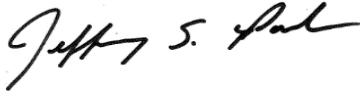
 Hanover County Animal Control ADMINISTRATIVE ORDER		APPROVED BY:
		
		JEFFREY S. PARKER CHIEF
SUBJECT: FACILITY MANAGEMENT	SERIES:	3
	NUMBER:	5
	EFFECTIVE DATE:	10/01/2017
	REVISION DATE:	10/01/2017
Impound Policy		

POLICY

Impound is defined as the process in which an animal is received, identified, classified, and placed into the custody of Hanover County Animal Control and provided for under State Code §3.2-6503 – Laws of Companion Animals.

PURPOSE

The purpose of this Administrative Order is to provide guidelines for the proper impoundment of animals picked up by animal control officers or relinquished to the shelter. Impoundment of animals includes animals that are taken to the shelter facility, an animal hospital or other designated facility.

PROCEDURES

I. Custody of Animals by an ACO

- A. All animals impounded at the shelter by an ACO will be brought through the proper non-public intake doors only.
- B. **Healthy animals** – adult animals should be impounded within a reasonable time during the ACO's scheduled shift. Consideration should be given to the type of animal and the current weather conditions.
- C. **Young animals** – young as well as not yet weaned animals should be impounded as soon as possible upon being picked up. If possible, these animals should be put in a carrier in the truck compartment and/or placed with towels/blankets to prevent them from sliding around during transport.

- D. **Sick/injured animals** – all sick or injured animals should be impounded as soon as possible, provided immediate humane euthanasia is not necessary. Please alert the facility supervisor, if available, to the condition of the animal and where it is placed in the facility. Any animal coming from a veterinarian hospital will be brought directly to the shelter facility and turned over to shelter facility personnel. Any animal under current medical treatment should be impounded as soon as possible to avoid compromising the animal's health.
- E. If the Chief of Animal Control is not available, the ACO may call and consult with a veterinarian, describing the animal's injury or illness, before placing the animal in the shelter or taking it to a veterinarian.
- F. All animals impounded will be given fresh water.
- G. The correct cage number will be put on the animal's ACR.
- H. Identification, such as tags, tattoos, etc., should be noted on the ACR.
- I. If known, the owner's name and address shall be noted and they should be contacted as soon as possible after impoundment.
- J. There should only be one dog per cage unless the animals are littermates or are from the same household. Placement of animals from different backgrounds together leads to a variety of problems, such as fighting, food deprivation and spreading of disease.
- K. An ACR shall be completed on every animal taken into custody by department personnel.

II. Impound Desk Duties

- A. Create an identification record for every animal brought into the facility or in the custody of Hanover County Animal Control.
- B. Process each animal through established intake procedures described under Intake Requirements.
- C. Visually compare each impounded animal against information reflected on its associated ID card, looking for and correcting any discrepancies.
- D. Update in the computer system any pertinent pet information, such as assigned kennel run/cage numbers, handling employees, etc.

- E. If any form of owner identification is visible on an incoming animal, attempt to notify the owner by telephone to advise of the impoundment.
- F. Maintain an overall clean appearance of the impounding area and other assigned locations. (See section on Cleaning Procedures.)
- G. Respond to inquiries by members of the public and clerical staff.

III. Intake Requirements

- A. Whether impounded by an officer or animal care staff, the following apply:
 - 1. Animals will be classified in areas of breed, sex, age, color(s), tail length, coat length and type, sickness, presence of injury, pregnancy or heat, if applicable, and adoptability.
 - 2. Each animal will be inspected for the presence of tags, microchips, tattoos, collars, etc., in order to determine ownership.
 - 3. All identifying items, as described above, will be reflected in the computer impounding system along with owner information.
 - 4. Impound cards will be inspected for pet/owner/impound information accuracy prior to proper placement onto a cage/run.
 - 5. Upon placement onto a cage/run, all impound cards will reflect the assigned cage/run and which employee did the intake.
- B. When placement into a run/cage is to occur, the following will apply:
 - 1. All animals will be weighed and scanned for microchip.
 - 2. Consideration will be made concerning placement into a cage/run with animals of an aggressive nature, similar colors, same sex, etc.
 - 3. Sick or injured animals will require prompt notification to the staff member deemed appropriate through staff policy (facility supervisor).
 - 4. Segregation of an animal will occur due to its breed, its aggressive nature, by being either sick or injured, being pregnant or through its being a unique breed (hybrid wolf, coyote, etc.).

5. In the case of an animal, stray or owned, that is seriously injured or sick, the department automatically accepts the animal and executes its policy on handling sick or injured animals.

IV. Unweaned Animal Intake Policy

- A. Unweaned animal(s) that are impounded without a lactating dam are to be evaluated upon entry by the facility supervisor or other animal care personnel.
- B. Shortly after impoundment, efforts will be made to place the unweaned animal(s) into immediate foster care through the Richmond SPCA.
- C. If an employee wishes to foster, it must be approved by the Chief of Animal Control or his designee and is not subject to additional paid time.
- D. If no foster care is available or the unweaned animal(s) are ill, euthanasia will be considered.

V. Animals Relinquished by Owner

- A. **Owner** is defined as "any person who (i) has a right of property in an animal; (ii) keeps or harbors an animal; (iii) has an animal in his care; or (iv) acts as its custodian. (State Code § 3.2-6500).
- B. Notice the ownership of a relinquished animal reverts to the County of Hanover and notice of intent to euthanize, adopt or transfer ownership of animal is served.
- C. The recent demeanor of the animal is declared by the owner.
- D. All owners relinquishing animals must sign the ACR relinquishing the animal to Hanover County. Prior to signing, verbally request they read the paragraph which describes transfer of ownership and disposition of animal.
- E. Owners relinquishing their animals must fill out an "All About Me" form (Appendix 3-1), giving all information known about the animal. If possible, all medical records of the animal should also be surrendered with the animal.

VI. Holding Periods

- A. Stray animals without identification will be held five (5) days, not counting day of impoundment. Stray animals with identification will be held an additional 5

days, unless sooner claimed by a rightful owner (State Code § 3.2-6546, Section C).

NOTE: Canines are usually held for 10 days due to the increased probability of an owner coming forward. Felines are less likely to be claimed.

- B. Animals relinquished by their owners are held for 24 hours. (See Change of Heart Policy – Series 3 Number 10).

VII. Accepting Animals within Jurisdiction

When animals are brought to the shelter, whether they are stray or owned, the following procedures shall be adhered to:

- A. Request to see a valid Virginia driver's license or picture identification issued by DMV or another form of identification that clearly shows that the address of the individual bringing in the animal is current and a valid Hanover County address.
- B. Prior to an owner signing the form, verbally request that he/she read the paragraph which describes transfer of ownership and disposition of animal.
- C. An ACR shall be filled out on every animal that has been taken into custody by department personnel.

D. Accepting Animals Out of Service Area

The general public is not aware and sometimes does not care about jurisdictional boundary lines between public/private animal control agencies and often will bring animals that they have found to the animal facility nearest to them. When situations such as this arise, the department's policy is to see if the person can transport the animal to the proper shelter servicing the area where the animal was found. If the person hesitates about doing this or is clearly reluctant to do so, the department will accept the animal without hesitation. The person is also informed that the proper agency will be contacted and advised to pick up the animal from Hanover as soon as possible.

VIV. Animal Classification Policy

- A. It is recognized that an animal housed within our facility undergoes stress and displays undesirable traits upon impoundment. The difficult part is gauging whether or not an animal is displaying these traits due to its current environment or because it is inherently defective.

- B. Animal Control personnel have a responsibility to ensure that a proper classification occurs for each animal impounded. This entails monitoring an animal and making necessary changes, not only on its impound card, but also within the computer database system. After all holding periods have elapsed, the animal then becomes property of Hanover County Animal Control and temperament testing occurs, which will determine if the animal is adoptable or non-adoptable. The computer software will be updated once this is determined.