

# Greene County

## ANIMAL CONTROL

990 HAL HENARD RD - GREENEVILLE, TN 37743  
PHONE 423-798-1777 – FAX 423-798-1778

### COVID-19 RESPONSE PROTOCOL

#### **EMERGENCY AFTER HOURS CONTACT 24/7**

Chris Cutshall      Cell# On file at 911

After hours emergency calls include - *vicious animal, Severe animal attacks, sick or strange-acting animals, or animals abandon due to a traffic stop and arrest. With an officer on site. (On all calls)*

#### **INJURED DOMESTIC ANIMALS**

If the animal is unable to walk or is severely injured needing medical attention and no owner information is available contact.

Greeneville-Greene County Humane Society      Cell# On file at 911

#### **Office Hours**

The office will be closed indefinitely to the general public and citizens will not be allowed inside the building.

**Monday-Friday 8am to 4pm and Saturday- Staff will be present and at work but the facility will be closed to the public.**

All officers will remain on duty for cleaning/caring for the animals, answering phone calls, and responding to emergency calls as stated below.

**Animal Bite Cases** will be investigated and handled in the same fashion as before this Response Protocol except that the officer will use extreme caution on all of these calls, such as but not limiting the situations in which the officer enters the home. At all times the officer will attempt to maintain the recommended distance of 6 feet from the victim or complainant.

**Animal Welfare Investigations** will still be filled out at the Animal Control office but the complainant will NOT be allowed inside the building. The report will be completed outside of the building in the presence of the officer who will maintain the recommended safe distance from the complainant/victim at all times. Once the written complaint is completed in the routine fashion, the officer will use extreme caution on all responding calls, generally NOT entering any homes, keeping a distance of 6 feet from the suspect or any other persons and exercising his discretion to protect his safety as well as the safety of the general public.

**Stray animals** will NOT be picked up unless one of the following situations occurs: the animal is vicious, cases involving severe animal attacks, animals sick or strange-acting. Officers shall use their discretion and common sense in deciding whether to respond.

**Animals Running At Large** will be investigated and handled in the same fashion as before this Response Protocol but the officer will use extreme caution on all of these calls; generally officers shall NOT enter any homes and should keep a distance of 6 feet from the victim, complainant, or any other individual.