Standard Operation Procedure of the Highland County Animal Shelter

1098 Airport Terrace Rd.

Monterey Va 24465

**Contents**:

1. Purpose
2. Policy
3. Procedures
4. Surrenders
5. Strays
6. Quarantine
7. Rabies
8. Intake Procedure
9. Holding Period
10. Final Disposition

**I. Purpose**

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

**II. Policy**

The Highland County Animal Shelter shall make accurate records of all animals received. Such records shall be retained for a minimum of two years or as required by law.

**III. Procedure**

Every animal received by the Highland County Animal Shelter shall be documented on the animal intake form and the intake evaluation form. The forms will be housed at the animal shelter.

1. **Surrenders**
2. An owner shall be defined as per Virginia State Code definition 3.2-6500
3. Owners shall provide proof of Highland County residency (utility bill, license, etc.)
4. Owners shall fill out the appropriate surrender form and sign and date it.
5. The Animal Control Officer (ACO) shall advise the owner that after surrender of the animal, they are relinquishing all rights to said animal and the disposition of the animal at that point is determined by the ACO.
6. The ACO shall advise the owner that after surrender of a companion animal that they will not be allowed to adopt said animal back into their custody.
7. The ACO shall sign and fill out owner’s information (Driver’s license #, State, Expiration date, and Date of birth) on the surrender form
8. The ACO shall document the surrendered animal on the Intake form.
9. **Strays**
10. Citizens bringing stray animals to the Highland County Animal Shelter shall provide the following information:
11. Name, address, phone number
12. Date and location where the animal was found
13. Reason for bringing the animal to the shelter
14. The ACO shall enter all information onto the Intake form
15. The stray remain at the shelter until it’s final disposition

**C. Quarantine**

1. Animals being quarantined at the Highland County Animal Shelter whose owners plan to redeem them shall be documented on the Intake form
2. Quarantined animals will remain in isolation for a length of time determined by the supervising veterinarian
3. Once the veterinarian has cleared the animal of being infectious it may then join the general population or be transferred to another releasing agency

**D. Rabies**

1. If a stray companion animal brought in has visible wounds on its body, characteristic of an animal attack/bite as determined by a veterinarian; said animal shall immediately be vaccinated, by the veterinarian, against rabies and held for quarantine of no less than 45 days
2. Any animal that is suspected of exposing a human to rabies shall be confined for 10 days unless it develops symptoms of rabies, expires, or is euthanized before that time
3. The Health Department shall contact the animal shelter stating that the animal has been released from quarantine before the animal may be redeemed

**E. Intake Procedure**

1. All animals, upon intake, shall be scanned for a microchip; with the exception of feral cats and aggressive dogs
2. All animals shall be documented on the Intake form and given an identification number
3. Upon intake all animals shall be given an initial health inspection to determine if veterinary care is needed logged on the Intake Evaluation form

**F. Holding Period**

1. Animals that have been surrendered by their owners and have filled out the surrender form are evaluated during the intake process and are then available to be transferred to a certified releasing agency
2. Feral cats shall be held for five days
3. Stray animals without identification shall be held for five business days
4. Stray animals with identification shall be held for ten business days

**G. Final Disposition**

1. The animal’s disposition (transferred, euthanized, etc.) shall be documented on the custody record
2. The ACO shall file custody record and all associated paperwork in the filing cabinet