

Attachment "A"

Scope of Work

On-Call Duties for Animal Services

Primary Responsibilities

- **Emergency Response:** Respond promptly to emergency calls involving animal-related incidents outside of regular business hours for the following types of incidents:
 - Animal Attacks
 - Sick or Injured Animals
 - Public Safety Threats
 - High-risk wild animals inside a residence. High-risk animals include snakes, raccoons, bats, or any other rabies vector species
 - Police or Fire Department incident response assistance
- **Incident Management:** Assess and manage situations involving injured, aggressive, or stray animals to ensure public safety and animal welfare.

Key Activities

- Secure scenes and capture aggressive animals.
- Transport animals to Collin County Animal Shelter.
- File detailed reports for follow-up actions.
- Maintain records of animal condition.
- Document the incident and actions taken.
- Handle situations where loose or aggressive animals pose a threat to public safety.
- Capture and contain the animals, assess risks, and determine necessary actions to mitigate danger.
- Provide temporary shelter and care for animals.
- Secure animals, collect evidence, and collaborate with law enforcement if needed.
- Safely capture stray or aggressive animals that pose a risk to public safety.
- Document findings and actions taken for further investigation.
- Respond to incidents of animal bites to humans, following quarantine protocols for the animal.

Communication

- **Dispatch Coordination:** Maintain clear communication with dispatch centers to receive calls and updates.

- **Public Interaction:** Communicate professionally with the public, providing information and assistance as needed.
- **Reporting:** Complete detailed reports for each incident, ensuring accurate documentation of actions taken and outcomes.