



Patron Conduct Policy

Abilene Animal Services (AAS) provides equal and open access to its facility and resources. While everyone has a right to access AAS services and facilities, no person has the right to interfere with the ability of others to use resources, services and the facility.

The following code of conduct was developed to ensure that services are provided in a safe and welcoming environment. AAS maintains the right to expel from the facility any individual who contributes to a disruptive, unsafe and/or unwelcoming environment.

To build a safe and welcoming environment for all customers, AAS patrons are expected to:

- a. Comply with all rules and guidelines as outlined throughout the facility.
- b. AAS is not responsible for personal belongings such as, but not limited to purses, bags, electronic devices or vehicles.
- c. Outside animals are not allowed into the shelter except when accompanied by a Shelter employee for a staff escorted meet & greet.
- d. Wear appropriate shoes and clothing for public health reasons.
- e. Use public restrooms for intended purpose only.
- f. Stay out of non-public areas.
- g. Do not remove animals from kennels or cages unless authorized by staff.
- h. Food and drink is not permitted in the animal areas of the facility.
- i. Animals shall not be fed without the permission of AAS staff.

AAS patrons are not permitted to engage in the following:

- a. Disruptive, uncontrolled or unsafe behavior.
- b. Opening of cages, kennels or animal enclosures without permission of AAS staff.
- c. Feeding or giving treats to animals without permission of AAS staff.
- d. Placing any item into the cages, kennels or animal enclosures.
- e. Removal of any item in the cages, kennels or animal enclosures.
- f. Possession of weapons, except for licensed handgun carriers or other provisions allowed by state law.
- g. Physical or verbal abuse of AAS staff, volunteers or other patrons.
- h. Possession of alcohol or any illegal substance.

Enforcement Procedures

In the event that a patron engages in a prohibited activity, ACS staff are authorized to courteously, but firmly, enforce the following procedure:

- a. AAS staff will inform the person that the behavior is not allowed and that it must immediately cease. Staff will explicitly make clear that should the behavior persist the person will be told to leave the premises.
- b. If the behavior persists, AAS will inform the person that they must immediately leave the premises.
- c. If the person does not comply, AAS will inform the person that the police will be called. Staff will then notify a Supervisor and the Abilene Police Department, informing the police that a person needs to be removed from the premises.

Banning from the Facility

Any person who violates the Patron Conduct Policy may be expelled from AAS property for a maximum of one (1) year. The length of expulsion is subject to the discretion of the Director and will be commensurate to the infraction. The following procedure will be enforced in cases where it is determined that a patron should be denied access to an ACS facility:

- a. The person expelled shall be provided with a copy of the Patron Conduct Policy.
- b. If the person expelled returns to AAS property before the defined time period has expired, or if they refuse to leave the property when asked to do so, they will be considered trespassing and subject to arrest. The police department will be contacted for assistance.
- c. An expulsion from any AAS facility will apply to all AAS property.