

City of Hampton
Animal Control
Administrative Guidelines

Title: <p style="text-align:center">Recording Keeping</p>	Guideline Number: <p style="text-align:center">A-111</p>
References:	Date Issued: <p style="text-align:center">May 2006</p>

I. Purpose

To provide an understanding of the importance of good record keeping.

II. Policy

All employees will maintain accurate, timely and complete records of cases, logs, forms and other documents as required. Good record keeping is essential to a well-run professional organization.

III. Procedure

A. Record keeping provides the necessary data for good communication, court appearances, budget issues, obtaining new equipment, changes in operational techniques, complaints from the public and many other necessary activities effecting operations and personnel.

1. All employees must record names, dates, places and times accurately and neatly. All documents need to be legible.
2. To ensure accuracy, when working with the public, ask the person to spell their name. Be sure to verify information the public provides by repeating information back to someone when you are not clear.
3. Fill out all documents completely. Missing information causes another employees to spend time searching for what has been omitted. If there is missing information record the reason you could not obtain it.
4. Put documents in the proper places when they are completed.
5. Turning in documents, logs and other forms in a timely matter is essential to operations.

B. During the course of employment with the City of Hampton, all Animal Control case information is and must be kept confidential, including from employees in other jurisdictions. See also Policy A-103, Dissemination of Information.

1. Employees will not remove records from the office without the consent and approval of the supervisor.
2. All records are to remain confidential and personal information is not to be distributed.

3. All cases, summons, and other personal information regarding complainants, victims, suspects and citizens is not to be lying around the office unattended. The office is open to the public and this information is strictly confidential.
4. In the event a complainant wishes to pursue civil charges and requests suspect information, and/or an officer needs personal information to pursue charges or complete reports, the Hampton Police Division is to be contacted to assist in obtaining that information.

Authorized by: 	Revision Date: September 15, 2011
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