



Policy & Procedure Manual

Policies, procedures and guidelines are developed to assist employees and managers in executing their day-to-day job responsibilities. They are intended to guide employees in the direction of organizational goals and provide a framework to assist new employees in becoming productive team members.

It should be understood that policies, procedures and guidelines contained in this manual are not intended to cover every situation which might arise in the performance of Animal Control services. Rather they are intended as a guide in matters of conduct, responsibility and performance. They are also intended to provide guidance to employees and managers to allow for discretion, while ensuring accountability to citizens.

Employees are encouraged to make decisions necessary to provide effective service to customers. All employees are held to the highest ethical standards in the performance of their duties.