

**ERATH COUNTY SENIOR CITIZENS, INC.  
PROCEDURE FOR HOME-DELIVERED MEAL PARTICIPANTS  
WHO HAVE AGGRESSIVE ANIMALS**

If a volunteer attempts to deliver a meal to a Home-Delivered Meal participant, and that participant has an animal of any kind that exhibits aggressive behavior, the volunteer should:

1. Request that the participant maintain control of the animal until the meal can be placed in the participant's home.
2. If the participant is unable or unwilling to comply with volunteer's request, the volunteer should leave the participant resident immediately, without delivering the meal.
3. Make a note on the route sheet that the participant has an animal that is exhibiting aggression.
4. Return the route sheet and inform the Executive Director of the situation.
5. The Executive Director will attempt to contact the participant by phone to discuss the incident.
6. If the participant states that he/she cannot or will not maintain control of the animal, the participant will be notified that home-delivered meal services will be suspended immediately and/or terminated until the participant is able or willing to control the aggressive animal.
7. If the Executive Director cannot make contact with the participant by phone, the Executive Director will contact the participant in writing that his/her home-delivered meal service will be suspended and/or terminated until the participant is able to do so.