

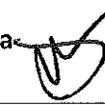


**Orange County Emergency Services
Standard Operating Guidelines**

SOG Name: Orange County Animal Services After Hours Response

SOG Number: COM-001

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Approved By: F.R. Montes de Oca 

Date Effective: July 15, 2010

I. GOAL

1. To provide immediate assistance to Orange County customers, including its municipalities, in regards to urgent and emergency animal situations.

II. OBJECTIVE

1. This guideline is designed to outline the process for notifying the after hour's on-call Animal Control Officer when a request for animal services is received.

III. SCOPE

1. This guideline applies to all law enforcement agencies and OCES Communications with variations for municipalities (excluding the Town of Hillsborough).

IV. PROCEDURE

1. After Hour Animal Emergencies

a. Chapel Hill and Carrboro Law Enforcement Agencies

- Animal emergencies for Chapel Hill Police Department will be dispatched to the field supervisor.
- Animal emergencies for Carrboro will be dispatched to the area officers.
- All injured deer calls will be dispatched to the appropriate reference as identified in bullets 1 and 2.
- Contact of ACO will be at the responding agency's request.

b. Orange County and Hillsborough Law Enforcement Agencies

- Animal Emergencies will be given the on-call ACO by paging or utilizing the cell phone number listed on the on-call calendar.
- All injured deer (or other injured wildlife) calls will be referred to Wildlife Resource Commission.

2. After Hour Livestock Emergencies for All LE Agencies

- a. Communications will dispatch the LE agency for the jurisdiction reporting livestock in the roadway or causing hazardous conditions.
- b. Communications will automatically page the on-call ACO.
- c. Communications will relay the contact information of the on-call ACO to the LE agency responding

V. Definitions

1. Types of Animal Emergency Service Requests

- a. Rabies exposure investigations, e.g., bats, raccoons, etc.
- b. Animal bites to humans
- c. Aggressive animals
- d. Dogs attacking livestock or domestic animals
- e. Requests from law enforcement
- f. Domestic stray animals that have been injured
- g. Animal cruelty and/or neglect to domestic animals (owned or stray)
- h. Livestock on the roadway or causing hazardous conditions

2. Communications will **never argue** with a caller in regards to the caller's "perception" of an emergency. In the case where the caller's description of the event does not fit into the above definitions and the caller is **persistent** in requiring contact, Communications will immediately page the on-call ACO. Communications personnel will not engage in any arguments or explanations of policies with any caller.

VI. Notes

1. The ACO on-call schedule is posted every month in the Communications Center with contact information to include pager, cell phone and alternate contacts if needed.

*Designated Attorney review time frames are targets. It should be understood that some review items may be complex in nature and require lengthy research, which may cause them to be unable to be processed within the targeted frame. There may also be times during which an attorney is unavailable due to emergency situations. In emergency situations another attorney will make reasonable efforts to review items within the targeted time frames but may be unable to do so.
