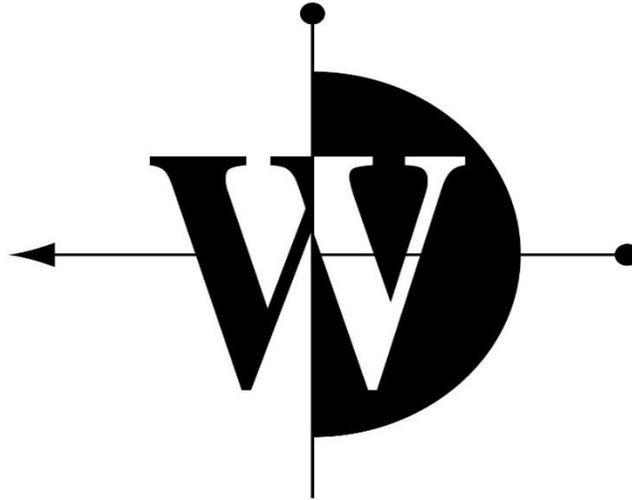


Training Manual

Neighborhood Services Specialist



THE CITY OF
West Des Moines.®

Animal Control Community Compliance

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INTRODUCTION TO THE TRAINING AND EVALUATION PROGRAM

Our training program uses a model of one-on-one instruction and evaluation to help you successfully transition into your role as a Neighborhood Services Specialist. During the process, you will be working with senior employees in that role and/or a certified Field Training Officer (FTO). These employees were selected for the abilities to perform the job in a professional manner as well as their ability to coach and mentor. This instruction will follow a pattern of the trainer explaining a task, demonstration of the task, followed by your application of the learning and performing the task. Early in the program, you will have more intensive supervision by the trainers, which will lessen through the program as you demonstrate proficiency in meeting the expectations of a Neighborhood Services Specialist.

To achieve success in the training program, you must be an active partner in the training process. You will need to put forth effort in meeting learning goals, be proactive in taking on responsibilities consistent with your progress, and openly seek and apply input from your trainers to your daily work. It is worth noting that we expect you to make mistakes during the training process. What makes the difference between the employee who transitions to solo duty and one who does not is how they handle their mistakes. As an example, successful employees use the feedback from their trainers to develop the experience necessary to minimize the repetition of mistakes, while unsuccessful candidates fail to apply the skills being trained and evaluated, thus causing unsatisfactory evaluations. By applying your training with a positive attitude and willingness to perform, you will be well on your way to success.

Training and Evaluation Program Mission

The mission of the training and evaluation program is to coach and develop candidates so that they certify for solo duty and become successful Neighborhood Services Specialists.

Critical Elements of the Training and Evaluation Program

Training Tasks

The training and evaluation program training tasks represent the minimum areas that must be mastered before a Neighborhood Services Specialist will be considered for solo field duty. These tasks will serve as a guide for you and your trainers to measure your learning progress and show your knowledge, skills, and abilities in performing your job. Learning these tasks will require effort on your part in reviewing the applicable policies, statutes, and references necessary to perform the job of a Neighborhood Services Specialist. While some time will be allocated for personal study during work hours, you may also find it necessary to devote some off-duty time to prepare for day-to-day learning.

There are a number of resources available to help you succeed with these tasks, to include asking questions of your trainer, the training manual, the City of West Des Moines employee handbook, the Iowa Code and the City of West Des Moines Code available on the Internet, as well as other department instructors.

Weekly Summary Performance Report

The *Weekly Performance Summary Report* serves as the basis for a series of weekly meetings between you, your trainer(s), and supervisor. The *Weekly Performance Summary Report* process insures that your progress is thoroughly scrutinized and all responsible parties are accountable for your continued training and development.

Open Communication

Effective instruction and guidance is built upon a foundation of open and frank discussions between you and your trainers along with the department's command and supervisory personnel. It is your responsibility to ask questions

and share feelings/opinions at all times. If you have any questions regarding the trainer's assessment of your performance, you have an obligation to first discuss it with your trainer. You may request a meeting with your supervisor if the meeting with your trainer does not lead to a resolution of the disputed area of evaluation.

The Process of Training

The training process for Neighborhood Services Specialist is comprised of different tasks that you will be expected to perform in your daily duties. These tasks provide:

- A consistent, standardized, and systematic approach to training.
- The means of developing your ability to perform the tasks necessary for competent operation of a solo duty assignment.
- An introduction to the responsibilities held by a Neighborhood Services Specialist.

Extension of Training

Your supervisor and trainers will meet on a regular basis to review your progress in satisfactorily meeting job requirements. If issues are noted during the training program that require remedial or directed training beyond the program minimums, you will be given an extension of training. In cases where an extension of training is granted, this should be taken as a positive opportunity for you to achieve program expectations. Training extensions are granted on the basis that the officer is demonstrating sufficient progress to meet program expectations. If an officer is not demonstrating progress that would indicate they have the requisite abilities to perform the job, dismissal from the training program may be recommended. An extension of training should be viewed by the probationary employee as a positive step to help them achieve the goal of solo duty.

Useful Web Links

City of West Des Moines Employee Handbook

<http://handbook.wdm.iowa.gov/>

State of Iowa Code

<http://search.legis.state.ia.us/nxt/gateway.dll/ic?f=templates&fn=default.htm>

City of West Des Moines Code

[http:// https://codelibrary.amlegal.com/codes/westdesmoinesia/latest/westdesmoines_ia/0-0-0-1](http://https://codelibrary.amlegal.com/codes/westdesmoinesia/latest/westdesmoines_ia/0-0-0-1)

TRAINING TASKS

Training Process Guidelines

Instructor(s): Training officer

Code Section Reference: N/A

Appendix Reference / Other Resources: N/A

Upon completion of this training task, the probationer will have a working knowledge of the training program and how they can be successful in their transition to solo work. This will be accomplished by the training officer explaining training program goals and procedures, the standard evaluation guidelines, training program paperwork, and the expectations of the probationer for the program.

Training Process Key Elements

Orientation

- Expectations Clarified - Tolerant of mistakes but honest
- Role of the training officer
- Role of the probationary officer
- Open communications/Chain of Command

I certify that I have been trained and demonstrated proficiency in the Training Process Guidelines training task		
Signature	Date	
		Probationary Employee
		Trainer / FTO
		Supervisor

Familiarization - City Facilities, Schools, and Landmarks / Introduction to City Geography

Instructor(s): Training officer

Code Section Reference: N/A

Appendix / Reference / Other Resources: Mobile Data Computer integrated maps
Google Maps
Printed maps as needed and available

Upon completion of this training, the probationer will be able to locate and drive to the locations using available resources. The purpose of this training is to familiarize the probationer with locations in West Des Moines jurisdiction that are relevant to their employment and introduce navigation and geography skills necessary for completion of the training program.

It is encouraged that the trainer escorts the probationer into the city facilities and introduces them to people they will come in contact with while carrying out their duties.

Familiarization with West Des Moines Public Services

- Office Area
- Locker Rooms
- Mechanics / Vehicle Maintenance
- Wash Bays
- All other department areas such as Parks, Facilities, Forestry, Signs, etc.
- Break room / Vending Machines
- Neighborhood Services storage area (Old Public Works)

Familiarization with the West Des Moines Law Enforcement Center

- Patrol Division areas – Watch Offices, Roll Call, etc.
- Criminal Investigation Unit
- Records area
- Property storage areas
- Detention facilities; Adult and Juvenile
- Support Services area
- Youth Justice

Other relevant locations

	Address	Phone
▪ Furry Friends Refuge (New)	3505 Mills Civic	222-0009
▪ Furry Friends Refuge (Old)	1209 Grand Ave	222-0009
▪ City Hall (City Legal)	4200 Civic	222-3600
▪ Old Public Works	560 S. 16th	222-3480
▪ HQ EMS & Fire Station 21	3421 Ashworth	222-3421
▪ Fire Station 17	1401 Railroad	222-3422
▪ Fire Station 22	1801 68th	222-3423
▪ Human Services	318 5th	222-3660
▪ Community Center	217 5th	222-3441
▪ Water Works Plant	1505 Railroad	222-3460
▪ WDM Library	4000 Mills Civic	222-3408
▪ Fire Station 19	8055 Mills Civic	222-3652
▪ Fire Station 18	5025 Grand Ave	222-3684
▪ Transfer Station (North)	4105 SE Beisser (Grimes)	244-0021
▪ Transfer Station (Central)	4198 Delaware (Des Moines)	244-0021

I certify that I have been trained and demonstrated proficiency in the Familiarization - City Facilities, Schools, and Landmarks / Introduction to City Geography training task		
Signature	Date	
		Probationary Employee
		Trainer/FTO
		Supervisor

Introduction to Department Technology

Instructor(s): Training officer; Technology Specific Material Experts as Appropriate

Code Section Reference: N/A

Appendix / Reference / Other Resources: 4.1 City Employee Handbook
 4.2 City Employee Handbook
 4.3 City Employee Handbook

Upon completion of this training task, the probationer will have verified their ability to use software applications necessary for employment as an animal control officer. This will be accomplished through demonstration by the training officer, discussion of the material, and application of the information by the probationer.

Key elements of the introduction to technology

- Have probationer log in to computers (office and in vehicle)
- Show the probationer how to use the Kronos / time clock system.
- Show the probationer the Shelterluv application
- Show the probationer the TriTech application
- Show the probationer the Watchguard application
- Show the probationer the Barkpass Licensing application
- Brief overview of TraCS and the forms used in the application (citations, deer salvage tags)
- Have probationer use gas code to fill assigned unit vehicles

I certify that I have been trained and demonstrated proficiency in the Introduction to Department Technology training task		
Signature	Date	
		Probationary Employee
		Trainer/FTO
		Supervisor

Use of Shelterluv Application

Instructor(s): Training officer

Code Section Reference: N/A

Appendix / Reference / Other Resources: Shelterluv users guide

Upon completion of this training task, the probationer will have expanded knowledge about the software product Shelterluv and how it is used to manage specific animal control functions. This will be accomplished through demonstration by the training officer, discussion of the material, and application of the information by the probationer.

- Show the probationer the Shelterluv application
 - Adding found stray animals
 - Adding notes on impounds for shelter staff
 - Search function (microchips, previous impounded animals)

I certify that I have been trained and demonstrated proficiency in the use of Shelterluv Application training task		
Signature	Date	
		Probationary Employee
		Trainer/FTO
		Supervisor

Report Writing and Document Utilization

Instructor(s): Training officer

Code Section Reference: N/A

Appendix / Reference / Other Resources: Reporting Documents

Upon completion of this training task, the probationer will understand the practice of authoring department related documentation and demonstrate proficiency in completing accurate and error free reports. This will be accomplished through review of policy and resources by the probationer, discussion and commentary by the trainer, and practical demonstration of the skills by the probationer.

Note Taking

- Completeness for later review
- Personal shorthand techniques

Officers Notebook

- Basis for report writing
- Reference for further investigation
- Admission of notebook and field notes as evidence in court
- Types of information recorded
- Dates and times of occurrence and other important times
- Case Number
- Locations
- Names, DOB's, addresses
- Circumstances or elements of crime/incident, chronological sequence of events
- Vehicle information

Report Writing

- Data entry blocks
- Proper concise report completion
- Who, What, Where, When, Why, and How
- Observations made by Officer at the scene
- Statements made by suspects, witnesses, and victims
- Organize information in Chronological order
- Provide proper amount of detail
- Eliminate unnecessary information and opinions
- Define the elements of the crime
- Ensure report is concise, clear, complete, legible, and timely

Importance of accurate reporting

- Official record of the incident
- Prosecution depends on your report
- False Reporting: Criminal and Departmental Consequences
- Tells "The Story" to the investigator who furthers the investigation
- Serves as your record (memory) of the incident for court testimony

Forms Overview

TraCS Forms

- Iowa Incident (CIR)
- Supplemental (NIBRS-SUPP)
- Criminal citation
- Deer Salvage Tag

Charging Forms

- Criminal Citation-WDM
- Written Warning
- Civil Infractions (through city legal)

General Investigative Forms

- Animal Impound
- Animal Bite-Authoring NSS investigates and completes report and/or assigned when authored by patrol

Case Processing Forms

- Property Sheet

Miscellaneous Forms

- Vehicle Maintenance

Employment Forms

- Memos
- Ride-Along
- Injury/Work Comp

I certify that I have been trained and demonstrated proficiency in the Report Writing and Document Utilization training task		
Signature	Date	
		Probationary Employee
		Trainer/FTO
		Supervisor

Handling the Mentally Ill and Committals

Instructor(s): Training officer

Code Section Reference: N/A

Appendix / Reference / Other Resources: Mobile Crisis Care Provider

Upon completion of this training task, the probationer will have an understanding of the issues and practices for handling people who are exhibiting signs of mental illness. This will be accomplished through review of policy and resources, discussion and commentary by the training officer, and practical application of the skills or articulation of the skills by the probationer in interactive discussion with the training officer.

Contact with a mentally ill person

- Contacting Mobile Crisis if appropriate
- Ignore verbal abuse
- Avoid exciting the person
- Do not agree with obvious delusion but project empathy
- ALWAYS STAY ALERT
- Do not make fast or aggressive movements
- If subject becomes aggressive or uncooperative, call for police officer assistance

I certify that I have been trained and demonstrated proficiency in the Handling the Mentally Ill and Committals training task		
Signature	Date	
		Probationary Employee
		Trainer/FTO
		Supervisor

Media Relations and Public Information

Instructor(s): Training officer; Public Information Officer

Code Section Reference: N/A

Appendix / Reference / Other Resources: Department Public Information Officer or West Des Moines Police Public Information Officer

Upon completion of this training task, the probationer will understand the role of the Public Information Officer in media relations and how the duties of that role are carried out. This will be accomplished through review of policy by the probationer, discussion and commentary by the trainer, and dialogue with the public information officer about media relations.

As a rule, Neighborhood Services Specialists will not make comment to media or create press releases without authorization from supervisor

Media contacts and policy

- Discuss proper release of information to the news media
- Discuss “press release” mass email via outlook after information given to media
- Discuss normal press releases and who is responsible
- Policy regarding media contact and notifications

Information that may not or may not be released

- What information is considered public information
- Privacy act information in violation of Federal Law
- Detrimental to the ongoing investigation
- Information that would injure the character or reputation of an individual
- Information that would violate an individual’s rights
- Names of suspects, victims- juveniles vs. adults

I certify that I have been trained and demonstrated proficiency in the Media Relations training task		
Signature	Date	
		Probationary Employee
		Trainer/FTO
		Supervisor

Preparation for Duty

Instructor(s): Training officer

Operations Manual Reference: 1.1 Code of Conduct (Neighborhood Services SOP)
6.5 Uniforms (Neighborhood Services SOP)

Code Section Reference: N/A

Appendix / Reference / Other Resources: N/A

Upon completion of this task, the probationer will have an understanding of the necessary preparations for readying themselves solo duty. This will be accomplished through the demonstration of basic activities and discussion and commentary by the training officer.

Beginning of Shift duties:

- Questions, concerns, and problems address with Supervisor
- Use assigned locker or desk for storing any items not needed for duty
- Have proper gear and uniform worn neatly and correctly at all times.

Office

- Check e-mails and voicemails
- Do not return messages before 8am unless specified.
- Log into vehicle computer and pick up any calls for service that are holding
- If there are priority calls for service, do those first

I certify that I have been trained and demonstrated proficiency in the Preparation for Duty training task		
Signature	Date	
		Probationary Employee
		Trainer/FTO
		Supervisor

Vehicle Operations

Instructor(s): Training officer

Operations Manual Reference: 6.6 Neighborhood Services Vehicles (Neighborhood Services SOP)

Code Section Reference:
 Iowa Code 321.231
 Iowa Code 806.1
 Iowa Code 806.2
 Iowa Code 806.5

Appendix / Reference / Other Resources: 8.4 City Employee Handbook

Upon completion of this training task, the probationer will have demonstrated the ability to operate a city owned vehicle in a safe and effective manner that is consistent with department policy and expectations for normal driving situations. This will be accomplished through review of applicable policy and law by the probationer, discussion and commentary by the training officer, and practical exercises to demonstrate competency on the part of the probationer.

Legal Aspects

- Iowa Code 321.231
- Iowa Code 806.1, 806.2, 806.5

Policy

The Probationer will read and understand the following:

- Departmental Motor Vehicle Operation,
 - what to do when vehicle is in a motor vehicle crash
- City Handbook policy

Driver abilities

- Factors that would affect stopping distances
- Driver reflexes
- Vehicle condition
- Environmental conditions
- Vehicle speed
- Braking distances
- Driver fatigue
- Lowers visual efficiency
- Longer reaction time
- Safety consideration
- Discuss reporting fatigue to supervisor

Responding to calls for service

- Response codes to calls for service
 - Routine
- Seatbelt usage required for officer and all occupants

Animal Control Vehicles

- The Ford Explorer SUV's will be the primary vehicles used to respond to most calls for service. The response vehicle houses portable kennels, dedicated kennels on the vehicle, catch poles, etc. This vehicle also has a computer/tablet installed that is used to communicate with WestCom and display the calls for service.
 - Orientation of the storage area and equipment in the vehicle
- The Ford F-150 pickup truck will be used for picking up large dead animals. This vehicle is equipped with a "tommy lift gate" which facilitates placing larger dead animals (deer, etc.) in the bed of the vehicle. This vehicle also serves as a back up vehicle if one of the others is down for any reason or there are more than two people on duty.
 - Orientation of equipment on the vehicle

Safety systems

- Airbag (Front and side curtain)
 - Demonstrate passenger airbag kill switch if present
 - Demonstrate steering wheel angle and seating positions that can affect airbag's ability to protect occupants
- Seatbelt pretensioner

Demonstrate emergency equipment activation

- Control box
- Emergency lights

Preparing to drive

- Mirror adjustments
- Proper seat positioning
- Proper steering wheel angle
- Proper hand positioning
- Foot control adjustment

Driving drills

Cornering

- Probationer will practice different left and right turns from both moving and a stopped position to demonstrate pivot points

Backing

- Probationer will practice safely backing by using mirrors and not using mirrors.

Roadway and traffic driving

- Probationer will drive the patrol vehicle on different roadways (Interstate, city streets, gravel roads, etc) to obtain a feel for the vehicle handling. The probationer should also be exposed to varying levels of traffic congestion.

Navigating

- Probationer will be allowed to use their map and will drive to locations/addresses provided by the instructor as further introduction to the geography of the city
- Probationer can only use map when safely off the roadway (i.e. not while stopped at traffic light or slow traffic)

- Probationer will engage in narrative driving to demonstrate knowledge of streets and landmarks

I certify that I have been trained and demonstrated proficiency in the Vehicle Operations training task		
Signature	Date	
		Probationary Employee
		Trainer/FTO
		Supervisor

Radio Procedures and Phonetic Alphabet

Instructor(s): Training officer

Operations Manual Reference: 6.7.1 Radio Communications (Neighborhood Services SOP)

Code Section Reference: N/A

Appendix / Reference / Other Resources: Phonetic Alphabet in Appendix A
4-19-5 Radio Procedures (WDMPD)

Upon completion of this training task, the probationer will understand radio communication best practices and be able to apply these procedures in the course of their duties. This will be accomplished through review of relevant policy by the probationer, discussion and commentary by the training officer, and practical application of radio usage skills by the probationer.

Key Elements of Radio Procedure

Communications over the radio will use plain language to stay in compliance with national incident management protocols.

Radio usage

- When using a mobile radio, hold the microphone approximately one (1) inch from the mouth, press the microphone button firmly, and then speak slowly and clearly toward the mouthpiece in a normal voice. Do not hold the microphone directly in front of the mouth, but slightly at an angle of approximately 45 degrees to talk across the microphone instead of blowing into it.
- Officers should know what they intend to say before transmitting. Press the microphone button and hesitate an instant, speak distinctly, be brief, concise and impersonal. Do not mumble or shout and do not talk too fast.
- Officers shall use clear, concise speech when communicating on the radio.
- Neighborhood Services radios are WDMPD based

Functional Dispatch

- Westcom uses separate positions for call taker, police dispatcher, fire/EMS dispatcher, and police information.
- Primary channel on radio is PD1 which is used to disseminate calls for service and advise status updates
- Pages for Fire and EMS are simulcast over a Westcom wide response channel
- Secondary channel on radio is PD2 which is used for information
- PD3 is used as a secondary operations channel or a “chat” channel between agencies
- PD4 is used as a “chat” channel and will not be patched so that each agency will have separate channels

Phonetic Alphabet

- Appendix A

Discuss and familiarize with the operations of the communications tools available in the vehicle

- Mobile radio
- Public address system

I certify that I have been trained and demonstrated proficiency in the Radio Procedures and Phonetic Alphabet training task		
Signature	Date	
		Probationary Employee
		Trainer/FTO
		Supervisor

Introduction to Discretion and Decision Making

Instructor(s): Training officer

Code Section Reference: N/A

Appendix / Reference / Other Resources: N/A

Upon completion of this training task, the probationer will have a basic insight into the challenges involved in making decisions and exercising discretion as a Neighborhood Services Specialist. This training will be accomplished through review of policy and documentation, evaluation of the perspective of the trainer, and practical discussions focusing on situations with which the probationer may become involved.

It is expected that the probationer will continue to discuss decision making with their trainer throughout the steps of the program to refine how they apply decision making skills for the benefit of the community.

Key Elements of Discretion and Decision Making

- Policy review
- Training officer perspective and discussion
- Decision making scenarios relating to discretion, ethics, and animal control service

Discuss Criteria for Ethical Decision Making

- The bell – does the decision set off “warning bells” about the possible outcome?
- The book – is the decision legal and just?
- The candle – how will this decision look in the light?

I certify that I have been trained and demonstrated proficiency in the Introduction to Discretion and Decision Making training task		
Signature	Date	
		Probationary Employee
		Trainer/FTO
		Supervisor

Animal Shelter Facility Duties

Instructor(s): Training officer

Operations Manual Reference: 7.4.0 Cleaning the Kennels and Cages (Neighborhood Services SOP)

Code Section Reference:

Appendix / Reference / Other Resources: Appendix B

Upon completion of this training task, the probationer will have a working knowledge and purpose of inspections relating to the Animal Control shelter/holding facility. This will be accomplished through explanation by the training officer, review of applicable policy and statutes, and demonstration of proper technique for this job task.

Orientation to the Animal Shelter Facility

- Facility Access
- Entrances / Exits
- Storage closet
- First Aid kits & Bio-Hazard kits
- Fire extinguisher locations
- Locations of supplies
- How to operate kennels and cages

Daily Cleaning Tasks

- *Appendix B*

Facility Inspection Records

- Fire Marshal certificates

I certify that I have been trained and demonstrated proficiency in the Animal Shelter Facility Duties training task		
Signature	Date	
		Probationary Employee
		Trainer/FTO
		Supervisor

Animal Impound Procedures

Instructor(s): Training officer

Operations Manual Reference: 7.1.0 Intake of Animals (Neighborhood Services SOP)

Code Section Reference:

Appendix / Reference / Other Resources: Animal Impound Form

Upon completion of this task, the probationer will have an understanding of the policies and procedures related to the locating, securing and impounding of stray animals. This will be accomplished through review of policy by the probationer, commentary and discussion by the trainer, and practical application of those skills by the probationer.

Key Elements of the Animal Impound Procedures Training Task:

- Locating animal
 - Drive to dispatched location and meet with complainant and/or check general area
- Apprehending animal
 - Discuss and demonstrate use of catch poles, gloves and kennels aboard Animal Control Vehicle
 - Wild vs. Domestic
- Loading into Animal Control Vehicle
 - Proper lifting techniques and securing of cages

Personal Protective Equipment

- Gloves, leashes, catch poles, masks

I certify that I have been trained and demonstrated proficiency in the locating, securing and impoundment of stray animals training task		
Signature	Date	
		Probationary Employee
		Trainer/FTO
		Supervisor

Shelter Intake Process

Instructor(s): Training officer

Operations Manual Reference: 7.1.0 Intake of Animals (Neighborhood Services SOP)
7.2 Placement of Animals (Neighborhood Services SOP)

Code Section Reference: N/A

Appendix / Reference / Other Resources: Application Usage Guides

Upon completion of this training task, the probationer should understand and be able to demonstrate the necessary procedures for processing impounded animals and animals dropped off voluntarily at the shelter. This will be accomplished through review of policy by the probationer, commentary and discussion by the training officer, and practical application of those skills by the probationer.

Upon animal's arrival at Shelter facility

- Check animal for microchip if domesticated
- Complete Animal Intake form (Shelterluv)
- Determining health and welfare of animal
 - If medical assistance is needed notify sheltering partner (if applicable) or transport animal to vet clinic
 - Normal business hours – Sheltering partner, Jordan Creek Animal Hospital, Family Pet or any other local vet
 - Emergency after hours clinic- Blue Pearl or Iowa Veterinary Specialties (IVS)
- Place cats in designated cat area, dogs in designated dog area. Wildlife type pets place in a cage that is appropriate to its size.
 - Provide cats with food/water/litter box/towel
 - Provide dogs with food/water
 - Provide wild animals with appropriate food/water
- Place kennel card on each animal housed on kennel door

Processing of Quarantine Animals

- Quarantined animals kept separate from general population

I certify that I have been trained and demonstrated proficiency in the Processing of Animals into Shelter training task		
Signature	Date	
		Probationary Employee
		Trainer/FTO
		Supervisor

Microchip Scanning Process

Instructor(s): Training officer

Operations Manual Reference: 6.6.19 Microchip Scanning (Neighborhood Services SOP)
7.1.6 Scanning of Animals (Neighborhood Services SOP)

Code Section Reference:

Appendix / Reference / Other Resources: AAHA Microchip Search Website;
<https://www.aaha.org/your-pet/pet-microchip-lookup/microchip-search/>

Upon completion of this training task, the probationer will be able to successfully scan an animal to detect a microchip embedded for identification purposes. This will be accomplished through review of process by the probationer, demonstration by the training officer, and practical application of the learned skills by the probationer.

Microchip concepts

- Why animals have microchips-permanent I.D. for domestic animals in order to be identified if they are lost

Scanning Considerations

- Scanning is done below neck, between shoulder blades

Follow up steps to be taken after successful scan of animal

- Search AAHA website for issuer of scanned microchip (will show phone number for said company)
- Contact microchip company in order to determine owner of animal

I certify that I have been trained and demonstrated proficiency in the Microchip scanning training task		
Signature	Date	
		Probationary Employee
		Trainer/FTO
		Supervisor

Medical and Health Assistance Procedures:

Instructor(s): Training officer

Operations Manual Reference: 7.1.8 Initial Observation and Evaluation Form (Neighborhood Services SOP)

Code Section Reference: N/A

Appendix / Reference / Other Resources: N/A

Upon completion of this training task, the probationer should understand and be able to demonstrate the necessary procedures for evaluating the medical and health care services needed for an animal. They should also be able to get the appropriate medical assistance for the animal if needed. This will be accomplished through review of policy by the probationer, commentary, discussion and demonstration by the trainer, and practical application of those skills by the probationer.

Medical and health services for animals in the care of Neighborhood Services

Steps to take to provide medical services to sick or injured animals when needed

- Attempt to make the animal as comfortable as possible
- Attempt to contact owner if possible and determine course of action
- After a determination is made that the animal needs medical assistance and the owner cannot be located, the employee will select the proper facility to treat the animal
 - Sheltering Partner would be utilized during normal business hours for emergency/non-emergency if applicable. If there is not a sheltering partner than any local vet such as Family Pet or Jordan Creek Animal Hospital.
 - Blue Pearl (formally IVRC) would be utilized for emergency care during non-business hours
- The Neighborhood Services supervisor will be apprised of the necessity of emergency medical treatment.

I certify that I have been trained and demonstrated proficiency in the Medical and Health Assistance Procedures training task		
Signature	Date	
		Probationary Employee
		Trainer/FTO
		Supervisor

Animal Quarantine Process

Instructor(s): Training officer

Operations Manual Reference: 7.2.3 Quarantine (Neighborhood Services SOP)
6.6 .9 Pet Owner Contact (Neighborhood Services SOP)

Code Section Reference: N/A

Appendix / Reference / Other Resources: N/A

Upon completion of this task, the probationary officer will be able to demonstrate proper procedures for assessing the need to quarantine an animal, how to quarantine an animal at the shelter and what to advise domestic animal owners about their responsibility for quarantine in the event of an animal bite case. This will be accomplished through review of policy by the probationer, commentary and discussion by the training officer, and practical application of those skills by the probationer.

Reasons for Quarantine

- Impounded animal is sick
- Impounded animal was involved in a bite incident
- Impounded animal has been determined Dangerous
- Impounded animal has been determined to be Vicious

Steps to take to quarantine an animal

- Consult with owner if domesticated to discuss home or shelter quarantine
- If shelter quarantined:
 - Separate quarantined animal from other animals
 - Regularly check animal for a change in its behavior/health

I certify that I have been trained and demonstrated proficiency in the Animal Quarantine training task		
Signature	Date	
		Probationary Employee
		Trainer/FTO
		Supervisor

Kennel Placement and Kennel Checks

Instructor(s): Training officer

Operations Manual Reference: 7.2.0 Placements of Animals (Neighborhood Services SOP)

Code Section Reference: N/A

Appendix / Reference / Other Resources: N/A

Upon completion of this training task, the probationer should understand and be able to demonstrate the necessary procedures for placing an animal into the appropriate kennel or cage within the Shelter facility. This will be accomplished through review of policy by the probationer, commentary, discussion and demonstration by the training officer, and practical application of those skills by the probationer.

Temporary holding Kennel

- To be used for wildlife other than cats or dogs or during overflow situations

Dog kennel

- Used as the primary method to house dogs while in the facility

Cat cages

- Used as the primary method to house cats while in the facility

Outdoor kennel

- To be used during seasons with warm weather-animals can be allowed to stay in outside kennels during warm weather months during daylight hours for moderate periods of time
- To be used during cleaning of indoor kennels

Kennel checks

- Conducted at least twice per day during normal cleaning activities

I certify that I have been trained and demonstrated proficiency in the Kennel Placement and Kennel Checks training task		
Signature	Date	
		Probationary Employee
		Trainer/FTO
		Supervisor

Evacuation and Escape of an Animal

Instructor(s): Training officer

Operations Manual Reference: N/A

Code Section Reference: N/A

Appendix / Reference / Other Resources: N/A

Upon completion of this training task, the probationer should understand and be able to demonstrate the necessary procedures for handling an evacuation of the Shelter facility or dealing with an escaped animal. This will be accomplished through review of policy by the probationer, commentary and discussion by the training officer, and practical application of those skills by the probationer.

Evacuation of animals

Situations requiring evacuation of animals

- Fire
- Natural disasters
- Flooding
- Loss of utilities

The supervisor shall be immediately notified of any of the above situations and will determine when evacuation is appropriate.

- Authorized staff or patrol personnel assigned shall remove animals when safety needs dictate, i.e., fire, storm, damage, etc.

Evacuation Procedure

- Unit assigned vehicles and portable containers will be utilized to temporarily house animals until suitable arrangements can be made

Escape of Animal

- In the event that an animal escapes from the shelter facility, the following procedures are to be put into effect: The Neighborhood Services Specialist(s) on duty will immediately conduct a search for the animal and alert the Police Patrol Supervisor and Neighborhood Services Supervisor of the escape and the status of the search operation.

I certify that I have been trained and demonstrated proficiency in the Evacuation and Escape of an Animal training task		
Signature	Date	
		Probationary Employee
		Trainer/FTO
		Supervisor

Missing Pet Process

Instructor(s): Training officer

Operations Manual Reference: 7.9 (Neighborhood Services SOP)

Code Section Reference:

Appendix / Reference / Other Resources:

Upon completion of this training task, the probationer will have an understanding of the procedures for handling and reporting missing animals. This will be accomplished through policy and resource review by the probationer, discussion, commentary and demonstration by the trainer.

Missing Animal

- Gather a description, animal type, color, breed, gender, and location of last contact with the animal and check the shelter software for any matching descriptions.
- If no match is made, enter lost pet into Sharepoint Lost and Found database. (Westcom has access to this data and also makes entries)

Locating missing animal

- If missing animal is located
 - Contact owner if applicable
 - Remove animal from Lost and Found database
 - Facilitate returning the pet to its owner

I certify that I have been trained and demonstrated proficiency in the Missing Pet Process training task		
Signature	Date	
		Probationary Employee
		Trainer/FTO
		Supervisor

Bite Documentation Process

Instructor(s): Training officer

Operations Manual Reference: 6.6.7 Bites – documentation and complaint (Neighborhood Services SOP)
 6.6.8 Bites – Investigation of dog or cat bite (Neighborhood Services SOP)
 6.6.9 Pet Owner Contact (Neighborhood Services SOP)
 4.3 Incident Reports (Neighborhood Services SOP)

Code Section Reference: 5-3-11, 5-3-13, 5-3-14

Appendix / Reference / Other Resources: N/A

Upon completion of this task, the probationer will have an understanding of documentation of animal bites, both to people and other domestic animals, to the level expected for successful documentation and investigation as needed. This will be accomplished through review of policy and law by the probationer, discussion and commentary by the trainer, and application of the knowledge to the investigation of animal bite incidents.

Legal Issues

- City code requiring the report of animal bites: 5-3-11

Investigations

- Document in TriTech after initial incident
- Follow thru of investigation and completion of same in a timely fashion in a separate supplemental report
- Typically, the employee that authors the initial bite report will investigate case and be responsible for closing case
- Bite cases authored by Police Officers will be assigned to Neighborhood Services Specialists for investigation (Cases made by a Police Officer will be assigned on a rotating basis among all NSS employees if possible)

Additional actions needed

- Enforcement of 10 day bite quarantine
 - If quarantined at home, check for violations periodically. Log checks into mobile computer
 - If a violation of quarantine is observed, you may seize the dog from home quarantine for the remaining days. Any violations should be noted in a supplemental report.

Most valuable information obtained by Animal Control Officers in Bite Documentation

- Date, time and location of incident
- Name of owner
- Wild or Domestic
 - if wild, last location of animal
 - if domestic, current rabies vaccination and name of veterinarian
- Circumstances involving bite incident
 - Was animal on its own property (domestic)
 - Was animal provoked

I certify that I have been trained and demonstrated proficiency in the Bite documentation Process training task		
Signature	Date	
		Probationary Employee
		Trainer/FTO
		Supervisor

Declared Animal Process

Instructor(s): Training officer

Operations Manual Reference:

Code Section Reference: West Des Moines Ordinance

5-3-2 Definition of dangerous Animal

5-3-3 Keeping of Dangerous Animals Prohibited

5-3-5 Seizure, Impoundment, and Disposition of a Dangerous Animal

5-3-7 Seizure Impoundment, and Disposition of Vicious Animal

5-3-8 Regulations Regarding Potentially Vicious Animal

Appendix / Reference / Other Resources: N/A

Upon completion of this task, the probationer will understand the practices for having an animal declared vicious or dangerous. This will be accomplished through review of policy, city ordinance and resources by the probationer, discussion and commentary by the trainer, and practical application of the process by the probationer during the training process.

Documentation process/Collecting proof that the animal is vicious

- Bite reports
- Computer Aided Dispatch calls for service
- Vet or hospital reports

Steps to follow to file for a declaration

- If you believe an animal should be declared, notify supervisor and explain why you believe that. If the supervisor agrees it will be passed on to city legal and they will proceed with the process.

I certify that I have been trained and demonstrated proficiency in the Declared Animal Process training task		
Signature	Date	
		Probationary Employee
		Trainer/FTO
		Supervisor

Abandoned Animal Process

Instructor(s): Training officer

Operations Manual Reference: 6.6.3 Abandoned/Neglected Animals (Neighborhood Services SOP)

Code Section Reference:

Appendix / Reference / Other Resources: N/A

Process for documenting abandoned animal

- Attempt to find owner
- Note on Impound form the lack of owner information and/or circumstances surrounding impoundment
- Follow guidelines in SOP for adjudication of animal (euthanasia, sent to rescue, adopted)

I certify that I have been trained and demonstrated proficiency in the Abandoned Animal Process training task		
Signature	Date	
		Probationary Employee
		Trainer/FTO
		Supervisor

Disposition of Animal(s)

Instructor(s): Training officer

Operations Manual Reference: 7.5, 7.6, 7.7 (Neighborhood Services SOP)

Code Section Reference: N/A

Appendix / Reference / Other Resources: N/A

Upon completion of this training task, the probationer should understand the various dispositions for animals from Neighborhood Services. They should be able to demonstrate the necessary procedures for animal release to include the adoption, release to owner, release to rescue, or if necessary euthanasia. This will be accomplished through review of policy by the probationer, commentary, discussion and demonstration by the trainer, and practical application of those skills by the probationer. If the City of West Des Moines has an agreement with an organization for sheltering services then dispositions may be completed by them as part of the agreement.

Types of dispositions:

Release to owner 7.5.2

Release to rescue 7.5.5

Adoption 7.6.1

Euthanasia 7.7

Documentation

- All dispositions will be recorded on the initial Impound form and filed accordingly in the Records Management System

I certify that I have been trained and demonstrated proficiency in the Disposition of Animals task		
Signature	Date	
		Probationary Employee
		Trainer/FTO
		Supervisor

Adoption Process

Instructor(s): Training officer

Operations Manual Reference: 7.6 Adoption (Neighborhood Services SOP)

Code Section Reference: N/A

Appendix / Reference / Other Resources: N/A

Upon completion of this training task, the probationer should understand and be able to demonstrate the necessary procedures for adopting out an animal from the Shelter facility. This will be accomplished through review of policy by the probationer, commentary and discussion by the trainer, and practical application of those skills by the probationer.

Adoption Process and Paperwork

- Animals will be evaluated and deemed either fit or unfit for adoption
- Animals deemed to be fit for adoption will be adopted out following the guidelines of the operations manual
- Animals deemed unfit for adoption will be sent to rescue or euthanized

I certify that I have been trained and demonstrated proficiency in the Adoption training task		
Signature	Date	
		Probationary Employee
		Trainer/FTO
		Supervisor

Euthanasia Process

Instructor(s): Training officer

Operations Manual Reference: 7.7.0 Euthanasia Decisions (Neighborhood Services SOP)

Code Section Reference: Applicable Iowa Code Sections

Appendix / Reference / Other Resources: N/A

Upon completion of this training task, the probationer will have an understanding of the issues surrounding the use of euthanasia as a disposition for an animal by Neighborhood Services. They will also understand the process for documenting the narcotics used in this process and how they are to facilitate the process. This will be accomplished through review of policy by the probationer, discussion, commentary and demonstration by the training officer, and practical application by the probationer.

Legal Aspects

- Employee double checks to determine if the animal is owned (if it is a stray)
- The required time limit has passed per code for euthanasia

Storage of narcotics, documentation of use

- Narcotics are kept in a locked storage container, which will be inside another lockable area such as cabinet or room.
- Document on the narcotics log the date, how much narcotics were used, and what type of animal it was used for.

Euthanasia process

- Only employees certified in euthanasia may perform this task
- Injured or sick wildlife that can't be sent to a wildlife rehabber will be euthanized to prevent suffering or the spread of disease.
- Only approved methods of euthanasia will be allowed to be used

I certify that I have been trained and demonstrated proficiency in the Euthanasia training task		
Signature	Date	
		Probationary Employee
		Trainer
		Supervisor

Evidence Collection and Packaging

Instructor(s): Training officer; Property Custodian; Evidence Technician; Trainer/FTO

Operations Manual Reference: WDMPD SOP
 4-17-1 Property Management
 4-17-2 Duties of the Property Officer
 4-17-3 Property and Evidence Handling
 4-17-4 Disposition of Property
 4-17-4a Disposition of Property Flowchart
 4-17-5 Seizable and Forfeitable Property
 4-17-6 Collection and Preservation of Evidence
 4-17-9 Handling and processing of evidence – Syringes with needles still attached
 10-6-1 Collection and Preservation of Evidence

Code Section Reference: N/A

Appendix / Reference / Other Resources: Packaging Manual for Evidence

Upon completion of this task, the probationer will have an understanding of how to seize and package evidence for use in criminal investigations. This will be accomplished through review of policy by the probationer, discussion and commentary by the trainer/FTO, and practical application of the skills by the probationer.

As part of the steps necessary for completion of this training task, the trainer/FTO will facilitate the introduction of the probationer to the property custodian and evidence technician to allow for questions on the part of the probationer.

Packaging Manual

- Demonstrate use of the packaging manual.

Demonstration

- Probationer will be able to demonstrate how to package and log in each of the types of evidence discussed in the packaging manual.

Process Tour

- The Probationer will be given a tour of the evidence room and evidence drop area (Lockers/safe) and instructed on how to properly use the facilities.

Evidence Destruction

- If there is evidence that you have submitted that comes up on the schedule for destruction, the property room employee will reach out to confirm that the item(s) can be destroyed or if they need to be held longer

I certify that I have been trained and demonstrated proficiency in the Evidence Collection and Packaging training task		
Signature	Date	
		Probationary Employee
		Trainer/FTO
		Supervisor

Deceased Animals

Instructor(s): Training officer

Operations Manual Reference:

Code Section Reference:

Appendix / Reference / Other Resources: N/A

Upon completion of this training task, the probationer will have an understanding of how to properly pickup and dispose of deceased animals. This will be accomplished through review of policy, discussion and commentary by the trainer, with practical application of these skills by the probationer.

Large animals

- Pick up using the pickup truck with tommy lift gate
- Requires two people to load (one person loading is not authorized due to injury concerns)
- Large animals are taken directly to the transfer station and not placed in the freezer

Smaller animals

- Place smaller animals inside a trash bag that are located in all unit assigned vehicles
- Smaller animals are then placed in the freezer located at 560 S 16th Street.
- Once freezer is nearing full it will be emptied into the pickup truck and taken to the transfer station
- Deceased cats or dogs will need to be scanned for a microchip prior to being placed in a bag

Probationer will be shown how to operate the tommy lift gate and how to navigate the transfer station process as part of this training task.

I certify that I have been trained and demonstrated proficiency in the Deceased Animals training task		
Signature	Date	
		Probationary Employee
		Trainer/FTO
		Supervisor

Civil Infraction Enforcement

Instructor(s): Training officer; Assistant City Attorney

Operations Manual Reference: N/A

Code Section Reference: West Des Moines City Code Sections 4-4, 7-10-6, 9-5

Appendix / Reference / Other Resources: West Des Moines City Code Website

[http:// https://codelibrary.amlegal.com/codes/westdesmoinesia/latest/westdesmoines_ia/0-0-0-1](http://https://codelibrary.amlegal.com/codes/westdesmoinesia/latest/westdesmoines_ia/0-0-0-1)

Upon completion of this training task, the probationer will have a basic understanding of the civil infraction enforcement process and how the role of Neighborhood Services fits into the enforcement of codes in the City of West Des Moines. This will be accomplished through review of city code by the probationer, discussion and commentary by the trainer, and practical application of skills by the probationer.

Animal Control Infractions (violations can be civil infractions or simple misdemeanors)

- *Dog running at large*
- *Non-removal of dog waste*
- *Frequent/Habitual barking*
- *Animal Abuse*
- *Animal Neglect*
- *Dangerous Animal*
- *No animal license*

Documentation and Paperwork

- Documentation can include photographs, body camera footage, surveillance footage from citizens, etc.
- Any documentation must be sent to City Legal as they are the issuing authority for civil infractions.
- In some instances, City Legal will request the information of the reporting person so it is important to get that information if applicable.

I certify that I have been trained and demonstrated proficiency in the Civil Infraction Enforcement training task		
Signature	Date	
		Probationary Employee
		Trainer/FTO
		Supervisor

Knowledge of Statutes and Ordinances

Upon completion of this training task, the probationer will have demonstrated a minimum knowledge about state and local law that will enable them to build confidence and knowledge on details of laws they will use in the performance of their duties. This will be accomplished through review of relevant law and preparation on the part of the probationer, discussion with their training officer, and completion of tests to show proficiency in understanding and applying those laws.

Iowa Code

Instructor(s): Training officer

Operations Manual Reference: N/A

Code Section Reference: See below

Appendix / Reference / Other Resources: State of Iowa website
<http://search.legis.state.ia.us/nxt/gateway.dll/ic?f=templates&fn=default.htm>

Probationers will be tested on the elements and charging requirements for laws and city ordinances pertaining to animal control issues. This process will insure that the probationer has the knowledge level needed to differentiate crimes and charging levels before being put into contact with the public.

Criminal Law

United States Constitutional Amendments

- 1st Amendment: Freedom of Speech and Assembly
- 4th Amendment: Freedom from unreasonable search and seizure
- 5th Amendment: Self-incrimination and double jeopardy
- 6th Amendment: Right to counsel and speedy trial
- 8th Amendment: Unreasonable bail and unreasonable punishment
- 14th Amendment: Due process and attaches above to states

Discuss "Letter and Spirit" of the law and use of discretion

Understand the following levels of crimes (Iowa Code 701.7)

- Simple Misdemeanors
- Serious Misdemeanors
- Aggravated Misdemeanors
- D Felony
- C Felony
- B Felony
- A Felony

Understand the following terms

- Intent
- Knowledge
- Recklessness
- Negligence
- Probable Cause
- Reasonable Suspicion
- Entrapment

Legal concepts

Understand the following:

- Criminal Prosecution
- Civil Litigation
- Local Ordinances pertaining to licensing and vaccination of domestic animals

Discuss powers of arrest (Iowa Code Chapter 804)

- Arrest by Peace Officers (Iowa code 804.7)
- Arrest by citizens (Iowa code 804.9)
- Use of force to make arrest (Iowa Code 804.8)
- False arrest

Arrest with warrant (Iowa Code 804.1)

- Who may issue a warrant and how is a warrant requested
- Who is authorized to serve a warrant?
- How warrants are properly served (Complete back or warrant/return of service)
- Review policy 4-5-4

Arrest without warrant (Iowa Code 804.7)

- When officer may make arrest without a warrant
- Officer discretion for arrest
- Citation issued at scene- When and why?

Define and discuss initial appearance before a magistrate (Iowa Code 804.25)

Discuss Communications by Arrested Persons (Iowa Code 804.20)

Discuss determining what County a person is charged in and in which county the charge will be filed

- Simple Misdemeanors go to Polk County

Animal Control Specific Ordinances, Offenses and Violations

Dog running at large

Non-removal of dog waste

Frequent/Habitual barking

Animal Abuse

Animal Neglect

Dangerous Animal

No animal license

Crimes against the government

Impersonating a public official (Iowa Code 718.2)

Interference with official acts (Iowa Code 719.1)

Assault on a Peace Officer (Iowa Code 708.3A)

- Define and discuss elements and degrees
- Discuss difference between assault and resisting

Harassment of a public official (Iowa Code 718.4)

Bribery (Iowa Code 722)

I certify that I have been trained and demonstrated proficiency in the Iowa Code training task		
Signature	Date	
		Probationary Employee
		Trainer/FTO
		Supervisor

City Ordinances

Instructor(s): Training officer

Operations Manual Reference: N/A

Code Section Reference: See below

Appendix / Reference / Other Resources: West Des Moines City Code

[http:// https://codelibrary.amlegal.com/codes/westdesmoinesia/latest/westdesmoines_ia/0-0-0-1](http://https://codelibrary.amlegal.com/codes/westdesmoinesia/latest/westdesmoines_ia/0-0-0-1)

Frequently Used City Codes

West Des Moines

5-3-1: PURPOSE:

5-3-2: DEFINITIONS:

5-3-3: KEEPING OF DANGEROUS ANIMALS PROHIBITED:

5-3-4: DANGEROUS ANIMAL EXCEPTIONS:

5-3-5: SEIZURE, IMPOUNDMENT, AND DISPOSITION OF DANGEROUS ANIMALS:

5-3-6: KEEPING OF VICIOUS ANIMALS PROHIBITED:

5-3-7: VICIOUS ANIMAL EXCEPTIONS:

5-3-8: SEIZURE, CONFINEMENT, IMPOUNDMENT, AND DISPOSITION OF VICIOUS ANIMALS:

5-3-9: RUNNING AT LARGE PROHIBITED:

5-3-10: UNLAWFUL TO CAUSE HARM OR INJURY:

5-3-11: REPORTING OF BITE CASES:

5-3-12: RESPONSIBILITIES OF VETERINARIANS:

5-3-13: QUARANTINE FOR A MINIMUM PERIOD OF FOURTEEN DAYS:

5-3-14: APPREHENSION AND IMPOUNDMENT:

5-3-15: IMPOUNDMENT, PICK UP, AND DISPOSAL FEES:

5-3-16: OWNER OR PERSON IN CHARGE OF ANIMAL TO CLEAN UP DROPPINGS:

5-3-17: OWNER OR PERSON IN CHARGE OF ANIMALS TO KEEP PLACE IN SANITARY CONDITION:

5-3-18: CITY MAY ESTABLISH AND MAINTAIN ANIMAL POUND; DUTIES OF POUND SUPERVISOR:

5-3-19: PROCLAMATION:

5-3-20: VIOLATIONS:

5-3-21: PENALTIES:

I certify that I have been trained and demonstrated proficiency in the Knowledge of Statutes and Ordinances training task		
Signature	Date	
		Probationary Officer
		Training officer
		Supervisor

Civil Issues

Instructor(s): Training officer

Operations Manual Reference: N/A

Code Section Reference: N/A

Appendix / Reference / Other Resources: N/A

Upon completion of this task, the probationer will have an understanding of techniques for handling commonly encountered issues and disputes that are of a civil nature and not necessarily criminal issues. This will be accomplished through discussion and commentary by the trainer/FTO, with practical application of these skills by the probationer.

Civil Disputes

- Discuss the following
- Landlord/tenant disputes
- Apartment neighbor complaints
- Noise
- Apartment policy violations
- Discuss what CEO crime free multi-housing officers can assist with
- Hospital/Vet bills associated with animal bite cases

Disputes/problems and mediation alternatives

- Officer can act as intermediary – what issues are involved with this?
- Involve all parties in problem to create stakeholders in order to promote a problem solving team
- Can refer to Polk County Attorney’s Office Neighborhood Mediation (Polk County only)

I certify that I have been trained and demonstrated proficiency in the Civil Issues training task		
Signature	Date	
		Probationary Employee
		Trainer/FTO
		Supervisor

Community Compliance – Code Enforcement

Instructor(s): Trainer/FTO, Community Compliance Specialist

Operations Manual Reference:

Code Section Reference:

Appendix / Reference / Other Resources: N/A

Upon completion of this training task, the probationer will have an understanding of what additional city codes outside of animal control that may have to enforce. This will be accomplished through review of policy, discussion and commentary by the trainer, with practical application of these skills by the probationer.

As a Neighborhood Services Specialist your main role is Animal Control, however you also will be required to provide enforcement in regard to the following;

- Weed & Grass Control
- Snow Parking Tickets
- Failure to remove snow from sidewalks
- Junk/debris in yards
- Non-functioning automobiles

I certify that I have been trained and demonstrated proficiency in the Community Compliance – Code Enforcement training task		
Signature	Date	
		Probationary Employee
		Trainer/FTO
		Supervisor

Volunteers

Instructor(s): Training officer

Operations Manual Reference: 8.0 Volunteers (Neighborhood Services SOP)

Code Section Reference:

Appendix / Reference / Other Resources: N/A

Upon completion of this training task, the probationer will have an understanding of volunteers may be used for by Neighborhood Services. This will be accomplished through review of policy, discussion and commentary by the trainer.

Volunteer concept

- Discuss pertinent sections of the Iowa Code Chapter 232

I certify that I have been trained and demonstrated proficiency in the Volunteers training task		
Signature	Date	
		Probationary Employee
		Trainer/FTO
		Supervisor

Major Events – Incident Command

Instructor(s): Supervisor

Operations Manual Reference: **WDMPD SOPs**
11-1-1 Planning Response to Emergencies / Unusual Occurrences and Critical Incidents
11-1-2 Legislation Addressing Emergency Situations
11-2-1 Major Incident Emergency Procedure
11-2-2 Initiating the Emergency Response Plan
11-11-1 Major Incident at or Near the Airport
11-15-1 Incident Command System
11-16-1 Bio-Hazardous Threats
11-17-1 WMD Public Safety Local Alerts

Code Section Reference: WDM City Code 5-1-12

Appendix / Reference / Other Resources: <http://www.fema.gov/national-incident-management-system>

Upon completion of this task, the probationer will have an understanding and working knowledge of the National Incident Command System and how that philosophy fits into the operations of the police department. This will be accomplished through review of policy and information resources, along with discussion and commentary by the training officer and interactive communication between the training officer and probationer discussing the application of these principles.

Key Elements of the National Incident Management System

- NIMS is a comprehensive, national approach to incident management that is applicable at all jurisdictional levels and across functional disciplines. It is intended to:
 - Be applicable across a full spectrum of potential incidents, hazards and impacts, regardless of size, location or complexity.
 - Improve coordination and cooperation between public and private entities in a variety of incident management activities.
 - Provide a common standard for overall incident management.
- Consistent application of NIMS lays the groundwork for efficient and effective responses, from a single agency fire response to a multiagency, multijurisdictional natural disaster or terrorism response.
- NIMS components link together and work in unison to form a comprehensive incident management system. NIMS components include:
 - Preparedness
 - Communications and Information Management
 - Resource Management
 - Command and Management
 - Ongoing Management and Maintenance

A basic premise of NIMS is that all incidents begin and end locally. NIMS does not take command away from state and local authorities. NIMS simply provides the framework to enhance the ability of responders, including the private sector and NGOs, to work together more effectively.

The Incident Command System (ICS) provides a flexible, yet standardized core mechanism for coordinated and collaborative incident management, whether for incidents where additional resources are required or are provided

from different organizations within a single jurisdiction or outside the jurisdiction or for complex incidents with national implications.

It represents organizational "best practices" and, as an element of the Command and Management Component of NIMS, has become the standard for emergency management across the country. Designers of the system recognized early that ICS must be interdisciplinary and organizationally flexible to meet the following management challenges:

- Meet the needs of incidents of any kind or size.
- Allow personnel from a variety of agencies to meld rapidly into a common management structure.
- Provide logistical and administrative support to operational staff.
- Be cost effective by avoiding duplication of efforts.

ICS consists of procedures for controlling personnel, facilities, equipment and communications. It is a system designed to be used or applied from the time an incident occurs until the requirement for management and operations no longer exists.

I certify that I have been trained and demonstrated proficiency in the Major Events – Incident Command training task		
Signature	Date	
		Probationary Employee
		Trainer/FTO
		Supervisor

APPENDIX A

Phonetic Alphabet

A	Adam
B	Boy
C	Charlie
D	David
E	Edward
F	Frank
G	George
H	Henry
I	Ida
J	John
K	King
L	Lincoln
M	Mary
N	Nora
O	Ocean
P	Paul
Q	Queen
R	Robert
S	Sam
T	Tom
U	Union
V	Victor
W	William
X	X-Ray
Y	Young
Z	Zebra