



Animal Services

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Chesapeake Animal Services Intake Policy

Chesapeake Animal Services is a municipal shelter for the City of Chesapeake. Companion animals are impounded by Animal Control Officers as strays and owned animals that are picked up at large. The shelter also accepts strays that are brought in by the public and owner surrender of companion animals. Surrenders are only accepted from Chesapeake residents. Owner surrenders are usually taken by appointment on Mondays, Thursdays, and Fridays. Exceptions to appointments are made based on the reason for surrender and the needs of the animal and animal owner. There is no fee for surrendering an animal at the shelter. There is a twenty-five dollar fee (per animal) for surrenders out in the field. Chesapeake also impounds animals for criminal case seizures such as: cruelty, nuisance and dangerous. These animals are held until a court can determine the disposition of the case. Chesapeake Animal Services also accepts our own adoption returns.

Please see the attached policies:

Stray/ At Large	SOP #13.7.5
Cruelty/Neglect Investigations	SOP#13.7.8
Dangerous/Vicious/Nuisance	SOP#13.7.7
Surrender	SOP# 13.7.21



**CHESAPEAKE POLICE DEPARTMENT
STANDARD OPERATING PROCEDURES
ANIMAL SERVICES UNIT**



Subject: Stray/At Large Complaints

Number: 13.7.5 CAS

CALEA Standard(s):

Total Pages: 4

Authorized By: Major T. D. Branch

Effective Date: 12/17/2015

I. PURPOSE

It is the purpose of this policy to establish guidelines for Animal Control Officers (ACOs) responding to stray or at large complaints.

II. POLICY

Complaints from citizens of stray animals or animals running at large are the types of calls ACOs must respond to most frequently. Although routine, many different circumstances can exist in which the ACO is required to use his/her own discretion in determining the appropriate course of action to be taken. Therefore, the ACO should follow certain guidelines when handling calls for stray and at large animals.

III. PROCEDURE

A. Stray Animals

1. If an ACO has been requested to respond to a stray animal complaint and ECC advises that the complainant does not wish to be contacted, he or she shall respond to the area and patrol for stray animals. If advised to contact the complainant, he or she shall respond to the complainant's location.
2. If the animal is found on public property or on the complainant's property, the ACO shall attempt to pick up and impound the animal.
3. An animal observed to be running at large may be pursued onto public or private property.
4. If the animal is not contained and is found on private property other than the complainant's property, the ACO should try to determine if the animal resides there. The ACO can speak with citizens in the area to get helpful information.
5. If the animal is remaining on private property where the property owner is not at home, the ACO shall not pick up the animal unless an applicable violation of law exists other than running at large. The ACO should leave an official notice requesting that the resident call the office to ascertain if the animal resides at that location.
6. If the animal is confined to or on the complainant's property, but the complainant is not at home, the ACO shall not remove the animal unless,

- a. Permission from the complainant has been posted at the location. Such permission shall be in the form of a note describing the animal and giving permission for the animal to be removed.
 - b. A permission note has been faxed to the shelter office and receipt of such fax has been confirmed by the ACO.
 - c. Any note giving permission to pick up an animal from private property shall be attached by the ACO to the animal intake record (AIR).
5. If the complainant has failed to leave or fax a note, the ACO shall leave an official notice advising the complainant why the animal was not removed.
6. The ACO shall follow CAS procedures for transporting and impounding the animal(s).

B. Animals At Large

1. First time animal at large non-aggressive complaints may be handled by the CAS office via letter. Subsequent complaints shall require an ACO be dispatched to investigate.
2. Animals running at large, as defined by City Code 10-42, can be picked up and impounded following the same guidelines for stray animals.
3. ACOs shall attempt to trace any identification borne by any animal taken into custody.
4. Animals wearing traceable identification are eligible for the "Free Ride Home Program." The ACO shall attempt to deliver the animal to its home providing,
 - a. No serious violation, such as a bite or attack, exists;
 - b. The animal resides in Chesapeake;
 - c. An adult owner is present to receive it.
 - d. There have been no previous impoundments of the animal.
 - e. The ACO shall take any appropriate enforcement action.
5. If an animal bearing identification is impounded, the ACO shall attempt to trace the identification and notify the owner within forty-eight (48) hours, according to State law.
6. Notification to an owner of an animal impoundment shall be via an impoundment notice delivered to or posted at the owner's residence. A copy of the impoundment notice shall be attached by the ACO to the AIR.
7. If the owner's address is known and the animal is not at large, the ACO shall respond to the address and advise the owner a complaint has been made.

- a. When speaking with the owner, ACOs shall check for rabies vaccinations and city licenses and take any appropriate enforcement action.
 - b. If the owner is not at home and the animal is not at large, the ACO shall leave an official notice describing the complaint and action to be taken. The ACO shall enforce rabies vaccination and city licensing laws.
8. In circumstances where the ACO does not witness the violation referenced in the complaint, the ACO should advise the complainant of their options to resolve the matter.
9. The ACO can assist the citizen with obtaining Magistrate information for the owner.
- C. Female Dogs in Season
 1. Female dogs in season are not permitted to run at large or remain on the owner's property to the annoyance of the neighborhood.
 2. For such violations involving females in season, the ACO has the authority to issue a summons for noncompliance and/or impound the female dog. However, the ACO should make every attempt to gain compliance from the owner before taking further action.
 3. When there are male dogs at large in the area, the ACO may use discretion regarding any summonses issued for the male dogs at large. However, the ACO shall follow the policy for impounding stray or at large animals.
- D. Stray/At large animals that cannot be captured by hand
 1. In some cases animals may be difficult or impossible for an ACO to apprehend. ACOs shall carefully evaluate each situation in its entirety, including the terrain, the animal's routine, who may be feeding it, etc. in order to determine other appropriate capture methods. When in doubt, ACO's may consult with supervisors regarding such determination.
 2. ACOs shall be knowledgeable and have an understanding of basic animal behavior. They shall use appropriate techniques and safety equipment consistent with these behaviors in attempting to capture any animal.
 3. The use of force continuum for dealing with or capturing difficult or aggressive animals shall be:
 - a. Capture
 - 1) Verbal commands;
 - 2) Physical restraint;
 - 3) Leash or carrier with/without food;

13.7.5 CAS	Stray/At Large Complaints	4 of 4
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- 4) Snare pole or tongs with/without food;
 - 5) Humane trap;
 - 6) Collarum trap;
 - 7) Chemical immobilization by a **qualified individual** under appropriate conditions as determined by the ACO Supervisor or Superintendent.
- b. ACO protection when confronting actively **aggressive animals**
- 1) Verbal commands;
 - 2) Distraction techniques;
 - 3) Snare pole;
 - 4) Chemical spray;
 - 5) Asp;
 - 6) Chemical immobilization or TASER;
 - 7) Firearm as provided by the Police Department Policy and Procedures, applicable laws, ordinances and regulations.
4. Additional safety equipment shall be used as circumstances dictate
- a. Gloves;
 - b. Muzzles;
 - c. Blankets;
 - d. Leashes;
 - e. Stretcher;
 - f. Face shields;
 - g. Goggles;
 - h. Exposure kit;
 - i. Net.



**CHESAPEAKE POLICE DEPARTMENT
STANDARD OPERATING PROCEDURES
ANIMAL SERVICES UNIT**



Subject: Cruelty and Neglect Investigations

Number: 13.7.8 CAS

CALEA Standard(s):

Total Pages: 5

Authorized By: Major T. D. Branch

Effective Date: 12/30/2015

I. PURPOSE

The purpose of this policy is to establish the proper procedures for animal control officers (ACOs) responding to calls involving cruelty, neglect, or failure of owners/caretakers to provide for animals.

II. POLICY

When an ACO is requested to investigate a complaint of cruelty, neglect, or failure to provide for animals, he/she must collect information in order to ascertain if a violation of law exists and/or if there is a threat to the animal's life, health, or safety. Since cases involving cruelty or abuse of animals are usually handled through the courts, it is important that ACO's secure all required petitions and summonses, accurately collect evidence, and document all information used in cruelty investigations.

III. PROCEDURE

A. All ACO's shall have knowledge of State and City laws pertaining to animal welfare and cruelty to animals.

B. Investigations and Reports

1. Field Notes

ACO's should obtain as much information as possible from the complainant, police officers on the scene, and the owner or caretaker of the animal. The ACO should inquire as to whether the complainant is willing to provide a statement and appear in court.

2. Sketches & Photographs

a. The ACO may make a sketch of the area and location of the animal.

b. The ACO should have a camera available and take photographs of the area, the animal, and any other evidence that is pertinent.

c. As an alternative, the ACO may request assistance from the Police Forensic Section to take the necessary evidentiary photographs.

- d. Photographs shall be properly documented including the date, location, photographer, offense, and the case number.

3. Other Forms

- a. The ACO shall utilize recognized and accepted body condition scoring charts to objectively assess the body score of any animal subject to a cruelty or neglect complaint
- b. The ACO may utilize other forms including, but not limited to, the veterinary assessment chart or dog/cat body diagrams to document color patterns, wounds or scars.

- C. Official Notices and Follow-Ups

1. If the ACO finds that a non-emergency violation exists, he/she will complete an "Official Notice" advising the owner of the nature of the violation and the action to be taken. The ACO will list an ending date and time for the owner to comply with the required corrections. He/she shall also provide the owner with his/her contact information.
2. If the owner is not home, the ACO shall post the "Official Notice" on an access door requesting the owner to contact him/her regarding the situation. If the owner is not home and the animal is not in plain view, the ACO may ask permission from the adjoining property owner to view the animal from their property. City property or common areas adjacent to the property in question can also be used to visually observe the animal.
3. With the exception of a warrant or exigent circumstances, the ACO may not search private property when the property owner is not at home.
4. Depending on the type and seriousness of the violation, the ACO may give the animal owner twenty-four (24) to forty-eight (48) hours to make the needed corrections. The number of hours given is dependent on the ACO's discretion and judgment.
5. As designated on the "Official Notice", the ACO shall perform a follow-up of the cruelty investigation within twenty-four (24) to forty-eight (48) hours. If the owner has not complied within the required timeframe, further action may be taken.
6. The ACO is responsible for the entire investigation, including follow-ups, until the violation is corrected and/or court action is completed. If the ACO is on leave or otherwise unable to perform the follow-ups, he/she shall make arrangements with another ACO to complete the follow-ups.
7. The ACO is encouraged to request statements in writing or to audio or videotape any interviews.
8. Any additional information relative to the case, such as contact with or statements by the owner, shall be documented.

13.7.8 CAS	Cruelty and Neglect Investigations	3 of 5
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9. For any animal held by CAS longer than thirty (30) days, the ACO shall request the Commonwealth's Attorney ask the court for a surety bond and/or any other relief, as provided by law.

D. Seizure of Animals

1. An ACO may seize an animal when an owner or caretaker fails to take the steps necessary to comply with laws and ordinances pertaining to the care of animals, or an emergency exists resulting in a direct and immediate threat to the life, health, or safety of an animal.
2. Seizure of animals shall be a separate process and shall not generally take the place of charges for criminal violations.
3. Procedure
 - a. The ACO shall comply with all provisions of ordinances, statutes, or regulations governing the seizure of animals. (See 13.7.9 CAS "Petition Process for Animals in Abuse, Neglect, or Cruelty Cases.")
 - b. Any animal seized pursuant to neglect or cruelty shall be immediately transported by the seizing ACO to a veterinarian for examination.
 - 1) Such examination shall document, on a form provided by CAS, the animal's condition, weight, diagnosis and treatment recommendations on the date of seizure and serve as a benchmark for measuring the animal's progress.
 - 2) Subsequent visits to a veterinarian for medical treatment and re-weighing may be required and shall be properly documented.
 - c. ACO's shall attempt to verify the vaccination status of any animal seized either with the owner, caretaker, or veterinarian.
 - 1) If the animal is not current, the ACO will determine whether vaccinations should be given within (24) twenty-four hours.
 - 2) Some animals that are aggressive, pregnant, or have a medical condition may not be vaccinated.
 - d. If the ACO has any questions about the seizure of an animal, he/she shall contact the Superintendent or supervisor immediately.
4. Deceased Animals
 - a. The ACO shall seize the body of any deceased animal that is the subject of a valid cruelty investigation.
 - b. The body of any animal that is the subject of a valid cruelty investigation shall be retained.

- c. These bodies shall be submitted to the regional or other laboratory for a determination of a cause of death.

E. Court Cases

1. ACO's shall:
 - a. Prepare accurate case files including all evidence relating to the case.
 - b. Confer with the Commonwealth's Attorney if necessary.
 - c. Subpoena all necessary witnesses.
2. Animals represent a unique type of evidence in that it is not the intent this evidence remain in the exact same state as when initially seized. Ideally, this evidence should show improvement in condition by the date of court.
 - a. The ACO shall document all changes or improvement in the health or condition of the animal.
 - b. He/she shall retain copies of any additional veterinary bills.
 - c. If the animal was in poor body condition or underweight at the time of seizure, improvement in either of these shall be documented via follow up photographs or by re-weighing the animal on the same scale used to document the original weight.
3. In cases where animals are being held by CAS, recovery of costs associated with caring for the animal shall be requested from the court.
4. The ACO shall be required to monitor all appeals.
5. The ACO shall update the appropriate tab of the Animal Intake Record (AIR) as needed. (See 13.6.2 CAS "Animal Intake Record".)
 - a. Medical care;
 - b. Continuances;
 - c. Any conviction or custody award;
 - d. Any authorization to release the animal to an owner or make the animal available for adoption;
 - e. Fees due;
 - f. Any appeal filed;
 - g. Expiration of appeal time;
 - h. Any other pertinent information.

F. Types of Complaints**1. Animal Locked in a Vehicle**

- a. An animal locked in a vehicle during hot weather, is a priority call.
- b. The ACO shall take all necessary steps to protect the animal and preserve its life. These steps shall include tracing the vehicle license plate, attempting to locate the owner and, if necessary, forcing entry into the vehicle to effect rescue of the animal.
- c. ACO's shall keep appropriate thermometers in their vehicles to determine the temperature of the car's interior as well as the temperature of the animal.
- d. If necessary, the ACO shall transport the animal to the closest veterinary clinic.
- e. The ACO may secure or issue summonses for appropriate cruelty or failure to provide adequate care charges.

2. Failure to Provide Adequate Food, Water, Shelter, or Exercise Space

- a. In most instances, owners shall be given (24) twenty-four to (48) forty-eight hours to correct conditions.
- b. During extreme temperatures, ACO's should use thermometers to check temperatures of the animals, water, shelter, etc., and take necessary emergency steps to preserve the life or health of the animal.
- c. In certain severe or inclement weather conditions, the ACO shall seize the animal and follow the appropriate procedures.

3. Failure to Provide Veterinary Care to Prevent Suffering and the Transmission of Disease

- a. The ACO will use his/her professional judgment to evaluate the situation.
- b. In some non-emergency situations it will be appropriate to give the owner or caretaker (24) twenty-four to (48) forty-eight hours to secure treatment.
- c. If the situation is a serious threat to the life, health or safety of the animal, the ACO shall follow procedures to seize the animal.

4. Deliberate or Overt Acts of Cruelty

Where evidence exists that an animal is the victim of overt or deliberate cruelty including, but not limited to, beating, maiming, shooting, stabbing, burning, starving, etc., such animal shall be seized immediately by the investigating ACO.



**CHESAPEAKE POLICE DEPARTMENT
STANDARD OPERATING PROCEDURES
ANIMAL SERVICES UNIT**



Subject: Dangerous/Vicious/Nuisance Dog Complaints

Number: 13.7.7 CAS

CALEA Standard(s):

Total Pages: 5

Authorized By: Major T. D. Branch

Effective Date: 02/08/2016

I. PURPOSE

The purpose of this procedure is to establish procedures for Animal Control Officers (ACO's) investigating dangerous, vicious, or nuisance dog complaints.

II. POLICY

ACOs shall enforce State and City laws for dangerous/vicious animals and be knowledgeable of the proper safety, impoundment, reporting, and legal procedures used to enforce them.

III. PROCEDURE

A. Dangerous, Vicious or Nuisance Dog Complaints

Complaints wherein a dog has:

1. Killed or inflicted serious injury on a human, or
2. Inflicted serious injury on a dog or cat belonging to another person, or
3. Has killed a dog or cat belonging to another person, or
4. Has inflicted injury upon or killed any other type of domestic animal, or
5. The ACO has reason to believe that the dog is dangerous, vicious, or a public nuisance

B. On Scene Responsibilities

1. The ACO's first duty on a dangerous, vicious, or nuisance call is to secure or capture any uncontained suspect animal(s).
2. ACOs shall adhere to the use of force continuum outlined in 13.7.5 CAS "Stray/At Large Complaints".
3. The ACO shall complete a Dangerous/Vicious Animal Investigation Report for any situation where he/she intends to secure related charges.
 - a. The report shall include all pertinent information for victims, witnesses, and animal owners.

13.7.7 CAS	Dangerous/Vicious/Nuisance Dog Complaints	2 of 5
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b. The ACO shall retain the original report and shall provide a copy to the CAS office.

4. The ACO shall video or take written witness statements and advise witnesses that they may be subpoenaed to court.
5. In the case of an animal victim that is killed, the ACO shall recover the body for submission to the regional laboratory for a documented cause of death.
6. A complete description of all animals involved and circumstances surrounding the incident shall be included in the report.
7. The ACO shall make a reasonable attempt locate the owner of the animal.
8. The ACO shall photograph any evidence, such as the suspect animal, victim animal or person, bite wounds or injuries, inadequate fencing or confinement issues, incident location, and any other pertinent evidence.
9. The ACO may find it useful to take follow up photographs of a human or animal victim after medical treatment.
10. In the case of an animal victim that is killed, the ACO may find it useful to obtain from the owner a photograph of the animal taken prior to the killing.
11. The ACO shall assemble any other evidentiary material such as diagrams, veterinary reports, necropsy reports, prior complaints, etc.
12. The ACO shall assemble all data in a case file if any charges will be secured.

C. Other Duties

1. The ACO shall complete any applicable Exposure and Quarantine reports.
2. Upon establishment of probable cause, the ACO shall issue or apply to a magistrate for the issuance of a summons requiring the owner or custodian, if known, to appear before the General District Court.
 - a. Any applicable summonses for dangerous, vicious, or nuisance animals shall be secured as soon as possible.
 - b. It shall be the policy of the CAS that these cases be set within ten (10) business days of the offense.
 - c. Due to the quick turnaround, officers are to serve the summons and any subpoenas themselves.

D. Impounding a Dangerous, Vicious or Nuisance Dog

1. If a dog has killed or inflicted serious injury on a human or companion animal, or the ACO has reason to believe that a dog is dangerous, vicious, or a public nuisance, the ACO shall determine whether to confine the animal at the shelter or allow the owner to confine it until disposition of the case is determined by the court.
 - a. In the interest of public safety, the ACO will, in most cases, impound the animal until the court date. He/she shall consider the circumstances surrounding the incident, witness statements, and severity of any attack when making such determination.
 - b. On rare occasions the ACO may find compelling reason to leave the animal in the custody of the owner or custodian. Such compelling reason may include, but not be limited to a dog with serious medical issues or one nursing neonate puppies.
 - c. If an ACO leaves the dog in the custody of the owner or custodian, the ACO shall advise that person any further complaints or incidents prior to the court date shall result in impoundment of the dog.
 - d. Impounding fees shall be assessed for any animal confined at the shelter and whose owner is subsequently convicted under this section.
 - e. The owner shall be required to reimburse the City for any medical bills incurred for treatment of the impounded animal.
3. When dangerous/vicious/nuisance dogs are confined at the shelter, the following steps are to be taken:
 - a. The ACO shall select "Hold for Court" from the "Status" menu on the "Intake" tab of the Animal Intake Record (AIR)
 - b. The ACO shall make a notation in the "Comments" section of the "Profile" tab noting the charge and court date if known, as well as the fact that the animal is not to be released.
 - c. The AIR shall be updated by the ACO as necessary regarding any continuance, case disposition, authority to release the animal, etc.
 - d. If the dog was involved in an exposure to a human, an exposure report shall be completed and a "Quarantine" sign shall be hung on the door of the animal enclosure.
 - e. Any impounded dangerous/vicious/nuisance dog shall have a yellow identification band and a "Caution: Hold for Court" sign placed the door of the animal enclosure.

13.7.7 CAS	Dangerous/Vicious/Nuisance Dog Complaints	4 of 5
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E. Miscellaneous

1. ACO's shall be familiar with the exclusions provided for under State Code 3.2-6540 and 3.2-6540.1, that forbid a dog from being found to be a dangerous or vicious dog. He/she shall also be familiar with City Code Section 10-45 "Domestic, companion, wild or exotic animals constituting public nuisance".
2. ACO's shall be familiar with compliance criteria for any dog deemed by the court to be dangerous or vicious and shall provide a copy of the appropriate blank order form to the presiding judge at the time of trial.
3. Where provided for by State Law or City Code, this policy shall apply to other domestic or companion animals, as well as dogs.
4. The ACO shall provide the CAS office with the total amounts for any fees due to the City that a defendant has been ordered by the court to pay.
 - a. He/she shall verify payment.
 - b. If the owner is to be invoiced, the ACO shall follow up to confirm that payment is made according to requirements.
5. The ACO shall obtain a certified copy of any court order pursuant to any dangerous/vicious/nuisance case for the case file and provide a copy of the order to the dog owner.
6. CAS office staff shall process payments from the owner for a special dangerous dog license and the initial or subsequent registration fee for the Virginia Dangerous Dog Registry.
 - a. The office staff member processing these payments shall provide copies of the payment receipts to the charging ACO for inclusion in the case file.
7. In the case of a dog declared to be dangerous, the ACO shall follow up to ensure the owner has complied with the provisions of the dangerous order.
 - a. The ACO shall complete the forms required by the Virginia Dangerous Dog Registry to document compliance with each provision of the order. The forms shall become part of the case file.
 - i. In verifying compliance, the ACO shall inspect the certificate of insurance to verify the policy provides coverage for dog bites with liability of \$100,000.
 - b. If he/she has not already done so, the ACO shall take two (2) photographs of the dangerous dog for inclusion in the case file and for upload to the Virginia Dangerous Dog Registry.
 - c. Once the ACO has verified full compliance with the dangerous order, he/she shall provide the case file to the Superintendent for entry of the dog into the Virginia Dangerous Dog Registry.

13.7.7 CAS	Dangerous/Vicious/Nuisance Dog Complaints	5 of 5
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8. After the information has been uploaded to the Virginia Dangerous Dog Registry, the case file shall be given to the senior Office Assistant (OA). The file shall be maintained as an active file until the dog is deceased.
9. Not later than January 31 of each year, ACO's shall be assigned to follow up on all dangerous dogs in the City to verify continued compliance with the order and to confirm the status of the dog.



**CHESAPEAKE POLICE DEPARTMENT
STANDARD OPERATING PROCEDURES
ANIMAL SERVICES UNIT**



Subject: Surrender of Animals to Chesapeake Animal Services **Number:** 13.7.21 CAS

CALEA Standard(s):

Total Pages: 2

Authorized By: Major T. D. Branch

Effective Date:

I. PURPOSE

The purpose of this procedure is to establish guidelines and requirements for receiving animals surrendered by a lawful owner to Chesapeake Animal Services (CAS)

II. POLICY

CAS shall take in owner surrendered dogs, cats and small companion animals in accordance with State Law and Chesapeake City ordinances.

III. PROCEDURE

A. Animals surrendered by owner at the Chesapeake Animal Services Shelter.

1. CAS will have set appointments for the surrender of animals on Monday, Thursday and Fridays. Surrenders are not scheduled on weekends as higher foot traffic makes adoptions a priority during those times. However, there is no fee required for surrender of animals at the shelter on scheduled appointment days.
(Re: Sec 10-44.2)
2. Appointments for surrender will be set by Office Assistants (OA) between 9am and 2pm on assigned surrender days.
3. If the appointment is a request by an owner for disposal of an animal, then appointments will be made on Monday and Fridays between 9am to 11 am. Disposal fees apply and can only be waived with Supervisor approval. If an owner is advising that an animal is sick at the time of surrender, the OA shall request vet paperwork to confirm the animals' illness, unless otherwise evident.
4. A maximum of four to six owner surrenders will be scheduled on designated appointment days.
5. Exceptions to the required surrender appointment times shall be made, with approval of a supervisor, in instances where the animal: poses a threat to a citizen, is sick or suffering, is in danger of not receiving proper care or otherwise approved by the supervisor.
6. An Animal Intake Record (AIR) shall be completed for each animal and a surrender form shall be signed by the owner and kept with the AIR.
7. Office Assistants shall make all efforts to verify ownership at the time of surrender including but not limited to: verifying microchip information, veterinary record, adoption paperwork, and any other proof that would confirm ownership shall be verified.

13.7.21 CAS	Surrender of Animals to Chesapeake Animal Services	2 of 2
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8. Surrenders are only accepted from Chesapeake citizens. Proof of address must be verified by OA's including, but not limited to: A valid driver's license or photo ID, current vehicle registration or current utility bill if recently moved into the city.
9. Surrendering an animal to the shelter does not negate the owner from criminal charges if neglect is evident.

B. Animals Surrendered by Owner to CAS in the field with an Animal Control Officer (ACO)

1. A citizen may request for an ACO to respond for animal surrender through dispatch by calling the non-emergency police number.
2. There will be a \$25 fee per animal (Re: Sec 10-44.2) for field pick-ups. If it is a litter of kittens or puppies there is a litter fee of \$25. The fee must be in cash or check. The fee can only be waived with approval from a Supervisor.
3. The responding ACO shall have the owner of the animal sign a surrender form for each animal and complete an AIR.
4. The money collected shall be turned into the office upon impound of the animal(s). If the office is not open and/or no OA is available, then the money received shall be put in an envelope with the date and animal intake number and placed in the lock box provided for that purpose.
5. A call for surrender is considered a low priority call. Emergency calls such as: injured or aggressive animals, loose livestock and quarantines supersede surrender calls. Citizens requesting to surrender multiple animals or evening pick-ups may have to wait until the following day due to truck space availability and /or emergency calls.
6. Weekend surrenders are discouraged as fewer ACO's are scheduled and the citizen may have to wait until Monday if emergency calls prevent a response.
7. If the animal poses an immediate threat to a citizen or is injured and/or suffering the call will be considered an emergency call and handled as such. Surrender fees will still be collected unless otherwise approved by a Supervisor.
8. Surrendering an animal to an ACO in the field does not negate the owner from criminal charges if neglect is evident or any other offense needs to be enforced by the responding ACO.