



RECORDS & REPORT WRITING

Training Guide pages 16-19

ACO CORE COMPETENCIES



Records

THE LAW

Chapter 140, Section 151A(b)



Each animal control officer shall make, keep, and maintain a system of records or forms which fully and correctly disclose the following information concerning each animal in the officer's custody:

- 1) the date and location of apprehension;
- 2) a description of the animal;
- 3) the place of detainment;
- 4) if tagged, the name and address of the owner of the animal;
- 5) the name and address of a new owner, if any, including the date of sale or transfer of the animal;
- 6) if the animal is euthanized, the method and date of such euthanization and the name of the person who euthanized the animal;
- 7) the date, location, and description of an animal euthanized by gunshot in cases of emergency, the disposition of the animal remains, and a description of the situation requiring gunshot.

Chapter 140, Section 151A(b)

ACO
Records and Filing
REMINDER

*Don't
Forget!*

**ANIMAL INTAKE REPORTS NEED
TO BE SENT TO YOUR TOWN
CLERK EVERY 30 DAYS**
(MDAR is checking!)

Each animal control officer shall forward a copy of the record to the town or city clerk within **30 days**.

Copies of the records shall be kept for **2 years** in the office of the city or town clerk wherein such animal control officer is employed."

Chapter 140, Section 152

Animal control officers are responsible for providing quarterly reports to the mayor or board of selectmen

- Using copies of the monthly reports submitted to the town or city clerk will satisfy this requirement, but a summary of these activities will provide a clearer picture of the work completed

Additional Records

In addition to these required records, ACOs should keep:

A log of daily activities

Kennel inspection reports

Animal bite reports

Financial records

Investigation reports (especially those conducted with the police)

A record of warnings and citations

Daily Activity Log

ACOs should maintain a log of daily activities

- This will allow you to keep track of the work you do and tally the information needed for your quarterly reports

In general, include:

- Miles traveled
- Hours worked
- Where you went
- What you did

Monthly Activity Report

This allows you to tally the number of calls to which you responded and the number of dogs and cats impounded, returned to owner, adopted, and euthanized, as well as citations issued, in accordance with Chapter 140, Section 152

Send a copy of your monthly activity report to the town or city clerk along with your animal intake reports each month

- Financial records contain information on:
 - Income
 - Budgets
 - Expenses
- Keep records of where equipment and supplies were purchased
- Record any money taken in for the cost of care and custody of animals under Chapter 140, Section 151A



Financial Records

Animal Intake Reports

- In accordance with Chapter 140, Section 151A, you must maintain a record of **each animal** that comes into your possession, including those that may be deceased
- MDAR has created an Animal Intake Report
 - This or a similar form may be used to comply with the law
 - A separate form must be completed for every animal you take in, regardless of outcome

What animals need a completed intake form?

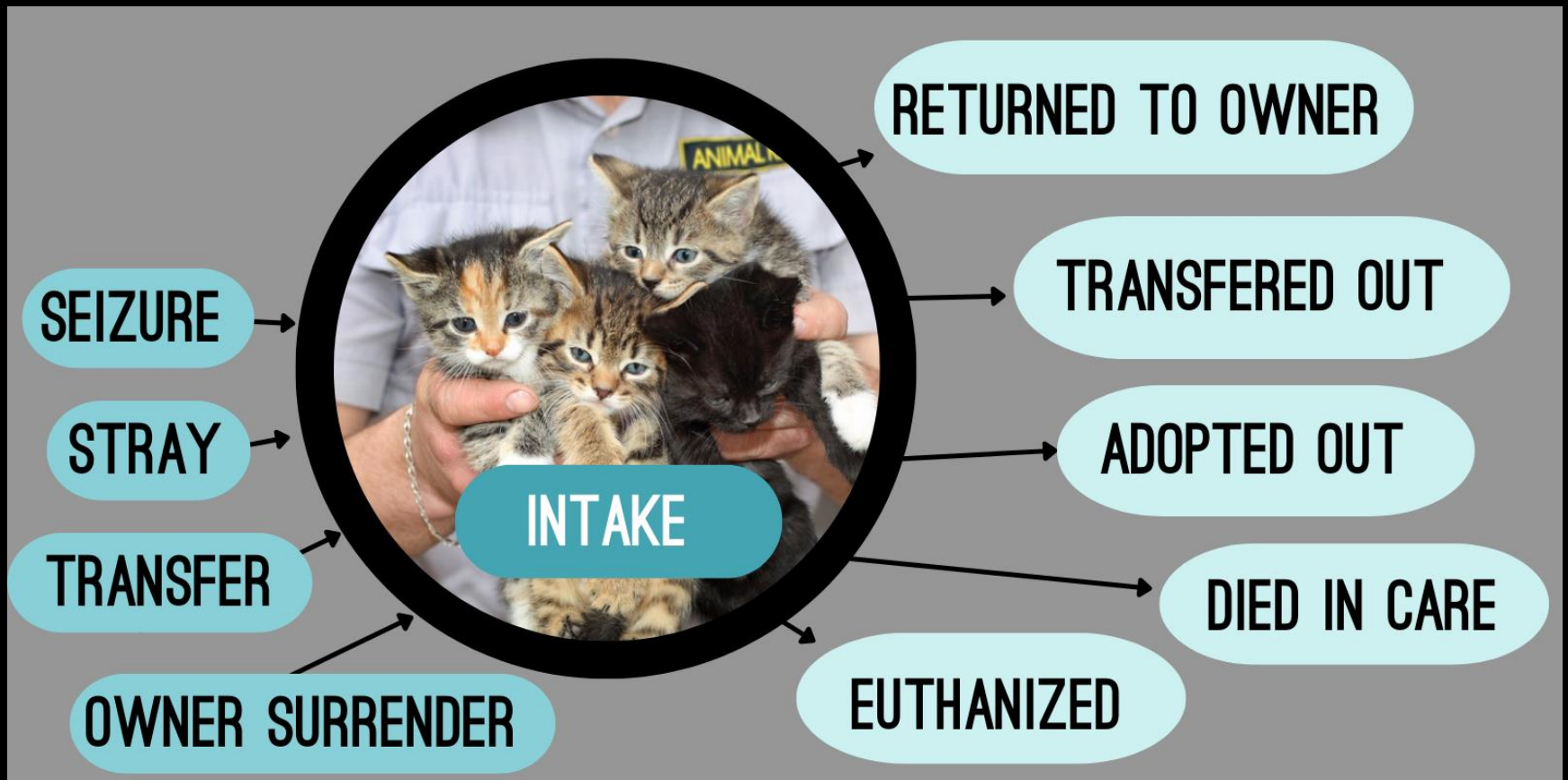


**All domestic animals
taken in**

**All wildlife in ACO
possession (even if just
for transfer)**

**All deceased domestic
animals picked up**

**Deceased wildlife
(a log is sufficient)**



Intake form is not complete until it states a clear
“in” and “out”

MDAR Animal Intake Form



THE COMMONWEALTH OF MASSACHUSETTS ANIMAL CONTROL OFFICER ANIMAL INTAKE FORM

Animal Control Officers shall report on this form prior to receiving compensation	TOWN/CITY of _____	Intake # _____	Date: _____
	Intake type: <input type="checkbox"/> Stray <input type="checkbox"/> Owner Surrender(attach form) <input type="checkbox"/> Other _____	Animal type: <input type="checkbox"/> Dog <input type="checkbox"/> Cat <input type="checkbox"/> Other _____	Name _____ <small>(Animal)</small>
1. To City or Town Treasurer, I report that I have caught, confined and disposed of an animal as set forth below:			
Breed type (Specify) _____ Approx Age: _____ Sex: _____			
Description _____ Date and Time caught: _____			
Where Caught: _____ Tattoo/Microchip found? _____ Microchip #: _____			
Scanner brand: _____ I confined this animal at: _____ for a period of _____			
2. Owner Information: <input type="checkbox"/> Unknown <input type="checkbox"/> Redeemed (RTO) <input type="checkbox"/> Surrendered <input type="checkbox"/> Other _____ Date _____			
Owner contacted on (Date(s)): _____ Contact Method(s): _____			
Owner Name: _____ Claimed by Name/ Relation (if different) _____			
Owner Phone Number: _____ Owner Address: _____			
Owner exhibited LICENSE NUMBER: _____ in the city or town of: _____			
Owner Paid \$ _____ to _____ for care and custody @ \$ _____ per day for _____ days.			
3. Other Animal Disposition: <input type="checkbox"/> Adopted <input type="checkbox"/> Transferred <input type="checkbox"/> Returned to Field _____ Date _____			
Name: _____ Address/ Location: _____			
Phone _____ Animal LICENSE NUMBER _____ in the city or town of: _____			
On _____ and he/she paid an adoption fee of \$ _____ paid to _____			
4. Rabies Vaccination Information: (Attach copy of rabies certificate to this form)			
Rabies vaccination given by (Name of Veterinarian): _____			
On (Date): _____ Rabies vaccination expires on (Date): _____			
5. Euthanasia/ died in care/ other outcome: <input type="checkbox"/> DOA <input type="checkbox"/> Euthanasia <input type="checkbox"/> Died in Care <input type="checkbox"/> Other _____ Date _____			
Animal was euthanized on (Date): _____ using (Method of Euthanasia): _____			
By (Veterinarian Name and Location): _____			
Animal died in care on (Date and attach report) _____ Other Outcome Type _____			
6. Payment:			
For this animal the following was paid for custody and fees: \$ _____ to _____ for _____			
Signed under the pains and penalties of perjury _____, Animal Control Officer			

You can find a downloadable copy of the MDAR Animal Intake Form on the Mass Animal Fund website under the FOR ACOs Tab. **UPDATED IN 2023!**

This form meets the reporting requirements under MGL Chapter 140 section 151A *if filled out completely.

This or a similar form may be used to comply with the law.
<https://www.mass.gov/info-details/aco-resources>

MDAR ANIMAL INTAKE (extended)



THE COMMONWEALTH OF MASSACHUSETTS ANIMAL CONTROL OFFICER ANIMAL INTAKE FORM

Animal Control Officers shall
report on this form prior to
receiving compensation

TOWN/CITY of _____ Intake # _____ Date: _____
Intake type: ☐ Stray ☐ Owner Surrender(attach form) ☐ Other _____
Animal type: ☐ Dog ☐ Cat ☐ Other _____ Name (Animal) _____

1. To City or Town Treasurer, I report that I have caught, confined and disposed of an animal as set forth below:

Breed type (Specify) _____ Approx Age: _____ Sex: _____
Description _____ Date and Time caught: _____
Where Caught: _____ Tattoo/Microchip found? _____ Microchip #: _____
Scanner brand: _____ I confined this animal at: _____ for a period of _____

2. Owner Information: ☐ Unknown ☐ Redeemed (RTO) ☐ Surrendered ☐ Other _____ Date _____

Owner contacted on (Date(s)): _____ Contact Method(s): _____
Owner Name: _____ Claimed by Name/ Relation (if different) _____
Owner Phone Number: _____ Owner Address: _____
Owner exhibited LICENSE NUMBER: _____ in the city or town of: _____
Owner Paid \$ _____ to _____ for care and custody @ \$ _____ per day for _____ days.

3. Other Animal Disposition: ☐ Adopted ☐ Transferred ☐ Returned to Field _____ Date _____

Name: _____ Address/ Location: _____
Phone _____ Animal LICENSE NUMBER _____ in the city or town of: _____
On _____ and he/she paid an adoption fee of \$ _____ paid to _____

4. Rabies Vaccination Information: (Attach copy of rabies certificate to this form)

Rabies vaccination given by (Name of Veterinarian): _____
On (Date): _____ Rabies vaccination expires on (Date): _____

5. Euthanasia/ died in care/ other outcome: ☐ DOA ☐ Euthanasia ☐ Died in Care ☐ Other _____ Date _____

Animal was euthanized on (Date): _____ using (Method of Euthanasia): _____
By (Veterinarian Name and Location): _____
Animal died in care on (Date and attach report) _____ Other Outcome Type _____

6. Payment:

For this animal the following was paid for custody and fees: \$ _____ to _____ for _____
Signed under the pains and penalties of perjury _____, Animal Control Officer

ANIMAL CONTROL DEPARTMENT

ANIMAL CUSTODY FORM

ACO Notes: _____

Animal Information: _____ Intake # _____

Animal Name: _____ Type: ☐ Dog ☐ Cat ☐ Other _____
Description _____ Sex: ☐ NM ☐ M ☐ SF ☐ F ☐ Intact Contract
Vet Care in Custody (Details): _____

☐ Out -of -State OCVI Attached
Person Information: ☐ Owner ☐ Finder ☐ Adopter ☐ Other _____

Name: _____ Address: _____
Best Phone Number: _____ Email Address: _____

Statements (Please Sign all that apply) _____ Date _____

I (☐ AM ☐ AM NOT) the owner of the above described animal and I give the animal to the Town/City of _____ Animal Control X

By signing, I acknowledge that I am surrendering all my interest in the animal. I recognize that all decisions regarding the disposition of this animal is the sole discretion of the Town/City of _____ X

I understand that the Town/ City of _____ does not make any guarantees regarding the disposition of this animal. X

To the best of my knowledge the above animal (☐ HAS ☐ HAS NOT) bitten anyone in the last ten days. X

I am adopting _____ and I am accepting full responsibility for their shelter and care. I agree to provide them with a safe and humane home, and I will comply with all state and local laws promoting responsible pet ownership. X

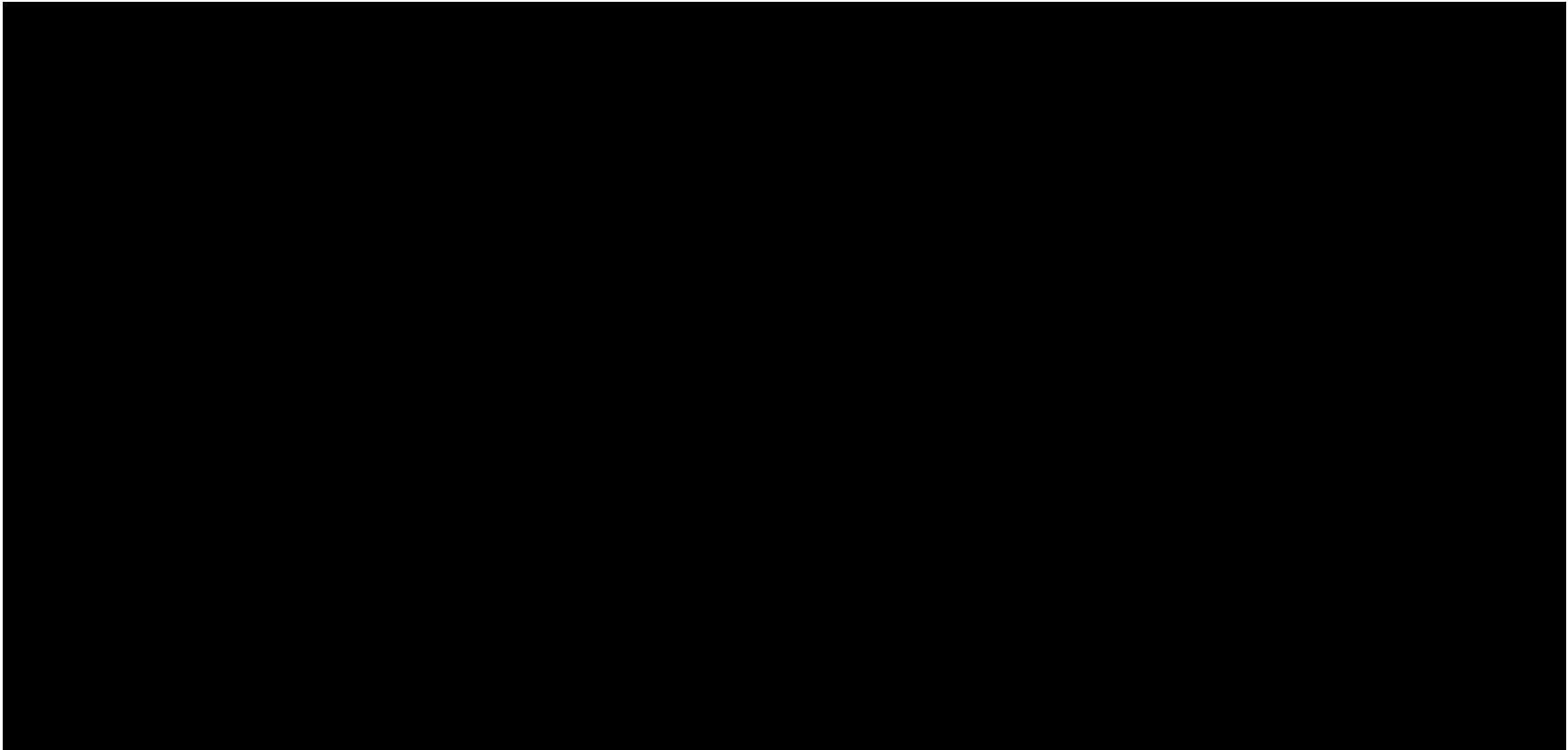
Fee and Fine Schedule

Reason	Amount	Reason	Amount

Total Fees Assigned _____

Animal Control Officer Signature _____ Date _____

Batching Invoices



Intake Report Part 1

- In Part 1 of the form you will write a description of the animal (including microchip or tag information if available)
- Cite where the dog or cat was caught
- Note where the animal was held
- One form per animal

**Animal Control Officers shall
report on this form prior to
receiving compensation**

TOWN/CITY of _____ Intake # _____ Date: _____
 Intake type: ☐ Stray ☐ Owner Surrender(attach form) ☐ Other _____
 Animal type: ☐ Dog ☐ Cat ☐ Other _____ Name _____
 (Animal)

1. To City or Town Treasurer, I report that I have caught, confined and disposed of an animal as set forth below:

Breed type (Specify) _____ Approx Age: _____ Sex: _____
 Description _____ Date and Time caught: _____
 Where Caught: _____ Tattoo/Microchip found? _____ Microchip #: _____
 Scanner brand: _____ I confined this animal at: _____ for a period of _____

Animal Identification



- It is important to be able to identify a dog or cat using correct terminology for inclusion in incident and intake reports
- It is equally important to be able to identify a dog or cat using terms the public will understand in order to expedite the reunion of a dog or cat with its owner

Reports vs. Social Media



Description in a report:

- Intact young male Jack Russell Terrier-type dog with tricolor (white/brown/black) short, sleek coat, button ears, straight tail, and brown eyes. White body with brown markings covering face (excluding forehead) and ears and two spots on back and base of tail; black markings on base of tail. Stands 10" tall and weighs 15 lbs. Found without collar or identification; no microchip.

Description on social media:

- Small Jack Russell Terrier-type puppy with tricolor fur.
- (Leave at least one identifier out of description to confirm ownership)

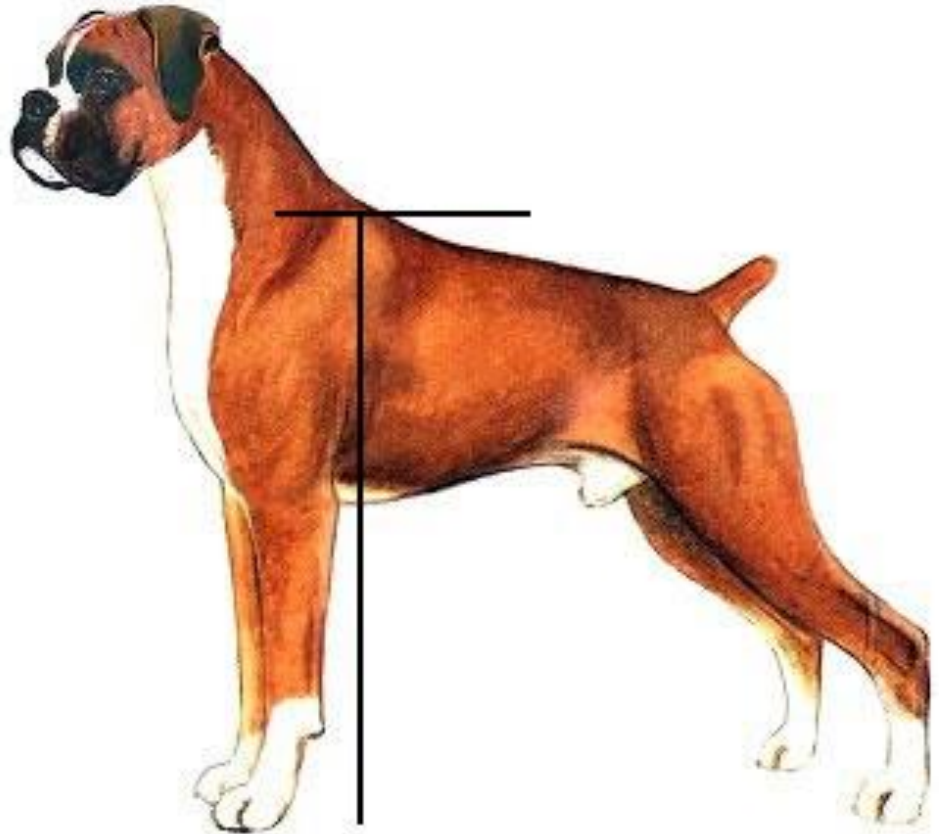
Identifying Canines

- State the breed name or the breed the dog looks most like, followed by “type”
 - Terrier-type dog
 - German Shepherd-type dog
- Breed name should not be used as the predominant identifier
 - Many lost reports get filed with just breed names, but the breed is determined incorrectly at least 70% of the time
 - The physical description and identifying features can make all the difference in getting the animal reclaimed



Size

- In general, use descriptors such as small, medium, large, or extra large when referring to size
- If a case requires more specific measurements, you can weigh the dog and measure height from the ground to the top of the animal's shoulders



Common Coats Colors for Dogs



- Black
- Chocolate
- Cream (off-white)
- Fawn (light gray-brown)
- Gray
- Liver (deep red-brown)
- Wheat (pale yellow)
- White
- Yellow

Markings

- Markings are the way different colors are arranged on a dog
- It is helpful to describe colors different from the body on the head or face, feet, tip of tail, and belly of the dog



Brindle



Sable



Solid



Tan points

Coat Length & Texture



Wiry dog

- Length:
 - Very short
 - Short
 - Medium
 - Long
- Texture:
 - Sleek
 - Soft
 - Hard
 - Straight
 - Smooth
 - Wavy
 - Wooly
 - Silky
 - Curly
 - Wiry



Age

- If you can estimate it accurately, use age in the description
- You can use generic terms such as puppy, adolescent, adult, and senior

Ears



prick



rose



semi



drop



button



bat



cropped

Tails



tightly curled



gay



plumed



screw



straight



docked

Identifying Felines

- Domestic Shorthair (DSH)
 - Young kittens that are DSH may have coats that spike like porcupine quills
- Domestic Medium Hair (DMH)
 - Long hair on the stomach
 - A bit of a ruff (long hair at the neck/chest area)
- Domestic Long Hair (DLH)
 - Has a coat that flows and hangs down its sides





Coat Color

- Black
- Blue (officially used to describe gray cats; can vary from light to dark)
- Brown (warn, deep brown, like a chestnut or coffee grounds)
- Cream (a soft, blonde color)
- Red (the same color and shades as people with red hair—often referred to as “orange”)
- White (no shades of color are on the animal)



Coat Pattern

- Calico
 - White coat with patches of black and red
 - Almost always female cats



Coat Pattern

- Tortoiseshell
 - Black coat with patches of red and cream
 - Almost always female cats

Coat Pattern

- Colorpoint
 - Light-colored cats with darker markings only on the ears, face, legs, and tail
 - Ex: Siamese, Himalayan, and Birman breeds
 - List the color of the cat by putting the color of the markings in front of the word “point”
 - Blue Point (gray)
 - Chocolate Point (brown)
 - Flame Point (red)
 - Lilac Point (dark silver)
 - Seal Point (dark brown)
 - Colorpoint with tabby markings on the points is called a lynx point with the color listed in front of the word “lynx”





Coat Pattern

- Tabby
 - A coat pattern, not a color
 - All tabbies have stripes on their tails, legs, throats, and faces
 - All have an “M” pattern on the forehead

Coat Pattern

- Tabby Colors
 - State the color first and then the word “tabby”
 - Blue: Dark blue stripes on a lighter blue background
 - Brown: Black or very dark brown stripes on a lighter brown background
 - Cream: Darker cream stripes on a lighter cream background
 - Red: Darker red stripes on a lighter red background
 - Silver: Black stripes on a silver background





Eye Color

- Eye color may sometimes be the only way to tell two cats apart
- Colors include:
 - Blue
 - Green
 - Yellow
 - Copper
 - Hazel

Age

- If you can estimate it accurately, use age in the description
- You can use generic terms such as kitten, adolescent, adult, and senior



Gender Identification

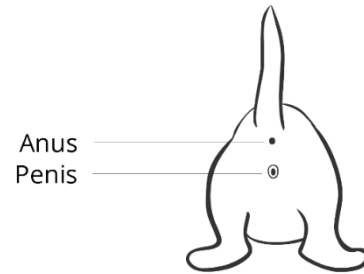
Males

- Penile opening has a circular shape
- Greater distance below the anus than the vaginal opening on a female
- Often difficult to see or feel the testicles in a young male kitten

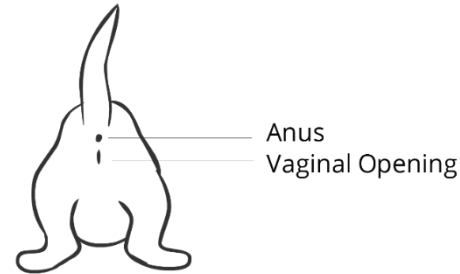
Females

- Vaginal opening will be a vertical slit
- Vaginal opening is located a very short distance below the anus

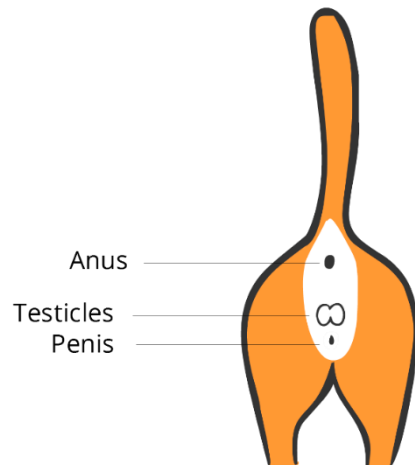
Gender Identification



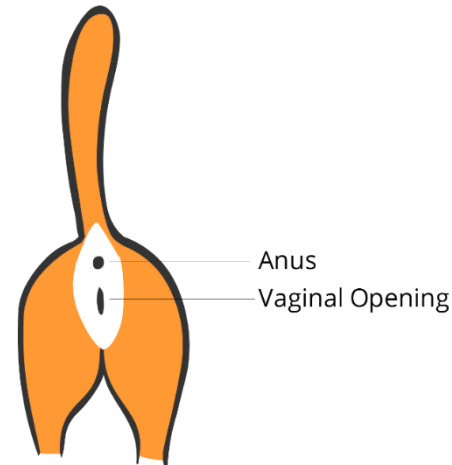
MALE



FEMALE



MALE



FEMALE

Identification of a TNRed Cat

- Eartipping is the universal sign of a spayed or neutered feral cat
- This involves removing at least 3/8" off the tip of the cat's ear in a straight line cut
 - Some clinics use the notching technique for marking, but this is less common in New England



Intake Report Part 2

- This is used if the animal was returned to its owner and to record attempt to contact.
- Fees given to holding facility should be recorded here.

2. Owner Information:		<input type="checkbox"/> Unknown	<input type="checkbox"/> Redeemed (RTO)	<input type="checkbox"/> Surrendered	<input type="checkbox"/> Other	Date	
Owner contacted on (Date(s)):						Contact Method(s):	
Owner Name:						Claimed by Name/ Relation (if different)	
Owner Phone Number:						Owner Address:	
Owner exhibited LICENSE NUMBER:						in the city or town of:	
Owner Paid \$						to	
						for care and custody @ \$	
						per day for	
						days.	

Intake Report Part 3

- Part 3 is used if the animal was adopted/transferred after a seven-day hold
 - Transfers to registered shelters and rescues can only occur after the seven-day hold

3. Other Animal Disposition:			<input type="checkbox"/> Adopted	<input type="checkbox"/> Transferred	<input type="checkbox"/> Returned to Field	Date	
Name:			Address/ Location:				
Phone		Animal LICENSE NUMBER		in the city or town of:			
On		and he/she paid an adoption fee of \$		paid to			

Intake Report Part 4

- Write when the animal was given a rabies vaccine
 - All dogs and cats over the age of 6 months must be rabies vaccinated (Chapter 140, Section 145B)

4. Rabies Vaccination Information: (Attach copy of rabies certificate to this form)

Rabies vaccination given by (Name of Veterinarian):

On (Date): Rabies vaccination expires on (Date):

5. Euthanasia/ died in care/ other outcome: ☐ DOA ☐ Euthanasia ☐ Died in Care ☐ Other Date

Intake Report Part 5

- Part 5 must be filled out if the animal was euthanized, whether after a seven-day hold for dogs or in the field in an emergency situation
- Should also be used if animal died in care. Report should be attached.

5. Euthanasia/ died in care/ other outcome:				<input type="checkbox"/> DOA	<input type="checkbox"/> Euthanasia	<input type="checkbox"/> Died in Care	<input type="checkbox"/> Other	Date	<input type="text"/>
Animal was euthanized on (Date):		<input type="text"/>	using (Method of Euthanasia):		<input type="text"/>				
By (Veterinarian Name and Location):		<input type="text"/>							
Animal died in care on (Date and attach report)		<input type="text"/>	Other Outcome Type		<input type="text"/>				

Intake Report Part 6

- This indicates what payment, if any, was received for care and custody of the animal as allowed in Chapter 140, Section 151A

6. Payment:

For this animal the following was paid for custody and fees: \$ _____ to _____ for _____

Signed under the pains and penalties of perjury _____, Animal Control Officer

- New Animal Custody Form
 - Can be used in conjunction with intake form
 - Record surrender, finder or adopter info
 - Record fees and fines

ANIMAL CONTROL DEPARTMENT		ACO Notes:																			
ANIMAL CUSTODY FORM																					
Animal Information:		Intake # _____																			
Animal Name: _____ Type: <input type="checkbox"/> Dog <input type="checkbox"/> Cat <input type="checkbox"/> Other _____																					
Description _____ Sex: <input type="checkbox"/> NM <input type="checkbox"/> M <input type="checkbox"/> SF <input type="checkbox"/> F <input type="checkbox"/> Intact Contract																					
Vet Care in Custody (Details): _____																					
		<input type="checkbox"/> Out-of-State OCVI Attached																			
Person Information: <input type="checkbox"/> Owner <input type="checkbox"/> Finder <input type="checkbox"/> Adopter <input type="checkbox"/> Other _____																					
Name: _____		Address: _____																			
Best Phone Number: _____		Email Address: _____																			
Statements (Please Sign all that apply)		Date _____																			
<p>I <input type="checkbox"/> AM <input checked="" type="checkbox"/> AM NOT) the owner of the above described animal and I give the animal to the Town/City of _____ Animal Control. X _____</p> <p>By signing, I acknowledge that I am surrendering all my interest in the animal. I recognize that all decisions regarding the disposition of this animal is the sole discretion of the Town/City of _____ X _____</p> <p>I understand that the Town/ City of _____ does not make any guarantees regarding the disposition of this animal. X _____</p> <p>To the best of my knowledge the above animal <input type="checkbox"/> HAS <input checked="" type="checkbox"/> HAS NOT) bitten anyone in the last ten days. X _____</p> <p>I am adopting _____ and I am accepting full responsibility for their shelter and care. I agree to provide them with a safe and humane home, and I will comply with all state and local laws promoting responsible pet ownership. X _____</p>																					
Fee and Fine Schedule																					
<table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="width: 60%;">Reason</th> <th style="width: 40%;">Amount</th> </tr> </thead> <tbody> <tr><td> </td><td> </td></tr> <tr><td> </td><td> </td></tr> <tr><td> </td><td> </td></tr> <tr><td> </td><td> </td></tr> </tbody> </table>	Reason	Amount									<table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="width: 60%;">Reason</th> <th style="width: 40%;">Amount</th> </tr> </thead> <tbody> <tr><td> </td><td> </td></tr> <tr><td> </td><td> </td></tr> <tr><td> </td><td> </td></tr> <tr><td> </td><td> </td></tr> </tbody> </table>	Reason	Amount								
Reason	Amount																				
Reason	Amount																				
Total Fees Assigned _____																					
Animal Control Officer Signature _____		Date _____																			

Filing

These reports should be kept for your own records and must be compiled and a copy sent to your town or city clerk **every 30 days**

It is good practice to send these reports with a copy of your Daily Activity Logs and Monthly Activity Reports



Public Records Requests

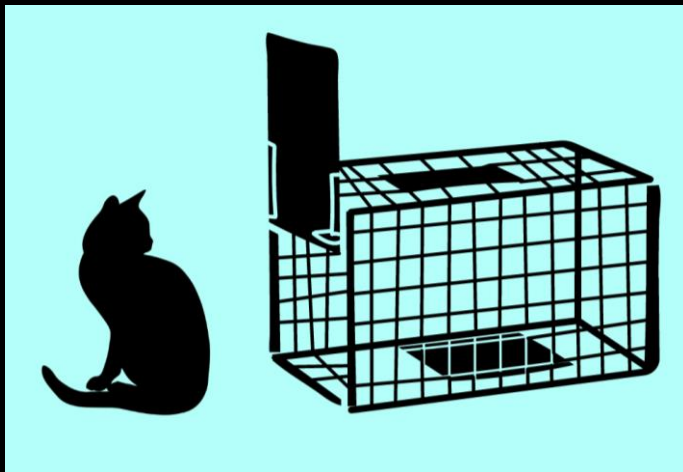


Remember: Your supervisor, the town/city clerk, MDAR, and the public may request to see any and all of your records at any time

- It is imperative that you have complete, up-to-date records

Feline Reporting Form

- For trappers
- For Shelter/Rescue
- For Veterinarians



COMMONWEALTH OF MASSACHUSETTS FELINE REPORTING FORM

Finder/Trapper Information

Name: _____ Phone: _____
 Email: _____ Alternate Contact: _____
 Address: _____ City: _____ State: _____
 Is this the location cat is currently? Yes ☐ No ☐
 If answered No above, please give holding location: _____

Feline Information

Date Found: _____ Method Secured: Trapped ☐ Other: _____
 City Found: _____ State: _____
 Cross Streets or Address: _____
 Cat's Name: _____ Name on ID: ☐ Named by Finder: ☐
 Breed: _____ Approx. Age: _____
 Sex: _____ Intact? Yes ☐ No ☐ Unknown ☐
 Description (coloring, unusual markings, scars etc.) _____
 Fur: Short ☐ Medium ☐ Long ☐ Size: Small ☐ Medium ☐ Large ☐
 Eye color: Blue ☐ Brown ☐ Green ☐ Gold ☐ Other: _____
 Temperament: Social/Friendly ☐ Shy/Skittish ☐ Aggressive ☐ Other: _____
 ID Tag: None ☐ Number _____ ID Type: Rabies ☐ Other: _____
 Collar: None ☐ Type/Color: _____
 Microchip: None ☐ Number: _____
 Tattoo: None ☐ What / Where: _____ Ear Tip? Yes ☐ No ☐
 Finder notes (health, possible owner etc.) _____

ACO Reporting Information

Municipality: _____ ACO Name: _____
 Reporting Date: _____ Report Method: Phone ☐ Email ☐ Other: _____

ACO Follow up Info

ACO Intake Yes ☐ No ☐ Date: _____
 Possible Match: _____

Feline Outcome

Date: _____ RTF ☐ Transferred/Relocated to _____
 Other: _____



line 33F

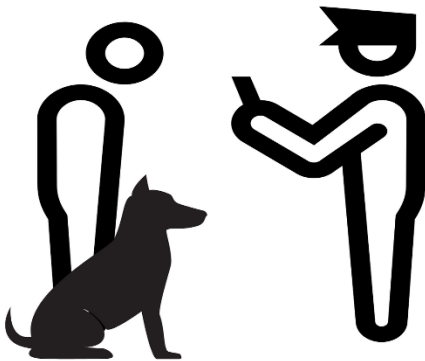


WARNINGS & CITATIONS

Warnings & Citations

- **Some cities and towns may preprint warnings and citations with a separate form for each kind of offense**
- **Be familiar with your local bylaws or ordinances so that you will know when to give warnings and citations**
- **When you issue a warning or citation, make sure that the citizen understands the violation involved**

Warnings & Citations



- Certain violations can call specifically for a warning for a first offense

PAWS II (2018) increased fines and removed warnings under Chapter 140 section 173A.

- If any warnings are issued, they must be made in writing
 - A verbal warning is like not issuing a warning at all, and, in such cases, a second offense would have to be treated as a first offense
-
- Citations and warnings are legal documents
 - Be careful when you are writing them
 - If you make mistakes, a judge may dismiss them

Warnings & Citations



- A warning or citation needs to include:
 - Your name
 - The name, address, phone number, and birth date of the person receiving the warning/citation
 - The type of violation and the date, time, and location at which it occurred

Training Guide Pause

Let's take a minute
and review guide
page 16 and 17

REPORT WRITING AND RECORD KEEPING

Under Chapter 140 Sec. 151A(b) each animal control officer shall forward a copy of their intake records to the town or city Clerk every _____ days. Copies of these records shall be kept in the town or city clerk's office for _____ years.

In accordance with Chapter 140, Section 151A, you must maintain a record of **each animal** that comes into your possession. MDAR has designed ACO intake forms that are available for use and that meet all the reporting requirements **if filled out in full**. Keep in mind intake reports are not complete until there is a clear IN and OUT.

Citations for animal violations TRUE or FALSE?		
Animal Control officers get the authority to issue citations from their municipal bylaws.	TRUE	FALSE
For a first offense, often a verbal warning is sufficient.	TRUE	FALSE
A citation needs to contain at least the following information: officer's name, animal owner's name, address, phone number and DOB, type of violation, date, time and location of violation.	TRUE	FALSE
It is important to make sure your town bylaws don't conflict with the MGLs and are updated regularly, to help ensure that violations written don't get dismissed.	TRUE	FALSE

MDAR
MASSACHUSETTS DEPARTMENT
OF AGRICULTURE
NATURAL RESOURCES



line 33F



REPORTS

Incident Reports

Reports should be written for any incident where you are gathering information, responding to a call/complaint, or conducting an investigation.

There are many reasons why you might conduct an investigation

Reasons include:

- An animal bite or other potential rabies exposure situation
- Inhumane treatment of an animal
- A violation of animal control laws

Reports

- All reports should be **clear, concise, and well organized.**

The goal of an effective report is to present an accurate and easy to understand account of the incident and information gathered.

Take time to organize the facts.



Identifiers Needed

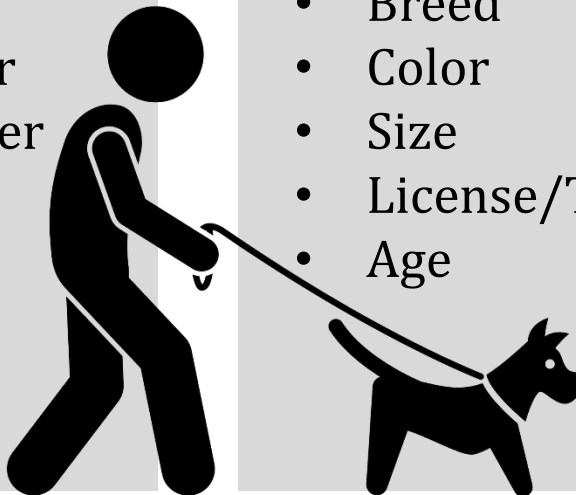
- Make sure your report/supporting forms contain identifiers for all individuals and animals involved:

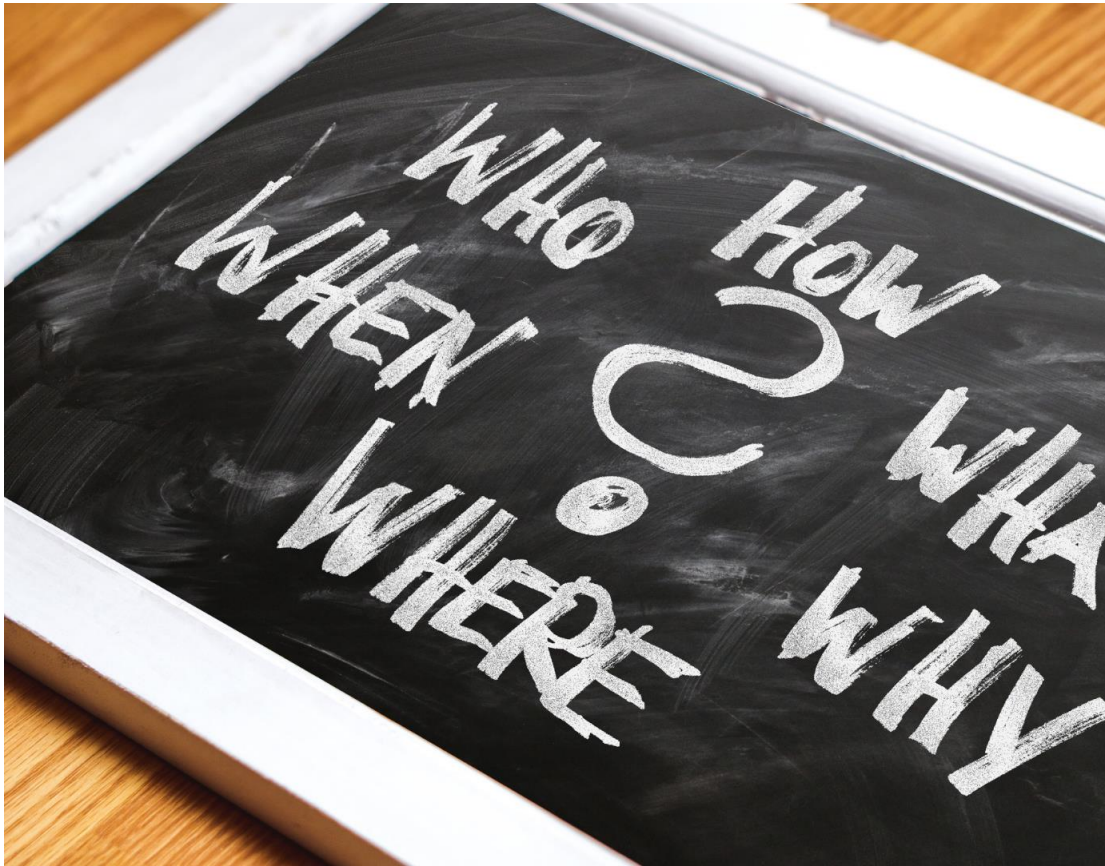
For People

- Name
- Date of birth
- Phone Number
- License Number
- Address

For Animals

- Name
- Breed
- Color
- Size
- License/Tag numbers
- Age





- Take notes and record facts or events in chronological order.
- Make sure to record accurate information and that all information presented is objective.
- Collect information that answers the following questions: **who, what, when, where, how, and why.**

Reports

Reports

- **Writing the narrative: be clear**

- Start your report with an opening sentence that clearly states who is writing the report, date/time, what you are responding to, and to where.

“At 5:10 PM on Monday, August 25th, I, Animal Control Officer Kay Jones responded to a found dog call at the Greasy Spoon Diner at 125 Oily Lane, Lowell, MA from Sally Brown (978-611-1111).”

- **Writing the narrative: be clear**
 - Introduce all individuals interviewed.

“I spoke with the women holding the leash of the blonde, lab-type dog, who identified herself with her Massachusetts Driver License as Sally Simple (dob 1/1/79). I asked Simple to describe how she found the dog”



Investigation Reports

- **Writing the narrative:
be clear**
 - Include observations. Make sure you are stating what you are seeing and not drawing conclusions.

Instead of : The dog appeared very neglected and in pain.

Describe the details: The dog's ribs could clearly be seen, he had a 4 inch wide open wound on top of his front right paw, and was holding up that leg as he walked.

Reports



Writing the narrative: be concise

Write in everyday speech.

Be sure to write down your narrative in full detail, but write in simple language avoiding wordiness, jargons, or abbreviations that most people wouldn't know.

Try to limit yourself to one idea per sentence and use paragraphs to break up actions.

Reports

- **Writing the narrative: be well organized**
 - Present details in chronological order. Use bullets to help present a clear list of information or actions.

Sally Simple stated the following:

- **“The dog is left outside all day long on a chain”**
- **“Joe leaves that dog outside even when there is a blizzard outside”**
- **“Anytime I walk by the dog its growling and jumping towards me.”**

Reports

Allways chek four
speling mistakes

- **Wrapping it Up**
 - Proofread!
- If using an auto correct program make sure it is not changing important aspects of the narrative, such as names and places.
- Spell checkers typically don't catch commonly misused words, so having a second person read your report before submission can be helpful

FINAL EXAM

Watch the final exam scenario. Use the skills you learned throughout this course and the information collected to write a complete report of the incident from the time ACOs Gualtieri and Ray arrived on scene (Section One) and explain the procedures you would follow to handle this case in its entirety (Sections Two – Six).

CORE

