

AGENDA
ANIMAL SERVICES CENTER ADVISORY COMMITTEE
REGULAR MEETING
CITY HALL COUNCIL CHAMBER, 7105 WHITLEY ROAD
THURSDAY, FEBRUARY 2, 2012
10:30 A.M.

CALL TO ORDER:

CITIZEN'S OPEN FORUM:

APPROVAL OF MINUTES:

1. Minutes of Regular Meeting of November 3, 2011

NEW BUSINESS:

1. Discussion and action on proposed Animal Services Center *Sterilization Refund Policy*
2. Discussion and action on proposed Animal Services Center *General Refund Policy*
3. Open discussion on future Animal Services trends and innovations.
4. Discussion and action on setting next meeting date

ADJOURNMENT:

NOTICE

THIS FACILITY IS WHEELCHAIR ACCESSIBLE AND ACCESSIBLE PARKING SPACES ARE AVAILABLE. REQUESTS FOR ACCOMMODATIONS OR INTERPRETIVE SERVICES MUST BE MADE 48 HOURS PRIOR TO THIS MEETING. PLEASE CONTACT THE CITY SECRETARY'S OFFICE AT (817) 514-5812, (817) 514-5825 OR FAX (817) 281-1991.

I hereby certify that this agenda was posted at City Hall, 7105 Whitley Road, Watauga, Texas, on Monday, January 30, 2012 at 11:00 a.m., in accordance with Chapter 551 of the Texas Government Code.

Zolaina R. Reyes, Assistant City Secretary

MINUTES
ANIMAL SERVICES CENTER ADVISORY COMMITTEE
REGULAR MEETING
CITY HALL COUNCIL CHAMBER, 7105 WHITLEY ROAD
THURSDAY, NOVEMBER 3, 2011
10:30 A.M

Members present:

Pam Burney	Chairperson
Alan Bain	Secretary
Lt. Robert Parker	Member

with

Dr. Terry Litsey Vice-Chairperson absent with notice

CALL TO ORDER

Chairperson Burney called the meeting to order at 10:34 a.m.

CITIZEN'S OPEN FORUM

There were no citizens present who wished to speak

APPROVAL OF MINUTES

1. Minutes of Regular Meeting of October 6, 2011

Secretary Bain made a motion to approve the minutes of the Regular Meeting of October 20, 2011. Lt. Parker seconded the motion, with all members present voting aye.

UNFINISHED BUSINESS

1. Update on process for revising the Refund Policy at the Animal Services Center

Secretary Bain reported that the Finance Department has no problem issuing refunds to citizens, as long as there is proper documentation. Secretary Bain stated he will draft an Open 30 Day Refund Policy for review at the next meeting in January.

2. Updated on revising the current Medical Return Policy for the Animal Services Center

Secretary Bain stated he will make this part of the Open 30 Day Refund Policy which he will draft for review at the next meeting in January.

3. Updated on establishing the process to register dangerous dog microchips with the City of Watauga

Chairperson Burney stated this item has been previously discussed and there will be no recommended action.

NEW BUSINESS

1. Discussion and action on setting the next meeting date.

Lt. Parker made a motion to set the next meeting for January 5, 2012 at 10:30 a.m. Secretary Bain seconded the motion, with all members present voting aye.

ADJOURNMENT

With there being no further business to conduct at this time, Chairperson Burney made a motion to adjourn. Lieutenant Parker seconded the motion, with all members present voting aye. Chairperson Burney adjourned the meeting at 10:50 a.m.

APPROVED: this 5th day of January, 2012

SIGNED: this 5th day of January, 2012

APPROVED:

Pam Burney, Chairperson

ATTEST:

Alan Bain, Secretary

Sterilization Refund Policy

In the event a client chooses to utilize a clinic that is not the City's contracted provider for sterilization services, the City shall refund \$50.00 of the originally received \$80.00 animal adoption fee. The client must provide the receipt for the sterilization services from the provider for the adopted animal(s).

A copy of the original adoption receipt and a copy of the receipt for the sterilization will be attached to an IOC explaining the reasons the client chose to use a non-contract provider. These documents will be forwarded to the Lieutenant in charge of animal control for review and, after approval, these documents will be forwarded to finance for processing. Finance will process the refund during the next regularly scheduled payables processing week. The refund will be mailed to the client on Friday of the payables week.

No refunds shall be processed on a discounted adoption.

General Refund Policy

An adopted animal may be returned to the Animal Services center for a refund of the full adoption fee within thirty (30) of the original adoption date. Staff should obtain any pertinent information about the animal's behavior, interaction with other people or animals or health issues and note this information in the animal's documents.

Animals returned for reasons of illness will be isolated until the type of illness and its severity can be determined.

Returned animals shall be held for 24 hours before being placed for adoption or otherwise disposed of. Animals returned for health reasons that are contagious to other shelter animals (Parvo), or who have life threatening injuries or illnesses may be immediately euthanized.

Only fees collected by the city shall be refunded to the client, no other costs such as veterinary care or medication shall be refundable. A copy of the original adoption receipt and a copy of the return receipt will be attached to an IOC explaining the reason for the return and will be provided to the Lieutenant in charge of animal control for review. After approval, the Lieutenant will forward the request to Finance for processing during the next regularly scheduled payables processing week. The refund will be mailed to the client on Friday of the payables week that it is processed.