**ANIMAL INTAKE PROCEDURE**

The Charlottesville-Albemarle SPCA (“CASPCA”) is an open admission, private animal shelter that provides contracted public shelter (pound) services for the City of Charlottesville and Albemarle County.

The following intake circumstances are accepted at the CASPCA:

* **Stray**: companion animals from Albemarle/Charlottesville: These animals are confined for 11 days if they have a collar, tag, license, tattoo, or other form of identification. If none are found, the confinement is 6 days. During this stray holding period, the animal cannot be adopted out or spayed/neutered. The CASPCA actively checks its lost reports in hopes of locating an owner.
  + Stray companion animals from outside of the service area: Finders are instructed to take the animal to the appropriate locality’s animal shelter where the animal was found. In rare cases/emergencies, the CASPCA may accept a stray from outside of Charlottesville/Albemarle. In these cases, the appropriate locality’s animal shelter is contacted to supply all animal and finder information.
* **Owner surrender companion animals**: The CASPCA generally does not accept owner surrenders from outside of our jurisdiction. (Exceptions for emergency cases can be made by managers.) When an animal is being surrendered to the CASPCA, the legal owner must physically sign over all ownership/property rights of the animal. (Verbal surrenders are not accepted.) Public owner surrenders are accepted by appointment only. Owners are expected to pay a continuing care fee at the time of their surrender appointment. For a scheduled surrender, the fee is $75. For emergency surrenders, the fee is $100. The owner or veterinarian must supply any available vet records at the time of surrender.
* **Returns:** Adopted animals that are returned to the CASPCA within 6 months of adoption are considered returns and do not require a surrender appointment or fee. *We do not refund adoption fees*. The legal owner must physically sign over all ownership/property rights of the animal. (Verbal surrenders are not accepted.) Any available vet records must be supplied by the owner or veterinarian at the time of surrender. (Returns after 6 months of adoption are considered owner surrenders.)
* **Animal Control seizures:** Animals brought to the CASPCA by Albemarle/Charlottesville Animal Control and/or Law Enforcement must be accepted at all times. This includes animals requiring confinement for court cases. Any time an animal is brought in by ACO, a pop-up must be added to the animal’s profile to indicate which officer brought the animal, and if they say it is OK to release the animal to the owner.
* **Bite confinement cases**: The public and animal control can bring in both stray and owned animals that have bitten or scratched within the last 10 days and need to be confined for rabies observation. Confinement is 10 full days from the date of the actual bite/scratch. The animal can leave the facility once the CASPCA and health department have released the animal from quarantine. The owner is expected to pay boarding fees at the time of redemption. One the confinement ends, the animal must be current on rabies vaccination before it is released back to an owner.
* **Transfer in of companion animals**: When space and resources allow, the CASPCA accepts dogs and cat transfers from other animal shelters and rescue groups.
* **Wildlife**: Finders are strongly encouraged to contact the Wildlife Center of Virginia before handling any wild animal. When wildlife is brought to the CASPCA by animal control or the public, shelter veterinarians determine whether euthanasia or transfer to a certified wildlife rehabilitator is necessary.
* **Dead on arrival**: When deceased stray companion animals are brought to the CASPCA, they are assigned an identification number and administratively treated the same as strays. An identification check is performed to identify gender, breed, color, microchip/collar/ID tag presence, distinguishing features, etc. A picture is taken and the deceased animal is held in the CASPCA’s freezer for 6 to 11 days before cremation, dependent on the presence of identification on intake.

Shelter staff remains at the CASPCA daily from 8:00AM - 6:00PM so the public can enter with animals. For animals needing to come in after hours, county and city animal control agencies have access to our facility.

When an animal is being admitted to the CASPCA, the finder/owner is asked to show photo ID. If they do not have ID, they are asked for their name, address and phone number (Animal control officers gather this information in the field and supply it to the CASPCA on intake). Every animal entering the CASPCA’s custody is signed into Shelter Luv software and assigned an identification number (Shelter Luv stores all finder/owner info, animal description/identification details, custody information and medical/behavior records).

The animal then enters the CASPCA’s veterinary clinic for intake, accompanied by an intake check list sheet and a custody record. Felines are placed in cat intake and canines in dog intake. Any critical medical cases are immediately brought to the veterinarian’s attention.

Clinic staff began examining the animal for identification and recording results on the custody record. These results are also entered into Shelter Luv. Clinic staff then proceeds with intake.

All dogs are fitted with an appropriate-sized collar on intake. If a stray animal comes in wearing a collar, harness, etc., the animal’s belongings are placed in the kennel card holder.

Before an animal leaves intake, clinic staff ensures that all identification and intake information is recorded in ShelterLuv in addition to ensuring the custody record is complete. A kennel card is printed from ShelterLuv and is placed in a holder that will travel with the animal. The custody record is filed under either private shelter or public shelter.

**Last Updated: 1/15/2025**