept down at all times so any run off will go down the sink. Always rinse thoroughly and dry on a paper towel.

### Van hygiene

- Van to be kept in a clean and orderly manner.
- Safe four to be sprayed in van after each dog.
- Use plastic poo bags to dispose of any fouling in the back and wash the back of the van out on the wash pad at the pound.
- Any messy jobs use the disposable plastic gloves.

### Contact with infected animals/carcasses

Use disposable gloves and the supplied plastic body bags, dispose carcasses in offal pit at the tip.

### Contact with infected person or body fluid and Exposure to sharps/needles

IF BODILY FLUID HITS EYES, MOUTH OR OPEN CUTS.

If you are spat at notify team leader

- **Immediately rinse the affected area under warm running water for at least 3 minutes.**

**Step two; Notify a doctor.**

- Notify a Medical practitioner to arrange a specimen collection.
- The doctor may also contact a hospital clinical microbiologist, clinical immunologist or infectious disease physician for further consultation.

**Step three**

- Add incident into vault.

### Exposure to sharps/needles

#### **Needle Stick injury**

There exists a risk to staff of infection following a needle stick injury or from touching body fluids. Although this risk is minimised by the wearing of gloves and training in taking care when touching unknown material, the potential for injury remains.

Body Fluids - Although all body fluids should only be handled while wearing gloves, particular care must be taken with blood.

#### Potential Risks

A risk of being infected with the HIV Virus does exist although this is unlikely, as the virus tends to be fragile. Infected blood is the means of transmission.

Hepatitis A, B and C may be contracted from exposure to infected body fluids.

### **If a needle stick injury occurs**

If you do receive a needle stick injury notify team leader and provide first aid as needed immediately.

#### **Step One; Apply First Aid**

- Immediately rinse the affected area under warm running water for at least 3 minutes.
- Gently squeeze the puncture wound to flush out contamination.
- Paint puncture wound with betadine.

#### **Step two; Notify a doctor.**

- Notify a Medical practitioner to arrange a specimen collection.

## **Avoid catching diseases from animals**

Through the use of good health and hygiene practices.

Train workers about health and hygiene practices when working with livestock and dogs.

Ensure workers have a clean place to wash and dry their hands. It should have running water, liquid soap and a way to dry their hands, like paper towels. Buckets or troughs of water that are used by several people are not suitable. Waterless alcohol-based hand rubs can be used to sanitise visibly clean hands.

>>Instruct workers to wash their hands thoroughly: after touching any animals

- After removing PPE.
- On leaving animal areas.
- Before eating, drinking and smoking.
- Following accidental contamination with blood, urine and body substances.

>>After washing, it's just as important to thoroughly dry your hands to avoid getting sick.

>>Provide eating areas away from animal areas and stop workers from eating, drinking and smoking in animal areas.

>>Keep yards clean and don't let manure build up.

>>Provide PPE to protect workers' clothing, skin and the face from touching animal body substances. For example, wear disposable gloves to examine a sheep's wound.

>>If using veterinary sharps – like needles and syringes – carefully dispose of sharps in a rigid walled, puncture resistant sharps container.

Instruct workers not to touch areas (such as the muzzle) where saliva or nasal discharge can be transferred to a worker's face.

Instruct workers to cover cuts and scrapes with a water-resistant dressing. If people are wounded at work, properly clean the wound and cover it with a water-resistant dressing.

Injured people should seek medical advice, particularly if they have a serious and/or open wound, or if they have a health condition that makes them more likely to become infected.

Isolate any animals showing signs of illness from people and other animals.

## **PPE**

- Wear suitable, clean PPE, particularly when working in wet conditions, e.g. waterproof clothing; overalls; sturdy, closed-toe, waterproof footwear; gloves, overalls.
- Change gloves or boots immediately if they split or leak.
- Hand sanitiser in all vans to be used after handling any animal.

## **ZOONOSES**

Zoonoses are diseases that people can catch from animals. They cause mild to life-threatening human health problems. People working with livestock may be exposed to these diseases.

You can catch diseases from animals in several ways:

- having animal blood, urine or faeces splashed in your eyes, nose or mouth (e.g. when picking up dead sheep).
- Through cracked skin or open cuts.
- Breathing in dust or micro-organisms in the air.
- Eating or drinking infected animal products.
- Being bitten by a fly, mosquito, flea that has also bitten an infected animal.
- Droppings from rats, possums, birds and other pests

## **DOGS**

Humans can become infected from diseases from dogs, Ring worm, Round worm, Mange, Leptospirosis and Campylobacter.

## **SHEEP**

Sheep may be infected or carry infections such as Campylobacter, Toxoplasmosis, Salmonella, Acariasis, Leptospirosis, Listeriosis, ORF and Ringworm.

## **CATTLE**

Humans can catch the following diseases from cattle: Acariasis, Campylobacter, Cryptosporidiosis, E. Coli, Leptospirosis, Listeriosis, Milkers' nodules, Ringworm, Salmonella and Streptococcus.

## **DEER**

Humans can catch the following diseases from deer: Yersiniosis, Bovine Tuberculosis, Tetanus, Leptospirosis,

**Deer present a greater chance of risk of exposure to Leptospirosis than when working with other animals.**

## **HORSES**

Humans can catch the following diseases from horses Leptospirosis.

## **PIGS**

Humans can catch the following diseases from pigs Brucellosis, leptospirosis

# **Glossary**

## **Zoonoses**

A disease that can pass between species, from cattle to humans or the other way around.

## **Acariasis**

A rash caused by mites. It sometimes has bumps and is usually very itchy.

## **Cryptosporidiosis**

A microscopic parasite that can live outside a host for a long time. It causes diarrhoea and is usually picked up from contaminated water.

## **Campylobacter**

A type of bacteria that usually causes diarrhoea, cramping, abdominal pain and fever. It is one of the main causes of food poisoning.

## **Leptospirosis**

A disease caused by bacteria (*Leptospira*). It affects both humans and other animals. Leptospiral infection in humans can cause a range of symptoms, some very serious. But some infected people may have no symptoms at all.

## **Listeriosis**

Listeriosis is a bacterial infection. Infected people often get diarrhoea or other gastrointestinal symptoms followed by a fever and muscle aches.

## **Milkers' Nodules**

A skin condition that is usually caught from the udders of infected cows. Milkers' nodule is caused by Paravaccinia virus. It looks like the ORF (scabby mouth) skin disease in humans.

## **Streptococcus**

Is a type of bacteria. It causes illnesses such as Strep throat, Pink eye, Meningitis, Bacterial Pneumonia, Endocarditis (an inflammation in the heart), Erysipelas (a skin infection) and Necrotising Fasciitis (a 'flesh-eating' skin infection).

## **Tetanus**

The organism that causes tetanus is widely spread and can enter the body through cuts, abrasions or puncture wounds made by splinters, thorns and bites. The disease can be fatal, and immunisation before infection is the only certain way of dealing with it. Check with your doctor regarding immunisation and subsequent boosters.

## **Bovine Tuberculosis**

Tuberculosis is a bacterial disease that may be present in deer.

## **Yersiniosis**

Yersiniosis is a common zoonosis in farmed deer, caused by *Yersinia Pseudotuberculosis*. It can cause abdominal pain, nausea and dehydration, and occasional permanent joint pain.

## **Toxoplasmosis**

Toxoplasmosis is a common infection that usually occurs by eating infected meat or by exposure to faeces (poo) of infected cats. It is usually harmless but can cause serious problems if you are pregnant or have a weak immune system.

## **Ring Worm**

Ringworm is a common type of fungus infection that appears on the trunk of the body, arms, legs, feet, groin or scalp. Ringworm is not caused by a worm. Ringworm is caused by a fungus that is passed from person (or animal) to person by contact with infected skin, objects or surfaces.

## **Round Worm or Toxocariasis**

Toxocariasis is an animal to human infection caused by the Parasitic Roundworms commonly found in the intestine of dogs and cats.

## **Mange**

Mange is a skin disease found in many mammals and is caused by a mite that burrows beneath the skin, often found on dogs. There are a variety of mites that cause the disease, but only a handful of them affect pets.

## **Brucellosis**

Bovine brucellosis is a serious zoonotic disease caused by *Brucella Abortus* and in humans can also be caused by *Brucella Suis*, which is transmitted from pigs, often feral pigs, and causes a severe "flu like" disease.

## **Salmonellosis (Gastroenteritis)**

*Salmonella* sp. are bacteria that live in the intestinal tract of carrier animals of many species including livestock, poultry. Infective bacteria are shed into the faeces of these animals particularly during periods of stress such as being yarded and transported. Other animals

and humans can ingest the Salmonella Bacteria through direct or indirect contact with faecal material and infection then produces Gastroenteritis

**ORF (contagious pustular dermatitis)** is a self-limiting disease caught from sheep, young lambs and goats. It is transmitted via contact with contaminated wool and carcasses and usually presents on the hands as painless blisters.

## **Health risks working with and around people**

### **Covid19**

#### **See covid 19 SOP**

Virus that is spread thru particular droplets, as per alert level instructions, hand hygiene and social distancing very important, gloves, hand sanitiser and masks to be provided to staff.

If staff have any flue symptoms stay at home and organise for COVID19 testing to be done self-isolate until results are back.

### **Hepatitis**

For the purpose of this procedure, only infectious diseases transmitted through contact with human blood or body fluids are being considered. While the precautions to be taken have application to other blood borne infectious diseases, detail is provided on infectious diseases that are currently of concern staff - Hepatitis and AIDS.

### **Health Effects**

#### **Hepatitis**

Hepatitis is a disease of the liver, which can be caused by chemicals, alcohol or viruses.

Hepatitis B and Hepatitis A are the more common types of viral hepatitis but are caused by different viruses.

Hepatitis C, D, E, F, &G have been identified, also caused by viruses, its incidence is low and those will not be dealt with in this document.

Hepatitis A is spread by food or drink contaminated by the virus, which is passed out in human excreta and lives outside the body for some time.

Hepatitis B is spread by blood to blood contact and by sexual intercourse. It may also be spread by contact with the body fluids of a person.

Hepatitis is a viral infection, which affects the liver and may cause jaundice. The majority of adults who are infected do not suffer a serious illness and do not develop jaundice. If an obvious illness does develop, the severity varies from mild to severe. A few of those who are infected become long term carriers of the disease. The risk of becoming a carrier is highest in those who are infected at birth from their infected mother. Long term carriers face a risk of liver cirrhosis and liver cancer. Hepatitis B is a human virus infection and is not found in animals.

Statistics show that Hepatitis B is up to thirty times more infective than AIDS

Hepatitis B virus is found in body fluids such as blood, semen and saliva. It is passed from one person to another by infected blood, body fluids or tissue actually entering someone



else's body. This may occur by injection or inoculation from contaminated needles (needle stick injury) and sharp objects; sexual contact; transfusion of infected blood products or transplant of infected material; indirect transfer of infected blood through shared razors, toothbrushes and other personal items; or mother to child at birth.

### **Hepatitis B**

The vaccine is given by injection into the muscle and has a three-dose schedule - one month and six months after the initial dose.

A blood test under medical supervision is necessary to assess whether the person needs vaccination. Another blood test is carried out after the three doses to verify whether the person has developed protection. Between five and ten percent of people who have the vaccination might not develop immunity. Based on present knowledge, a blood test should be performed every 5 years to assess level of immunity. Boosters should then be given to all staff with inadequate immunity.

### **HIV/AIDS**

Acquired Immunodeficiency Syndrome, or AIDS, is a communicable disease that results from infection with a Human Immunodeficiency Virus (HIV). The disease damages the body's protective (immune) system so that it is unable to fight off infections. A most important feature of HIV infection is that there is usually a long period after infection during which the person has few or no symptoms.

While HIV infection is an infectious disease, it is not as contagious as Hepatitis B and is generally a far more fragile virus.

Infection with HIV is transmitted through anal or vaginal sexual intercourse and the transfer of infected human blood or body substances, which includes needle sharing related to intravenous drug use. It might also be transmitted from an infected mother to a baby.

There is no evidence that HIV is transmitted by insects, food, water, sneezing, coughing, toilets, urine, swimming pools, sweat, tears, shared eating and drinking utensils, clothing or telephone handsets. There is no evidence that HIV transmission occurs with casual, non-sexual, person to person contact.

Animal Control staff are within the group of workers with an identified increased risk of infection with HIV/AIDS. Viral transfer could occur through broken skin or mucous membranes of the eyes, nose or mouth which come in contact with infected body fluids or by needle stick injury.

### **Control Options**

- Maximise enclosure of a potentially infectious waste.
- Minimise the number of people exposed.
- Universal precautions in handling blood and body fluids.
- Personal Hygiene Personal protection including clothing, equipment and barrier creams.
- Training for all staff in relation to hazards.

### **Tetanus**

- Tetanus causes serious, painful spasms of all muscles. It is commonly known as 'Lockjaw' due to the "locking" of the jaw so the patient cannot open his or her mouth or swallow, in severe cases it can be fatal. A wound from metal is a potential entry for tetanus.

Vaccination is the best way to protect against tetanus. Because of vaccination, there are few cases of tetanus. Cases are rare in children because most get DT (Diphtheria and Tetanus) vaccines.

In the event of an injury requiring medical attention the Doctor or Nurses is likely to ask when you last had a Tetanus vaccine and if required give you a booster.

### **Skin Infections**

**Ringworm** can be transmitted from mainly cattle, but pigs, sheep, horses and dogs can be infected with a similar fungus. Symptoms are inflamed, swollen, crusty skin lesions mainly on hands, forearms, head and neck. Early diagnosis and treatment by doctor is important.

- The doctor may also contact a hospital clinical microbiologist, clinical immunologist or infectious disease physician for further consultation.

### **Step three**

- Add incident into vault.

## **SOPS**

MC DOGS.

POUND USAGE.

STOCK POUND.

HEALTH AND SAFETY MANUAL.

COVID 19 SOP

# Manual Handling Procedure

Manual Handling relates to workers having to lift, push pull or carry loads. The most common are bad backs and other sprains or strains caused by manual handling.

An activity requiring a person to interact with their environment and use any part of their muscles to lift, lower, push, pull, carry, throw, move, restrain or hold any animate, or inanimate object.

Manual Handling injuries are not just caused by workers using poor lifting techniques or by "using your back as a crane". They are caused by:

- Loads that are too heavy
- Poorly designed jobs which force workers to adopt a bad posture
- Lifting awkward/unstable loads
- Equipment inappropriate for task/individual
- Lifting/moving animals/people
- Training not provided

## Control Measures

- Work undertaken complies with all current regulations, Approved Code of Practice
- By following Standard Operating Procedures (SOP's)
- TAKE 5
- Maintain good housekeeping standards
- Where manual handling is necessary, injuries can be reduced or eliminated by changing the job or the load. Check for ways to avoid the need for twisting, turning and unnecessary lifting.
- **All workers are appropriately trained and assessed as competent to carry out their work safely as per department training matrix**
- Ensuring plant and equipment are fit for purpose.

**The following are guidelines for you to follow when you must lift and or carry any heavy or awkward article.**

- **TAKE 5**
- Before you move anything ensure that the way is clear of obstacles
- Ensure that the load is correctly balanced prior attempting to carry it away
- If you feel that you are not capable of lifting any article, seek assistance from another member of staff
- Recognize early warning niggles, that could be the first sign that extra care is necessary
- It is impossible to set precise weight limits and every situation should be considered on its merits
- While lifting keep the back straight
- Bend the knees and let the legs, not the back, take the strain
- Face the direction in which they are going to carry the load to avoid twisting the spine
- To take care when putting the load down and to keep the back straight.

The total amount of work done determines the amount of fatigue and strain on the body. Repetitive lifting of a small load can be more damaging over time than occasional lifting of a heavier load.

There are no 'hard and fast rules' about what is too often or too fast, but if you are concerned about the amount or frequency of lifting then contact the SACO.

## **Lifting Traps**

The department has three dog traps that must be manoeuvred from the shed at Malvern Street into the vans or trailer then positioned on clients' properties. Hazards associated are back injury and cuts.

Check with client that there is easy access to area trap is to be positioned. Not acceptable if it must be lifted over high fences etc.

Check if client can help position trap. If any concerns two ACOs to take trap to property.

Check traps for loose wire etc, if repairs needed notify SACO immediately. Watch for possibility of cuts

## **Lifting Animals**

Most animals if you are lifting them will move.

- Be particularly aware when lifting dogs for bites if necessary, muzzle before lifting.
- Pigs can be particularly difficult to lift where possible move van next to a bank etc so you can encourage them to get in under their own steam.
- Any animal that you are having difficulty holding onto or working with on the ground, call another staff member to assist.
- Be careful when lifting sheep over a fence, ask for assistance if they are over 25kg.
- Utilise the stock trailer with the portable yards so prevent the need to lift animals.

**SEE SOPS HANDLING STOCK.**



# Micro chipping dogs.

## Legislation

[Dog Control \(Microchip Transponder\) Regulations 2005](#)

[Dog Control Act 1996 section 36A](#)

[Dog Control Act 1996 Section 69A](#)

## Legal Obligations Owners

All dogs must be micro chipped. **Except those registered as working dogs.**

All dogs must be micro chipped as following are classified as dangerous under [section 31](#) on or after 1 December 2006; or is classified as menacing under [section 33A](#) or [section 33C](#) on or after 1 December 2006; or are registered for the first time on or after 1 July 2006.

The owner of the dog must, for the purpose of providing permanent identification of the dog, arrange for the dog to be implanted with a functioning microchip transponder.

The owner must comply with micro chipping within 2 months after the date on which the dog is classified as dangerous or menacing or is registered (as the case may be),.

Failure to comply results with a \$300 infringement notice 36A(6) Failure to implant microchip transponder in dog.

## Impounded dogs

A registered dog that has been impounded by a territorial authority under the Act may not be released to any person without first being implanted with a functioning microchip transponder.

However this does not apply to a registered dog that has been impounded by the territorial authority for the first time.

An unregistered dog that has been impounded by a territorial authority under this Act may not be released to any person without first being implanted with a functioning microchip transponder of the prescribed type and in the prescribed manner.

***The Dunedin City Council has a policy of microchipping all dogs that are impounded that have not been previously chipped unless the dog is wearing a tag that denotes it as a working dog and this is its first impounding.***

## Inserting a Micro chip

### Governing legislation The Dog Control (Microchip Transponder) regulations 2005

7. ), when implanting a transponder in a dog that is classified, under the Act, as a dangerous dog or a menacing dog, the dog must be—

- (a) muzzled; and
- (b) restrained by a person other than the person implanting the transponder.

#### **4 Prescribed microchip transponders**

- (1) A microchip transponder to be implanted in a dog under [section 36A](#) or [section 69A](#) of the Act must—
  - (b) be encased within a single-use implantation device and, as a unit, be sterile, individually packaged, and ready for use; and
  - (c) be supplied with no fewer than 3 self-adhesive bar codes stating the microchip transponder's unique number.

#### **5 Where and how microchip transponder must be implanted**

- (1) A microchip transponder must be implanted in a dog in a way that allows the transponder to function properly.
- (2) Without limiting subclause (1), the transponder must be implanted—
  - (a) under the dog's skin—
    - (i) at a point on the centreline of its back; and
    - (ii) just forward of the shoulder blades; and
  - (b) so that the transponder lies parallel or at an oblique angle to the skin; and
  - (c) using a sterile technique.

### Back Ground

Under the Dog Control Act dogs must be microchipped, the purpose of the microchip is to clearly identify who the owner is and the details of a particular dog. The microchips we use nationwide have a unique 16 digit identifier and are an internationally recognised standard chip. The information recorded against the chip is identical to the information required for dog registration for both dog and owner.

The chip number and information is loaded into the council data base and the National Dog Data Base. Any Officer nationwide can look up a chip number and gain dog, owner and registration details for any dog nationwide that has been loaded onto this data base.

Adding a dog's information to the NDD is free for all dog owners and is a requirement under the Dog Control Act.

Staffs are required to microchip dogs and will be supplied with the appropriate training and equipment to undertake the task.



Staff microchip as per the Act requirements, also staff may microchip dogs at an owner's property as a result of a new registration of a high risk dog or the owners have received a fine for noncompliance for failure to chip dog.

When Microchipping at an owner's property we are working with unqualified staff and rely on the owner's ability to hold the dog. Staff must be satisfied that the dog owner is competent to hold the dog still for the chipping procedure and the dog must be muzzled before proceeding. Particular care must be taken when handling the needle to ensure there is no needle stick injury to the dog owner or staff. **IF ANY CONCERNS DO NOT CHIP.**

Microchipping needles and sharps containers are to be kept locked in the van. The needles are not to be left loose must be stored in the plastic container provided.

The chips stored at the pound are in the top draw of the desk within the pound facility. Please keep the draw tidy and dispose of any microchips used at the pound in the sharps container on the desk.

### Pre-Insertion Microchip information

All dogs to be muzzled if micro chipping by yourself or with the dog owner holding the dog.

Any dog Classified as Menacing or Dangerous or is showing signs of aggression two officers are needed to chip (as per Dog Control (Microchip Transponder) Regulations 2005 S7

If the dog owner is to hold the dog while you are chipping go through the process with them clearly and ensure that physically they are able to restrain the dog. If any concerns call another staff member to assist.

The needle is intended for single use only and must be destroyed or disposed of correctly after injection.

The injector Handle is reusable and should be disinfected after each use.

If the dog has a skin condition that effects the implantation area does not chip as this can cause infection, get owner to organise chipping with their vet.

Please be aware terrier type dogs may have tough skin at the injection site and care must be taken with pups.

If the dog bleeds after insertion use cold water on the chipping site. This makes the capillaries contract and usually stops any bleeding.

## Process

1. Check for any information held on file re dog, classifications two officers to chip, or the dog could be on record with a chip that is not functioning.
2. Check the temperament of the dog if any signs of aggression two officers to chip.
3. If chipping by yourself muzzle the dog
4. Tether the dog in an appropriate manner that the officer has access to implantation site.
5. Scan the dog for any existing chip.
6. Scan the chip to be inserted and check that the number on the chip matches the number on the scanner.
7. Ensure the sterile seal is not opened or damaged.
8. Prepare the injection site using antiseptic procedure.
9. The injection site for dog's is subcutaneous in the dorsum between the scapulae. The implant should lie parallel to the skin.
10. Insert the needle into the handle by aligning the white dots on the leuer lock with the arrow on the handle and rotate the needle until it stops.
11. Remove the plastic protective sheath from the needle being careful to ensure the needle tip is kept pointed away from yourself or other staff.
12. Using your thumb and forefinger pinch up a tent of skin at the injection site on the dog and insert the needle into the subcutaneous tissue below the pinch. Push the handle actuator with your thumb forward towards the arrow to insert the transponder while slowly withdrawing the needle.
13. As you withdraw the needle pinch the injection site between your thumb and index finger to ensure closure of the wound and to prevent the transponder being sucked out.
14. Replace the protective cap over the needle and put into the sharps container.
15. Hold needle and inserter in hand. With other hand hold needle stick between thumb and forefinger pointing away from the body and hand.
16. Twist needle hub anti clockwise to remove from implantation handle.
17. Take the covered needle stick and drop into the supplied approved sharps container.
18. Screw lid on securely.
19. Scan the injection site and check that the number comes up.
20. If number doesn't show rescan the dog and check that the chip hasn't been sucked out when removing the needle.
21. If after repeated scans chip doesn't register rechip using the above process.
22. If the first chip hasn't been found enter this one as a secondary chip in case it activates at a later date.
23. Remove muzzle.
24. Put dog into kennel, van hand dog
25. Fill out the Microchip record form and owner record adding the adhesive number which is supplied with the individual chips.
26. Give the owner the owner record form and left-over adhesive numbers.
27. Take the microchipping form to the Animal Services Administration team so that the information can be added to the council data base and the National Dog Data Base.

### **If a needle stick injury occurs**

If you do receive a needle stick injury notify team leader and provide first aid as needed immediately.

#### **Step One; Apply First Aid**

- Immediately rinse the affected area under warm running water for at least 3 minutes.
- Gently squeeze the puncture wound to flush out contamination.
- Paint puncture wound with betadine.

#### **Step two; Notify a doctor.**

- Notify a Medical practitioner to arrange a specimen collection.
- The doctor may also contact a hospital clinical microbiologist, clinical immunologist or infectious disease physician for further consultation.

#### **Step three**

- Add incident/accident to VAULT

### **Equipment**

Scanner

Microchip transponder and insertion handle

Sharpes container

Muzzle, lead

Microchip record form

Pen

### **Training**

Provided in house by qualified Vet Nurse using CAC microchipping booklet guidelines.

2 yearly competencies sign off.

FORMS AND PHOTOS OF CHIPS SCANNER NEEDLES ETC.

# **Muzzling a dog**

## **Back ground**

Officers, during their daily routine, must muzzle dogs for handling from time to time for their safety. Risks involved are dog bite injuries.

Officers must not attempt to muzzle a dog unless they have had training.

If any safety concerns, ask for help.

Officers are supplied with Mikki cloth muzzles and at the pound there is also a hard basket type muzzle.

It is advised to also muzzle a dog prior to microchipping.

See [Microchipping SOP and procedure](#).

## **When is it Appropriate to Use a Dog Muzzle?**

- ❖ Emergencies-Such as an injured dog who may bite due to severe pain or fear.
- ❖ There is a risk of biting due to a threatening situation
- ❖ Manual handling of aggressive dog- scanning or microchipping
- ❖ Classified dogs Section 33; 33a,62,32

## **Types of muzzle**

### **Gauze muzzle**

Gauze muzzles are classified as homemade muzzles and should only be used in an emergency.<sup>[1]</sup> However, proper technique when tying a gauze muzzle can provide a secure temporary solution so that you can assist an injured or frightened animal. Gauze muzzles are also useful if you don't have a muzzle handy and need one immediately. Keep in mind that it is always better to have a sturdy muzzle on hand.

### [How to use a Gauze Muzzle](#)

### **Cloth muzzle**

Most people are familiar with the cloth muzzles commonly used by veterinarians and groomers. These muzzles are made of leather, nylon or another strong cloth and fit snugly around the dog's snout. These muzzles are ideal for restraining dogs during short periods of time when they may feel frightened or aggressive. We use MIKKI MUZZLES.

### [using a fabric muzzle](#)

### **Basket Muzzle**

Wire basket muzzles are generally used on dogs that are known to be aggressive. They are constructed of a strong wire basket that fits around the dog's snout, with padding around the area that touches the dog's face. The muzzle is connected using one strap that wraps securely behind the dog's ears and a second strap that runs between the ears and down the

center of the dog's face. These muzzles provide protection from bites while still allowing the dog to open his mouth fully to drink, pant and bark.

### **Leash emergency muzzle**

#### **[emergency leash muzzle](#)**

#### **Procedure**

- ❖ Ensure muzzle is the right size before proceeding.
- ❖ If the dog is held on a pole, approach from the back. Slip muzzle on from behind, keep arms out of bite range. Take your time.
- ❖ If the dog is on a chain in the van, or held, assess the dog's temperament. If any problems call for assistance. Take your time, approach the dog slowly but confidently, speaking encouragement. Slip muzzle on and clip.
- ❖ When taking the muzzle off, use the steps you used to put it on but in reverse.

**NB A GAUZE MUZZLE MAY BE THE SAFEST OPTION WITH A DOG THAT IS AGGRESSIVE AND SNAPPY.**

#### **Training and certificates**

Muzzling a dog

#### **Standard operating Procedures**

See dog handling SOP

#### **PPE**

Muzzles  
Cell phone  
RT  
LEASH  
POLE



## POLING DOGS

### Back ground

Officers at times may have to use a dog catch pole due the dog demonstrating aggression. Catch poles allows officers to safety keep a dog out of biting range and enable the capture of the dog.

### Procedure

- ❖ Arrive at the property and assess the situation. **Take 5**
- ❖ Speak to people on site make a plan, and ask members of public to leave area you are working in.
- ❖ Where possible organize another staff member for help.
- ❖ Ensure pole is in good working condition
- ❖ Be aware that dogs will often panic when poled.
- ❖ Approach dog calmly and slowly accessing temperament and reaction as you get closer.
- ❖ If you have any concerns call for back up before proceeding.
- ❖ Utilize the site to semi contain the dog where you are able to work with it without it running past.
- ❖ Utilize anything on site that you can use to screen yourself from a possible dog bite as you attempt to pole the animal.
- ❖ If possible back dog into a corner or smaller space.
- ❖ Slowly reach out with pole and slip noose over the dog's head. Tighten noose taking it slowly
- ❖ . Once dog is securely poled put into van ensuring no public approach within bite range.
- ❖ Loosen pole once dog is secured in the van.
- ❖ **SEE INSTRUCTIONAL VIDEO OF POLING A DOG.**

### **Be aware that**

- ❖ a dog may panic once on the pole and roll which can cause the noose to choke the dog.
- ❖ Dog will likely bite at the pole during and while poled.
- ❖ The dog may try to rush past you and give a bite as they go by.





Manufactured in the USA since 1952.

**A:** Release knob-snap-back release instantly forms noose

**B:** Cable runs through pole and forms noose on other end

**C:** Rubber grips give handler firm control

**D:** Pole is tempered aluminium tubing light and durable

**E:** Plastic tooth guard to protect animal's teeth

**F:** Swivel head to prevent noose kinks

**G:** Noose of cable covered with plastic for animal protection

## **To Operate:**

Referring to the picture of the pole, you will note that the excess cable is stored inside tubing and the noose is partially open.

**To Open noose:** a slight pull on release knob.

**To Close noose:** pull on end of cable. (A locking device assembled inside the pole automatically locks cable in position and noose will not open until released by a pull-on Release knob.)

## **To Snare Animal:**

Slip noose over animal's head or other part of body and tighten sufficiently to restrain animal by a pull on the end of cable.

## **To Release Animal:**

Open noose by a slight pull on Release knob.

## **Training video**

[Instructional video how to use a dog catch pole](#)



### **Training and certificates**

- ❖ On site instruction in pole use and handling aggressive dog
- ❖ Watch on line educational video link above

### **Standard operating Procedures**

- ❖ Handling dogs SOP
- ❖ Emergency response procedure








### **PPE**

- ❖ Pole
- ❖ RT
- ❖ Cell Phone
- ❖ Personal Body Worn Camera

# Use of DCC vehicle

In addition to this SOP, consider the use of a Take 5, JSA or PTW

Description of Task / Activity
Officers drive vans during their working day. The department also has stock trailers one larger with portable yard and one smaller with a crate. The vehicles are also out fitted with dog crates, flashing lights and signage for working on the road.
<b>DO NOT undertake this task unless you are trained and competent</b>

 SAFETY HELMET MUST BE WORN IN THIS AREA	 EAR PROTECTION MUST BE WORN IN THIS AREA	 SAFETY FOOTWEAR MUST BE WORN IN THIS AREA	 EYE PROTECTION MUST BE WORN IN THIS AREA	 HAND PROTECTION MUST BE WORN IN THIS AREA	 HIGH VISIBILITY VEST MUST BE WORN IN THIS AREA	 RESPIRATORY PROTECTION MUST BE WORN	 PROTECTIVE CLOTHING MUST BE WORN IN THIS AREA
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Additional PPE:	Shoes with a good sole.
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Equipment / Material required	Training required to complete work
Work supplied vehicle , this also includes the dog crates in the van, signs, stock trailer and yards, small trailer	Current full drivers licence(car) Trailer competency Driver training 2 yearly as per council policy

#	Basic Steps	Actual / Potential hazards and risks	Raw risk score	Proposed action and control measurements	Residual risk score
<b>Pre-operational Safety Checks</b>					
	<b>VANS</b>				
	Weekly vehicle checks	Unsafe vehicle accident injury	M9	Ensure safe condition	L3
	Daily visual checks	Flat tyre, nuts undone, accident	M9	Daily visual check If any concerns, contact city fleet and SACO. Do not drive if not in a safe condition.	L3
	Check windows	Lack of visibility, accident	M9	Check and clean	L3
	Check for loose objects in cab	View obstructed, hit by objects when braking	M9	Check and put papers equipment in correct storage positions.	L3
	De ice vehicle and warm up properly	Accident lack of visibility	M9	Take the time to properly de-ice vehicle	L3
	<b>Stock trailer and yards</b>				
	Choose towing vehicle	accident	H12	4x4 ute to be used Check tow ball rating	L4

- Relevant Guidance:**
- Health and Safety at Work Act 2015
  - AS/NZS Respiratory Devices
  - Manufacturers Manual
  - AS/NZS 1269 Noise Management
  - AS/NZS 3760; AS/NZS 3012 Electrical Regulations
  - WorkSafe’s Safe Use of Machinery Guidelines



	Organise second officer	Lack of visibility, accident	M9	Second staff member to assist with visibility particularly backing.	L3
	Check tow hitch	Road accident	H12	Ensure working order	L3
	Check that portale yard are secure	Unsecure load/ accident	H12	Check all ties and pins are secure	L3
	Check warrant and regi	Unfit vehicle	L3	Do not use if warrant or regi not current.	L1
	Check braking system is operational	Road accident	H12	If not engaging do not use trailer	L3
	Check tyres	Road accident	M9	If flat do not use	L3
	Check all doors are secure	Crushing injuries \unsecure load accidents	M9	Door to be shut prior to travel	L3
<b>Operational Steps</b>					
	<b>VANS</b>				
	Flat tyre	Crushing injury	M9	If changing a tyre be aware of slopes and put jack in the correct position. If any concerns ask for assistance. Ensure hand brake is on and vehicle in park. See vehicle user manual	L3
	Traffic and pedestrians,	accidents	H12	Be situationally aware Do not rush. Defensive driving training/anti skid Do not drive tired. Flashing beacons and signage to be used as per TMP when working on motorways First aid kits to be carried in vehicles Follow accident procedure. <a href="#">accident procedure within document</a>	L3
	Un even or unstable surfaces	Roll over Hitting objects Sliding off formed driveways	H12	Check where you are driving particularly private driveways. Do not drive into an area that you cannot easily back out of If unsure do not drive onto property. Stop if you have loss of traction. Stop before you get into further difficulty call for help tow etc. Do not park or drive onto severe slopes. Keep speed down.	L3
	Weather conditions	Snow ,rain,hail,ice, wind Accidents hitting other vehicles ,objects ,pedestrians	H12	If there is a snow event do not drive check with SACO. If there is a frost warm up van properly, wait until ice has melted or gritting has been done. Check with SACO Keep off hills in ice or snow events. General rule if busses aren't driving where you are then you shouldn't be. Be aware of wind as this impacts on the vans. If any concerns do not drive.	L3



	Sun strike	Lack of visibility Accidents	M9	Staff to be aware of sun strike particularly during winter when the sun is low. Stuart Street, Lookout Point and Taieri Rd are particularly bad. Use sun visors or if van type has larger window area, strips can be added to top for shielding from the sun.	M6
	Fatigue	Accidents	M9	All breaks are to be taken during the day. If on call ensure the 9 hour stand down is adhered to. If tired let SACO know and rest. Keep hydrated, Do not drive if fatigued.	L3
<b>STOCK TRAILER</b>					
	Hitching to ute	Crush injuries	H12	Check all doors shut and secure. Do not stand between backing ute and the tow ball. Ute to be shut off or in park when hitching trailer.	L3
	Towing	Insecure loads accidents Too heavy	H12	Check towball rating , If using stock trailer that is braked, the 4 wheel drive ute is to be used. Only staff that have completed stock trailer training may tow. <ul style="list-style-type: none"> <li>• Ensure trailer is correctly hitched to ute and safety chain in place.</li> <li>• Release trailer brake. Lift brake cuff.</li> <li>• If reversing put brake cuff on trailer back down.</li> </ul> Use another staff member as a spotter when backing.	L3
	Worker training.	Accident due unfamiliar vehicle,	M9	Staff to have appropriate licences. Staff to be given time to familiarise themselves with operation before night driving or in high volume traffic.	L1
<b>Ending operations and cleaning up</b>					
<b>VANS</b>					
	Apply brakes and put into park	Vehicle rolling away	H12	Ensure in park and hand brake is applied	L1
	Cleaning	visibility	L3	Officers are responsible for the upkeep of both the inside and outside of the vehicles. These should be kept in a clean and tidy manner and washed when needed.	L1
<b>STOCK TRAILER</b>					
			Choose an item.		Select
	Back into pound	Vehicle accident	H12	Have a spotter	L3

				Hazzard lights on To back in the whole road width is needed. Watch for traffic Open all gates prior to reversing.	
	Clean and secure trailer	Crushing injuries	M9	Watch as you lower loading ramps Watch for pinch points on door latches and internal dividers.	L2

**RISK ASSESSMENT GUIDE**

**Step 1 – Consider consequences**      **Step 2 – Consider likelihood**      **Step 3 – Calculate ‘initial risk’ (without controls)**

What are the consequences of this hazard occurring? Consider what is the most likely consequence (below) with respect to this work hazard.

What is the likelihood (below) of the hazard consequence in step 1 occurring?

1. Take step 1 rating and select the correct column.  
2. Take step 2 rating and select the correct line.  
3. Use the risk score where the two ratings cross on the matrix below.  
**L** = Low, **M** = Moderate, **H** = High, **E** = Extreme

Consequences		Likelihood			Consequences (C)					
						Neg	Min	Mod	Maj	Extr
Negligible	No treatment / near miss.	Almost certain	Expected to occur in most circumstances	Likelihood (L)	Almost certain	M5	H10	H15	E20	E25
Minor	Minor medical treatment/ temporary restricted work	Likely	Will probably occur at least once		Likely	L4	M8	H12	E16	E20
Moderate	Requires medical treatment and/or lost time injury	Possible	May occur		Possible	L3	M6	M9	H12	H15
Major	Reportable injury / serious harm	Unlikely	Not expected to occur		Unlikely	L2	L4	M6	M8	H10
Extreme	Fatality or permanent injury	Rare	Highly unlikely		Rare	L1	L2	L3	L4	M5

**Regardless of risk level - 1) All workers must be inducted to the site. 2) The nature and location of the work must be displayed or otherwise shared with other site users that may be affected, including any other 3<sup>rd</sup> party workers on site.**

Low level initial risk (**green** 1 – 4) no permit required - (See red text above)

Moderate level initial risk (**yellow** 5 – 9) requires a permit and occasional audits e.g. a % sample

High level initial risk (**amber** 10 – 15) as above plus, a documented emergency response plan. Higher frequency of visits/audits

Extreme level initial risk (**red** 16 – 25) as above plus, DCC Manager pre-start approval and MUST be audited at regular intervals

**Acknowledgement**

**Declaration:**

I, the undersigned, acknowledge and confirm I understand the safe processes associated with this activity. **I will comply with this procedure at all times.**

**Signed by Supervisor and All Personnel**

Authorised by: \_\_\_\_\_ Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Supervisor: \_\_\_\_\_ Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Worker: \_\_\_\_\_ Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Worker: \_\_\_\_\_ Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Worker: \_\_\_\_\_ Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Worker: \_\_\_\_\_ Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Worker: \_\_\_\_\_ Signature: \_\_\_\_\_ Date: \_\_\_\_\_









Worker: \_\_\_\_\_ Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Worker: \_\_\_\_\_ Signature: \_\_\_\_\_ Date: \_\_\_\_\_



In addition to this SOP, consider the use of a Take 5, JSA or PTW

<b>Description of Task / Activity</b>
<h1>Visitors to the pound</h1>
<b>DO NOT</b> undertake this task unless you are trained and competent

 SAFETY HELMET MUST BE WORN IN THIS AREA	 EAR PROTECTION MUST BE WORN IN THIS AREA	 SAFETY FOOTWEAR MUST BE WORN IN THIS AREA	 EYE PROTECTION MUST BE WORN IN THIS AREA	 HAND PROTECTION MUST BE WORN IN THIS AREA	 HIGH VISIBILITY VEST MUST BE WORN IN THIS AREA	 RESPIRATORY PROTECTION MUST BE WORN	 PROTECTIVE CLOTHING MUST BE WORN IN THIS AREA
<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Additional PPE:	Phone, RT, pole, muzzle, lead
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Equipment / Material required	Training required to complete work
Body worn camera Portable rt Cell phone	Cert 2 up job

#	Basic Steps	Actual / Potential hazards and risks	Raw risk score	Proposed action and control measurements	Residual risk score
<b>Pre-operational Safety Checks</b>					
	<b>Aggressive dog owners on phone</b>	Assault	M9	Phone pound staff to pre warn aggressive dog owner involved with impounding Email ACOS to let them know.	L3
	<b>Aggressive dog owners in CSA</b>	Assault	M9	Phone pound staff to pre warn aggressive dog owner heading there way Email ACOS to let them know. Call police if necessary	L3
	<b>Meeting aggressive people at pound</b>	Assault	M9	2 UP JOB Arrive on site prior to time client is expected. Park van facing the gate so that you can leave quickly if needed.	L3
	<b>Pound release pre information</b>	UNCONTROLLED DOGS	M6	CSA to clearly remind dog owners that they must take a leash and if classified a muzzle with them for the dog to be released.	L2

- Relevant Guidance:**
- Health and Safety at Work Act 2015
  - AS/NZS Respiratory Devices
  - Manufacturers Manual
  - AS/NZS 1269 Noise Management
  - AS/NZS 3760; AS/NZS 3012 Electrical Regulations
  - WorkSafe's Safe Use of Machinery Guidelines

Operational Steps					
	<b>People arrive at pound</b>	Unrestricted access to the pound and environments, dog bite	M6	Pound to be locked all times Main gate to be shut outside release or boarding kennel open times. Visitors to come at set release times unless prior arrangements To meet at onsite office	L2
	<b>Officer or pound staff meet</b>	Angry customers- assault	M9	Wear body worn camera. Try to calm the situation Remove your self Cert Training. Get them to wait at the office and bring the dog to them. Do not shut gates behind an aggressive dog owner. If they try to take a dog from you let them and call the police. Use panic button to get help. Stay in van and leave the site if able, rt base for help.	M6
		Families with children- uncontrolled Dog bite, trips falls,	M9	Talk to parents re on site danger inform of site hazards. If unwanted behaviour is noticed inform parents.	L3
		People have bought their own animals with them. Dog bite, attack	M9	Other animals to be left in their vehicles	L3
	<b>Compound Security</b>	Animals escaping, public access resulting in bites	M9	Only DCC staff and specific Allandale Kennels staff to enter the pound building.  Doors are to be locked and alarm reset when visiting after hours.  Dog owners and public not to have access to pound.  Sign stating no public access	L3
	<b>Viewing prior to adoption</b>	Families with children- uncontrolled Dog bite, trips falls,	M9	No children under ten are to be allowed entry to the pound complex. Lock second door if necessary to ensure no access to other pound dogs. Speak to customer regarding what will happen and behaviour you expect of them Customers must be fully supervised 100%of the time when in or around viewing area	L1
		People have bought their own animals with them. Dog bite, attack	M9	No dogs are to be bought into the pound complex by prospective adoption customers.	L1
		Customers with poor dog interaction skills, dog bite	M9	Dog to be put into viewing area prior to visit. Introduce customer to dog through wire first and access both reaction of people and dog. If any concerns do not let enter viewing area with dog.	L4



				Introduce one person at a time to the dog.	
		Bites, dog attack	M9	Officer to be in the viewing area with lead. If any concerns instruct customer to leave Introduce one person at a time to dog.	L4
		Inappropriate behaviour by customer with dog. Result in dog bite	M9	Explain what they are doing wrong Explain how to handle the dog If behaviour is continued remove dog and instruct customer to exit the pound.	L4
		Minors above 10 in pound complex, uncontrolled behaviour resulting in dog bite.	M9	Parents or guardians must be fully responsible for the behaviour of all minors. If any issues instruct customers to exit the pound. Clearly explain where they must stay during the pound visit.	L4
		Customers gaining access to other pound dogs, bite	M9	Explain that they are only allowed in the area immediately in front of the access door and the viewing area. If they look to be starting to wander off instruct them to come back into the designated area. If they keep trying to get through to other dogs instruct them to exit the pound.	L1
<b>ZOONOSIS</b>	ZOONOSIS		L4	Use footbaths with safe for coming and going from pound complex	L1
<b>Pound release</b>	Bites to customers, access to pound building		M9	Customers that come to pick up their dogs have no access to pound building. To wait outside for officer to bring dog out.	L1
<b>Dog release</b>	Lose dogs, dog fights, rushing, uncontrolled around vehicle movements.		M9	All dogs to be leashed before bringing out of the pound.	L1
<b>Muzzling dogs that are classified before release</b>	Bite injuries to staff while muzzling.  Bite injuries to public and their dogs during release		H12	Obtain muzzle from customer before retrieving dog from the pound.  If no signs of aggression  Put muzzle on dog prior to bringing out of the pound facilities.  Staff training on how to muzzle dogs	L4
<b>Staff unable to safely handle dog at release or muzzle</b>	Bite injuries		H12	If staff are unable to safely handle dog at release. Check that the customer is the dog owner not a friend picking up. Customer to be given supervised access to outside	L4

				part of kennel where they can muzzle and leash their dog before proceeding from pound.  Gauge dogs' reaction to customer if any concerns stop the interaction.  Call for help from another ACO if any concerns, or if you have to possibly pole dog.	
<b>Ending operations and cleaning up</b>					
	Notification of incidents		L1	Let team leader know of any issues Add to Damstra ASAP	L1
					Select
					Select
			Select		Select

RISK ASSESSMENT GUIDE										
Step 1 – Consider consequences		Step 2 – Consider likelihood		Step 3 – Calculate 'initial risk' (without controls)						
What are the consequences of this hazard occurring? Consider what is the most likely consequence (below) with respect to this work hazard.		What is the likelihood (below) of the hazard consequence in step 1 occurring?		1. Take step 1 rating and select the correct column. 2. Take step 2 rating and select the correct line. 3. Use the risk score where the two ratings cross on the matrix below. <b>L</b> = Low, <b>M</b> = Moderate, <b>H</b> = High, <b>E</b> = Extreme						
Consequences		Likelihood		Consequences (C)						
					Neg	Min	Mod	Maj	Extr	
Negligible	No treatment / near miss.	Almost certain	Expected to occur in most circumstances	Likelihood (L)	Almost certain	M5	H10	H15	E20	E25
Minor	Minor medical treatment/ temporary restricted work	Likely	Will probably occur at least once		Likely	L4	M8	H12	E16	E20
Moderate	Requires medical treatment and/or lost time injury	Possible	May occur		Possible	L3	M6	M9	H12	H15
Major	Reportable injury / serious harm	Unlikely	Not expected to occur		Unlikely	L2	L4	M6	M8	H10
Extreme	Fatality or permanent injury	Rare	Highly unlikely		Rare	L1	L2	L3	L4	M5
<b>Regardless of risk level - 1) All workers must be inducted to the site. 2) The nature and location of the work must be displayed or otherwise shared with other site users that may be affected, including any other 3<sup>rd</sup> party workers on site.</b>										
Low level initial risk ( <b>green</b> 1 – 4) no permit required - (See red text above)										
Moderate level initial risk ( <b>yellow</b> 5 – 9) requires a permit and occasional audits e.g. a % sample										
High level initial risk ( <b>amber</b> 10 – 15) as above plus, a documented emergency response plan. Higher frequency of visits/ audits										
Extreme level initial risk ( <b>red</b> 16 – 25) as above plus, DCC Manager pre-start approval and MUST be audited at regular intervals										



# Visitors to the pound and pound releases

## Legislation

[Dog Control Act 1996 Section 69 Impounding and subsequent disposal of dog](#)

[Dog Control Act 1996 Section 72 Offence to release dog from custody.](#)

## Council obligations

Council must give where the owner is known give written notice to the owner that the dog has been impounded and that unless the dog is claimed and any fee paid within 7 days of the receipt of that notice, it may be sold, destroyed, or otherwise disposed of in such manner as the territorial authority thinks fit; and after the expiry of that period the territorial authority may so dispose of the dog.

Where the owner of the dog is not known and cannot be identified from the dog registration label or disc, the territorial authority may, after the expiration of 7 days after the date of seizure of the dog, sell, destroy, or otherwise dispose of the dog in such manner as it thinks fit.

It is an offence to unlawfully release a dog from custody. Every person commits an offence who, except in accordance with this Act, — releases or uplifts, or attempts to release or uplift, a dog that is, under this Act, in the custody of— a territorial authority, or constable, or dog control officer, or dog ranger;

## Back ground

We must take all practicable steps to ensure the safety of people coming into the pound to claim dogs or view dogs.

Council is responsible for the welfare of all pound dogs and must not put these dogs in a situation where they come to harm or harm others. Pound adoption visits generally take place prior to the statutory 7 days at which time the dogs may be disposed of by Council.

Due to the high risk of possible bites to people or dog's, visitation to the pound with other dogs is not allowed prior to adoption.

The Dunedin City Council Hold dogs for a full...7.days before they are rehomed.

Dogs may be rehomed directly from the pound or are offered to Dunedin Dog Rescue for possible rehoming.

It is the Council Policy that any menacing dog or Dangerous dog are not able to be adopted.

All dog owners coming for a release will have a release form. At weekends the Animal Services Officer will take full payment of all fees and hand signed receipt to dog owner on release.

## Procedure

Releases must be scheduled to allow ample time for the owners to make it to the pound during the scheduled release times.

If a customer has shown aggression to staff at time of contact or impound payment, please notify staff that are doing the release.

All owners claiming a dog from the pound must provide a leash. Any menacing or dangerous dogs, owners must supply muzzle at time of release.

Check that the person claiming the dog is the owner. If not, ascertain whether they have the experience to handle the dog safely. If any concerns officer to handle the dog and help them contain dog in vehicle for transport.

Dog owners are to wait at the kennels office for staff. Any animals they have with them are to be left in their vehicles.

**There is no pound access to people claiming a dog**, unless it is aggressive, and the handling of the dog is a risk to the Officer.

**People viewing dogs for adoption have access to the viewing area only.**

**People are not to bring their dogs out to meet a prospective rehome dog.** This creates a high level of risk for all parties including injury to a pound dog.

If people come to view a dog for rehoming if there are any concerns for the safety of the people or they lack the skills to safely interact with the dog, remove the dog or the people from the viewing area immediately.

## Visitor Management Procedures for Customers Claiming dogs from the Pound

- Meet with dog owner check they have release slip
- Check they have lead and if required a muzzle
- If they have another dog with them they are required to leave it in the car
- Have them wait at the office or outside the pound building and bring the dog out to them.
- If they try to follow you stop them and explain pound is a high hazard area and they are to wait outside.
- If any issues lock pound until they comply and call team leader.

**In the event that a very aggressive dog** is being released and manual handling of the dog would be a danger to pound staff or Animal Services Officers the dog owner may be asked to remove their own dog from the kennels. Dogs usually in this category have muzzling classifications and the owner should muzzle them before removing them from the building.

We must inform clients of hazards on site:

- Dogs in other kennels, do not touch
- Noise from barking, ear muffs to be offered
- Wet floors, slipping

- Possible sharp edges.

## **Release Procedure for aggressive dogs where owners are within the pound complex.**

1. Meet client on site.
2. Inform them of hazards on site.
3. Ask client to read disclaimer sheet and sign in as a visitor to the site.
4. Check they have the appropriate gear with them leash and muzzles etc.
5. Young children are not to be taken into the pound complex. This is a significant hazard as children can easily get fingers through the door mesh and may be bitten.
6. Use foot bath when entering and leaving.
7. Formulate a plan together as to how the dog is going to be handled and what the officer needs them to do to ensure personal safety to all.
8. If necessary, call additional ASO or pound staff for help.
9. If any accidents or near misses occur, note and let Team Leader Animal Services and H&S rep know.
10. **If customer is using unsafe procedures stop them and direct them to use the appropriate procedure.**

## **Visitor Management Procedures for Customers viewing dogs for rehoming and are within the pound complex.**

Meet client at the site office.

1. **Children under the age of 10 are not to be taken into the pound complex. This is a significant hazard as children can easily get fingers through the door mesh and may be bitten or knocked over by energetic dog.**
2. **Customers are not to bring their own dogs to visit possible adoption dogs.**
3. Speak to the customer regarding what the visit will entail what the officer needs them to do to ensure their personal safety.
4. Inform them of hazards on site.
5. Dogs to be viewed are to be put into the exercise area beside the door.
6. No public to enter past the second pound door.
7. All customers on site must be fully supervised 100% of the time. Officer must be in the viewing area with people to ensure dog and people behaviour is safe.
8. Children over 10 must be fully supervised by a parent or guardian, they must accept responsibility for the behaviour of the child.
9. Ask client to read disclaimer sheet and sign in as a visitor to the site.
10. Use footbath when entering and leaving.
11. Introduce the dog to one adult first and give ample time for the dog to calm down before allowing access to other family members.



12. If any signs of aggression or fear behaviour from the dog remove customers immediately from viewing area.
13. **If customer is using unsafe procedures stop them and direct them to use the appropriate procedure.**
14. If the customer continues the behaviour remove the dog from the viewing area and instruct the customers to exit the pound.
15. If any accidents or near misses occur, note and let SACO and H&S rep know.

### Training and certificates

- ❖ Dog handling
- ❖ CRT Situational awareness
- ❖ First aid

### Standard operating Procedures

- ❖ Dealing with aggressive customers

### PPE

- ❖ Muzzle
- ❖ Leash
- ❖ pole

## **No public access to pound**

Dogs being released will be bought out of the kennels by staff and given to owners.

If kennel is being used for boarders – boarding dog owners are not to be given any access to the pound building.

### **Exceptions**

- Dog adoptions- access to first exercise area only.
- Section 72 dogs held for court visitation with an ACO only.
- Aggressive dog's owner pick up- take owner around outside of kennel fully supervised. See SOP.
- DRD – only to handle dogs authorised by the DCC.

Only full-time staff at Allendale Kennels to work with pound dogs.

Any dogs held for court or noted as attacking a person or another dog to have the latches clipped to prevent the latches being popped open.

If any dog shows aggression leave it in the kennel and utilise the internal kennel doors to clean and feed.

Kennels 6 to 12 are for the sole use of the DCC.

If the DCC has filled these kennels, there must be two empty kennels kept in the front row for dogs that we may impound especially afterhours.

This may be problem for the Allendale staff if they are utilizing the pound for boarders over public holidays. Please ensure that there are two spare kennels every night.

Let the Team Leader Animal Services know of any problems, contact also if an animal is sick. See dogs to vet procedure.

Any dogs with aggressive history that are to be taken to vets to Animal Services officers are required to be on site.

Animal Services staff will note on impound book time and date of any dog release or removal.