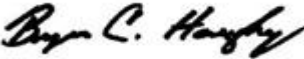



ANIMAL CONTROL OFFICER [ACO]			
<u>Subject</u>	<u>Job Description</u>	<u>Classification</u>	<u>Unclassified</u>
<u>Directive No</u>	1.02B	<u>Effective</u>	15 JAN 2013
<u>Additional Directives</u>	ACO SOP 1.03B	<u>Review</u>	ANNUALLY
<u>Standards/References</u>	<a href="#">MGL c. 140 § 151</a>	<u>Revision</u>	<b>23 APR 2024</b>
<u>Issuing Authority</u>	<div> Bryan C. Haughey Chief of Police</div>	<div></div>	
<u>Record of Revisions</u>			
08/24/2015, 06/25/2019, 07/26/2022, 04/23/2024			

### Summary

The Animal Control Officer [ACO] is appointed pursuant to §151 of c. 140 of the General Laws of the Commonwealth<sup>4</sup> and shall be authorized to enforce §136A to 174F, inclusive.<sup>5</sup>

The ACO is a part-time civilian employee who reports directly to the Chief of Police. The ACO is responsible for the enforcement of all laws and regulations applicable to the position in accordance with Massachusetts General Laws and the Town of Holland General Bylaws, as amended.

The ACO shall have a demonstrated background in caring for both domestic and wildlife animals and shall respond to all complaints pertaining to dogs, and other animals, wild or domestic.

The ACO is responsible for maintaining and improving upon the efficiency and effectiveness of all areas under his/her direction and control and shall be considered an employee of the Department in matters relating to Department policies, procedures, rules, and regulations.<sup>6</sup>

### Operational Control

Although a separate department, the ACO shall be responsible directly to the Chief of Police or any designee of the Chief's choosing. The ACO designation shall fall under the Operations Division of the Department and shall adhere to the succession of command as defined in this document.

### Working Environment

<sup>4</sup> [M.G.L. c. 140 § 151](#)

<sup>5</sup> See Senate Bill 2192 [An Act Further Regulating Animal Control], October 31, 2012

<sup>6</sup> ACO Directives are established according to Rule 1 of this Department's Rules and Regulations and shall remain in full force and effect as amended unless rescinded

The ACO may work in an outdoor environment, and may be exposed to extreme weather conditions, as well as have exposure to periods of high activity, emergency situations, and high stress under demanding conditions. The ACO may be exposed to diseased, injured, dangerous, and vicious animals, both wild and domestic, which may affect personal safety. Work may involve the operation of a motor vehicle, and other equipment.

### Physical Requirements

The ACO must demonstrate the ability to meet the physical demands of the job, including the ability to lift heavy animals and have basic agility skills to walk, sit, stand, climb, and balance, as fieldwork often requires traversing uneven terrain, mud, snow/ice, negotiating stairs, climbing on or over fences, and moving debris, etc. Individuals in this position must be able to handle all types of animals and situations including impoundment, quarantine, carcass removal, and euthanasia.

### Recommended Minimum Qualifications

#### Knowledge:

- Thorough familiarity with provisions of all rules, regulations, orders, ordinances, and legal statutes regarding animals, both wild and domestic, especially those statutes pursuant to MGL c.140, §§136A–174F, as amended.
- Geography of the Town.
- Normal care and feeding of animals.
- Care of diseased and otherwise unmanageable animals.

#### Skills:

- Ability to keep records in an organized and complete manner.
- Ability to deal and communicate effectively with the general public, as well as with other public officials.
- Ability to handle all animals, both wild and domestic, in a safe and effective manner.
- Ability to handle vicious and dangerous animals.
- Ability to resolve conflicts in an effective manner.
- Ability to perform work under stressful situations.
- Ability to analyze situations and determine appropriate actions to be taken.
- Be of good character and reliable, with a strong sense of responsibility.

#### Qualifications:

- Possess a high school diploma or equivalent.
- Possess a valid driver's license.
- Ability to obtain a Massachusetts license to carry a firearm [LTC].
- Ability to successfully qualify in a firearms training course as mandated by the Chief of Police or designee, if required.
- Successfully complete the Massachusetts Animal Fund Animal Control Officer Training Institute Program requirements and complete and maintain any other training and certification that is required by law or the Massachusetts Department of Agriculture MDAR.<sup>7</sup>
- Ability to successfully complete, under the supervision of a veterinarian registered by law, a course of instruction in humane techniques for the execution of animals before euthanizing any animal.

#### Equipment, Training, and Uniforms

The ACO may be required to operate equipment related to their duties to include, but not limited to, firearms, for the purpose of dispatching animals by gunshot in a case of an emergency situation in accordance with legal statutes, bylaws, or other regulations.

The ACO shall be required to be proficient with all equipment they utilize and may be required to successfully complete training, and/or periodic testing and qualifications as prescribed by the Chief of Police or designee. The ACO may also be required to operate a vehicle provided by the Town, which shall only be utilized for purposes related to the position of ACO.<sup>8</sup>

As directed by the Chief of Police or designee, the ACO shall be required to wear uniforms or other clothing that clearly identifies their position to the public.

#### General Duties and Responsibilities

1. Maintain a liaison with the Massachusetts Environmental Police, the Massachusetts Department of Agricultural Resources MDAR, the Massachusetts Division of Fisheries and Wildlife MASSWILDLIFE, animal cruelty and rescue entities, and other state and local animal control officers for the purpose of conducting mutual investigations into reported animal and wildlife violations.
2. Make frequent contact with the public for the purpose of enforcing laws and bylaws.
3. Develop and maintain a comprehensive animal control program pertaining to animals, both domestic and wild, which mutually benefits residents of the Town of Holland. Some of these responsibilities shall include, but are not limited to, public

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<sup>7</sup> ACO Resources: [Training Requirements](#), MDAR web

<sup>8</sup> The ACO shall adhere to Department policies concerning equipment and vehicles, see Rule No. 9

information, adoption programs, 24-hour emergency service (when possible), educational programs, and rabies certification programs.

4. Examine, analyze, and evaluate facts and circumstances surrounding individual problems, situations, or transactions, and determine actions to be taken within the limits of current industry standards and accepted practices.
5. Enforce laws relating to animal control, and evaluate and interpret situations to determine compliance with Massachusetts General Laws and Town bylaws.
6. Administer emergency first aid to animals within the limits of current industry standards and accepted practices.
7. Investigate all animal complaints in a timely manner.
8. Respond to all calls for service in a timely manner.
9. Investigate all reported cases of cruelty to animals in a timely manner and within the limits of current industry standards and accepted practices.
10. Investigate cases referred by other municipal departments and produce or provide reports as necessary in a timely manner.
11. Provide citizens with a courteous explanation in any instance where assistance cannot be provided by the ACO, and assist them by facilitating a referral to the appropriate authority by initiating contact, or by providing them with the proper information in cases where contact must be initiated by the citizen.
12. Release all animals in custody, which are allowed to be released, in a timely manner, so as not to unfairly incur further monetary cost(s) to the owner of the animal, or the municipality.
13. Issue citations, fines, and warnings to individuals found to be in violation of Massachusetts General Laws and/or Town bylaws when applicable.
14. Collect monetary fines in the form of personal checks, bank checks, or money orders, made payable to the Town of Holland, in accordance with the fines set forth by Town bylaws, and submit them in the manner which is prescribed by the Chief of Police or designee.
15. A the direction of the Chief of Police or designee file appropriate criminal complaints and other paperwork to be issued against violators of laws and regulations pertaining to animals.

16. Manage the operation of the Animal Control office/shelter and ensure that any animal detained is confined in a place suitable for the detention and care of animals, and kept in a sanitary condition.
17. Maintain updates on local, state, and federal laws, standards, and guidance pertaining to animal control.
18. Maintain files, documents, and evidence regarding animal complaints, communications, and related information. Keep and maintain a recording system within the current industry standards and accepted practices concerning any animal in custody.
19. Examine any dog or cat in possession for the presence of a microchip or tattoo, and check the description of such animal against descriptions within the Town relative to such species of animal licensed or registered in the Town in order to verify the identity of the animal and provide notice to the owner of the animal before it is euthanized, given away, or turned over to another.
20. Report all incidences of animal bites in writing to the Board of Health and the Animal Inspector in cases of bites to humans as defined by law and the current industry standards and accepted practices.
21. Exercises animal quarantine procedures in compliance with the laws and regulations of the Commonwealth and the current industry standards and accepted practices.
22. Adhere to the MDAR Rabies Control Program for all deceased rabid and suspected rabid animals. Ensure proper notification is made to the appropriate member of the municipality Board of Health and Animal Inspector, as outlined in the program.
23. Comply with any warrant issued in accordance with § 153 of c. 140 of the General Laws of the Commonwealth, as amended.<sup>9</sup>
24. Complete reporting procedures as delineated in current directives, laws, regulations, and industry standards and submit those reports in the manner that is prescribed.
25. Assist in the preparation of annual budget and capital requests.
26. Perform any related tasks as required by the Chief of Police or designee.

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<sup>9</sup> [M.G.L. c. 140 § 153](#)