



Measure #: 2026-003

TOWN COUNCIL MEASURE SUBMITTAL

Date: 8/25/2025

Submitted By: Town Manager

Telephone #: 508-699-0100

MEASURE DESCRIPTION:

Confirmation of Appointment of Stephanie Mitchell as the Animal Control Officer for the Town of North Attleborough

Signed: Michael Borg

Digitally signed by Michael Borg
DN: cn=Michael Borg, o=Town Manager, cn=Michael Borg, email=mborg@nattleboro.com
Reason: I agree to the terms defined by the placement of my signature in this document.
Date: 2025.08.21 09:24:23-0400
Location:
Fax: PDF Editor Version: 12.0.0

PURPOSE AND JUSTIFICATION:

Stephanie Mitchell, Assistant ACO, was appointed as Acting Animal Control Officer on July 1, 2025, following the previous ACO's transfer to the Human Resources Department. Since that time, she has thoroughly impressed me with her professionalism, her steadfast commitment to the Town's vision, and her dedication to serving our community. Ms. Mitchell has more than 20 years of extensive experience in the animal care field, including 10 years in a supervisory role. Her performance as Acting ACO has been flawless, demonstrating both skill and leadership in managing the responsibilities of the role.

She combines this experience with a deep commitment to animal welfare and the highest standards of service, making her the right choice to lead the Town Animal Shelter. Ms. Mitchell has displayed dedication, motivation, and leadership throughout her tenure, and I am confident she will succeed as the Animal Control Officer upon the confirmation of appointment by the Town Council.

Therefore, I respectfully request that the Town Council confirm the appointment of Stephanie Mitchell as the Animal Control Officer for the Town of North Attleborough.

SPECIAL REQUIREMENTS:

ATTACHMENTS: Resume and Cover Letter

REFER TO SUB-COMMITTEE:

STEPHANIE MITCHELL

Dear Michael Borg,

I am honored to be considered for the Department Head position of Animal Shelter Director/Animal Control Officer for the Town of North Attleborough.

Over my 20 years of experience in the animal care field, 10 years was spent as a working supervisor overseeing seven full-time union staff members as well as part-time staff and volunteers. I have learned to multi-task efficiently, balancing the needs of caretaking duties with those of management, staff development and interdepartmental collaborations. I can grasp new concepts quickly and am accustomed to working and adapting to a fast-paced environment and have enjoyed learning the ins and outs of animal control and shelter management. When Drew Dubois and I joined the team in May of 2024, it was apparent to us both that changes needed to be made and I seized the opportunity to use my background in animal management in that regard. I was able to put my animal handling and restraint skills to the test and assisted in locating and catching dozens of cats free roaming the shelter for proper identification, medical care and appropriate housing. I re-established the quarantine room to house all new intakes and/or sick animals instead of mixing them with the rest of the population, increasing health and safety for all. Care routines have been standardized, and kennel staff and volunteers have been retrained so tasks that used to take all day now take half the time to complete. I have a keen eye for detail and take pride in maintaining all kennels, vehicles, staff workspaces, and public areas of the shelter in a clean, professional, safe, and tidy manner and will expect our shelter staff to continue to do the same moving forward.

Other notable achievements over the past year include:

- Completed the Massachusetts ACO Core Competencies Course and remain in good standing through continuing education credits required by the state.
- Reviewed and identified discrepancies in the town bylaws regarding fees and fines.
- Properly disposed of the backlog of medications in the shelter and implemented a new system to track prescriptions and proper dosages for the animals that require them.
- Utilized my background in animal training to work with our current dog trainers on behavioral management strategies to safely reduce the length of stay in dogs with minor behavioral issues.
- Increased the shelter's social media presence creating greater visibility of adoptable animals and faster return-to-owner rates of found animals.

I look forward to continuing to grow the shelter into a pillar of the North Attleborough community for years to come. My immediate goals for the department include increased patrol and presence of animal control in the community, not only for enforcement, but to foster positive interactions and relationships with residents and to answer more questions and concerns in person. Working with the Friends of North Attleborough Animal Shelter, I plan to bring back two of our popular fundraising events, Strut Your Mutt and the Par 4 Pets Golf Tournament in 2026 as well as exploring other avenues for fundraising. I will also continue with risk assessments to eliminate the liability of the town in our activities. I am grateful for this opportunity to serve the Town of North Attleborough and thank you for your time and consideration.

Sincerely,
Stephanie Mitchell

STEPHANIE MITCHELL

Highly motivated, dependable, and dedicated animal caretaker with over 20 years in the animal care field, including 10 years in a supervisory role. Extensive experience in all aspects of animal care across a variety of exotic and domestic species including, but not limited to, daily husbandry, behavioral management, medical care, handling and restraint, welfare assessments, maintaining detailed animal records and enclosure maintenance. Additional competencies in interdepartmental collaboration, risk management, exemplary customer service and guest relations.

PROFESSIONAL EXPERIENCE

NORTH ATTLEBOROUGH ANIMAL CONTROL & SHELTER

North Attleborough, MA

Animal Control Assistant/Kennel Keeper

May 2024 - Present

- Implemented medical charts for tracking medication dispersal and correct dosages in the shelter.
- Increased social media presence online resulting in faster return-to owner cases for found animals and greater accessibility to animals available for adoption.
- Implemented standardized cleaning and disinfecting practices throughout shelter.
- Assisted in the rehoming of over 130 animals, decreasing the overall shelter population by two-thirds.

CAPRON PARK ZOO

Attleboro, MA

Head Keeper

April 2014 – April 2024

- Oversees, plans, and provides all aspects of daily husbandry to the zoo's animal collection in accordance with USDA and industry standards.
- Creates, implements, and evaluates animal care policies and procedures for optimal care and welfare in accordance with USDA and industry standards.
- Coordinates the scheduling, training, and performance reviews of animal care staff, interns, and volunteers to ensure optimal welfare and USDA and industry standards compliance and initiates corrections where needed.
- Acts as Manager on Duty (MOD) in Director/Assistant Director's absence.
- Serves as Training and Enrichment Coordinator for the zoo's Behavioral Husbandry Program. This includes all training, enrichment, and wellbeing programs including welfare assessments.
- Serves an active role on the zoo's Emergency Preparedness and Response Team. Assists in the development of emergency response policies and procedures, staff training and emergency drills.
- Works directly with veterinarian to monitor health and wellness of animals, assists with veterinary procedures, administers medications as directed. Proficient in the use of nets, Dan inject darts, CO2 projectors and other tranquilizer equipment.
- Assists in registrar duties - maintaining local and federal licenses and animal records.
- Regularly lifts 50lbs and above in the form of animals, hay and straw bales, grain bags, and barrels of debris.

CAPRON PARK ZOO

Attleboro, MA

Zoo Keeper

Oct 2006 – April 2014

ROGER WILLIAMS PARK ZOO

Providence, RI

Zoo Keeper

July 2004 – Oct 2006

- Provides for husbandry needs of animals by participating in daily cleaning, diet preparation, feeding, watering, training, enrichment, and daily observations.
- Performs minor repairs and improvements of enclosures and operates city vehicles.
- Maintains required husbandry records on all daily reports, animal welfare, medical sheets, training, and enrichment logs according to established guidelines and regulations.

CERTIFICATIONS AND MEMBERSHIPS

- Massachusetts Animal Control Officer Core Competencies Certified
- Fear Free Shelters Certified
- CPR/First AID Certified
- Mental Health First AID Certified (Adult)
- Firearms Safety Course – American Firearms School

CONTINUING EDUCATION

- 2023 – 2024 – Growing Resiliency in Aquarium and Zoo Employees (GRAZE)
Mid-level Leadership Development Course
- 2023 – Growing Your Animal Wellness Program – Birmingham Zoo
- 2022 – Bird Welfare Workshop – Atlanta Zoo
- 2021 – AZA Professional Development Course (Virtual)
Integrating Behavioral Husbandry Best Practices into Your Animal Welfare Program
- 2021 – Living and Learning with Animals Professional Course (LLA)
How Behavior Works
- 2020 – Center for Zoo and Aquarium Welfare and Ethics Course (Virtual)
From Good Care to Great Welfare
- 2020 - AZA Professional Development Course – Wheeling, WV
Managing for Success; Career Development

EDUCATION

2002 - 2006

UNIVERSITY OF RHODE ISLAND – KINGSTON, RI

Courses towards degree in Wildlife Management & Conservation Biology

2002

PONAGANSET HIGH SCHOOL – GLOCESTER, RI