**Norfolk Animal Care Center Animal Intake Policy 2023**

**Strays:**

All animals with any form of identification, regardless of intake type, shall be traced by NACC staff. Examples of traceable identification include, but are not limited to, a microchip, Animal License, ID tag, or Rabies vaccination tag. 

Animals that arrive at NACC as a stray will be held for either a five (without identification) or ten (with identification) day hold.

* Identification is described **only** as a number, letter, or symbol tattoo, collar/harness/leash (with or without ID, license, or vaccination tag), and a microchip.
* Free roaming cats are accepted as strays if they are ill, injured, bear a form of identification, or are 16 weeks or age or less. Other cats found outdoors are left in place due to the higher likelihood of reunion with their owner.

**Owner Surrenders:**

To provide service and support to Norfolk residents requesting to surrender their pets, the Norfolk Animal Care Center (NACC) utilizes a case management, problem-solving, and critical thinking approach supported by pet retention and shelter intake mitigation resources. NACC will provide counseling and resources to all.

**Capacity for Care**

The Capacity for Care document guides NACC staff in determining the best support timeline for each individual and their animal.

* An Urgent Owner Surrender is represented by the need to relinquish an animal to avoid an immediate threat to the physical health, safety, or mental wellbeing of a resident and/ or the animal.
* A Non-Urgent Owner Surrender is defined by the need to relinquish an animal where there is minimal risk of an adverse effect on the resident and/or animal by staying in the home.

**Shelter Action at Capacity Levels**

**Kennels at 77% Capacity or More**

* + NACC accepts both Urgent and Non-Urgent Owner Surrenders**,** lost animals, bite quarantines, and court seizures. Non-Urgent Owner Surrenders will be scheduled following the completion of the Community Resource Initiative process.
  + Transfer in of animals from other organizations.
  + Routine rescue and foster placement.

**Kennels at 85% Capacity or More**

* + NACC accepts Urgent Owner Surrenders**,** lost animals, bite quarantines, and court seizures.
  + Owner surrender appointments are adjusted to account for limited capacity. An emphasis will be placed on the private rehoming resources NACC provided at the beginning of the process.
  + Foster plea sent to current NACC fosters.
  + Rescue pleas sent to rescues and local shelters.
  + Adoption promotions are implemented for the population in need.
  + Animal transfer from other organizations is considered on an exigent circumstance basis.

**Kennels at 89% Capacity or More**

* + NACC only accepts lost animal, bite quarantines, and court seizures.
  + Owner surrender appointments are adjusted to account for the limited capacity. Any emergency support that can be provided to the resident at that time will be utilized.
  + Foster pleas are sent out to the public via social media and media releases, asking for immediate, temporary assistance due to shelter capacity.
  + Rescue pleas sent to rescues and local shelters.

**Kennels at 92% Capacity or More**

* NACC only accepts lost animal, bite quarantines, and court seizures.
* Owner surrenders are accepted on an emergency basis.
* Foster pleas are sent out to the public via social media and media releases, asking for immediate, temporary assistance due to shelter capacity.
* Rescue pleas sent to rescues and local shelters.

**Outline of Support for Resident:**

**Shelter Support**

Once NACC staff understands the customer’s current situation, they will provide a hard and/or electronic copy of the *Hampton Roads Pet Resource Guide*, a comprehensive guide created by NACC to assist in all aspects of pet-ownership support. When possible, the copy will have applicable sections highlighted and/or referenced for the resident.

Throughout the process, NACC staff may coordinate surrenders as shelter capacity and foster homes permit. Animals in high demand of adoption may be moved through the Community Resource Log quickly, often without shelter intake, as NACC staff can “match” families at their discretion. After every step in the communication process, the *Community Resource Log*will be updated to reflect this.