

## **Frequently Asked Questions-- Animal Control**

**Remember, our services are for Maryville residents only and not County residents.**

### **Q: Why should I license my dog?**

A: City of Maryville Municipal Code 91-16 requires that all dogs and cats be licensed in order to protect the general health, safety and welfare of all persons within the City. By enforcing licensing we are ensuring rabies vaccinations. If your dog is licensed and becomes lost, having their current license tag on guarantees a phone call to the owner from Animal Control. It is very important to keep our office updated with address and phone number changes. You do not need to bring your dog in to get a pet license, just the rabies certificate and the sterility certificate if it applies.

### **Q: Are cats required to be licensed?**

A: Yes, cat licensing is strictly enforced. We do encourage people to license their cats so that they can be returned if picked up wearing their license.

### **Q: If my animal is missing where do I go to look for it?**

A: All animals picked up within the City limits of Maryville are taken to the Maryville Animal Shelter on a daily basis, Monday through Saturday, located at 426 Home Ave, Maryville, Tennessee. Phone 681-2241

### **Q: What can be done about barking dogs?**

A: Maryville Code Section 10-205 states that, "It shall be unlawful for any person to keep or harbor any dog which, by loud and frequent barking, whining, or howling disturbs the peace and quiet of any neighborhood."

We realize the annoyance that a barking dog in the neighborhood can cause and, of course, we are available to assist you with its correction. Animal Control also realizes that dogs do bark from time to time for a variety of reasons. However, please be advised that certain legal procedures must be followed including that you and others siding with you regarding your complaint must be willing to appear and give testimony in any legal proceedings. In addition, the dog owner must be afforded due process in any such legal proceedings.

The criminal process may not be the best solution or the most expeditious manner in solving the barking problem so the Police Department strongly encourages citizens to make every attempt to resolve the problem through personal contact with the dog owner.

### **Q: Who do I call if I have a complaint about my neighbor's barking dog?**

A: Call the Police Communications Center at 865-983-3620 or Animal Control at 865-681-2241. The Dispatcher knows if an Animal Control Officer is on duty, and if he is available. If an Animal Control Officer is not available, the Dispatcher will send a Police Officer to investigate your complaint if a Police Officer is available.

### **Q: I see some dogs or cats running at large in our subdivision. Is there anything that can be done?**

A: Permitting a dog or cat to run at large is a violation of Maryville Animal code section 10-203: "Running at large prohibited." If at all possible, follow the dog/dogs home. Then, notify Animal Control either with a written statement or a phone call (leave a phone number) and an available officer will contact the dog's owners. If the dog is a stray, Animal Control will attempt to capture the animal and find a home for it.

**Q: Will spaying or neutering hurt my pet?**

A: There are many myths about the effect that neutering has on an animal. The truth is that neutering does not hurt your animal physically or psychologically, and actually helps prevent some forms of illness. Most importantly, neutering helps prevent animal overpopulation.

**Q: I found a cat (or dog); how can I find its owner?**

A: Call the Maryville Animal Shelter at 865-681-2241 to find out if the pet has been reported as missing. If the animal shelter has a match, you will be given the name and phone number of the possible owner. If you wish to hold onto the pet for a few days to see if the owner turns up, you should call the shelter to file a "found" report. Otherwise, bring the pet to the shelter or request a pick up by an Animal Control Officer.

**Q: I was bitten. What should I do?**

A: Seek appropriate medical care if necessary. The law requires you to report a bite to your local animal control authority. You may contact the City of Maryville Animal Shelter at (865) 681-2241 during normal business hours or contact the Police Dispatch after hours at (865) 983-3620 and they will put you in contact with an Animal Control Officer or a Police Officer. Attempt to get the correct address where the animal lives so we may follow up with quarantine issues if necessary. Call the City of Maryville Animal Control or the Police Dispatch immediately if the dog is still running loose.

**Q: There is a wild animal(s) that has me concerned. What can I do?**

A: Maryville Animal Control does trap or relocate wildlife. Although the beauty of our wildlife is a wonderful thing, sometimes problems do occur. To help keep wildlife problems to a minimum, residents should keep food and water out of the yard and keep trash lids secure. You can also use rags soaked in ammonia, mothballs or cayenne pepper around the yard.

**Q: What can I do with an injured animal?**

A: If you find or see an injured animal please contact us as soon as possible. During business hours call (865) 681-2241; after business hours call the Police Dispatch at 983-3620. Remember all animals can bite; please insure your safety, then the animals.

**Q: What do I do if I find a dead animal in my yard or on the side of the road?**

A: Call Public Works at 273-3302 and they pick it up.