

# San José Animal Care and Services Audit Implementation Status Report



Item: d (4)

**Matt Loesch**, Public Works Director

**Jay Terrado**, Deputy Director ACS

**Kiska Icard**, Division Manager (Shelter Operations) ACS

**Dr. Elizabeth Kather DVM**, Division Manager (Medical Operations) ACS



RECOMMENDATION	Q1	Q2	Q3	Q4	STATUS	RECOMMENDATION	Q1	Q2	Q3	Q4	STATUS	RECOMMENDATION	Q1	Q2	Q3	Q4	STATUS
#1					PI	#14					PI	#27					NI
#2					PI	#15					NI	(a) (b)					NI
#3					FR	#16					NI	(a) (b) (c) (d)					NI
#4					PI	#17					NI	#29					NI
(a) (b) (c)					PI	#18					PI FR	#30					NI
#5					IMP	(a) (b)					NI	#31					IMP
#6					NI	#19					PI	#32					FR
(a) (b) (c)					NI	(a) (b)					PI	#33					FR
#7					IMP	(a) (b) (c) (d)					NI	#34					NI
(a) (b)					IMP	#21					NI	#35					PI
#8					NI	#22					PI	#36					NI
(a) (b) (c) (d)					NI	#23					NI	(a) (b)					NI
#9					PI	#24					NI	#37					PI
#10					IMP	(a) (b)					PI	(a) (b)					NI
#11					NI	#25					PI	#38					PI
(a) (b)					NI	(a) (b) (c) (d) (e)					PI	#39					NI
#12					NI	#26					PI						
#13					PI												

TARGET COMPLETION DATE: IMPLEMENTED:   
EST COMPLETION DATE : FINAL REVIEW:

TEAM RESPONSIBILITY: SHELTER MEDICAL FIELD ADMINISTRATION TECH

NI = Not Implemented; PI = Partially Implemented; Final Review = FR; IMP = Implemented





RECOMMENDATION	DESCRIPTION
#5	San José Animal Care and Services should update the shelter's outreach strategy to educate the community through social media and other channels on what to expect before and during kitten season and when intervention with community cats is appropriate.
#7 (a) (b)	San José Animal Care and Services should finalize the shelter's draft euthanasia protocol to: a. Provide clear criteria on when euthanasia may be considered. b. Formalize the process for granting requests to delay euthanasia decisions.
#10	ACS will update the website to reflect the current process to book a spay and neuter appointment as part of the trap, neuter and return process.

Animal Care & Services Division Manual

Euthanasia - Criteria

222.00

Responsibility:

Shelter Operations Supervisor / Shelter Veterinarians / Animal Shelter Coordinators/Animal Care Attendants (I/I) / Animal Health Technicians / Animal Services Officers / Senior Animal Services Officers / Field Operations Supervisor / Division Manager / Deputy Director

Purpose

Selecting candidates for euthanasia is part of the operations of San Jose Animal Care and Services (ACS). This is to serve as a consistent, though not exhaustive, method to identify and select domestic and wild animals for the euthanasia process.

Policy

ACS staff and volunteers have a crucial role in providing information on each animal impounded at the shelter and their subsequent outcomes; adoptions, rescue, transfer, return to owner, return to field, and including possible euthanasia. Identification and selection for euthanasia must consider numerous factors before the procedure is implemented.

Procedure

- a. Behavioral or Medical Suffering: If an animal is found to be medically or behaviorally suffering through medical diagnosis, observable physiological reactions to stimulus, or in irremediable pain, they will be considered a candidate for euthanasia. (In accordance with ASV 2022 guidelines and WeCare Matrix-Attachment A). The prolonged stress of sheltering in animals can significantly impact an animal's behavioral and/or medical wellness. If an animal declines past a reasonable threshold for transfer or rescue criteria, expressed through both immediate quality of life considerations and placement options available, they will be considered a euthanasia candidate (ASV 2022 guidelines and WeCare Matrix-Attachment A). Additional medical conditions when considering euthanasia is detailed below.

Medical Suffering and Conditions

- Intractable pain or distress that is unable to be controlled with reasonable medical intervention (ex. trauma, oxygen dependent)
- Fecal / urinary incontinence or obstruction
- Inability or unwillingness to eat, drink, groom (cats/kittens) and maintain normal baseline behaviors essential to health with reasonable / short-term intervention.
- Uncontrolled seizure disorders
- Paralysis or poor mobility / requires mobility assistance to perform normal functions essential to health.
- Neoplasia / cancer
- Chronic conditions which are likely to worsen over time / have a poor long-term prognosis and/or which require high levels of care or are likely to be exacerbated by the shelter environment (ex. diabetes, Addison's disease)

# Kitten 101 Class

Join our FREE Kitten 101 Class this weekend. We are accepting new and experienced fosters, no prior experience necessary. Learn about how to care for kittens and kittens with ringworm.

**WHEN:** Sunday, April 27, 2025

**WHERE:** Shelter Classroom- 2750 Monterey Rd, San José, CA

**TIME:** 10:00 a.m. to 11:30 p.m.

Learn how to care for kittens with ringworm.

## I found a kitten! Now what?

Are the kittens visibly sick, injured, or malnourished?

NO: Are the kittens old enough to be separated from mom? YES: YES, THEY ARE 6 WEEKS OR OLDER

NO, THEY ARE NOT YET 6 WEEKS OLD: YES, THEY ARE 6 WEEKS OR OLDER

Do you see a nest or hiding spot? NO: YES

If in danger, move to a safe spot close by and watch for mom: Gently return kittens to their hiding spot

Don't take her babies. If the kittens are: Warm, Clean, Plump, Quiet. Mom is doing her job. She'll be back shortly.

Mom might be missing ... If the kittens are: Cold, Dirty, Skinny, Noisy. Kittens can't regulate their body temperature, so a kitten that is cold, skinny, noisy and/or dirty might be orphaned. Look for sunken bellies, visible bones, or pale skin to confirm mom needs your help.

Still think the kitten(s) you found may need rescuing? Fill out our Kitten Observation Form here: [bit.ly/KittenObservationForm](#)

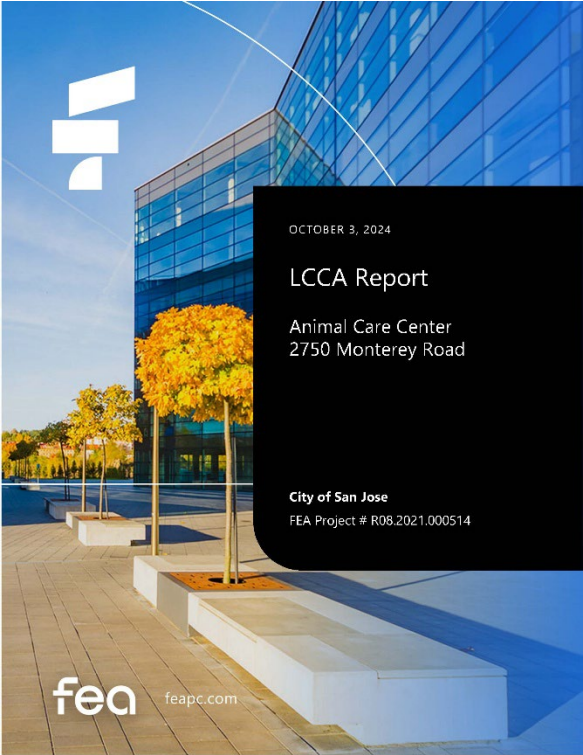
# ACS AUDIT SCORECARD

**TARGET COMPLETION DATE:**  **IMPLEMENTED:**   
**EST COMPLETION DATE :**  **FINAL REVIEW:** 

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Date of Report: May 02, 2025

RECOMMENDATION	DESCRIPTION
#3	Review the shelter's facility condition assessment. Once completed, identify priority needs and funding requirements for these improvements.
#18 <del>(a)</del> (b)	To ensure better inventory and recordkeeping management, San José Animal Care and Services should: <del>a. Develop procedures and train staff around tracking inventory for shelter operations, and</del> b. <b>b. Update the Controlled Substances Policy to align with current practice and in accordance with state and other applicable laws, clarify staff access levels, and train staff on the policy.</b>
#32	To improve compliance around rabies vaccine submissions, San José Animal Care and Services should increase outreach to veterinarians to submit these certificates
#33	To allow administrative staff to refocus on other shelter activities and tasks, San José Animal Care and Services should consider options to contract for outside licensing administration



Animal Care and Services Division Manual

Medical Operations: Controlled Substances

508.00

**Responsibility:** Veterinarians / Animal Health Technicians (AHT) / Animal Health Assistants (AHA) / Animal Shelter Coordinator / Animal Care Attendants (ACA) II

**Purpose:**

To ensure compliance with California and Drug Enforcement Agency laws regarding purchasing, dispensing, and record keeping of controlled substances.

**Policy:**

All controlled substances will be recorded in the Controlled Drug Incoming Log the day they are received and placed in the backstock storage safe in the vacuum closet. All controlled substances that are used will be recorded in the Controlled Drug Disposition Log. Records regarding controlled substances will be maintained for a minimum of two years. Staff members who are allowed to draw up and administer controlled substances include Veterinarians, registered veterinary technicians, animal health assistants with current controlled substance permits, animal care attendant II with current controlled substance permits, and shelter coordinators with current controlled substance permits.

**Procedure:**

All controlled substances will be maintained in locked safes or cabinets in the vacuum closet, medical clinic, spay/neuter clinic, and euthanasia room. Storage of controlled substances will be in a storage safe bolted to the wall. These safes or cabinets will be kept locked at all times. When unopened containers are removed from the backstock storage by Medical staff, the container is logged in the main Controlled Drug Incoming Log including the bottle/box number, quantity removed, and location of safe being transferred to (ex: Medical, s/n clinic, e-room). The quantity on hand is then updated.

- The door to the vacuum closet (Backstock Storage) will be locked with a combination lock. The keys to the safe in this room will be in a combination key container kept in the locked clinic cabinet. The codes to the combination key container and keypad combination lock code to the backstock storage are made available to Veterinarians, Animal Health Technicians, and Animal Health Assistants with current controlled substance permits.
- Medical Staff (Veterinarians, AHT's, and AHA's with controlled substance permits) have access to the locked drug cabinet in the clinic. The Medical Director and Medical Operations Supervisor have spare physical keys to the clinic drug cabinet.
- Bottles/containers in use will be stored in the locked cabinets/safes located in the medical clinic, spay/neuter surgery unit, and euthanasia room.
- The shelter operations supervisors, animal shelter coordinators, and AHA II staff that have current VCSP (controlled substance permits) and euthanasia certification will have the combination to the euthanasia safe.

Controlled Substance Policy

4/30/2025

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CITY OF

SAN JOSE

CAPITAL OF SILICON VALLEY

City of San Jose

Animal Care Center

Monday, January 6, 2025

Dear Veterinarian,

We appreciate your work in helping the animals in the community and are thankful that your organization provides services to help animals. Part of San Jose Animal Care and Services' goal is to ensure that animals are protected against rabies. As a result, in 2007 the City of San Jose adopted ordinances that also required veterinarians to provide a copy of any rabies vaccination certificate for animals vaccinated at a veterinary clinic. We are requesting that you provide a copy of the rabies certificates for animals that received a rabies vaccination. A detail of the specific San Jose's Municipal Codes is provided below:

**7.20.500 - Vaccination of dogs and cats.**

**A.** Every person who owns, maintains, or boards a dog or cat, four (4) months of age or older, must cause that dog or cat to be vaccinated and revaccinated with a state-approved anti-rabies vaccine within the time periods prescribed by state law or regulation.

**B.** A veterinarian must certify the vaccination in accordance with Section [7.20.510](#).

**C.** Compliance with the provisions of this section is a condition precedent to the issuance or renewal of any dog or cat license.  
(Ord. 28079.)

**7.20.510 - Vaccination certificate.**

**A.** A veterinarian who vaccinates any dog or cat, for whom a license is required under this part, with an anti-rabies vaccine, or causes or directs such vaccination, must complete and sign a rabies vaccination certificate that can be obtained from the city to certify that the dog or cat has been vaccinated.

**B.** The rabies vaccination certificate must include all information required by state law, including:

- The name, address, and telephone number of the owner/guardian of the dog or cat;
- A description of the dog or cat, including its breed, color, age, sex, and spay or neuter status;
- The date of the vaccination;
- The type of rabies vaccine administered; and
- The expiration date of the vaccination and lot number.

**C.** If the veterinarian who vaccinates the dog or cat is located within the city, the veterinarian must submit a current and valid rabies vaccination certificate to the administrator within thirty (30) days from the date that the dog or cat was vaccinated.

**D.** If the dog or cat that is subject to the licensing requirements is vaccinated for rabies by a veterinarian located outside the city, the owner/guardian or person with a right to control the dog or cat must submit a copy of the vaccination certificate to the administrator within thirty (30) days from the date that a dog or cat is vaccinated or brought into the city, whichever date is later in time.

City of San José - Purchasing

CITY OF

SAN JOSE

CAPITAL OF SILICON VALLEY

BID DOCUMENT

Pet Licensing Software





Bid Number: PUR-RFB2024.12.10162

Closing Date: 03/28/2025 12:00:00 PT

200 E. Santa Clara St.

San José, California, 95113

# ACS AUDIT SCORECARD

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Date of Report: May 02, 2025



December Focus - TNR

RECOMMENDATION	DESCRIPTION
#9	To increase the level of spay and neuter services for community cats and shelter animals, San José Animal Care and Services should work with the Finance Department and the City Attorney
#10	ACS will update the website to reflect the current process to book a spay and neuter appointment as part of the trap, neuter and return process.

Current Facility Use:

Mon – HSSV  
Tues – Open  
Wed – SJACS  
Thur – SJACS  
Fri – HSSV

June Facility Use:

Mon – HSSV  
Tues – Part Time Vet  
Wed – SJACS  
Thur – SJACS  
Fri – HSSV

Contracts:

SNIPbus  
9Lives  
Valley Humane  
HSSV

	Cats	Dogs	Other	Total
1/1/23 - 4/30/23	1,027	472	40	1,539
1/1/24 - 4/30/24	1,141	594	24	1,759
1/1/25 - 4/30/25	1,507	495	20	2,023



RECOMMENDATION	DESCRIPTION
#36 (a) (b)	To increase access to underserved communities and align with other jurisdictions, San José Animal Care and Services should: a. Consider additional license fee exemptions for veterans or disabled veterans in addition to senior exemptions, and b. Review options to provide free or low-cost veterinarian services for owned pets through either grant opportunities and/or working with Humane Society Silicon Valley to determine a regular schedule to provide these services.

**Facility Use:**

Mon – HSSV  
Tues – **Part Time Vet**  
Wed – SJACS  
Thur – SJACS  
Fri – HSSV

**June - August**

June - 5 appointments a week  
July - 10 appointments a week  
August - 15 appointments a week

**Owned Animals**

- Offer to all reclaimed, unaltered animals at fee scheduled rate
- 5 appointments per week for unhoused residents

# San José Animal Care and Services

## Audit Implementation Status Report



### QUESTIONS



Item: d (4)

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**Dr. Elizabeth Kather DVM**, Division Manager (Medical Operations) ACS