

# ***CINCINNATI DISTRICT DOG BITE PROGRAM***

## **STANDARD OPERATING PROCEDURES**

### **REFERENCE**

Dog Bite Guidelines (EL-801, M-41)

### **PURPOSE**

These Standard Operating Procedures (SOP's) are designed to describe uniform procedures to be followed by management and delivery personnel following any interference by dogs or other animals.

### **TRAINING**

Postmasters/Station Managers/Supervisors will train all delivery personnel in the specific areas of responsibilities of the complete Dog Bite Program. The program consists of the Dog Bite Guidelines, the Standard Operating Procedures, and Initial Implementation. Any program issued by Postal Headquarters will be shared with District employees.

## INTERFERENCE

### **1. PROBLEM REPORT**

Upon notification of a dog problem from an employee, the supervisor will acknowledge the receipt of the information and call local police (or SPCA).

### **2. CONTACT WITH CUSTOMER**

The supervisor will attempt to contact the customer by telephone before the end of the business day.

#### **A. SUCCESSFUL CONTACT**

If contact is successful, the supervisor will:

- 1) Explain the animal interference problem and alternatives available to the customer.
- 2) Obtain assurance from the customer that the problem has been corrected.
- 3) Relay to the carrier what action was taken.
- 4) Complete an Animal Interference Letter in duplicate, and send one copy to the customer and retain one copy for the Dog Bite File.

#### **B. CONTACT FAILED**

If the customer could not be contacted by telephone, the supervisor will:

- 1) Complete an Animal Interference Letter in duplicate.
- 2) Attempt mail delivery the following day with the carrier (if possible).
- 3) Personally visit (if not considered hazardous) with the customer and explain the interference problem and the alternatives available.
- 4) Obtain assurance from the customer that the problem is corrected.

#### **C. VISIT FAILED**

If the customer cannot be contacted when attempting to visit the residence, the supervisor will:

- 1) Determine if the property is safe to enter; deliver the mail along with the Animal Interference Letter.
- 2) Place a temporary hold order on the mail until the customer has contacted the post office and the dog problem resolved.
- 3) Notify the carrier of the Resume Delivery Notice or new location of the mailbox.

### **3. ADMINISTRATIVE ACTIONS**

To provide assurance that all required actions have been initiated, the supervisor will:

- A. Verify that the PS Form 1564-B and the Dog Warning Card have been completed.
- B. Upon completion of the action portion, file the Dog Problem Report and copies of all correspondence by route in the special Dog Bite File.
- C. If the animal problem has not been corrected after the delivery of two Animal Interference Letters, prepare a Suspended Delivery Letter to be given to the customer when mail is picked up at the Post Office. Notice of intended suspension of delivery will be authorized by the Customer Services office.
- D. Remove all information pertaining to the dog at the address upon receiving the Dog Warning Card from the carrier with the notation on the reverse that the customer has moved and the dog problem no longer exists at the address. If the move is local, all information will be forwarded to the station manager of the new address. If the move is out of town, the file will be sent to the Postmaster of the gaining office.

## **SPECIAL SITUATIONS**

### **SITUATION**

Request customer to confine dog during delivery hours.  
Request to move mailbox to street.  
Repellent Uses  
Dog unrestrained after second notice to customer.

### **CUSTOMER RESPONSE**

Refuses to confine dog.  
Refuses to move mailbox to street.  
Customer complains of carrier harassment of dog.  
Customer complains of harming the dog.  
No contact by phone.

### **ACTION TO BE TAKEN**

The supervisor will contact the customer explaining the alternate forms of delivery and request moving the mailbox to the street location.

The supervisor will contact the Branch Manager or Postmaster of intentions to suspend delivery service for authority to discontinue service.

The supervisor will have a conference with the carrier concerning the complaint. The carrier is not to harass dogs under any circumstances. The customer will be notified of the meeting.

The supervisor will contact the customer explaining the harmless nature of the repellent.

Prepare customer notice letter of suspension of service after approval of Branch Manager or Post-master.

A copy of all correspondence with the customers concerning the Dog Bite Program will be maintained with a facility dog bite file.

## DOG BITE

### SUPERVISOR

Upon notification that the carrier has been bitten, the supervisor will:

1. Ensure that the carrier receives proper medical attention.
2. Report the occurrence immediately to the local police.
3. Notify the local SPCA.
4. Contact the owner of the dog (if known).
5. Temporarily suspend mail delivery until a resolution to the problem is agreed upon.

### CARRIER

1. Wash wound with soap and water.
2. The carrier will notify the immediate supervisor as soon as possible after the attack.
3. The carrier will complete the Dog Warning Card and record the information, regarding the location of the dog, on the PS 1564-B for permanent record.
4. The mail for the delivery point where the interference occurred will not be delivered until the supervisor has taken action to contact the dog's owner.
5. The carrier will check with the supervisor concerning any Dog Problem that is unresolved before the next delivery day leaving time.
6. On notification from the supervisor that the dog problem has been resolved, the carrier will attempt delivery.
7. On a daily basis, all relief and new carriers will consult the Dog Warning Cards to ensure that the cards are current.
8. The Dog Warning Cards will be cased in the separation case at a point ahead of the delivery point to serve as an alert to the potential danger.
9. The Dog Warning Cards will be stored in the extreme lower right hand corner of the separation case.
10. When the customer moves, the dog is removed, or other situations occur that eliminates the dog problem at an address, the carrier will return the Dog Warning Card to the supervisor after making a note on the reverse side.