



DEPARTMENT OF HUMAN RESOURCES

Study Guide **Entry Animal Control Series Written Examination**

- The Entry Animal Control exam is required for the following classifications: Animal Control Officer I and Animal Control Officer II.
- This booklet contains **SAMPLE QUESTIONS ONLY**. Studying this booklet will not necessarily improve your exam score.

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PURPOSE AND CONTENT OF THIS STUDY GUIDE

This guide was developed to help you prepare to take the Entry Animal Control Series written exam. It contains general exam-taking advice and also provides specific information related to the exam content. This information includes the subject areas covered by the exam, the kinds of questions to expect, strategies for approaching the questions, and sample questions. Though this information cannot guarantee a higher exam score, it can give you direction for your exam preparation that will assist you in doing your best.

PREPARING TO TAKE THE EXAM

Before the Day of the Exam

- Review this guide to get familiar with the content of the exam. Knowing about the topics and kinds of questions that will be in the exam will ensure that you will not be surprised by the content of the exam or the manner in which it is presented. This can improve your ability to demonstrate your job potential.
- Make sure that you know where the exam will be administered and all of the relevant details, such as where to park, where to report for the exam, and what identification is required.

On the Day of the Exam

- Make sure that you are well rested and have eaten. These things will help your concentration during the exam.
- Plan your day to allow plenty of time to get yourself prepared and get to the exam site. Allow enough time to cope with weather, traffic, parking, etc. Hurrying creates anxiety, so do not put yourself in the position of having to hurry.
- Listen carefully to all instructions from the exam administrator. Make sure that you understand the instructions and carry them out correctly. Ask questions at the proper time before the exam begins if you are unsure of any aspect of what you should do during the exam.

GENERAL EXAM TAKING TIPS

- Use your time carefully. The time limit should provide you with more than enough time if you move through the exam steadily and do not spend too much time on any one question.
- Read the questions and answer choices carefully. Read all of the answer choices before you select an answer.
- If you come to a question that is especially difficult, skip that question and come back to it later if you have time.
- Answer every question. Scores are based on the number of correct answers. You will receive no credit if you leave an answer space blank. It is to your advantage to use your best judgment to make a choice among the answer choices provided.

THE ENTRY ANIMAL CONTROL SERIES WRITTEN EXAM

The Entry Animal Control Series written exam is based upon a job study that identified the most important knowledge, skills, and abilities required to perform the job successfully. These areas include:

- your ability to accurately read and interpret written information.
- your knowledge of safety practices related to working with animals in a field environment.
- your knowledge of basic concepts related to animal care and handling.

All of the exam questions are presented in a multiple-choice format. Each question is identified by a question number that is followed by a question statement. After the question statement, there are between two and four answer choices. You should read all of the answer choices and then choose the best answer. **Each question has only one correct answer.**

EXAM SECTION 1: READING WITH UNDERSTANDING

This exam section contains twenty (20) questions designed to assess your ability to accurately read and interpret written information. The exam questions will be based on brief reading passages similar to the type of reading that is encountered on the job, such as instructions, policies and procedures, and information related to animal care and handling. Some questions will require that you perform basic calculations such as adding up fee amounts.

A good strategy to use for this type of question is to read through the entire reading passage, then read each of the questions, and finally refer back to the passage as you answer each question. When reading each question, determine what information the question is specifically looking for by giving careful consideration to each of the words used to convey meaning. Does the question ask about a cause or effect? Does it ask you to identify the correct method or sequence for performing tasks?

It is important that you select your answer solely based upon the information provided. The exam questions are designed to assess your ability to correctly interpret what is provided, not to assess your knowledge of the subject area addressed by the reading passage.

Examples of these types of questions are shown below. Each question is followed by a brief explanation of the correct answer.

Use the reading passage below to answer the 2 questions that follow.

Treatment and Control of Ticks on Dogs

Ticks are most commonly found around a dog's neck, in its ears, in the folds between the legs and body, and between the toes. Tick bites often cause skin irritation and heavy infestations can cause anemia. Ticks can spread serious infectious diseases such as Lyme disease and Rocky Mountain Spotted Fever.

It is very important that ticks be promptly removed in order to reduce the likelihood that the tick will transmit a disease to the dog. The appropriate way to remove a tick is to use tweezers to firmly grip the tick as close to the dog's skin and then steadily pull the tick free. It is important to avoid twisting or crushing the tick during removal because this can cause parts of the tick's mouth to remain in the dog's skin. This could result in an infection or other reaction in the dog.

1. You have discovered a single tick on a dog. According to the reading passage, which of the following is the animal most likely to experience prior to removing the tick?
 - A. Anemia.
 - B. Infection.
 - C. Skin irritation.
 - D. Lyme Disease.

Answer: The correct answer to sample question #1 is response choice "C". The reading passage states that "tick bites often cause skin irritation". The other options are possible, but are less likely to occur. According to the reading passage, anemia may occur if the infestation is "heavy" which means that it is possible if there are many tick bites. Infection is identified as a possibility if the removal is done improperly. Lyme disease is identified as a disease that can be spread by ticks, but is not a certainty prior to removal of the tick.

2. According to the reading passage, a dog is most likely to get an infection after a tick bite due to which of the following?
 - A. A disease carrying tick.
 - B. Remnants of the tick in the bite.
 - C. The presence of multiple ticks.
 - D. Failure to disinfect the bite area.

Answer: The correct answer to sample question #2 is response choice "B". The reading passage identifies one circumstance in which infection is possible. This occurs when twisting or crushing the tick during removal causes "parts of the tick's mouth to remain in the dog's skin".

Use the reading passage below to answer the question that follows.

Pet Reclaim Fees

If your pet is impounded at the animal shelter, you will be required to pay a fee to reclaim your animal. The fee will include charges to cover the costs of impoundment, vaccination, and board and care of the animal while it is housed at the shelter. The impoundment fee for all animals is \$15 and the board and care fee for all animals is \$10 per day. The vaccination fee for dogs is \$13 and the vaccination fee for cats is \$11.

3. What is total fee due if a cat has been impounded and housed at the animal shelter for two days?
- A. \$33.
 - B. \$36.
 - C. \$46.
 - D. \$48.

Answer: The correct answer to sample question #3 is response choice "C". According to the reading passage, there are three items that make up the total fee: impoundment fee, vaccination fee, and board and care fee. The impoundment fee is \$15. The vaccination fee for a cat is \$11. The board and care fee is \$10 per day. In this case, the animal stayed for two days, so the board and care fee is \$20. You must add these three amounts together to calculate the correct total fee ($\$15 + \$11 + \$20 = \46).

EXAM SECTION 2: WORKPLACE SAFETY

This exam section contains twenty (20) questions that evaluate your knowledge of safety practices related to working with animals and working in a field environment. The exam questions will ask you to identify the best methods for safely performing physical tasks, working outdoors, treating minor injuries, and handling difficult interactions with others.

A good strategy for answering questions in this section is to create a picture in your mind of the situation described in a question and its response options. This should help you to clarify what types of hazards might be associated with the situation. You should then consider the best method for minimizing the hazard by considering how it is affected by the different response choices.

Examples of the types of questions in this exam section are shown below. Each question is followed by an explanation of the correct answer.

4. All of the following are symptoms of heat exhaustion, except:
- A. nausea.
 - B. cramping.
 - C. headache.
 - D. weakness.

Answer: The correct answer to sample question #4 is response choice "B". A common hazard associated with working outdoors is the effect of severe weather on the body. Therefore, it is important to know how to prevent conditions such as heat exhaustion, heat stress, sunburn, and dehydration. An important aspect of prevention is to recognize symptoms of the conditions so that appropriate action can be taken. The effects of extreme weather, the types of conditions it can produce, and symptoms of those conditions are all described in materials provided online by the Occupational Health and Safety Administration (OSHA) and the Centers for Disease Control (CDC). In such materials, one would find that nausea, headache, and weakness are all symptoms of heat exhaustion, but cramping is not. The question asked for identification of the condition that is not associated with heat exhaustion, therefore, response choice "B" is the correct answer.

5. You will be most likely to prevent injury when lifting a heavy object if you avoid:
- A. raising the object to waist height.
 - B. holding the object close to your body.
 - C. twisting or turning while carrying the load.
 - D. standing with your feet placed widely apart.

Answer: The correct answer to sample question #5 is response option "C". Twisting or turning while lifting may cause injury to your lower back. All of the other response options are recommended techniques for safe lifting. Methods for safe lifting are described in materials provided online by the Occupational Health and Safety Administration (OSHA).

6. A person who has come to the animal shelter is angry that his dog was impounded. As you speak with him, his voice increases in volume and gets very loud. In this situation, you will be most effective if you do which of the following?
- A. Continue to speak at a normal speaking volume.
 - B. Match your voice to that of the other person.
 - C. Speak in a voice that is louder than the other person.
 - D. Speak in a voice that is softer or quieter than your normal tone.

Answer: The correct answer to sample question #6 is response option "A". This is a difficult interaction because the person who has come to the shelter is angry. However, by creating a picture of the situation in your mind, it is possible to see important things that indicate the correct response. By picturing yourself in the role of a representative of the City dealing with someone who has had something upsetting happen, it becomes clear that it is important for you to remain calm and try to resolve the problem. Continuing to speak in a normal speaking voice is the option that is most likely to achieve this. By imaging how the other response choices might play out, it is easier to see how they would be less helpful and might make the situation worse. For example, raising your own voice will not make the other person feel calm and may actually cause them to become angrier or feel threatened. Speaking in a softer voice that is different than how you began the conversation may make the person feel that you are judging his behavior or not taking him seriously and, again, may increase his anger.

7. As you approach a dog, it assumes a position in which its hind end is standing with legs straight and the front part of its body is laying flat on the ground with legs stretched out so that it looks like the dog is bowing. Based on the dog's position, you can generally conclude that the dog is feeling:
- A. tense.
 - B. playful.
 - C. insecure.
 - D. threatened.

Answer: The correct answer to sample question #7 is response option "B". The position described is most commonly associated with playful behavior. Books on animal care and handling or online resources provided by organizations such as the Animal Humane Society often include guidance on how to interpret animal behaviors.

EXAM SECTION 3: ANIMAL CARE AND HANDLING

This exam section contains twenty (20) questions that assess your knowledge of basic terms related to animal care and handling. Such terms include those used to describe animal anatomy, characteristics, and behavior. For instance, you might be asked to identify the correct term used to describe animal markings or symptoms of illness. This information can be found in books related to animal care and is also available through online resources.

Examples of the types of questions in this exam section are shown below. Each question is followed by a brief explanation of the correct answer.

8. A striped cat that is an orange color is best described as which of the following?
- A. Red Tabby.
 - B. Flame Tabby.
 - C. Scarlet Tabby.
 - D. Orange Tabby.

Answer: The correct answer to sample question #9 is response choice "A". Striped cats are referred to as Tabbys and the standard term used to describe those that range in color from sandy yellow to orange tones is Red Tabby.

9. Which of the following is a symptom of the illness known as Kennel Cough?
- A. Aggression.
 - B. Nasal discharge.
 - C. Excessive thirst.
 - D. Severe vomiting.

Answer: The correct answer to sample question #9 is response choice "B". The illness known as Kennel Cough is a respiratory infection that is similar to a chest cold in humans. As a result, nasal discharge is a common symptom.

10. The correct term to describe the area on a dog's hind leg that includes the collection of bones that are the dog's true heel is:
- A. holt.
 - B. hock.
 - C. haunch.
 - D. humerus.

Answer: The correct answer to sample question #10 is response choice "B". The American Kennel Club defines "hock" as the collection of bones of the hind leg forming the joint between the second thigh and metatarsus which is the dog's true heel.

ADDITIONAL ASSISTANCE

If you feel that you would benefit from more practice, your local library or relevant internet web sites may have reference materials that can be helpful. This is true for all of the subject areas covered by the Entry Animal Control Series written exam.