

## **Norfolk Animal Care Center: VDACS Intake Policy**

Norfolk Animal Care Center (NACC) accepts animals directly from the public from 8 am to 6 pm, Thursday-Tuesday, and from 8 am to 5 pm on Wednesday. Residents with an animal concern after hours should contact the Norfolk Animal Protection Unit (APU) by calling the Norfolk Police Non-Emergency Dispatch Line at 757-441-5610.

NACC works cooperatively with residents to provide resources for pet retention and re-homing. Surrender appointments are utilized to allow the shelter to manage its capacity for care based on kennel occupancy. This process is called Managed Intake.

There are circumstances in which Managed Intake is not appropriate. Animals are accepted immediately under these conditions:

- The animal is a stray dog, stray livestock, or other stray companion animal.
- The animal is a stray cat that is sick, injured, under 16 weeks of age, at risk of causing or sustaining immediate harm, and/or bearing signs of identification.
- The animal has been seized by APU.
- The animal needs veterinary care which the custodian cannot or will not provide.
- The animal's behavior poses a risk to the safety of humans, other animals, or itself.
- The animal's custodian is unable or unwilling to perform duties of ownership.
- The animal's custodian is unable or unwilling to set an appointment for intake.

NACC does not accept wildlife as it is not legally permitted to do so.