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Issued: 2026-Jan-02
Section: PUBLIC WORKS

Animal Control Policy and Procedure

1.0 Policy Statement

The City of Mount Pearl is committed to enforcing its authority under the City of Mount Pearl Act, Animal Control Regulations, 2019, and Animal Health and Protection Act, and ensuring the health and well-being impounded domestic animals.

2.0 Purpose

This policy provides guidance to City staff on actions to take when there is a reported violation of the animal control regulations and how the City will care for domestic animals in its custody.

3.0 Procedures

Animal Control Complaints

1. Complaints received from the public will be recorded and prioritized at the discretion of the Animal Control or Municipal Enforcement Officer.
2. If the complaint is found to be of a serious nature involving the safety of residents, the Municipal Enforcement Division shall be contacted for further action.
3. If a complaint involving an individual pet owner is verified by animal control, the owner may be issued a warning at the first point of contact. Repeated breaches of the regulations will be subject to violation notices and fines pursuant to the City of Mount Pearl Act.

Impounded Animals

1. The Animal Control Officer must maintain a list of impounded animals outlining a description of the animal, the date the animals were placed in the holding facility, and any special notices regarding the animal.

2. Should an animal be impounded for a maximum period of five (5) days and City staff has been unable to secure ownership, animal welfare groups, such as Heavenly Creatures, Beagle Paws and SPCA shall be contacted by City staff to transfer the animal. In compliance with the City's Animal Control Regulations, at the end of the maximum holding period of five (5) days, animal welfare groups will be required to take the next steps with regards to the animal's health and wellbeing. City staff will work with the animal welfare groups to ensure all possible means are covered to relocate the animal. No animal shall remain in the holding facility unless extenuating circumstances prevail, and approval is obtained from the Director of Public Works or their designate.
3. The Animal Control Officer will place the animal in a holding pen and fill out a card (recording the basic information regarding the animal), which is placed in a slot attached to the holding pen. A picture of the animal, along with pertinent information is to be obtained by the Animal Control Officer and forwarded to the Marketing and Communications department for placement on the City website and social media accounts.
4. In accordance with the provincial Animal Protection Standards Regulations, impounded animals under the City care shall be provided with the following:
 - a) Shelter
 - b) Clean, fresh, unfrozen drinking water at all times;
 - c) Sufficient quantity and quality of food to allow for normal, healthy growth and the maintenance of normal, healthy bodyweight;
 - d) Clean food and water receptacles located in a manner that prevents spillage and contamination by excreta;
 - e) Adequate veterinary attention when necessary;
 - f) Care that is necessary for the general welfare of the animal.
 - g) City's holding pens for impounded animals shall strictly adhere to the Requirements for Pen or Enclosure under the provincial Animal Protection Standards Regulations, Schedule B.
5. The care and feeding of all animals in the holding facility shall be the responsibility of the Animal Control Officer or the after-hours standby personnel.
6. The Marketing and Communications department will maintain the City's website in relation to the lost/found section for Animal Control. This includes adding/removing any pictures and/or information pertaining to animals placed in the holding facility.

7. No animal will be euthanized unless it is seriously injured or may concern the safety of the public or animals themselves. Euthanasia of impounded animals can only be performed by licensed veterinarians in a veterinary clinic. The City does not endorse euthanasia as a long-term solution to animal control problems.
8. Standby personnel shall ensure proper food and water is provided for the impounded animals each day on weekends and statutory holidays and shall ensure the cages are cleaned and all excrement is removed. Dogs shall be placed in the outside pound for exercise regularly for a minimum of thirty minutes (weather permitting), two times per day, between the hours of 8:00 pm to 8:00 am.
9. The Animal Control Officer and standby personnel are to ensure that all animals in the holding facility are healthy, however, when in doubt, they are to consult with a Supervisor for direction.
10. For safety and liability reasons the public and animal welfare groups will not be permitted to enter the City of Mount Pearl holding facility without being accompanied by a City of Mount Pearl staff member.
11. Any outstanding fees are to be paid before the animal(s) are released from the holding facility to their owners. Should the office be closed and an owner wishes to remove the animal from the holding facility, proper identification and contact information is to be requested before release of the animal. The owner is required to pay any outstanding fees on the next business day, followed up by the Animal Control Officer to ensure the fees are paid. Should payment not be received, the file may be referred for collection.
12. Impounding Fees are established by City Council and are listed on the City's website.

Protocol During Regular Business Hours

When an animal is retrieved and held at the City of Mount Pearl holding facility, the following procedures must be adhered to:

During regular operating hours, from Monday to Friday from 8:00 am to 4:00 pm, with the exception of statutory holidays, the Animal Control Officer will register the animal completing the following documentation:

- a) Date and time that the animal was retrieved.

- b) Location where the animal was retrieved.
- c) Description of the animal including colour, sex and approximate weight.
- d) After the maximum five (5) days of holding the animal, the Animal Control Officer will arrange to transfer the animal to an animal welfare group, providing the following information:
 - i. Date and time that the animal was retrieved.
 - ii. Location where the animal was retrieved.
 - iii. Description of the animal including colour, sex and approximate weight.

Protocol After Regular Business Hours

After regular business hours (Monday to Friday, 8:00 am to 4:00 pm) Animal Control is provided by standby personnel.

Standby personnel or the Animal Control Officer shall respond to all calls received concerning injured animals adhering to the following provisions:

- a) All injured animals shall be taken to a veterinarian clinic and shall be checked to determine the nature of the injury.
- b) If the animal has an identification tag attached, the owner shall be notified, and the owner shall be responsible for specific instructions to the veterinarian with respect to the care of their animal. All fees incurred shall be the responsibility of the owner. If identification tags are not attached and we are unable to identify the owner, the animal may be euthanized if the veterinarian considers the injuries of the animal to be serious.

4.0 Approvals



Cassie Rideout, Chief Administrative Officer

Jan 12/2020

Date