



Animal Control

**Policy & Operations
Manual**

**GRAYSON COUNTY SHERIFF'S OFFICE
ANIMAL CONTROL DIVISION
POLICY AND PROCEDURE MANUAL INDEX**

- 1.1 SHELTER HOURS OF OPERATION
- 2.1 ANIMAL INTAKE
- 3.1 DISPOSITION OF ANIMALS
 - (1) ADOPTION
 - (2) OWNER RELEASE
 - (3) EUTHANASIA
- 4.1 ANIMAL CONTROL CALLS
 - DOGS AT LARGE
 - RABIES VACCINE AND COUNTY TAGS
 - ANIMAL WELFARE ·
 - LIVESTOCK AT LARGE
 - INJURED ANIMALS
- 5.1 ANIMAL CONTROL OFFICER SCHEDULE
- 5.2 CALL OUT FOR ANIMAL CONTROL OFFICERS
- 6.1 ANIMAL CONTROL OFFICER UNIFORMS,
- 6.2 ANIMAL CONTROL VEHICLES
- 6.3 ANIMAL CONTROL EQUIPMENT
- 7.1 OFFICER SAFETY
- 7.2 USE OF FORCE BY ANIMAL CONTROL OFFICERS
- 8.1 CONFIDENTIAL INFORMATION
- 9.1 SHELTER RESPONSIBILITIES
- 13.1 SHERIFF'S OFFICE POLICY AND PROCEDURE
- 13.2 WRITTEN MEMORANDUMS
- 14.1 ANIMAL CONTROL FORMS
 - INCIDENT REPORT
 - POUND RECORD
 - OWNER RELEASE
 - TIMESHEETS
 - VIRGINIA UNIFORM SUMMONS
 - CRIMINAL COMPLAINTS/WARRANTS
 - ANIMAL EXPOSURE REPORT
 - TRAP SHEET
 - WARNING NOTICES

**GRAYSON COUNTY SHERIFF'S OFFICE
ANIMAL CONTROL DIVISION
POLICY AND PROCEDURE 1.1**

Shelter Hours of Operation

General the Hours of Operation Are Designed to ensure That All Domestic and wild Animals Are Properly and Humanely Cared For-And That the Public Has Adequate and Ample Opportunity to Conduct Business the Animal Shelter

- Business Hours:
 - Sunday And Monday Closed
 - Tuesday, Wednesday, Thursday, 1-5pm
 - Friday, Saturday 1-4pm
- Holidays:
 - Closed on Designated State Holidays.

**GRAYSON COUNTY SHERIFF'S OFFICE
ANIMAL CONTROL DIVISION
POLICY AND PROCEDURE 2.1**

Intake of Animals

The Following Procedures Will take Place for All Animals Brought into The Animal Shelter

- 1) A Pound Record Form Will Be Completed.
- 2) The Animal Shall Be Checked for Any Identification to Include Collar, Tags, Tattoos, And Microchips.
- 3) The Animal Will Be Evaluated for Any Potential Health Problems.
- 4) The Animal Will Be Put in An Appropriate Holding Area and Will Be Fed and Watered.
- 5) Animal Control Officers Will Make Sure That If an Animal Is Not Adoptable (Aggressive, Dangerous) It Will Be Notated on The Pound Form.
- 6) If Owner Released the Release Form Will Be Completed and Signed by The Owner.
- 7) Animals Deemed Aggressive or Dangerous Will Be Placed in A Secluded Area.
- 8) Grayson County Animal Control does NOT remove nor deal with cats. Options will be given

**GRAYSON COUNTY SHERIFF'S OFFICE
ANIMAL CONTROL DIVISION
DISPOSITION OF ANIMALS 3.1**

General

Domestic Animals Housed at The Animal Shelter Leave in One Of Three Ways:

1) Adoption (Standard Procedures to Be Performed)

- Three Page Adoption Form Is to Be Completed. This Includes A Non-Cruelty Statement, Adoption Contract, And Sterilization Certificate.
- Complete Pound Record
- Provide Adoption Kit If Available.
- Take Payment and Provide Receipt.

Standard Adoption Fee Is \$25 For Dogs And \$15 For Cats. There Is also, An Additional sterilization Fee Of \$50 Which Is Refundable Upon the Animal Being Sterilized. Waiver of Any fee's is At the Discretion of The Shelter Supervisor.

Adoptions Are Only Made to Residents of Grayson County Virginia And Adjoining Virginia Jurisdictions. Adoptions to Other Jurisdictions Must Be Approved by The Shelter Supervisor

Rescue Groups Do Not Pay Any Fee's but Are Required to Meet the Following Criteria:

- Provide Names and Address of All Board Members.
- Non-Cruelty Statement Signed by All Group Members.
- Provide A Copy of Their Adoption Certificate.
- Provide A Vet's Reference.
- Provide A 501 Non-Profit Statement.

2) Owner Release

Animal's Claimed and Identified May Be Released Back to Their Owner's.

- Owners Must Provide Valid Identification Upon Claiming Their Animal.
- A Fee Of \$5 Per Day \Will Be Charged for Each Animal Housed at The Shelter. This will NOT Include the Day the Animal Was Brought into The Shelter and The Day It Leaves.

3) Euthanasia

The Following Standards Are to Be Followed by Animal Control Personnel in Reference to Euthanasia:

- Decisions on What Animals Are to Be Euthanized Are Made by The Shelter Supervisor and Animal Control Officers Based on Criteria for Euthanasia
- The Officer Performing the Euthanasia Will Be Certified to Perform the Procedure.
- Euthanasia Must Follow the Guidelines Set Forth by The Department of Agriculture.
- Officers Will Not Perform Euthanasia by Themselves. Another Officer Must Be Present for Safety Reasons in Case of An Accident.

- Documentation Will Be Made in Reference to All Euthanized Animals. This Is to Include the Pound Sheet and The Drug Logbook. The Pound Sheet When Completed Will Be Provided to The Shelter Supervisor.
- An Accurate Account Will Be Made of All Euthanasia Drugs at The Shelter.
- Officers Are Responsible for The Drugs Being Secured When Not in Use.
- Due to The Danger of The Drugs Being Used No Horseplay or Unsafe Actions will Be Allowed or Tolerated When Euthanasia Is Taking Place.
- Any Problems or Questions Will Be Directed to The Animal Shelter Supervisor.

Criteria for Euthanasia:

- Medical - Animals in good physical condition with a medical condition such as an upper respiratory infection, kennel cough, ringworm, etc. which is contagious to the shelter and other animals' environment.
- Physical condition - Animal is general poor condition and or health and is a poor candidate for adoption due to extensive medical reasons.
- Too Young or un-weaned- Animals are too young to survive in a shelter setting & needing extensive care and socialization due to lack of foster homes and labor.
- Breed -- Animals of breeds and/or hybrid breeds that are banned or at an increased risk in the community.
- Behavior problems - Animals with behavior problems such as chewing, separation anxiety, timidity or lack of socialization.
- Kennel stress - Animals with a change in behavior due to stress as a result of shelter stay.
- Space - Animals who are not good adoption candidates & whose cage space is needed.
- Inappropriate for Adoption - Certain species of animal or animals with a serious condition that is not suitable for rehabilitation.
- Medical (Untreatable) - Animals with terminal illness or injury, severe chronic illness, or other serious medical condition.
- Temperament issues - Animals which are extremely shy, timid, high strung or distressed.
- Aggressiveness- Animals who are showing signs of aggression or have been genetically selected for aggression.
- Court Order - Animals who have been ordered at the direction of a hearing officer, or other Official.

GRAYSON COUNTY SHERIFF'S OFFICE
ANIMAL CONTROL DIVISION
4.-1 ANIMAL CONTROL CALLS

Officers Shall Respond to All Assigned Calls.

1) Stray or Dogs At Large

- Officer Shall Make Every Attempt to Capture the Animal.
- If Captured, the Dog (Or Cat If Applicable) Shall Be Transported to The Animal Shelter Within 45 Minutes.
- Appropriate Paperwork Will Be Completed.
- Officer Shall Attempt to Identify/Notify the Owner.
- Charges (At the Officers Discretion) Will Be Placed.
- The Officer Shall Also Check for Vaccinations and County Tags.
- In Some Cases, It May Be Necessary to Subpoena Witnesses'.

2) Rabies Vaccinations and County Tags

- When Investigating Calls, The Officer will Check for Current Rabies Vaccinations and Grayson County Tags.
- Charges (At the Officer's Discretion) will Be Placed.

3) Animal Cruelty/Animal Welfare

- The Officer Will Investigate to Determine If Any Laws or Violations Have Been Broken.
- If A Valid Case Exists, The Officer May Also Be Required to Collect Evidence.
- In Some Cases, It May Be Necessary to Seize Animals. It May Also Be Necessary to Transport the Animal to A Vet If the Animal Requires Medical Treatment.

4) Livestock At Large

- The Officer Shall See to It That the Animals At Large Are Removed from Any Roadway or Area Where They Pose A Danger to The Public.
- The Officer Shall Attempt to Put the Animals Back in Their Pasture Where They Cannot Pose Any Further Problems.
- Charges Will Be Placed at The Officer's Discretion.

5) Bite Cases

- The Officer Will Complete an Animal Exposure Report If Indeed an Exposure Has taken Place.
- The Officer Shall Attempt to Locate the Animal Responsible for The Exposure.
- The Officer Will Contact the Health Department and Provide Them with A Copy of The Animal Exposure Report.
- Advise the Victim to Seek Medical Treatment.
- If the Animal Is Located It Shall Be Confined for A Period of Ten Days For observation.
- If the Owner Has Appropriate Facilities in the Officer's Opinion It May Be Left in The Owners Care. If Not or If the Animal Is an Obvious Danger to The Public, It Will Be Held at The Animal Shelter.

- Appropriate Charges Will Be Made by The Officer.
- The Animals Owner Shall Be Required to Sign the Animal Exposure Report. A Copy of The Report Will Be Provided to The Victim. (This Copy Will Be Provided to Parent's If the Victim Is A Juvenile)
- In Cases Where Serious Injury Occur an IBR Shall Also Be Completed. (Questions About This May Be Directed to The Chief Deputy)

6) Livestock Damage

- The Officer Shall Determine If the Damage to The Livestock Was Actually Caused by Dogs.
- If the Owner of The Dogs Is Known You Will Provide the Information to The Victim. In This Case It Is A Civil Matter Between the Animal Owner and The Victim and A Dog damage Claim will Not Be Filed with The County. (Appropriate Charges Will Be Done at The Officer's Discretion)

7) Injured Animals

The Officer Shall Respond and Evaluate the Condition of The Animal if:

- The Animal Requires Medical Attention the Officer Shall Transport the Animal to The Appropriate Vet's Office.
- The Officer Shall Attempt to Contact the Owner and Advise Them About Their Animal.
- The Officer Shall Advise the Vet as To What Will Be Done.
- The Officer Shall Make A Notation in The Vet Logbook at The Animal Shelter
- A Receipt of Animal Care Form Will Be Completed by The Officer and Signed by The Vet.
- If the Owner Is Present It Is Their Responsibility to Care for Their Animal to Include Transportation to The Vet.
- In Many Cases It Is Necessary for The Officer to Set Humane Traps in Order to Resolve Calls. When Necessary the Officer Shall Set Out Traps Where Needed and Requested.
- When Traps Are Set Out, the Officer Shall Notify the Property Owner to Call Animal Control When an Animal Is Captured.
- The Officer Shall Notify the Property Owner That Traps Will Not Be Picked Up on Weekends, Nights, Or Holidays. (The Officer Can Wait on Setting Traps If A Weekend or Holiday Is Ready to Start to Avoid Problems If an Emergency Does Not Exist)
- Traps Will Not Be Set on Private Property Without the Consent of The Property Owner.
- Trapped Domestic Animals Will Be Transported to The Animal Shelter
- In the Case of Wildlife, It Will Be Released or Destroyed If Necessary. Wildlife Is Not to Be Relocated Due to The Threat of Rabies Being Spread.

GRAYSON COUNTY SHERIFF'S OFFICE
ANIMAL CONTROL DIVISION
5.1 ANIMAL CONTROL OFFICER WORK SCHEDULE

Normal Work Schedule

Five-day, 40-hour work week - Animal Control Officers May Be Required to Work Other Scheduled Hours for callouts or As the Sheriff's Office May Require.

Any Changes Will Be Decided by Patrol Lieutenant and the Chief Deputy.

GRAYSON COUNTY SHERIFF'S OFFICE
ANIMAL CONTROL DIVISION
5.2 CALLOUT

Animal Control Officers Will periodically be call for an Emergency Call Out. Failure to Respond to A Necessary Call Out Can Result in Disciplinary Measures. If for Some Reason an Officer Cannot Respond (Due to Illness or Family Emergency) They Shall Notify Their Supervisor As Soon As Possible

The Animal Control Officer Will Be Contacted If the Following Situations Occur During Any Off Hours And/or on Holidays.

- 1) A Person or Animal Has Been Bitten or Attacked by An Animal.
- 2) An Animal Actively in the Process of Trying to Attack People

Animal Control Will Not Respond For. The Following Reasons:

1. Barking Dog Complaints.
2. Stray Animals or Dogs At Large.
3. Questions or Information.
4. Livestock in Road
5. Animals in Traps (When Traps Are Set Out, We Explain to People We Do Not Come Out on Days Off and At Night for This and How They Are to Handle the Situation.)
6. Incidents That Occurred Several Days or Weeks Ago. (Example: If A Complainants Livestock Was Being Chased by A Dog 10 Days Ago, We Do Not Need to Come Out After Hours to Speak with Them)
7. Dead Animals Are Not the Responsibility of Animal Control. If the Animal Is Dead, It Is the Responsibility of The Property Owner to Remove the Animal. If It Is in The Road Contact VDOT.

**GRAYSON COUNTY SHERIFF'S OFFICE
ANIMAL CONTROL DIVISION
6.1 ANIMAL CONTROL OFFICER UNIFORMS**

Normal Duty Uniform

Along with This the Officer's Shall Observe Office Policy on Grooming Standards.

GRAYSON COUNTY SHERIFF'S OFFICE
ANIMAL CONTROL DIVISION
6.2 ANIMAL CONTROL VEHICLES

The assigned Animal Control Officer Will Have Access to The Animal Control Vehicle to Perform Their Assigned Duties. The Following Is Required regarding The Vehicle:

- The Vehicle Is to Be Kept Clean Both Inside and Out. This Is to Include the Area Animals Are Placed. By Doing This The Animal Control Division Can Cut Down on Disease Transmission and Promote A Good Image to The Public.
- See to It That Normal Maintenance Is Performed on The Vehicle in The Required Time and/or Mileage.
- Maintain Equipment Assigned to The Vehicle.
- In the Case of An Accident the Officer Must Report This to Their Supervisor Immediately Along with Any Other Damage to The Vehicle or Its Assigned Equipment. This Is to Include - Mechanical Problems That May Be Encountered. (Bad Alternator, Dead Battery, Flat Tire, Etc.)
- The Animal Control Vehicle Is to Be Used for Official Purposes Only.

GRAYSON COUNTY SHERIFF'S OFFICE
ANIMAL CONTROL DIVISION
6.3 ANIMAL CONTROL EQUIPMENT

Animal Control Equipment Items Are Assigned to The Animal Control Vehicle. These Pieces of Equipment Are to Be Maintained in Working Order. If Any Assigned Piece Is Damaged the Officer Shall Advise Their Supervisor in Order to Avoid Injury to Officer or Animals. Damaged Equipment Will Be Replaced and No Longer Used. The Following Items Will Be Assigned to the Animal Control Vehicle:

- Catchpole
- Cat Grabber
- Heavy Leather Gloves
- Snappy Snare
- Blanket
- Dog Leash
- Water and Food Bowl
- Trash Bags

GRAYSON COUNTY SHERIFF'S OFFICE
ANIMAL CONTROL DIVISION
7.1 OFFICER SAFETY

Animal Control Officers Shall Stress Safety at All Times. If an Animal Control Officer Feels More Than One Officer Is Needed on A Call, He Shall Request A Second Officer for Assistance. This Will Result in Less Work Related Injures.

GRAYSON COUNTY SHERIFF'S OFFICE
ANIMAL CONTROL DIVISION
7.2 USE OF FORCE BY ANIMAL CONTROL OFFICER'S

In Many Circumstances It May Be Necessary for Animal Control to Use Deadly Force regarding Some Animals. The Following Are Some Circumstances That May Apply to The Use of Deadly Force:

- An Animal Is Critically Injured, It Is Certain to Perish, And the Movement of It Would Cause Extreme Pain and Suffering.
- An Animal Poses an Immediate Threat and Danger to The Safety of The Public.
- The Animal Shows Signs of Rabies and May Escape.
- An Animal Has Attacked and Bitten Someone and Its Escape Would Result in An Individual Being Forced to Take Rabies Treatment.
- The Officer Is Defending Himself Against Bodily Injury.

If an Animal Is Put Down by An Animal Control Officer or By an Officer at Animal Controls Direction the Incident Will Be Documented. Witness Statements Will Be Obtained When Possible. The Officer Shall Notify His Supervisor of The Incident.

GRAYSON COUNTY SHERIFF'S OFFICE
ANIMAL CONTROL DIVISION
8.1 CONFIDENTIAL INFORMATION

Officers Shall Not Release the Names or Information of Complainants. If A Request Is Made the Officer Shall Advise the Person, They Can Contact the Sheriff's Office. Release of Information Shall Be Determined by The Chief Deputy or Sheriff.

**GRAYSON COUNTY SHERIFF'S OFFICE
ANIMAL CONTROL DIVISION
9.1 SHELTER RESPONSIBILITIES**

Shelter Staff

(See Also Intake and Adoption of Animals)

This Is to Include:

- -Checking Condition, Micro Chips, And tattoos.
- -All Required Paperwork Will Be Completed.
- -Present A Positive Image to The Public.
- -Treat All Animals in A Humane Manner.
- -Keep Appropriate Areas Secured.
- -Notify the Shelter Supervisor of Any Problems at The Shelter.
- -Assist the Shelter Staff Whenever Needed.
- -Keep Office Areas Clean and Free of Trash.

GRAYSON COUNTY SHERIFF'S OFFICE
ANIMAL CONTROL DIVISION
13.1 GRAYSON COUNTY SHERIFF'S OFFICE POLICY AND PROCEDURE

Animal Control Officers Shall Follow All Policies Guidelines Set Forth in The Sheriff's Office Policy and Procedure Manual.

**GRAYSON COUNTY SHERIFF'S OFFICE
ANIMAL CONTROL DIVISION
13.2 WRITEN MEMORANDUMS**

Animal Control Officers Shall Follow Any Written Memorandums Issued to Them By appropriate Supervisory Personnel.

GRAYSON COUNTY SHERIFF'S OFFICE
ANIMAL CONTROL DIVISION
14.1 ANIMAL CONTROL FORMS

Most Forms Used by The Sheriff's Office Are Also Utilized by The Animal Control Division in The Same Manner.

Some Forms That Are Utilized Daily Are Unique to Animal Control. The Most Common Forms Utilized by Animal Control Are:

- Incident Report (IBR)
- Pound Record
- Owner Release Form
- Non-Cruelty Statement
- Virginia Uniform Summons
- Criminal Complaints
- Animal Exposure Report
- Trap Sheet
- Warning Notices