



**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*

Effective Date: 10/16/2015

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;

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- 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.

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- 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.**

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- 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.

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- 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:

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- 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.

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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.

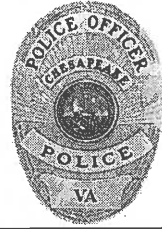
G. After euthanasia, the "Information" page shall be routed to the appropriate location for recording the final disposition of the animal, and verification of drug use.

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.



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



Subject: Impoundment of Animals

Number: 13.7.12 CAS

CALEA Standard(s):

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Authorized By: Major T. D. Branch

Effective Date: 02/16/2016

I. PURPOSE

The purpose of this procedure is to establish guidelines for impounding animals taken into custody by Animal Control Officers (ACO's) while on patrol duty.

II. POLICY

It is the policy of Chesapeake Animal Services (CAS) that ACO's and other staff members follow established procedures for the transporting, unloading, and sheltering of animals taken into custody during patrol duty. Such procedures are designed to provide for the lawful impoundment of animals, as well as the safety and well-being of the animals, the public, and CAS personnel.

III. PROCEDURE

A. Transportation of animals

1. After an animal has been placed in an ACO's vehicle, the compartment shall be locked so as to prevent the escape, release, or theft of the animal.
2. Caution shall be used while driving to ensure the safety of the animals.
3. The ACO shall periodically check the condition of animals being held in any vehicle.
4. No animal shall be left in the vehicle for extended periods during seasons of either extreme heat or cold.
5. No animal having an apparent medical condition requiring immediate attention shall be left in any vehicle, nor shall an ACO continue to perform patrol duties with such untreated animal in custody.
 - a. Such animal will be transported immediately for medical care to a licensed veterinarian.
 - b. The ACO may contact a supervisor for guidance or assistance if needed to secure transport or locate an appropriate clinic or hospital for treatment.

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6. Any animal seized for a violation of animal care or cruelty statutes, or any animal picked up as a stray for which a redeeming owner would be charged with violation of animal care or cruelty statutes shall be transported immediately for veterinary examination and/or care unless other provisions are authorized by a supervisor.
- B. At the completion of each call, the ACO shall initiate a report via the Automated Reporting System (ARS) and an animal intake record (AIR) for each animal he/she has picked up. All information required by applicable laws, ordinances and regulations shall be included on these records.
- C. Unloading of animals at shelter
1. The ACO shall unload all animals before completing paperwork, returning phone calls, or attending to other official business.
 2. All animals shall be unloaded inside the sally port.
 3. The ACO shall use caution when unloading any animal. Every animal is to be secured by leash, snare pole, carrier, trap, or other restraint until being placed in an appropriate cage or run.
 4. An ACO unloading any vicious or wild animal shall take additional precautions.
 - a. The ACO shall determine if assistance is needed.
 - b. Assistance may consist of physical assistance or the presence of a CAS staff member or police officer to insure the safety of the ACO.
 - c. If the ACO determines that such assistance is needed, he/she shall not attempt to unload the animal until assistance arrives.
 - d. After office hours, or when no other CAS staff member is available, the ACO shall contact the Emergency Dispatch Center (EDC) to request the presence of a police officer and shall explain the safety reasons for the request.
 5. After unloading, the ACO shall move his/her vehicle as soon as possible to allow other ACO's access for unloading.
 6. If any feces, vomit or other body waste is spilled in the sally port or parking area while unloading, the ACO shall promptly clean and disinfect the area.

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D. Housing of Animals

1. Animals being unloaded shall be placed in appropriate cages or runs according to size, species and intake status.
2. Food and water, appropriate for the age and species, shall be provided for all animals unless otherwise indicated due to medical conditions.
3. Litter pans shall be provided for cats, unless otherwise recommended due to medical reasons.
4. All reasonable efforts shall be made to appropriately isolate animals suspected of being ill or injured.
 - a. Animals suspected of illness shall be confined in an appropriate isolation area for a period of forty-eight (48) hours, if possible.
 - b. The animal care supervisor (ACS) shall determine the location and duration of isolation for all animals.
5. When putting dogs in runways, ACO's shall ensure both front and back gates are closed and secure.
6. Cages and runways for any fractious or aggressive animal shall be padlocked and a "Use Caution" sign shall be posted on both doors of the enclosure.
 - a. The impounding ACO is responsible for initially placing the pad lock on the cage or run and for making certain it is locked.
 - b. Shelter Attendants (SAs) are responsible for ensuring that pad locks remain on these cages or runs and are locked.
7. The ACO shall follow all procedures and complete appropriate medication forms for any animal that has been prescribed medication or treatment to be given by CAS See 13.7.13 CAS "Medications and Treatments".

D. Identification of Animals

1. All leashes, chains, choke chains, or collars are to be removed from animals if possible.
2. These shall be labeled with the intake number from the AIR and placed in the appropriate designated area. Notation is to be made on the AIR that the animal had a chain, leash, etc. and its location. See 13.6.2 CAS "Animal Intake Record".

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3. All collars shall initially be removed by the impounding ACO and inspected for any attachment, compartments, or writing that may provide information about the animal's owner.
4. If the animal is wearing tags or other forms of identification, the identification shall be noted on the AIR.
5. The impounding ACO shall attempt, or be responsible for ensuring the attempt of another CAS staff person, to trace any identification for the purpose of ascertaining the identity of the animal's owner.
6. The impounding ACO shall attempt, or be responsible for ensuring the attempt of another CAS staff person, to contact any known owner as provided by applicable laws, ordinances and regulations.
7. Any attempt to contact an owner or contact of the shelter by an owner shall be noted on the Profile tab of the AIR by the person making or receiving the contact.
8. Any ACO or support staff member who impounds an animal, with the exception of wildlife and neonates, shall:
 - a. Employ the microchip scanners on all impounded animals entering the shelter, whether they are strays or surrendered by owners, for the purpose of locating any possible microchip identification, or
 - b. Make a notation on the AIR indicating that the animal is too fractious to be scanned. See 13.6.2 CAS "Animal Intake Record".
 - 1) Animals shall be scanned with a 125kHz scanner as well as the 134kHz or "universal" scanner.
 - 2) The 12kHz scanners will read US standard microchips such as AVID and HomeAgain. They will not read ISO or Banfield Hospital chips.
 - 3) The 134kHz scanner will read ISO or Banfield chips and HomeAgain chips. They may not read AVID chips.
 - c. Check dogs for tattoos. Tattoos may be traced by calling the National Dog Registry at 1-914-679-2355.
 - d. Invisible fence collars shall be examined for serial numbers. Some collars may have serial numbers inside the box attached to the collar that may be traceable.

- e. Any person who locates a microchip, tattoo, or invisible fence serial number will be responsible for attempting to trace that identification and will make every reasonable effort to identify and contact the animal's owner within 48 hours.
 - 9. If an ACO encounters a problem tracing any type of identification, he/she shall ask for assistance from a supervisor.
 - 10. An IDtab band collar with intake number and pick up date shall be placed around the neck of every impounded animal unless a specific condition prohibits such placement. ID collars shall be secured in such a manner that two fingers can be placed under the collar. Any excess should be trimmed.
 - 11. The collar shall be secured to the cage or runway door if:
 - a. The animal is fractious or feral
 - b. The animal is nursing
 - c. The animal is a neonate
 - d. The animal has a medical condition that prohibits placement of an ID collar.
 - 12. If the animal's behavior is the reason the ACO is unable to place the I.D. band collar on its neck, the ACO shall attach a "Use Caution" sign to the front of the cage or on both doors of the run to alert other personnel. The ACO shall make an appropriate notation in the Description section of the Intake tab on the AIR.
- E. Paperwork
- 1. An AIR is to be completed for any animal or portion of an animal taken into custody by an ACO or any CAS personnel for any amount of time. This includes an animal that the ACO returns to an owner or otherwise releases.
 - 2. An ACO shall complete all field reports, AIRs, summonses, investigation reports, exposure reports, or other paper work and turn in all paperwork by the end of the shift.
 - 3. See 13.6.2 CAS "Animal Intake Record" for holding periods and disposition of sheltered animals.
- F. ACOs and other CAS personnel shall check the classified section of the newspaper and posted lost reports with photos each day in order to help identify possible owners of animals that have been impounded.