



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



Subject: Animal Intake Record

Number: 13.6.2 CAS

CALEA Standard(s):

Total Pages: 10

Authorized By: *Major T. D. Branch*

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I. PURPOSE

The purpose of this procedure is to establish guidelines and requirements for accurately completing animal intake and disposition records as required by law.

II. POLICY

Chesapeake Animal Services (CAS) shall make accurate records of all animals or portions of animals received. Such records shall be retained for the period required by law. The Animal Intake Record (AIR) shall be accurately completed by any staff member receiving any animal, or adding to that record.

III. PROCEDURE

- A. The AIR is designed to track the animal from receipt through disposition via redemption, adoption, transfer, release, testing, euthanasia, death, and disposal.
- B. An AIR shall be completed for every animal or every portion of an animal received by Animal Services.
 - 1. When creating records for a litter of animals, or similar animals from the same location, new records may be cloned from the first record allowing use of applicable data already entered.
 - 2. In order for the data to be saved on each cloned record, the person inputting the data **MUST** go to the "Tracking" tab and enter the notation "0.00" in the "Cost" field.
 - 3. Changes to each newly cloned record for sex, color, etc. may be made as needed and each record saved before cloning the next.
- C. Upon intake of any animal, the data required by statute, regulations and policies shall be entered into the applicable animal records management program in order to create an electronic record for that animal.
 - 1. At a minimum, this shall include:
 - a. Record date;
 - b. Date and time received;

- c. Received type, i.e. stray, surrendered, feral, etc.;
- d. Animal status;
- e. Person receiving and/or picking up the animal;
- f. Location from which the animal was received;
- g. Date available;
- h. Cage or enclosure number;
- i. Description of the animal to include species, primary and secondary breed, sex, approximate weight, approximate age, primary and secondary color, eye color, ear type, altered status, and identification if any;
- j. Other applicable information may include:
 - 1) A case number;
 - 2) Documentation of any notices left or comments;
 - 3) Court dates;
 - 4) Quarantine information, victim name, exposure date, and report number if applicable;
 - 5) The animal's name if known;

2. Possible Micro Chip Identification

- a. Any ACO or support staff member who impounds an animal, with the exception of wildlife and neonates, shall:
 - 1) Verify that the micro chip scanners are functioning properly by scanning the appropriate test chip.
 - 2) Attempt to employ the micro chip scanners on all animals entering the shelter, whether as strays or surrendered by owners, for the purpose of locating any possible micro chip identification, or
 - 3) If the animal is too fractious to be scanned, make a notation on the "Intake" tab of the AIR indicating that the animal could not be scanned along with initials of the person who attempted the scan.
 - 4) The notation that the scan was negative or positive, or that the animal could not be scanned shall be entered into the "Description" section on the "Intake" tab.
 - 5) The serial number of the micro chip for any animal shall be entered in the appropriate section on the "Tracking" tab.

- b. Animals shall be scanned with a 125kHz scanner as well as the 134kHz or “universal” scanner.
 - 1) The 125kHz scanners will read US standard micro chips such as AVID and HomeAgain. They will not read ISO or Banfield Hospital chips.
 - 2) The 134kHz scanner will read ISO, Banfield, HomeAgain, ResQ, and AVID chips.
 - 3) Animals shall be scanned using both types of scanners for the purpose of locating any possible micro chip identification.
 - 4)
- 3. “Description” section of the “Intake” tab
 - a. Program restrictions require that certain information be entered into the “Description” section of the “Intake” tab for each animal. This includes:
 - 1) Whether the scan for a micro chip was negative or positive, or that the animal could not be scanned;
 - 2) Record date;
 - 3) The enclosure number for the animal;
 - 4) For any animal received through the office, the initials of the person who places the animal in the enclosure.
 - b. These notations are necessary in order to have the information appear on the hard copy of the “Cage Card” for the animal.
- 4. Owner information if any shall be entered.
 - a. Every attempt shall be made to trace any identification borne by the animal and to notify an owner of the animal’s whereabouts and redemption procedures.
 - 1) The ACO who picked up the animal, or the OA who received the animal through the office shall have the primary responsibility for tracing identification.
 - 2) If the ACO or the OA who picked up or received the animal is unable to trace the identification due to absence, leave, etc. he/she shall be responsible for assuring that the trace is performed by another staff member in a timely manner.
 - b. **To prevent duplicate records, the person completing the AIR shall first search the animal record system to determine if the owner is known and has previously been entered.**

- c. If the owner has previously been entered, he/she shall be selected. Edits to the information may be made.
- d. If not in the system the person shall be entered as a new person. The entry shall include at a minimum name, address, phone numbers, and some type of identifier such as a social security, drivers' license number or date of birth.
- e. The owner shall be "associated" with the animal, the person record and the animal record saved.

D. Supplemental information

- 1. It is necessary that all staff have access to and be aware of additional, updated, or pertinent information on any impounded animal. Any staff member obtaining information, other than medical information, shall make the appropriate entry in the "Comments" section of the "Profile" tab.
- 2. Additional information may include but is not limited to:
 - a. Changes in court date, appeal deadlines, custody awards, etc.;
 - b. Updates or changes in owner notification status including documentation of any contact via telephone or in person;
 - b. Rescue contact information and date representative is expected.
- 3. Medical information including veterinary visits, medical procedures, vaccinations and medications shall be entered on the "Medical" tab.
 - a. The name of the veterinary practice shall be entered under the "Medical Procedures" section of the "Medical" tab.
 - b. The amount of the veterinary bill and any notes or instructions shall also be entered under "Medical Procedures".
 - c. Any follow up medical care an owner must provide and the time frame within which it must be obtained.
- 4.

E. The AIR shall serve as a multi-purpose record.

- 1. A hard copy of the "Cage Card" from the AIR shall be placed in the appropriate location where the animal is housed and shall remain there until disposition of the animal. After disposition of the animal, the "Cage Card" is discarded.
- 2. Routing of the AIR
 - a. Once the intake information for the AIR on an animal is completed, a hard copy of the "Information" page shall be placed in the appropriate location for statistical recording of incoming animals.

- b. File folders shall be maintained for each animal enclosure and shall be designated by a unique number and letter combination.
 - 1) These shall be maintained in the office.
 - 2) Once an animal is “logged in”, a hard copy of the “Information” page shall be placed in the appropriate file folder for the animal’s location.
 - 3) The “Information” page shall remain in the appropriate file folder until final disposition of the animal.
- 3. Additional information may be added to the file folder for an animal:
 - a. Copies of any notices left for an owner;
 - b. Letters of permission for officers to pick up strays from private property;
 - c. For surrendered animals
 - 1) A signed surrender statement from the owner;
 - 2) An animal information or profile sheet;
 - 3) Any veterinary records provided by the surrendering owner.
 - f. The shelter medical record page that includes vaccinations, treatments, etc. provided by CAS.
 - g. Copies of any veterinary bills.
- 4. No information is to be handwritten on ANY “Cage Card” or “Information” page unless it has also been entered into the animal’s AIR
- 5. A new “Information” page may be printed as the record is updated, and placed in the appropriately numbered file in the office. The old “Information” page shall be discarded.

F. Availability of animals

- 1. The person completing the AIR shall enter the correct “available” date on the “Intake” tab.
 - a. Animals surrendered by an owner are available immediately unless otherwise noted by the Animal Care Supervisor (ACS) or his/her designee.
 - b. Stray animals without identification, as defined by state law, shall have a five (5) day holding period as follows:

- 1) Day one (1) is the day following the date impounded.
 - 2) Count five (5) days, providing that at least four (4) days are regular business days for the shelter.
 - 3) The animal is available on day six (6).
- d. Stray animals with identification, as defined by law, shall have a ten (10) day holding period as follows:
- 1) Day one (1) is the day following the date impounded.
 - 2) Count ten (10) days, providing that at least seven (7) days are regular business days for the shelter.
 - 3) The animal is available on day eleven (11).
- d. Feral animals shall have a minimum holding period of three (3) days, one (1) of which shall be a regular business day.

G. Color Coding

1. Animal Control shall utilize a system of color-coded dots on the “Cage Card” and “Information Page” to indicate:
 - a. Surrender of animal by owner: Dark blue;
 - b. Court case: Yellow;
 - c. Quarantine or aggression: Red;
 - e. Medication, illness or injury: Light blue.

IV. Redemption of Animals

- A. For redemption guidelines, see [13.7.15 CAS](#) “Redemption of Impounded Animals”.

B. Redemption process

1. The office assistant (OA) shall verify ownership of the animal or contact a supervisor for guidance
2. The OA shall request the Cage Card” from the appropriate kennel staff, and shall not proceed further until it is in hand.
3. The OA shall verify identity of the person.
4. The OA shall search the animal records system and select the correct name of the owner, or
5. The OA shall enter the person into the system including at a minimum name, address, phone numbers, and some type of identifier such as a social security, drivers’ license number or date of birth.

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6. The OA shall associate the animal with the owner.
7. If it has not been previously entered, the OA shall enter the name of the animal in the appropriate field of the “Intake” tab.
8. The OA shall complete the “Outake” and “Intake” tabs of the AIR to show the animal as “Returned to Owner” on the location and status tab for the animal.
9. The office assistant (OA) shall create an “Owner Acceptance” form.
 - a. The OA shall sign the “Owner Acceptance” form as a witness to the redemption.
 - b. The owner redeeming the animal shall, sign the owner acceptance form.
 - c. Animal license and rabies vaccination numbers and expiration dates if applicable and available shall be entered on the “Tracking” tab.
10. The amount of the impounding fee and/or veterinary bill shall be entered in Treasurer’s “Cash Transaction” program under the appropriate pay code and a receipt generated to include:
 - a. The amount paid;
 - b. The transaction number;
 - c. The date of the transaction;
 - d. The initials of person completing redemption.
11. The redeeming owner shall be given a copy of the “Owner Acceptance” form, a transaction receipt, and copies of any notices, veterinary bills or statements if applicable.
12. A copy of the “Information” page, the original “Owner Acceptance” form, and any other paperwork pertinent to the impoundment and redemption shall be promptly routed to the impounding ACO.

V. Adoptions of Animals

- A. See [13.7.16 CAS](#) “Adoptions of Animals” for adoption criteria and guidelines.
- B. Animals offered for adoption are available beginning on the day following the end of any required holding period set by law. No adoptions shall be done prior to the available date listed on the AIR
- C. Prior to the release of any animal for adoption, it shall be scanned for the purpose of locating and recording the number of any possible micro chip identification. See Section III., C, 2, Possible Micro Chip Identification.

D. Adoption Procedures for the AIR

1. The OA shall verify the identity of the adopter.
2. The OA shall insure that adoptions requirements have been met. See [13.7.16 CAS](#) “Adoptions of Animals”.
3. The OA shall request the “Cage Card” from the appropriate kennel staff, and shall not proceed further until it is in hand.
4. The OA shall verify the medical status of the animal including vaccinations, tests and treatments.
 - a. For any animal that has not received them, the OA shall request that kennel staff vaccinate, perform applicable tests, and provide any treatments, i.e. worming, flea prevention, etc., unless such procedures would jeopardize the health of the animal or are not appropriate for the species.
 - b. The person performing the above procedures shall enter the information about each under the “Medical” tab.
 - c. The OA shall not proceed with the adoption until the Medical History form is in hand and complete.
5. The OA shall search the system and select the correct name of the adopter, or
6. The OA shall enter the person into the system including at a minimum name, address, phone numbers, and some type of identifier such as a social security, drivers’ license number or date of birth.
7. The OA shall associate the animal with the adopter.
8. The OA shall complete the “Outtake” and “Intake” tabs of the AIR to show the animal as “Adopted” with the status date.
9. The OA shall create an “Adoption Contract” and print a hard copy.
10. The OA shall enter in the appropriate spaces:
 - a. The signature of the OA and date;
 - b. Whether or not the animal has been spayed or neutered;
 - c. Spay/neuter due date if the animal cannot be immediately sterilized;
 - d. All applicable fees;
 - e. The OA shall require that the adopter initial where applicable and sign the contract.

11. The amount of the adoption fee shall be entered in the Treasurer's "Cash Transaction" program under the appropriate pay code and a receipt generated to include:
 - a. The amount paid;
 - b. The name of the payee
 - c. The transaction number;
 - d. The date of the transaction;
 - e. The name of the person completing the transaction.
12. When the adoption is complete, the OA shall:
 - a. Give the adopter a copy of the "Adoption Contract";
 - b. Give the adopter a copy of the shelter medical record for the animal if the animal is leaving with the adopter.
 - c. Give the adopter copies of any veterinary bills or statements and any other paperwork or handouts that are appropriate. See [13.7.16 CAS](#) "Adoptions of Animals" for other paperwork and materials to be given to adopters
13. The "Information" page, original of the "Adoption Contract", the transaction receipt, and any other paperwork related to the impoundment or adoption of the animal shall be stapled together and routed to the appropriate location for recording the disposition of the animal.

VI. Euthanasia

- A. See [13.7.18 CAS](#) "Euthanasia of Animals" for euthanasia guidelines and procedures.
- B. The person(s) performing euthanasia shall update the "Outtake" and "Intake" tab of the AIR to show the final disposition for the animal and the status date.
- C. The name(s) of the person(s) performing the euthanasia shall be entered in the "Disposition Notes" section of the "Outtake" tab, i.e. Smith/Jones.
- D. The drugs and amounts in CCs shall be entered on the "Medical" tab.
- E. The drug bottle number(s) and lot number(s) shall be entered in the "Comments" section of the "Medical" tab, i.e. SP=BOTTLE #15, LOT # 2534. This format MUST be strictly followed for drug reporting purposes.
- F. An inkable stamp shall be maintained for the purpose of providing a form for the entry of the following on the "Information" page at the time of euthanasia:
 1. The number of CCs for pre-euthanasia and euthanasia drugs;

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2. The bottle and lot numbers for controlled drugs used;
3. The date euthanized;
4. The reason euthanized;
5. The names of the person(s) performing the euthanasia;
6. Whether the animal was scanned positive or negative for a micro chip.
7. See [13.7.18 CAS](#) "Euthanasia of Animals" Section III., L., 6. for procedures to be followed when an animal is scanned positive for a micro chip.

G. After euthanasia, the "Information" page shall be routed to the appropriate location for recording the final disposition of the animal, and verification of drug use.

VII. Filing

- A. After final disposition of the animal, the AIR shall be routed to the appropriate location for statistical data.
- B. The AIR shall then be filed.
- C. The "Information" page of the AIR and any attachments shall be stapled together, filed numerically, and retained for 5 years.