Strays :

All animals with any form of identification, regardless of intake type, shall by 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 to 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 tattoo, collar/harness/leash (with or without ID, license, or vaccination tag) and a microchip.

Owner Surrenders:

To provide service and support to Norfolk residents requesting to surrender their pets to the Norfolk Animal Care Center (NACC) through 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.

This case management approach to coordinated entry for owner surrenders promotes a kind, inclusive Norfolk community that aligns with NACC’s vision:

*To ensure the welfare of companion animals through our commitment to achieve*   
*positive outcomes for 100% of the healthy and treatable animals received each year.*

**Intake Threshold – Dogs and Cats:**

*The Intake Threshold* diagrams guide NACC staff in determining the best timeline of support for each individual and their animal. Each *Intake Threshold* diagram directly correlates with the *Daily Report Card* that NACC publishes every day on social media to provide the Norfolk community transparency of shelter operations. The levels of intake are color-coded to match the capacity gauge. This gauge will be used to determine the current capacity of the shelter for the rate of intaking animals in accordance with the *Intake Threshold* diagrams. A daily email will be sent to GS-NACCMGMT by the Kennel Supervisors to provide an update on capacity and what actions have been or need to be completed in response. Shelter Management will review the capacity gauge daily and disseminate this information to Customer Service Representatives.

* An Urgent Owner Surrender is defined as the need to relinquish an animal that by which not doing so within a short time frame, could potentially have an adverse effect on the resident and/ or the animal.
* A Non-Urgent Owner Surrender is defined as 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 Intake Threshold Levels**

**Kennels at 50% Capacity or Less**

* + NACC is accepting both Urgent and Non-Urgent Owner Surrenders**,** lost animals and returns of adoptions two weeks or less OR medical emergency (for owner or pet), public safety, or exigent circumstances. 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 75% Capacity or Less**

* + NACC is accepting Urgent Owner Surrenders**,** lost animals and returns of adoptions two weeks or less OR medical emergency (for owner or pet), public safety, or exigent circumstances.
  + 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 plea sent to rescues and local shelters.
  + Adoption promotions are implemented for the population in need.
  + Transfer in of animals from other organizations are considered on an exigent circumstance basis only.

**Kennels at 90% Capacity or Less**

* + NACC is only accepting lost animals and returns of adoptions two weeks or less OR medical emergency (for owner or pet), public safety, or exigent circumstances.
  + 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 release, asking for immediate, temporary assistance due to shelter capacity.

**Outline of Support for Resident:**

**Shelter Support:**

Once NACC staff understands the customer’s current situation, they will provide either a hard and/ or soft 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 that are in high demand of adoption, may be moved through the Community Resource Log quickly, often without shelter intake as NACC staff has the ability to “match” families at their discretion. After every step in the communication process, the *Community Resource Log* will be updated to reflect this.