

# Ashe County

## Staff Report

4/8/2019

### **RE: After Hours Policy and Procedures**

#### **Summary:**

The attached policy will clarify when an Animal Control Officer would be called out after hours. If approved, officers would respond to emergency situations including but not limited to rabies exposure, aggressive animals and animals on public property. The policy would also limited a take home vehicle to the person on call.

#### **Attachments:**

1. Emergency Calls After Hours Policy and Procedure



Ashe County Administration  
150 Government Cir, Suite 2400  
Jefferson, NC 28640

## Emergency Calls After Hours Policy and Procedure

**Policy:** Services rendered after normal working hours shall be governed by the judgment of the ACO involved with the call. The officer should exercise sound and clear judgment as to whether the situation could be handled over the phone, or if a response in person is required. Officers will respond on weekends, holidays, and after hours as needed when they have been assigned on call duty.

**Purpose:** To provide guidelines for afterhours response calls.

- **Definitions:** ACO: Animal Control Officer
- **Responsible Person(s):** Officers who are “on-call.”

**Procedure:**

1. Animal Control Officers on call will answer all calls promptly.
2. Officers will base their response on information given to them over the phone.
3. Animal Control Officers will be in complete uniform and in county vehicle when responding to all calls.
4. The following calls require an immediate mandatory physical response and cannot be completed over the phone:
  - a. Animal bites of any kind
  - b. Injured domesticated animals where no owner can be located
  - c. Potential rabies exposure to humans and/or animals regardless of vaccination status.  
\*\*If no proof of vaccination status is available, the Animal Control Officer must handle the animal as though it is unvaccinated until proper status is confirmed by veterinarian records
  - d. Aggressive animals
  - e. Animals in parks, school grounds, or other public grounds.
5. Only the officer on call shall take home a vehicle to be able to respond to after hour's calls.

**Reference Plans and Policies:** On call policy.

Non-compliance to this policy could result in a non-compliance notification and/or subject to the disciplinary process.