



Administrative Policy

Title: SPRAYSHIELD Animal Deterrent				
Administered By: Department of Water & Power				
New Policy No	Issue Date (Last Revised)	Renumber Date	Department Head Approved	City Manager Approved
03100.005	06-21-12 (N/A)	01-03-17	<i>ASAM</i>	

This Policy had been issued without a known Policy Number. Effective on the Renumber Date noted above, this Policy is hereby renumbered as the Policy Number noted above.

The latest version of the Policy is attached hereto and incorporated herein by reference.

Attachment: Policy (UNKNOWN #)
Issued: 06-21-12
Revised: N/A



DEPARTMENT OF WATER & POWER POLICY

SUBJECT:				
<i>SPRAYSHIELD Animal Deterrent</i>				
<i>Section:</i>	<i>Position:</i>	<i>Issue Date:</i>	<i>Revision Date:</i>	<i>Supervisor Approval:</i>
<i>Department-wide</i>	<i>All DWP Field Positions</i>	<i>June 21, 2012</i>		

1 PURPOSE

- 1.1 To establish and explain the usage and reporting procedure for using the *SprayShield* product.
- 1.2 *SprayShield* spray will deter low-to-moderately agitated animals without increasing aggression. Other personal defense products such as Pepper Spray and Mace have been proven to increase aggressive behavior in animals. A second notable advantage over other spray deterrent products is the absence of harmful blow-back that can incapacitate and therefore render the user in an even more vulnerable position.

2 POTENTIAL HAZARDS

- 2.1 *SprayShield* has been shown to be extremely effective in deterring low to medium level aggression. However, in some cases animals that are strongly motivated to attack cannot be stopped without restraint. **The best protection is to be aware of the presence of and avoid an encounter with potentially dangerous animals by staying in the vehicle and leaving the scene.**
- 2.2 **Inhalation:** If the product causes difficulty breathing, lightheadedness or drowsiness: remove the affected person to fresh air; provide oxygen if breathing is difficult; if affected person is not breathing, administer CPR and seek emergency medical attention.
- 2.3 **Skin:** Not likely to cause a problem due to high volatility of product. Direct spray on skin may cause frostbite. If skin contact occurs, wash affected area with soap and lukewarm water. If skin irritation persists, seek medical attention.
- 2.4 **Eyes:** Direct contact may cause irritation or thermal burns. Check for and remove contact lenses. Flush eyes with clear running water for 15 minutes while holding eyelids open. If irritation persists seek medical attention.

3 PROCEDURE

- 3.1 Any employee whose position requires them to be in the field has the option of requesting *SprayShield* animal deterrent.
- 3.2 Inform your supervisor that you are interested in attaining the product. They will provide a user guide, MSDS Sheet, acknowledgement form and a SOP for this product.
- 3.3 Read the *SprayShield* user guide and SOP. Sign and return the acknowledgement form to your supervisor. They will then place the order for *SprayShield* from the warehouse.
- 3.4 **The first defense is observation and awareness of the area. Potentially dangerous situations should be avoided. Always carry *SprayShield* in your work vehicle or on you.**

- 3.5 **If you are at a location and see an aggressive animal, stay in your vehicle. Wait for it to pass or leave the area. If the animal doesn't leave, try to come back another day.**
- 3.6 If you revisit a location and the animal is still there and still showing signs of aggression, call the owner and let them know that you were there trying to complete the service call. Let the resident know that you won't complete the service request if it is unsafe for you to be there. If the animal doesn't belong to the resident, call Animal Control.
- 3.7 If faced with an attack situation, *SprayShield* can be sprayed at or near the nose of the animal to distract it and allow valuable seconds for retreat to a safe place. A second or continuous spray may be used for those animals that persist.

4 DOCUMENTATION

- 4.1 If you use the product on an animal, you must fill out an incident report. Notify your supervisor immediately of the incident, and submit the report to your supervisor before end of the work day or as soon as possible if this is an after-hours incident.

5 ABNORMAL CONDITIONS

- 5.1 If the owner becomes hostile, remain calm. The owner may have assumed that you have sprayed their pet with pepper spray. Explain that the solution in *SprayShield* is not pepper spray and does not cause pain to the animal. The spray contains a natural essence, citronella oil, which serves merely to distract the dog. Let the owner smell a small amount to demonstrate that it does not burn like pepper spray.

6 INJURY

- 6.1 If any adverse effects occur due to product use as discussed in Section 2 -Potential Hazards then proceed to follow standard operating procedures for injury notification.
- 6.2 If an injury is life threatening to any employee, call 911 or 2333 from City phones or go immediately to the nearest Emergency Facility. The nearest Corona emergency provider is:

Corona Regional Medical Center
800 S. Main Street, Corona
951-737-4343

- 6.3 All injury forms are located on the InfoWeb - SafetyWeb - Injury & Accident Forms.



SPRAYSHIELD Animal Deterrent Acknowledgement Form

I have read the instructions on the proper use of **SprayShield** and have received, read, and understand all of the use and safety guidelines associated with this product. I understand that in the event that I use SprayShield on an aggressive animal that I will notify my supervisor immediately of the incident and fill out an Incident Form.

Name of Employee

Name of Supervisor

Employee Signature

Supervisor Signature

Date

Date