

ANIMAL CONTROL INTAKE POLICY

1. Call to animal shelter (911 dispatch, citizen contact complainant or officer initiated activity)
2. Officer takes possession of animal
3. Complainant signs statement of surrender
4. Animal transported to shelter
5. Animal checked for collar/tags and scanned for chip
6. Animal logged into incoming inventory
7. Animal placed into the stray holding area for 72 hours
8. After 72 hours animal is moved to the adoption floor and becomes property of Roane County
9. Animal held until sickness or over-crowding occurs
10. No vicious animal is adopted from Roane County Animal Shelter
11. If the animal is Feral Feline, it is not adoptable

INTAKE OF STRAY ANIMAL (WITH TAGS OR CHIP)

1. Call to animal shelter (911 dispatch, citizen or officer initiated activity)
2. Officer takes possession of animal
3. If available, complainant is to sign statement of surrender
4. Animal transported to shelter
5. Animal checked for collar/tags and scanned for a chip
 - If chip is found, staff calls "Pet Link" with chip number for owner information and Point of Contact (P.O.C) number
 - If not registered or if registered owner information does not match collar/tags, staff will hold animal for an additional 48 hours, beyond the normal 72 hour hold, before being moved to the adoption floor
 - If able to make contact with owner, staff annotates date, time and redemption arrangement on statement of surrender
 - Shelter staff works with owner to accommodate owners schedule for redemption

INTAKE OF STRAY ANIMAL WITH RABIES TAG

1. If animal has rabies tags, shelter staff calls the Veterinary Office that is listed on the tags, however, Veterinarians do not divulge any personal information about the owner due to HIPPA violations.
2. It is the responsibility of the Veterinary Office to contact the owner; it is the responsibility of the animal shelter staff to follow-up with Veterinary Office for owner information. If owner information is found, contact is made and shelter staff works with owner to accommodate owner schedule for redemption
3. After contacting Veterinary Office, the animal is placed in the stray holding area
4. After 72 hours the animal is moved to the adoption floor

AFTER HOURS PICK-UP

1. Animal is transported to the animal shelter by animal control officer
2. Intake sheet is placed in the "In Box"
3. Animal is placed in stray holding area, fed and watered
4. The next working day the animal is checked for a chip and logged into inventory list
5. If chipped or tagged the staff attempts to contact owner immediately.
6. If not chipped or tagged the animal is placed in the stray holding area for 72 hours
7. After 72 hours the animal is moved to the adoption floor
8. Roane County Animal Shelter and Harriman City Animal Control are the only officers that are authorized for afterhours intake
9. Kingston, Rockwood and Oliver Springs Animal Control Officers are only authorized to drop off animals during normal business hours

