

York County Animal Control Emergency and After Hours Procedure

The York County Animal Control Department will refer after-hours calls for service to the office of the EOC at: (803) 329-1110

The following procedure and schedule is being provided to the Emergency Operations Center to be used for a guideline when contacting and dispatching Animal Control Officers on weekends and after Animal Shelter normal business hours.

Officer Weekly On Call Schedule

The Emergency Operations Center will be provided a copy of the Officer on call schedule prior to 1700 each Friday. The on call schedule will list the name and contact information of the Officer scheduled to respond to calls for service after the Animal Control Department has closed and also for emergencies occurring after normal duty hours.

Monday – Friday

The Animal Shelter will roll over the phones to the Emergency Operations Center beginning at 1700

1700-1930 Officers are on duty and available for all service calls via radio.

1930-0800 Officers are available for emergency calls only. They may be contacted via home phone, cell phone or pager.

Saturday

The Animal Shelter will roll over the telephones to the Emergency Operations Center beginning at 1230

1230-1730 Officers are on duty and available for all service calls via radio, cell phone or pager.

1730-0800 Officers are available for emergency calls only. They may be contacted via home telephone, cell phone or pager.

Sunday

The Animal Shelter is closed and the telephones will remain rolled over to the Emergency Operations Center.

0800-1730 Officers are on duty and available for all service calls via radio, cell phone or pager.

1730-0700 Officers are available for emergency calls only. They may be contacted via home telephone, cell phone or pager.

Holiday Schedule

The Animal Shelter is closed and the telephones will remain rolled over to the Emergency Operations Center.

Animal Control Officers are available for emergencies only beginning at 0700 and may be contacted via home telephone, cell phone or pager.

An Animal Control Emergency is Defined as:

1. An injured animal.
2. Animal bite or scratch in which the animal is at large.
3. An emergency request from law enforcement personnel (arrest, car accident, injured animal, etc)
4. Animal attack/aggression that is in progress.
5. Wildlife inside the living quarters of a home.

If EOC is unsure of whether a complaint meets the status of an emergency, they may contact the Animal Control Officer on call and allow them to make that decision.

Contacting Animal Control Officers After Normal Duty Hours

York County citizens calling the Emergency Operations Center with animal related emergencies occurring after normal duty hours should be advised that the Animal Control Officer on call will be contacting them back within 20 minutes to confirm their problem and also their address if needed, prior to responding to their request for service.

Non Emergency Requests

On occasion, the Emergency Operations Center will receive calls from citizens inquiring about lost pets, adoption status of animals, hours of shelter operation and other requests which are classified as non emergencies. These citizens should be directed to contact the shelter during normal business hours, which are listed below.

Monday – Friday 0900-1700

Saturday 0900 – 1230

Sunday Closed

EOC Animal Control Log

The Emergency Operations Center Telecommunicator is requested to fill out the Animal Control Log on all service calls that are dispatched to Animal Control Officers and fax it to the Animal Shelter each morning at: (803) 628-3194

Emergency Contacts

In the event an on call Officer cannot be contacted via home telephone, cell phone or pager, the following list is provided to the Emergency Operations personnel for additional assistance:

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| 1. Roger Bradley
Chief Animal Control Officer
Home: 803-325-1974
Cell: 803-493-1861 | 2. Chris Peninger
Animal Control Director
Home: 803-324-1708
Cell: 803-230-9173 |
| 3. Jerry Wilson
Assistant Public Works Director
Home: 704-545-7518
Cell: 803-242-4704 | 4. David Harmon
Public Works Director
Home: 803-328-2008
Cell: 803-684-7084 |