

**City of Hampton
Animal Control Division
Operational Guidelines**

Title: Acceptance of Second or Third Party Calls for Service	Guideline Number: OP-112
References: DRAFT	Date Issued: July 7, 2012

I. Purpose

To establish a procedure regarding second and third party calls for service

II. Policy

Hampton Animal Control Division is responsible for assuring that information acted upon when responding to calls for service is the most reliable and pertinent information possible.

III. Procedure

- 1 Information received during a call for service can be critical to the outcome of any investigation involving the welfare of animals. This critical information is always best received from the originating source.
- 2 Information received second or third hand is frequently unreliable and limits the officer's ability to conduct a thorough investigation. Accepting calls for service through second and third party's can result in innocent citizens unwittingly becoming the focus of a criminal investigation based on bad information. This can permanently damage the credibility of the Animal Control Division, wastes critical time, and ultimately could result in civil litigation against the officer, the Division and the City.
- 3 To assure that the best information possible is obtained at the onset of any call for service, the Animal Control Officers will not accept calls for service that result from second and third party information. If an Animal Control Officer receives a second or third party call for service, they will immediately:
 - i. Attempt to make contact with the citizen who is attempting to make the report
 - ii. Explain to them our policy
 - iii. Request that the initial person with the complaint call 727-6111 to report it so that the call for service can be properly documented, dispatched, and investigated.
- 4 **This policy does not apply to individuals who are reporting a bite or attack for another individual that is injured, hospitalized, or a juvenile.**

Authorized by:	Revision Date:
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