

	<b>ISLE OF WIGHT COUNTY SHERIFF'S OFFICE</b>		<b>ANIMAL SERVICES</b>
	SUBJECT: INTAKE		NUMBER: 1-4.00AC
	EFFECTIVE DATE: 1/1/2026		REVIEW DATE:
	AMENDS/SUPERSEDES:		APPROVED: <i>James R. Clarke Jr.</i>
			SHERIFF
<b>FACILITY PROCEDURES - CUSTODY</b>			

**NOTE:**

This rule or regulation is for internal use only and does not enlarge an employee's civil or criminal liability in any way. It should not be construed as the creation of a higher standard of safety or care in an evidentiary sense, with respect to third party claims. Violations of this directive, if proven, can only form the basis of a complaint by this agency, and then only in a non-judicial administrative setting.

**INDEX WORDS:**

SURRENDERS  
 STRAYS  
 QUARANTINE  
 WILDLIFE  
 HOLDING PERIODS  
 FINAL DISPOSITION  
 INTAKE PROCEDURES

**I. POLICY:**

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

**II. 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.

**III. PROCEDURE:**

A. Every animal received by IOWCACS shall be entered into the Animal Services' Records Management System (ShelterLuv). ShelterLuv is designed to track the animal from receipt through final disposition.

B. Surrenders

1. Owners shall submit proof of Isle of Wight County residency; this may be done by utility bill, license, etc.

2. Isle of Wight residents must have Photo ID and proof of Isle of Wight County residency.
3. Owners shall fill out the appropriate surrender form online in its entirety, based on the species they are surrendering, and sign and date. If unable to complete digitally, a paper copy will be given.
4. Animal Services Staff/Animal Control Officer shall advise the owner that after surrender of the animal they will not be able to adopt for 30 days.
5. Animal Services Staff/Animal Control Officer shall advise the owner that after surrender of their animal they will not be able to return to reclaim surrendered animal.
6. The surrender form shall remain with the animal's custody record until its final disposition.
7. Staff will fill out the Animal Custody Record, in addition to the surrender form, in its entirety, for State Vet Records keeping.
8. Staff can provide owners with an alternative "Quick Surrender Form" in special situations such as
  - a. They are surrendering an animal they have no behavioral information on.
  - b. They are surrendering an animal they do not regularly interact with.
  - c. They are surrendering in multiples with no known behavioral information (ex. A litter of kittens)

#### C. Strays

1. All animals brought to IOWCAS shall be those in which were found within Isle of Wight County limits. IOWCAS is not to accept animals from outside of our jurisdiction without the approval of the Chief Animal Control Officer or in an situation that may put that animals' health at risk..
2. Citizens bringing stray animals into IOWCAS shall fill out the IOWCAS Stray Questionnaire and include any information they can provide.
  - a. Name, address, phone number, sign and date
  - b. Type of animal brought into the facility
  - c. Date and location of where the animal was found
  - d. Any known information about a potential owner
3. The stray form shall remain with the animal's custody record until its final disposition.

#### D. Quarantines

1. Animals being quarantined at IOWCAS whose owners plan to redeem them shall have a IOWCAS Animal Quarantine filled out by their owner.
2. Quarantine Fee is \$100 to be paid at time of service. Fees are \$10 per day for a full day.
3. The Health Department shall contact IOWCAS stating the animal has been released from quarantine before the animal may be redeemed. Standard holding period is 10 days.

#### E. Wildlife

1. Wildlife brought to the facility shall be handled by Animal Control Officers, unless otherwise trained.
2. Animal Control Officers shall log all wildlife into ShelterLuv.
3. Staff is to retrieve a general location in which the wildlife was originally located. This information must be noted on the Custody Record and passed along to any rehabilitator.

4. ACOs are required to make a valid attempt to contact a wildlife rehabilitator or an experienced vet, in an attempt to save/rehabilitate the animal or seek approval for euthanasia.
5. When wildlife is euthanized, the officer shall create a Custody Record in addition to recording all drugs used in the process, into the Drug Use Log.
6. No staff member is to relocate wildlife without approval from a licensed rehabilitator or the Chief Animal Control Officer.

#### F. Animal Intake Procedure

1. All animals entering the facility as a new intake are to be taken into the Receiving Area and placed in the proper kennel until further evaluated.
  - a. If animal is not immediately being evaluated, it should be provided with the necessities in accordance with State Vet requirements
    1. Adequate food and water appropriate to age and health
    2. Adequate supplies according to species (ex. Litter pan provided to cats)
    3. Bedding (ex. Blanket or platform – free of toxins and debris)
2. A custody record and intake exam MUST be completed for every animal that enters the IOWCAS facility despite length of time within the building.
  - a. Each staff member is responsible for completing their own Custody Record.
  - b. See Attachment for example of Custody Record and Intake Exam
  - c. These item MUST be completed at intake in order to compliant with the State Vet requirements:
    1. Date and time of Custody
    2. Date and Time of Record
    3. Location of Custody taken
    4. Intake reason
    5. Species
    6. Breed
    7. Color/Description
    8. Age
    9. Gender
    10. Spay/Neuter Status
    11. Rabies tag
    12. License #
    13. Microchip
    14. Tattoo/Scar
    15. Collar
    16. Disposition
3. Staff should use P.P.E. such as latex or rubber gloves, before handling any animal. A fresh pair should be used in between animals, unless the animals are part of the same litter.
4. All animals on intake shall be scanned for a microchip, with the exception of a fractious or aggressive animal that cannot be safely contained. This must be done at a minimum of 3 times.

- a. Any fractious animal must be rescanned at a later date, once behavior subsides. This should be noted and Kennel Staff should be made aware of the incomplete record.
5. All animals must be checked for a tattoo or a spay/neuter scar located on their abdomen.
  - a. See ANIMAL CARE for chart
6. Every animal needs to be weighed.
  - a. If staff is unable to weigh the cat safely out of carrier, animal should be weighed while secured in the carrier. The weight of the carrier should be subtracted once animal is removed from carrier.
  - b. Dogs may need to be muzzled in order to be placed on scale.
7. A full physical exam should be done at the time of intake prior to further placement within the facility.
  - a. Exam report is located on the back of the custody record
  - b. Any irregular notes should be brought to the attention of the care staff, Shelter Manager or Chief ACO regardless of severity.
  - c. This exam includes checking the following
    1. Looking for injuries
    2. Gums/Teeth
    3. Body Scale
    4. Skin
    5. Ears
    6. Temperament
    7. Ears
8. A estimate of the animals age must be recorded
  - a. See ANIMAL CARE for chart
9. All stray intake animals shall be checked against the lost reports.
10. All animals shall have an individual photo taken upon intake
  - a. This photo will be used for ShelterLuv and Social Media
  - b. Must be a clear and visible depiction of the animal's full appearance
11. Surrendered animals that were previously adopted from IOWCAS 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 and linked in the system.
12. Consultation with an Animal Care Team member is needed for a physical exam of each animal, proper placement of each animal due to health and temperament, and noting any special instructions for the animal whether that be on the cage and/or in the animals records.
13. Any animal that is unable to complete the intake procedure (weight, scanned for chip, gender, deworming, vaccines, physical exam) must be completed as the most opportune time.
  - a. A caretaker should be notified if items on intake were not completed by an officer
  - b. When intaking an animal, Officers are expected to have the front portion of the Custody Record completed to include the person(s) in which a transfer of custody occurs, location and date of pick up and any indications of behavior during pick up, noted clearly on the kennel and/or the Custody Record.

14. Completed Intake Record
  - a. Staff/ ACO shall complete a written Custody Record per animal
  - 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 under the appropriate kennel number.
15. Kennel card
  - a. Kennel cards shall be printed and placed in the holder on the front of the cage immediately upon animal placement.
  - b. This should provide clear and matching identification to include a photo of each individual animal.

#### G. Vaccines on Intake

1. All age and health appropriate animals shall be vaccinated on intake.
2. Animals that have been vaccinated shall have a vaccine record completed.
3. If an animal is too aggressive to vaccinate it shall be notated in the tracking notes.
4. Never reuse syringes or needles.
5. Once vaccines have been completed, peel the sticker from the empty vial and place on the back of the Custody Record.
6. Pay special attention to any lumps or bumps that may occur at the injection site and do not dissipate within a week.
7. Animals that are turned over by their owner and have current vaccines must be notated in a vaccine record.

#### H. Clean up

1. Clean out the interior of the transfer carrier.
2. Spray the transfer carrier, inside and out, with disinfectant.
3. Remove and dispose of latex gloves.
4. Wipe down the transfer carrier.
5. Place carrier in its proper storage place or vehicle.
6. Clean any scale or other equipment used during the intake process.

#### I. ShelterLuv

1. All animals on intake shall have separate entries in ShelterLuv.
2. All animals shall be entered in ShelterLuv on the day of intake
3. Completed Intake Record
  - g. Staff/ ACO shall complete a written Custody Record per animal
  - h. Attach medical form
  - i. Attach Surrender/Stray/Quarantine Form
  - j. Attach veterinary records turned in with the animal
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#### J. Holding Period

1. Animals that have been surrendered by their owners and have filled out and signed IOWCAS Statement of Surrender form are available immediately.
2. Feral cats shall be held for five (5) days to follow a temperament evaluation.
3. Stray animals without identification or collar shall be held for seven (7) days.
4. Stray animals with a collar or harness, shall be held for ten (10) days.
5. Stray animals with identification on them to include rabies tags, city tags, riveted tags on collars, microchips shall be held for twelve (12) days.
6. An addition 12 day hold can be placed on an animal once contact has been made by a known owner in an attempt to reclaim the animal. That hold can extend to twenty one (21) days, upon approval of the Chief Animal Control Officer.
7. ACOs with court cases that require a longer holding period shall add tracking notes, signage on kennel, and notification to other staff members explaining such.

#### K. Final Disposition

1. The animal's disposition (i.e. adopted, redeemed, transferred, euthanized, etc.) shall be documented on the Custody Record sheet.
2. Staff/ACO shall file the record in its entirety on the filing shelf.
3. A staff member will collect completed Custody Records at the end of each month to form Monthly Reports.
4. After completion of Monthly Report, Custody Records can be filed away according to
  - a. The species of animal
  - b. Disposition Date