



UXBRIDGE-SCUGOG ANIMAL CONTROL CENTRE

1360 Reach Street
Port Perry, Ontario L9L 1B2
1-800-871-4374 or (905)985-9547
Fax: (905)985-2015
pound@bellnet.ca



REVISED: December 2016

How we advise the public with wild animal conflicts:

- If you have found a sick or injured WILD animal in need of help, call The Toronto Wildlife Hotline at (416) 631-0662 and follow the appropriate prompts to leave a message. They aim to return emergency calls within the hour between 9AM and 6PM. Messages left after 6PM will be returned the following morning. Alternatively call: Shades of Hope Wildlife Refuge in Pefferlaw 705-437-4654, or Procyon Wildlife Rehab Services in Beeton 905-729-0033
- It is a common misconception that raccoons that are seen outside during the day are sick or have rabies. Although they are primarily nocturnal, even healthy raccoons will sometimes come out during the day to forage if they feel it is safe to do so or if they are unable to return to their den. Baby raccoons are also commonly seen outside during the day.
- If the wild animal is very active and mobile, keep children and pets indoors until it moves on. Remove attractants from your property ie. outdoor cats and bird food, garbage

ANIMAL SERVICES AFTER HOURS PROTOCOL

Emergency Calls

Between the hours of 5:00pm and 10:00am and all day on Sundays and Holidays, Animal Services staff will only respond to Emergency Calls dispatched by the after-hours answering Service for Animal Services.

“Emergency calls” means any of the following:

- an injured animal (domestic or wild) that requires immediate medical treatment;
- dogs harassing or attacking livestock on a farm;
- an aggressive dog that is at large that has bitten or attacked a person or another animal and is currently still at large (residents should call Durham Regional Police first) ;

- a request from Durham Regional Police or a local Fire Department for an Animal Services Officer to attend a location that is deemed to be an emergency; or
- any other situation that the attendant deems to threaten public safety.

Non-Emergencies

- Callers should be directed to leave a message at 905-985-9547 that will be picked up by an Animal Services Officer between the hours of 9:00am and 5:00pm, Monday to Friday (excluding holidays), and 9:00am to 12:00pm (Jan-May) or 2:00pm (Jun-Dec) Saturdays. Animal Services does have staff on duty to address non-emergencies. Any messages left after 5:00pm Monday to Friday, after 12:00pm (Jan-May) or 2:00pm (Jun-Dec) Saturdays and on all Sundays or Holidays, will be retrieved the following day.

Non-emergency calls mean any of the following:

- dog bites where the dogs are no longer running at large
- a dog or cat at large;
- a barking dog;
- carcass on the roadway that is not creating an imminent hazard to motorists;
- a stray dog that the complainant has taken control of (Animal Services will make arrangements to pick up the dog the following day);
- dog excrement not being removed by the owner;
- dog that has not been licensed

Animal Services Staffing and Hours of Operation

- Animal Services have staff on duty from 9:00am to 5:00pm Monday to Friday.
- Animal Services have staff on duty from 9:00am to 12:00pm (Jan-May) or 2:00pm (Jun-Dec) Saturdays.

Animal Services Shelter Hours of Operation

- Shelter is open 10am-5pm Mon to Friday, 10:00am to 12:00pm (Jan-May) or 2:00pm (Jun-Dec) Saturdays

Resident calls that should be referred to an Alternate Agency;

- Bear or other wild large animal concerns where a resident fears for their safety
 - Please refer resident to Durham Regional Police 905-579-1520 or 911 depending on situation. Non-emergency sightings, Bear Wise reporting line at 1-866-514-2327 (April 1-November 30)
- Animal carcass on private property
 - Please refer to Yellow Pages for Pest Removal or call private Wildlife Control Company
- Wildlife on private property such as raccoon, skunk, snake, etc.
 - Please refer to Yellow Pages for Pest Removal or call private Wildlife Control Company
- Animal cruelty, neglect or mistreatment.
 - Call 310 –SPCA(7722) anywhere in Ontario.
- For a person at risk of potential rabies exposure. For human contact with a suspect rabid animal please call your local Health Department.
 - Durham Region 905-723-3818 or 1-888-777-9613
- Domestic Animal with potential rabies exposure (domestic pet or livestock)
 - Call the OMAFRA Agricultural Info Contact Centre at 1-877-424-1300.
- Wildlife with suspected of rabies, with no known contact with human or domestic animals.
 - Call the MNR Rabies Hotline at 1-888-574-6656
- an animal carcass on a Township roadway that poses an imminent hazard to motorists (this should be directed to the Roads Dept after hours number at (1-877-426-4459);
- an animal carcass on a Regional roadway that poses an imminent hazard to motorists (this should be directed to the Region's Roads Dept after hours number at 905-576-9991 or 1-800-372-1104;

**IF YOUR CALL MEETS THE CRITERIA OF AN
“EMERGENCY” AS DESCRIBED ABOVE
PLEASE CALL**

905-985-9547