SVASC Intake Procedure

**General:** Accurate and consistent record keeping and tracking of all animals housed at SVASC are essential for overall control and evaluation. Intake of animals falls into two categories, owner surrender and strays. Policies and procedures for each follow.

1. Whether an owner surrender or stray, there are certain procedures that apply to all:
	* + - **Intake Form:** Each animal shall have an intake form filled out in its entirety, intake staff will ask each customer for identification and will fill out customers name, address, telephone number and drivers licenses number. Intake staff will find out as much information from the customer about the animal they are releasing to the shelter. Intake staff will have the customer sign the form in the appropriate box indicating the animal was either a stray or owner surrender.
			- **Animal Information:** Intake staff will do a basic assessment of animals’ appearance, noting color, estimated age, gender, estimated weight, breed or mix of breeds (per intake staff discretion) any identification (i.e. collar, tags, microchip), and any medical or behavioral information. Intake staff will take a photo of the animal and put the information into the shelter’s data base which will generate an ID number that will be written on the intake form. Once impounded into the data base the animal will have a printed cage card that will stay on the animal’s cage throughout the duration of its impoundment.
			- **Kennel/Cage:** Animal will be placed into a cage or kennel that is appropriate for the type of animal based upon its size, species and condition. The animal will be given water, a bed or blanket and food to meet its specific needs. Some animals may be co housed if they are bonded, are a part of a litter or nursing mothers with their young.
2. **Owner Surrender:** SVASC accepts owner surrender animals Monday- Saturday from 11 am until 3pm. Owner Surrenders are counselled by intake staff either by phone or in person at the shelter to find out as much information about the past and present living situation of the animal. Intake staff provides support to the owner/owners to see if any resources that we can offer would help the pet stay in the home or offer advice for rehoming the pet on their own prior to coming into the shelter. Intake staff tries to have a conversation with each owner to gather as much information about the pet as possible including any behavior issues, interactions with other animals, children, strangers, where the animal was kept, if they were housebroken/crate trained, if they had any previous medical records and what vet they saw, any training and any other information the owner can give to make placement of the animal easier.
	* + - **Owner Surrender Form:** Every individual surrendering an animal is required to sign a statement that the ownership of the animal is relinquished to the shelter. The surrender form also attest to the knowledge of the individual as to whether the animal has bitten a human or other animal within (10) days of surrender per Virginia State Code. Intake staff will make certain that individuals surrendering their pets understand that relinquishment is final and that it is a possibility the animal may be euthanized. Individuals will not, depending on the circumstances of relinquishment, be banned from adopting animals from SVASC in the future. They will however, be required to be approved through the adoption process entirely before being able to adopt an animal from SVASC.
			- **Owner Surrender Fees:** Individuals surrendering animals to SVASC are asked to pay a surrender fee which includes individuals acting as custodians of the animal defined by Virginia State Code section (3.2-6500). Intake Staff can waive fees at their discretion to protect the welfare of the animal. Fee scale listed below.

**Dogs:** $15

**Litter of Puppies With or Without Mother:**$20

**Single cat or kitten:** $10

**Litter of Kittens With or Without Mother:** $15

**Small Animals:** $10

1. **Stray Animals:** Animals are admitted to SVASC by trained Intake Staff, Staunton City Police Department and Animal Control, Waynesboro City Police Department and Animal Control, and Augusta County Animal Control.
	* + - **Animals Found Outside of Augusta County:** In situations where a stray animal is found outside Augusta County, staff should gather any information about what jurisdiction the animal was found in and call the Animal Control Department of the jurisdiction in which the animal was found.
			- **Animals without Identification:** Animals without any form of identification are held for a period of 5 days. On the 6th day, the animal is available for adoption, transfer, or euthanized if deemed to be unadoptable by SVASC euthanasia committee.
			- **Animals with Identification:** Animals with identification are held for a period of 10 days. On the 11th day the animal becomes available for adoption, transfer, or euthanized if deemed to be unadoptable by SVASC euthanasia committee. Animals with identification such as a tag or microchip, every effort is made to contact an owner.
			- **Check Lost and Found Reports:** SVASC maintains a lost and found report book as well as a Social Media Outlet for owners searching for lost or found animals. When a new animal arrives as a stray staff checks reports and social media to confirm the animal has not been reported lost.
			- **Injured Animals:** If a sick or injured animal is brought to SVASC, it must be taken to or seen by a vet for medical treatment if necessary. Animal Control Officers should have any animal picked up in the field that is sick or injured taken to a vet prior to coming to the shelter. Sick or injured animals may be held at the Veterinarian’s office or in a foster home per the discretion of SVASC management team.
			- **Exercising Stray Dogs:** Staff should attempt to use the gated areas when available to exercise stray dogs to reduce the chance of excape.