



James R. Clarke, Jr.
Sheriff

ISLE OF WIGHT COUNTY SHERIFF'S OFFICE

Animal Services Division

P.O. Box 80 · 13044 Poorhouse Rd. · Isle of Wight, VA 23397

Phone (757) 365-6318 · Fax (757) 365-0440



**Standard Operating Procedures for Isle of Wight County Animal Shelter
Intake Policy**

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By the Authority of Chief of Animal Control: Roy Richards

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I. Purpose

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

II. Policy

Isle of Wight Animal Shelter shall make accurate records of all animals received. Such records shall be retained for the period required by The Virginia Records Retention and Disposition Schedule.

III. Procedure

Every animal received by Isle of Wight Animal Shelter shall be entered into the Animal Control Shelter Module of RMS. The Animal Control Shelter Module is designed to track the animal from receipt through final disposition.

A. Surrenders

- 1 An **Owner** shall be defined as, per Virginia State Code definition 3.2-6500, and in addition that has provided adequate food, water, and shelter for 7 consecutive days.
- 2 Owners shall submit proof of Isle of Wight residency; this may be done by utility bill, license, etc.
- 3 Isle of Wight residents must have Photo ID and/or proof of Isle of Wight residency.
- 4 Owners shall fill out the appropriate surrender form in its entirety, based on the species they are surrendering, and sign and date.
- 5 Kennel Attendants Staff/Animal Control Officer (KA /Staff/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 decided by KA /Staff/ACO.
- 6 KA/Staff/ACO shall advise the owner that after surrender of companion animal that they will not be allowed to place an application or adopt said animal(s) back in their custody.
- 7 KA/Staff/ACO shall advise the owner that after surrender of an animal(s) they will not be able to adopt any animal in the facility for a period of 30 days.
- 8 KA/Staff/ACO shall sign, and fill out owner's information, Driver's License (D/L) #, State, Expiration Date, and D.O.B. at the top/middle of the form.

- 9 KA/Staff/ACO shall key the surrendered animal into the Animal Control Shelter RMS Module and the intake number shall be written on the surrender form.
- 10 The surrender form (See Attachments A-C) shall remain with the intake animal's paperwork until its final disposition.

B. Strays

- 1 Citizens bringing stray animals into Isle of Wight Animal Shelter shall provide KA/Staff/ACO with the following information
 - a. Name, address, phone number
 - b. Type of animal brought into the facility
 - c. Date and location of where the animal was found
2. KA/ Staff/ACO shall sign, date, and fill out information provided by the citizen, D/L#, State, Expiration Date, and D.O.B. at the top/middle of the stray form.
3. KA/Staff/ACO shall key the stray animal into the Animal Control Shelter RMS Module and the intake number shall be written on the stray form.
4. The stray form shall remain with the animal's custody record until its final disposition.

C. Quarantines

1. Animals being quarantined at Isle of Wight Animal Shelter whose owners plan to redeem them shall have a Isle of Wight County Animal Control Statement of Quarantine (see Attachment C) filled out by their owner.
2. Fees are \$10 per day for a full day.
3. The Health Department shall contact Isle of Wight Animal Shelter stating the animal has been released from quarantine before the animal may be redeemed.

D. Animal Intake Procedure

- 1 All animals on intake shall be scanned for a microchip, with the exception of feral cats and aggressive dogs.
- 2 All stray intake animals shall be checked against the lost book.
- 3 All animals shall have a photo taken and added into the Animal Control Shelter RMS Module upon intake.
- 4 Surrendered animals that were previously adopted from Isle of Wight Animal Shelter shall have their old medical record pulled and this information shall be entered into their new medical record. The previous ID number as well as the new ID number shall be listed on the applicable surrender form.
- 5 All animals on intake shall have separate entries in the Animal Control Shelter RMS Module.
- 6 All animals shall be entered in the Animal Control Shelter RMS Module on the day of intake.
7. Animal Control Shelter RMS Module Entry
 - a. Home Screen select "Shelter"
 - b. Select "Add". It will auto highlight the required areas to fill in, but all areas shall be filled in.
 - c. Acquire date

- d. How acquired
- e. Classification (i.e. stray, surrender, bite case, etc.)
- f. Eligible for adoption date
- g. Pick up location, address, city & state
- h. Intake officer (KA, Staff or ACO)
- i. Quantity (will always be 1)
- j. Chip Scan (Y or N)
- k. If there is a microchip present, fill in the number. A tracking note shall be added stating the microchip company, their phone number and any owner's information. If no chip, fill in no chip.
- l. Name of animal (if applies)
- m. Species (i.e. dog, cat, rodent)
- n. Breed
- o. Breed Type
- p. Gender
- q. Eye color
- r. Age
- s. Weight
- t. Size (puppy, kitten sm, med, lrg, xl)
- u. Coat (i.e. short, medium, curly)
- v. Ears (i.e. up, down, chopped)
- w. Tail (i.e. long, nub, short)
- x. Health
- y. Temper

- z. Markings (i.e. Collar, tag, none)
- aa. Owner (If surrendered, the entry would provide owners information, if stray no information shall be entered until the stray holding period is over.)
- bb. Once all required areas are filled, select save. This will create an "ID" number for the animal.
- cc. Tracking. This would dictate where the disposition of the animal. i.e active in facility, adopted, euthanized, transferred, etc.
- dd. Click the tab labeled Impoundment/ Rabies Vac. In the remarks you will type the following information:
 - 1 The date apprehended and any addition remarks

8. **Vaccines on Intake**

- a. All animals shall be vaccinated when they become legal property of Isle of Wight Animal Shelter. (Appropriate vaccinations are noted in SPD SOP 208: Vaccination of Animals.)
- b. Animals that have been vaccinated shall have a vaccine record completed.
- c. On the left hand side of the Animal Control Shelter Module select the medical tab and key in the vaccines given and the date given.
- d. If an animal is too aggressive to vaccinate it shall be notated in the tracking notes.
- e. Animals that are turned over by their owner and have current vaccines must be notated on a vaccine record.

9. **Completed Intake Record**

- a. ACC Staff/ACO shall attach the custody record intake form
- b. Attach medical form
- c. Attach Surrender/Stray/Quarantine Form

- d. Attach veterinary records turned in with the animal
- e. Attach veterinary treatment records and/or vet bills.
- f. Intake record shall be filed in the cabinet under the appropriate kennel number.

10. **Kennel card**

- a. Dog Kennel cards shall be printed and placed in the holder on the front of the cage immediately upon animal placement. Cat Kennel Cards should be placed on the bulletin board in each room

E. **Holding Period**

- 1 Animals that have been surrendered by their owners and have filled out and signed Isle of Wight Animal Shelter Statement of Surrender form are available immediately.
- 2 Feral cats shall be held for five (5) days.
- 3 Stray animals without identification, shall be held for seven (7) days.
- 4 Stray animals with a collar shall be held for ten (10) days.
- 5 Animals with identification on them to include rabies tags, city tags, riveted tags on collars, microchips shall be held for twelve (12) days.
- 6 ACO's with court cases that require a longer holding period shall add tracking notes explaining such.

F. **Final Disposition**

- 1 The animal's disposition (i.e. adopted, redeemed, transferred, euthanized, etc.) shall be documented on the Custody Record Intake Form.
- 2 KA/ Staff/ACO shall file the paperwork in the filing cabinet.