

# **Round Rock Animal Shelter Procedures**

## ***Animal Impound***

Animals found at large or in violation of animal control ordinances are impounded by an Animal Control Officer (ACO). In the event an animal is impounded the ACO will:

1. Ascertain if it is registered. If so, the owner will be contacted and arrangements made to return the animal.
2. If the owner can't be determined because the animal is unregistered or the owner is known but can't be contacted the animal will be taken to the shelter. An intake form is completed, the animal is checked for injuries and illnesses, and it is placed in a kennel.
3. Impound information is entered into a database.
4. A photo is taken of the animal and posted on the impounded animal page of the City's website.
5. Registered animals are held for at least seven days. Unregistered are held for at least three days. At the end of the holding period the animal becomes the property of the City of Round Rock. This does not prevent an owner of taking possession after the holding period.
6. Once an animal is returned to its owner the City collects a reclaim fee of \$20.00 for the first impound and \$25.00 for subsequent impounds, along with a boarding fee of \$10.00 a day.
7. If an animal is not claimed it will either be considered adoptable, transferred to a rescue group, placed in a foster home or euthanised.

## ***Animal Quarantine***

In the event an animal bites a person it must be placed in quarantine. Quarantine may take place at the owner's property if the animal is currently vaccinated and it was not at large at the time of the bite. Otherwise it is placed in a kennel located in the rabies observation area for a period of 10 days to determine if rabies develops.

## ***Animal Adoption***

Animals deemed the property of the City will be evaluated by trained ACOs for their temperament, interaction with other animals and people, health and overall condition. If an animal is considered adoptable:

1. A photo of the animal is posted on the adoption page of the City website. In the near future photos will be displayed on Channel 10.
2. The animal is taken to adoption fairs.
3. Rescue groups interested in particular breeds will be contacted if that breed is available for adoption.

If someone would like to adopt an animal:

1. The person completes an adoption application.
2. The application is reviewed by the Animal Control Unit Supervisor.
3. If approved the City collects an adoption fee of \$75.00. This fee covers spaying/neutering, rabies vaccination, wellness check, etc.
4. An appointment is made with Central Texas Animal Hospital in Pflugerville for the spay/neuter procedure and the new owner takes possession of their animal from the animal hospital.

### ***Adoption Fairs***

Adoption fairs are held several times a month to allow citizens the opportunity to conveniently view adoptable animals. Each second and fourth Saturday of a month an adoption fair is held at Petco in La Frontera from 1:00 to 3:00. On the first and third Saturdays of each month an adoption fair is held at Petsmart from 12:00 to 4:00. During the week, usually Wednesday or Thursday, adoption fairs are held at one of the Wal-Marts. Please call for those times since they vary.

### ***Animal Registration***

As required by City ordinance all dogs and cats must be registered. Also, a lost pet stands a much greater chance of being reunited with its owner if it's registered.

1. A dog or cat must be at least 4 months old and have a current rabies vaccination.
2. An animal may be registered at the Police Department, Petsmart or any local veterinarian.
3. Registration information is entered into a database and is accessible to an ACO 24 hours a day.
4. Registration tags are \$5.00 for a spayed/neutered animal and \$10.00 for non spayed/neutered. Tags are valid for one year

### ***Citizen Inquiries***

The main animal control number, 255-PETS, is answered by the Administrative Assistant/ACO or any available ACO Monday through Friday, 8am to 6pm. After hours and weekends a recording directs a caller to a Telecommunications Operator by calling 341-3127. The call is received and addressed by the TCO (they have been provided basic information concerning animal control and shelter programs) or forwarded to an ACO for a response.

### ***Volunteers***

The Animal Control Unit is starting a volunteer program. Volunteers will assist in shelter duties such as walking the dogs and conducting adoption fairs. Volunteers work under the direction of an ACO. Person's interested in volunteering should call the Animal Control Unit Supervisor Kim Harrington at 255-PETS.

***Directions to the Animal Shelter***

- South on IH 35 from Round Rock
- Exit at FM 1825 and go east towards downtown Pflugerville (FM 1825 turns into Pecan Street)
- Once you pass FM 685 (Dessau Road) turn right at the next road, which is Honeysuckle Lane
- Take the first left onto Gattlinburg Drive
- Take the first left onto Waterbrook.

Please contact Animal Control at 255-PETS prior to going to the shelter to reclaim your pet or view adoptable animals. An ACO must accompany you.

Please contact the following supervisors for comments or questions:

Kim Harrington, 255-PETS or [kharrington@round-rock.tx.us](mailto:kharrington@round-rock.tx.us)  
Lt. Bob Drawbaugh, 218-5529 or [bdrawbaugh@round-rock.tx.us](mailto:bdrawbaugh@round-rock.tx.us)  
Sgt. Rod Hampton, 218-6664 or [rhampton@round-rock.tx.us](mailto:rhampton@round-rock.tx.us)