

### **This Chapter Covers:**

- ◆ Introduction
- ◆ Different Kinds of Records
- ◆ Examples of Records

### **Introduction**

#### **Records contain the activities of:**

- × animal control programs, and
- × individual animal control officers (ACOs).

#### **Records can help you:**

- × increase the effectiveness of your programs.  
Record the results of a program so you can see which programs are working well and how other programs can be improved.
- × keep track of daily activities.  
Keep a daily log. It lets you and your supervisors know the details of an event (who, what, when, where, why, and how). These details can then be used in other records and reports.
- × control inventory.  
Keep a record of how and when supplies are used. This will help you keep enough supplies in stock and cut costs.
- × maintain ACO vehicles.  
Keep reports on gas mileage and vehicle repairs. This will help your agency get the most from its vehicles while ensuring your safety and the safety of the animals.

## Records (Basic)

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- × prove your case in court.

Your records are documents that can prove an event (such as a biting incident or a phone conversation) really happened. Good records are the first step in winning a court case.

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**Remember:** Good records need to be filled out completely and neatly!

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### Different Kinds of Records

As an ACO, there are many different kinds of records you will have to complete. Each has its own purpose and requires different information. You need to answer six questions in each record: **Who? What? When? Where? Why? and How?**

**Listed below are some of the different kinds of records:**

- × Field Records
- × Daily Activities
- × Animal Capture Records
- × Investigation Reports
- × Warnings and Citations
- × Office and Shelter Records
- × Animal Records
- × Laboratory Records
- × Financial Records
- × Personnel Records

## Records (Basic)

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### Examples of Records

#### Field Records

You need to record everything that happens when you make a service call in the field. This record is called a field record. It will be easier to remember all of the details and information if you complete the record while you are still at the place of the call. You can finish it when you return to the shelter or office if necessary. A field record should include the:

- × reason for the call;
- × information you gathered during the call;
- × events that happened during the call; and
- × final disposition of the animal.

#### Daily Activities

Keep a daily log of your activities **every day** that you are at work. Your log should include:

- × miles traveled;
- × hours worked;
- × where you went; and
- × what you did.

The information in your daily logs needs to be correct and complete. You will use this information to complete other records.

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## Records (Basic)

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### Animal Capture Records

Your daily record will have some information about captured animals, but an animal capture record needs to be completed for each animal. Animal capture records contain more specific information than the daily record. These records need to include:

- **Who** ACO who captured the animal.
- **What** description of the animal, including:
  - \* species;
  - \* breed;
  - \* color;
  - \* height and weight;
  - \* sex;
  - \* physical condition;
  - \* type of collar and tags; and
  - \* name, address, and phone number of owner (if known).
- × **When** date and time of capture.
- **Where** location of capture (if different from owner's address).
- **Why** reason for capture, such as the animal was:
  - \* unconfined;
  - \* involved in a biting incident;
  - \* fighting;
  - \* unwanted; or
  - \* reported through a citizen complaint.
- **How** method of capture.

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## Records (Basic)

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### Investigation Reports

There are many reasons why you might conduct an investigation. Some of these reasons include reports of:

- ✘ an animal bite or other potential rabies exposure to a person;
- ✘ inhumane treatment of an animal; or
- ✘ a violation of animal control laws.

Make sure your record is complete. The information in an investigation report may later be used for issuing citations or warnings or for proving court cases.

Investigation records should include:

- **Who** ACO doing the investigation; person who reported the incident; and people involved or interviewed.  
**Be sure to get names, addresses, and telephone numbers of all people involved.**
- **What** reason for investigation.
- ✘ **When** time and date of incident; date incident was reported; times and dates of all interviews; and dates of start and conclusion of investigation.
- **Where** location of incident.
- **Why** description of incident and important details.
- **How** method used to investigate (telephone, visit, etc.).

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## Records (Basic)

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### Warnings and Citations

Some cities or counties may preprint warnings and citations, with a separate form for each kind of offense. You need to be familiar with state and local laws so that you will know when to give warnings and citations. When you issue a warning or citation, make sure that the citizen understands the violation involved. **Citations and warnings are legal documents.** Be careful when you are writing them. If you make mistakes, a judge may dismiss them. A warning or citation needs to include:

- **Who** ACO issuing the document; and person receiving the document. (Include name, address, telephone number, and physical description. **You must spell the name correctly.**)
- **What** warning or citation.
- × **When** time and date of violation; and time and date of court appearance.
- **Where** location of violation; and location of court appearance.
- **Why** type of violation.
- **How** how the warning or citation was issued.

## Records (Basic)

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### Office and Shelter Records

There are several different kinds of office and shelter records. An office record contains your contacts with the public that **do not take place in the field**. For example, records of telephone conversations are office records. Included under the broad heading of **office and shelter records** are:

|                           |                           |
|---------------------------|---------------------------|
| <b>animal records</b>     | complaints                |
| <b>laboratory records</b> | requests for help         |
| <b>financial records</b>  | interviews with reporters |
| <b>personnel records</b>  | activity summaries        |
|                           | citizen contacts          |

### Animal Records

You need several different kinds of records concerning all animals that enter the shelter for any reason. These records include the:

- × kennel admission record
- × identification card
- × notification of impoundment
- × ownership card
- × adoption record
- × quarantine record (including twice daily check list)
- × animal release form
- × euthanasia record
- × final disposition form

### Laboratory Records

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## Records (Basic)

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You must include a **Rabies Submission Form (G-9)** when you submit an animal's head with the brain intact or brain for testing. Complete a separate form for each specimen when you are submitting more than one at a time for testing. Keep a record at your animal control agency which includes the:

- × physical description of the animal (including species);
- × date of the animal's death;
- × date head or brain was sent to laboratory;
- × how the head or brain was shipped;
- × date head or brain was received by laboratory; and
- × laboratory result.

Notify all the people involved in the biting incident (person bitten, animal's owner, etc.) when you receive the result from the laboratory. Make a note in the records after you have notified each person involved.

### Financial Records

Financial records contain information on income, budgets, and expenses. You need to have a current inventory of supplies to keep financial records updated. Keep records of where equipment and supplies were purchased. These records will help you control your costs and stay within your budget.

## Records (Basic)

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### Personnel Records

Keep individual records about each employee, including:

- × name, age, sex, address, telephone number, and date hired;
- × record of rabies vaccinations and antibody titers;
- × performance evaluation and commendations or reprimands; and
- × records of training and continuing education courses.

### References:

Samples of various records can be found in the:

*National Animal Control Association Training Guide:*  
P.O. Box 480851  
Kansas City, MO 64148-0851  
913-768-1319  
<http://www.nacanet.org>

Inquiries for sample record forms can be directed to your Regional Texas Department of State Health Services Zoonosis Control Program. To obtain a Rabies Submission Form (G-9), contact the Texas Department of State Health Services Laboratory Services Section by calling 512-458-7595 or by visiting their website at <http://www.dshs.state.tx.us/lab/G9FORM.PDF>

For details on rabies specimen submission procedures, go to:  
[http://www.dshs.state.tx.us/lab/rab\\_testing.shtml](http://www.dshs.state.tx.us/lab/rab_testing.shtml)