



**SUSSEX COUNTY
ANIMAL CARE
AND SERVICES
DIVISION
MANUAL**



Effective Date: October 1, 2015

TITLE DESCRIPTION

Sussex County Division of Animal Control has changed its title to “Sussex County Animal Care and Services.” The “ACO” designation is now known as “ASO” for Animal Services Officer. Duties are to be the same as outlined in § 3.2-6555 of the Code of Virginia and Chapter 4 of the County Code.

“Animal Control Officer” means a person appointed as an animal control officer or deputy animal control officer as provided in § 3.2-6555.

ANIMAL CARE & SERVICES DIVISION

This manual is an official publication of the Sussex County Animal Care and Services Division. It is issued with the authority of the Division Head and contains policies, procedures, rules and regulations for the division members assigned to the Animal Care and Services Division of Sussex County. Revisions, supplements and changes will be amended as necessary.

It will be the responsibility of every member assigned to the division to have knowledge of and abide by all of the policies, procedures, rules and regulations contained in this manual.

In addition to this manual, all personnel assigned to this unit are to be fully aware of all employee stated responsibilities as outlined in the Sussex County Procedures Manual. Violations of any of the policies, procedures or rules and regulations contained in the manual and/or the Sussex County Operating Procedures Manual are grounds for disciplinary action.

ASSIGNMENT OF THE MANUAL

All personnel assigned to the Animal Care and Services Division will be provided with a copy of this manual.

- A. Each recipient will provide certification that they have read and understand the policies and procedures set forth in this manual.
- B. Contents of the manual will not be disclosed to unauthorized personnel without direct permission from the Division Head.
- C. Revisions, supplements and page changes will be distributed to each employee who possess a manual.
- D. Loss of the manual or any of its parts will immediately be reported to the Division Head.

ANIMAL CARE AND SERVICES DIVISION **MISSION AND PURPOSE**

A. **MISSION STATEMENT**

To humanely enforce Sussex County Ordinances and the Commonwealth of Virginia laws as they pertain to domestic animals and the public's health, safety and welfare.

To serve the citizens of Sussex County by enforcing those laws and ordinances, and to educate the public concerning the ordinances, their importance to the community and animals, and not to punish, or assume the responsibility of the court system.

To strive toward the reduction and prevention of animal related problems in the community through reasonable and responsible application of education, warning/citation system, and the impoundment of domestic animals.

B. **PURPOSE**

The purpose of this manual is to assist Animal Service Officers in performing their job responsibilities and to be tools in the decision making process. This manual will not answer every question or aid in solving every problem that arises. It will, however, be a guide for the Animal Services Officers. Changes, additions, and deletions will be made from time to time. The Animal Services Officers are encouraged to make recommendations for such changes.

CHAPTER 1 **CODE OF CONDUCT**

1.1. **Code of Conduct:**

- A. *The Animal Care and Services Division* is a professional organization. It is the duty of the Animal Services Officer to represent both the Division and fellow staff members as such. The Animal Services Officer must be professional in appearance and exercise good conduct at all times.

- B. *Humane treatment of animals* is demanded of each officer and staff member at all times. Intentional animal abuse will not be tolerated.
- C. *Sick, injured and distressed animals* are the responsibility of all officers and staff members.
- D. *Courtesy*: All Animal Services Officers and staff members are to provide courteous, efficient and friendly service to all parties that they may come in contact with – inclusive of the public and other County employees. Curtness, rudeness, and display of temper/anger will not be tolerated.
- E. *Integrity and honesty* is expected of each officer and staff member in dealing with the public, fellow officers and all aspects of the Division.
- F. *Gratuities, gifts, and tips* are not to be accepted by officers or staff for job-related services performed. Officers and staff shall, instead, encourage those persons to make a donation to the Sussex County Public Animal Shelter.
- G. *Good housekeeping*: Each officer and staff member is in charge of keeping their vehicles and work areas neat and clean at all times, as well as community-shared areas such as restrooms, office, the fenced dog area, kennels and parking lot.
- H. *Grooming and hygiene*: Each officer and staff member is to be in proper attire (as specified) whenever on duty. Personal cleanliness is a necessity for your protection and appearance. All personal grooming habits (hair style, shave, jewelry, etc.) shall project the professional image.
- I. *Security*: Each officer and staff member is to be security conscious at all times. Be certain that restricted areas are locked and/or properly secured. Be sure drugs/syringes/needles are kept locked when not in use and disposed of in the proper containers.
- J. *Press and/media inquiries*: All media inquiries to be referred to the County Administrator.
- K. *Team work*: Work cooperatively with other officers and staff. Good communication is important.
- L. *Problems* that cannot be solved should be brought to the supervisor's attention along with potential solutions that may be utilized.
- M. *Attitude* has a direct impact on effectiveness. An open mind and inquiring nature will help solve any problems you are confronted with. Displaying a bad attitude

towards the division, supervisor, coworkers or the public has a detrimental effect on the division, and reduces the division's effectiveness.

- N. *Policies, rules and regulations:* All officers and staff members are responsible for being aware of these, and for any posted changes to the above mentioned.

CHAPTER 2

GUIDELINES FOR ANIMAL CARE & SERVICES ORDINANCE ENFORCEMENT PROCEDURES

2.1. PURPOSE OF GUIDELINES

To enable the Animal Care and Services Division to effectively work as a team, the members of the division must work cohesively. By the same token, the public must be given consistent information from all members of our division.

2.2. ANIMAL CARE AND SERVICES OBJECTIVE

To strive toward the reduction and prevention of animal related problems in the community through the reason and responsible application of education, warning/citation system, and impoundment of animals.

2.3. ANIMAL CARE AND SERVICES APPROACH:

- 2.3.1. At all times while working, Animal Services Officers are providing a public service, and are to carry out all duties in a courteous, professional manner,

showing concern for the complainants, the suspects, and the animals that are involved, while maintaining an objective view of the situation being handled.

- 2.3.2. Each Animal Services Officer is to keep in mind that they are part of a team, and are not working totally independent of the other members of the Animal Care and Services Division. Therefore, open effective communication must be maintained among the entire staff.

2.4. METHODS:

- 2.4.1. The Animal Services Officer must use good judgment and professional, objective discretion in evaluation the violations they observe, and those reported to them which they investigate. Each individual situation is different; however, basic methods should be consistent, unless extenuating circumstances warrant otherwise.
- 2.4.2. The Animal Services Officer's job is to enforce the animal ordinances/ state code, and to educate the public concerning the ordinances, their importance to the community and animals, and not to punish, or assume the responsibility of the court system.

CHAPTER 3 RESPONSIBILITIES

- 3.1. The Animal Care and Services Division shall undertake the following responsibilities in providing an Animal Care and Services program for the County of Sussex.
 - 3.1.1. Enforce all animal related County ordinances and state codes, provide various field services and administer general program to reduce domestic animal nuisances and surplus pet population.
 - 3.1.2. Provide sheltering for stray and unwanted animals and provide various shelter services such as redemption, adoption, and receiving.
 - 3.1.3. Provide community education and information programs to acquaint citizens with the operation of the Animal Care and Services Division and to secure support for the division's goals and objectives.
 - 3.1.4. Assist other governmental agencies and groups in the administration of animal related programs.

- 3.2. Other governmental agency responsibilities in relationship to Animal Care and Services.
 - 3.2.1. The Sussex County Sheriff's Department shares animal related law enforcement authority concurrently with the Animal Care and Services Division. Sussex Sheriff's Department will assist Animal Services Officer in emergency situations and vice-versa.
 - 3.2.2. The Sussex County Attorney will provide advice of a legal nature to the Animal Care and Services Division when necessary. The County Attorney will assist the Animal Care and Services Division in formulating and revising County ordinances pertaining to animal matters.
 - 3.2.3. The Sussex County General District Court administers the citation system and adjudicates all legal complaints delivered to them by the Animal Care and Services Division.
 - 3.2.4. The Sussex County Health Department is the primary agency responsible for communicable diseases such as rabies. The Animal Care and Services Division will work with, and at times under the directions of the Crater Health District, in matters pertaining to communicable diseases.
 - 3.2.5. The Virginia Department of Game and Inland Fisheries is responsible for all matters associated with wild animals.

CHAPTER 4

REPORTS

- 4.1. Animal Care and Services staff is responsible for proper completion of all report formats, the use of proper forms and the proper filing of these reports.
- 4.2. All reports are to be legible, accurate and contain all necessary information. Remember to answer: Who, What, When, Where and How...
- 4.3. Animal Care and Services reports are to be completed on the standard animal care report forms provided. Animal Care and Services reports are mandatory for:
 - Animals picked up
 - Traps being set
 - Bite or injury cases
 - Any incidents involving a Dangerous Dog Declaration
 - Cruelty cases, especially those that qualify and are designated as a felony
- 4.4. Witness Statements: Witnesses should be asked their name, address, and phone number for day and evening. This information is vital to subpoena witnesses. Verify information by driver's license and/or identification.
- 4.5. Report Detail: Reports should be detailed for the following reasons:
 - Discovery is facilitated
 - Key elements/information needs to be brought out
 - The ability to testify to key admissions or other evidence
 - Detailed report allows prosecutor to assess the strength of the case and/or plea bargaining
- 4.6. Report Organization: Report organization will follow the format established for the Division Incident Report.

CHAPTER 5

OPERATIONS

- 5.1. DEALING WITH THE FIRST OFFENSE OF A NON-DANGEROUS NATURE:

- 5.1.1. *Non-Dangerous Nature* includes violation of ordinances and state code other than dangerous dog(s) dog fighting, cock fighting, intentional animal cruelty, or other violations that pose definite risks to the life/safety of animal/person and dog bite case.
- 5.1.2. *First Offense*, for purposes of these enforcement guidelines, shall mean the first instance known by or reported to Animal Care and Services Division concerning a particular individual/animal involved or allegedly involved in a violation of an ordinance and/or state code.
- 5.1.3. The method in which the Animal Services Officer handles the first offense may establish a basis for all future Animal Services Officer contacts with that person.
- 5.1.4. The first offense situation provides the Animal Services Officer the opportunity to educate the person, to inform the person of the local ordinances and/or state code, and the reason for them, in a friendly, helpful way.
- 5.1.5. Contact with *first offenders* should be documented, filed in the office, even if a written warning is not issued to the offender, so that other officers will be aware that the *first offense* contact has been made.
- 5.2. POINTS TO CONSIDER WHEN MAKING CONTACT WITH OWNER IN FIRST OFFENSE SITUATIONS:
 - 5.2.1. Adhere to the ordinances/state codes – it is imperative in the performance of the duties of the Animal Services Officer. The owner may be aware of some of the rules and regulations, but may not have the full understanding of the laws. Explain the ordinances/laws to the person, as you would like something explained to you, in a friendly, helpful manner.
 - 5.2.2. Leave a lasting impression of Animal Care and Services with the person – *that of assistance rather than punishment.*
 - 5.2.3. Many first offenders go on to be second, third, etc. time offenders. But for now, the first offender is just that, so treat them accordingly. If future problems develop, deal with them accordingly.
- 5.3. PROCEDURES FOR FIRST OFFENSE VIOLATIONS OF ORDINANCES/STATE CODES RELATED TO:

- 5.3.1. *At Large*: Sussex County only prohibits dog(s) At Large from March 1-15 on the west side of the County and March 16-31 on the east side of the County each year.
- A. If possible, determine the owner of the dog and address, and return the dog home rather than impounding it. Explain our ordinances/state code relating to *At Large* (and licensing and rabies vaccination requirements if necessary) and the reason the animal was picked up (for the animal's safety as well as for violation of the ordinance/state code) in a friendly, courteous manner. Issue a citation or a written warning at the end of your conversation if needed.
 - B. If the address is known and there is no owner or responsible person to take custody of the animal, post notice of impoundment, stating where the animal was observed at large and/or impounded, the date, time and the Animal Services Officer's identity. When contact is made later with the owner, ordinances/state codes should be explained, not just the impoundment/redemption procedure.
- 5.3.2. *Failure to License*:
- A. Explain the reason for the licensing and rabies vaccination requirements such as for identification, that a license could save a pet's life by providing owner information in event of injury, etc. Explain briefly other ordinances/state codes that apply. The Animal Services Officer may issue a citation or a written warning, giving the owner up to ten (10) business days to purchase the license and vaccinate the dog or cat against rabies. Explain that the written warning will be followed up at that time, and failure to comply will result in a citation. Advise the owner that they may return the written warning within the ten (10) business day period along with a copy of the license receipt and the rabies vaccination receipt for confirmation.
- 5.3.3. *Failure to Confine Female in Season*: Upon observing the female in season, unconfined, attempt to contact the owner and explain the ordinances/state codes, benefits of spaying, etc. Explain how to properly confine the animal. Issue a citation or a written warning following your conversation. Check back within two (2) to five (5) days for continued violation.
- 5.4. DAILY PATROL LOGS AND CALL LOGS: Daily patrol logs will be maintained in the Animal Care and Services vehicle, Animal Shelter Office and Public Safety Office for inspection and as an investigative resource.
- 5.5. FIELD PROCEDURES AND TOPICS:

5.5.1. *Abandoned/Neglected Animals*: Shall mean a domestic animal that has not received adequate care, adequate exercise, adequate feed, adequate shelter, adequate space, adequate water, and/or care from its owner, and/or the owner's authorized caretaker, for twenty-four (24) hours or more.

5.5.2. *Animal Rescues*: Officers must use good judgment when acting to rescue an animal. In general, officers will not climb trees and/or crawl under houses to rescue stranded animals. There are businesses that offer such service for a fee and the complainant or pet owner can be instructed to contact them. The rescue of animals on the interstate or in heavy traffic should not be attempted without assistance from Police Officer or Sheriff's deputy(s) to control traffic. The progress of the animal can be monitored and rescue may be attempted as soon as it is in a safe position for both the animal and Animal Services Officer.

5.5.3. *Bites –Recording the Complaint for Animal on Animal Victim*:

- A. Complete the Animal on Animal Victim Form
- B. Take pictures of wounded animal
- C. Instruct the complainant that any wound caused by an animal should be cleaned to its greatest depth with soap and water or an appropriate antiseptic/necessary vet care.
- D. Determine if there are other witnesses to the incident. Take a written statement from them to include full name, address, and telephone number.
- E. If the biting animal is at large attempt to locate and apprehend as soon as possible and attempt to contact owner.
- F. Biting animal owner is contacted – determine if the conditions are such that the animal can be quarantined at home successfully (provided the animal is not going to be declared dangerous dog due to the incident) or if the animal must be quarantined at the County Shelter for the ten (10) day quarantine period. Inquire about rabies vaccination and County license. **(Note: Animal must be kept inside a fully functional kennel of proper size for the animal. When taking the animal out of the kennel, it must be on a leash, under adult supervision; no one under eighteen (18) years of age. The animal is not to be removed from the owner's property nor is it to be in contact with other animals).**
- G. If pet owner is known but no contact is made, issue a Door Tag (notice to contact within twenty-four (24) hours) and quarantine the animal at the shelter for ten (10) days.

5.5.4. *Bites – Recording the Complaint for Animal on Human Victim:*

- A. Complete the Animal on Human Victim Form
- B. Take pictures of wounded victim
- C. Instruct the complainant that any wound caused by an animal should be cleaned to its greatest depth with soap and water or an appropriate antiseptic/necessary medical care. Get hospital and/or treatment location information.
- D. Determine if there are other witnesses to the incident. Take a written statement from them to include full name, address, and telephone number.
- E. If the biting animal is at large, attempt to locate and apprehend as soon as possible and attempt to contact owner. Verify the identity of the biting animal with the victim.
- F. Biting animal owner is contacted – Advise owner their pet (verify) must be quarantined at the County’s shelter for the ten (10) day quarantine period for biting a human. Request full name, address, and telephone number, inquire about rabies vaccination and county license. This information could be used in further actions taken.

5.5.5. *Animal on Animal Victim/Animal on Human Victim Forms* should be completed with normal information along with noting details regarding the animal bite, the date the bite occurred, the location of quarantine and where or not the owners intend to claim the animal at the end of quarantine period. If the animal is to be surrendered at the end of the quarantine period, that animal’s owner is required to fill in and sign the surrender information area. The animal(s) owner will be responsible for all costs incurred during the quarantine period fifteen dollars (\$15.00) per day. The boarding for the quarantined animal is to be paid at Sussex County Animal Shelter. The Animal Services Officer will advise the owner that the quarantined animal is not to be vaccinated, sold, removed from the county limits (owner’s property if quarantined at home) or destroyed during the ten (10) day quarantine period. The Animal Services Officer is to advise the animal owner to immediately contact Sussex County Animal Care and Services if the animal becomes sick or dies during the quarantine period. If the animal is to be redeemed by the owner at the end of the quarantine period, the animal must be picked up by the date given to the owner by the investigating Animal Services Officer also advising that all fees are to be paid by the time of redemption.

5.5.6. The investigating Animal Services Officer and/or the local Health Department is to contact the pet owner at the end of the home quarantine

period to determine the health of the animal and to note in a follow-up Animal Care Report.

- 5.5.7. If the owner of the animal is unknown, the animal is to be held at the County's shelter for the duration of the quarantine period.
- 5.5.8. Animals that have bitten are not to be put up for adoption without the consent of the Animal Services Supervisor. The Animal Services Supervisor shall be given copies of all pertinent reports and other information for review prior to such a decision. Prepare, complete and file all reports, bite report, quarantine notices, witness statements, photographs and written reports.
- 5.5.9. *Domestic and Wild Animals:* If the animal is confined, immediately euthanize and contact the Health Department to determine if the animal is required to be tested for rabies. Wild animals are *not* held by Animal Care and Services for the ten (10) day quarantine period. If the animal is to be tested by the Health Department, the animal must be euthanized and the head removed and placed in a plastic bag and put on ice. If it is after hours, the head is to be kept on ice until the next open business day (**DO NOT FREEZE**).
- 5.5.10. *Impounding Animals:* It is the Division's policy that, if possible, animals be returned home rather than impounded. Upon impounding an animal, the Animal Intake Form must be filled out as completely as possible noting the species of animal, the breed or assessed combination of breeds, sex, collars, identification, etc.
- 5.5.11. *Microchip Scanning:* All dogs and cats impounded by Animal Care and Services Division shall be scanned upon impoundment.
- 5.5.12. *Citations:*
- A. A citation may be issued at the officer's discretion if the officer observes a violation with the exception of a dangerous dog violation which is mandatory. (See Code of Virginia 3.2-6540 (b).
 - B. Information necessary for completion of the citation, including suspect name, address, date of birth, etc., must be entered on the citation.
 - C. If the citizen refuses any cooperation, gives no identification, call Sussex County Sheriff's Department for back up and obtain identification. Remember to inform the deputy why their assistance is being requested.
- 5.5.13. *Complaints:*

- A. Complaints are called into the Sussex County Sheriff's Dispatch or Sussex County Animal Shelter and/or individual county phones. The Animal Services Officer must check their voice mail for messages at least once a day and should respond as soon as possible to messages according to their priority.
- B. Complaints that request contact should be made either in person, telephone, or by posting on the door of the residence.

5.5.14 *Complaint Priority:*

- Vicious animals posing an **immediate threat** to the safety of person(s) or animal(s)
- Injured animals
- Bite Reports: If the biting animal is at large and/or a threat, this becomes a top priority
- Confined Strays
- Animals in danger from abuse, neglect, or other conditions
- Neglected or abandoned animals

Unusual circumstances may warrant increasing the priority of a complaint. Use the priority list as a basic guide and use common sense/good judgment when making a decision to deviate from that list.

5.5.15 *Warning Notices:*

- A. Warning Notices should be issued in lieu of verbal warnings. The Warning Notices clarifies the nature of the violation to the suspect.
- B. The Animal Services Officer should complete as much information as possible on the Notice.
- C. Warning Notices should be entered on the Daily Log Sheet.

5.5.16 *Dangerous Dog:* A Dangerous Dog Affidavit must be filled out **completely** prior to requesting that the magistrate issue a summons. Once summonses are obtained, the originals and copies must be taken to Sussex County Sheriff's Department. Summonses can only be served by a deputy. The Animal Services Officer shall provide an explanation to the owner of the dog, prior to the magistrate preparing the summons the procedures of a Dangerous Dog hearing and the requirements for keeping a Dangerous Dog within the County.

5.5.17 *Found Animals*: Found animals should be reported to the Animal Care and Services Division in the jurisdiction for which the animal was found. If the citizen requests to keep the animal for the holding period, the citizen shall give a complete description of the animal including collars, identification, etc. Staff will complete a Lost/Found Animal Report and attach it to the Lost/Found Animal Report Binder. Animal Care and Services staff will advise the citizen finding the animal they must surrender the animal to the legal owner or Animal Services Officer upon demand.

5.5.18. *Hot Pursuit*: An Animal Services Officer is entitled to follow an animal onto private property while in “Hot Pursuit” in order to impound, issue a citation or written warning. The ANIMAL SERVICE OFFICER **MAY NOT enter into enclosed property or any structure without the owner’s permission secured or a legal search warrant.**

5.5.19. *Inadequate/Inhumane Conditions*: Upon observing an animal that appears to be without adequate water, food, shelter, or an animal that appears to be suffering and in need of veterinary care:

- A. Attempt to contact the owner or custodian of the animal and explain the problem in a manner that suggests animal services division staff is there to assist, not threaten. The main objective is to have the problem corrected as soon as possible for the welfare of the animal.
 - 1. After discussing the situation with the owner/custodian, issue a warning or citation outlining the points discussed and record the time period agreed upon for correction of the situation.
 - 2. Keep your copy for follow up to verify the corrections.
 - 3. If the follow up inspection shows the corrections to the situation, note them in an Animal Services Follow up Report. If improvement has not been made or if the situation has not been entirely been corrected, then a citation will be issued. Enter the results of the inspection on an Animal Services Follow up Report.
- B. If unable to locate the owner or custodian, take steps to temporarily correct the problem such as fill the empty water bowl or untangle the chain/rope/lead. If the animal’s life is not in immediate danger, attach a written correction notice to the door with date, time and explanation of the violations/observations. Direct the owner/custodian to contact you within twenty-four (24) hours.
 - 1. If the owner/custodian contacts you within the twenty-four (24) hour period, obtain their name, address, phone number, date of birth. Explain the situation and violations, obtain a time period to correct

the situation/violations, and issue a warning or citation and obtain the owner/custodian's signature if possible.

2. Continue with the same follow up procedure.
- C. If the animal's life appears to be in immediate danger, and you are unable to contact an owner/custodian or other person responsible for the animal, do what is necessary within the law to save the animal.
- D. *Points to Consider When Observing What Appears To Be Inadequate/ Inhumane Conditions:*
- 1) **No Water:** The possibility that the animal is given water at other times during the day/night, sufficient to the animal's needs. Because water is not available at the time(s) you were present, does not necessarily mean the animal is always without water, or that the animal does not receive sufficient water.
 - 2) **Shelter:** Animal is observed outside without shelter or inadequate shelter. Is the animal housed indoors at times or is it always outside without shelter? Check for corroborating testimony from neighbors.
 - 3) **Vehicle:** No food or water observed in a vehicle holding an animal does not necessarily mean the animal has not been recently been fed or watered. Use a thermometer to ascertain the temperature inside the vehicle and obtain the official temperature of the day for your report.
 - 4) **Thin:** Because an animal is thin does not necessarily mean it has not been fed an adequate diet. There is the possibility that the thinness is due to old age, parasites, or an illness currently being treated by veterinarian.
- E. When working an alleged inadequate/inhumane conditions case, remember that what you observe may not be the entire picture or situation. Investigate.....ask questions of neighbors, witnesses, and the owner/custodian. Make sure that the owner/custodian has had custody of the animal for the period in question or prior to the animal reaching the present condition. Document your findings, get witness statements, addresses and phone number(s) and photograph the conditions and incident scene completely. Record the information into a written report and attach your photographs along with the dispatch complaint sheet (if generated).
- F. Do what is possible to correct the situation prior to issuing a citation. If a citation is issued you may still have lost the battle. The animal's condition

may have not been corrected and will not likely be corrected in the near future.

- G. Initially approach the owner/custodian in a helpful manner rather than accusing or threatening. You want the cooperation from the owner/custodian to correct the problem for the animal. A person viewing you as concerned for the animal is more likely to be willing to listen and take advice.
- H. **Before Removing an animal from the premises of the owner or private property for inadequate/inhumane conditions:** Investigate, then:
 - 1) Be certain that the situation is life threatening to the animal.
 - 2) Make all reasonable attempts to contact the owner/custodian.
 - 3) Determine if the removal of the animal requires a warrant.
- I. **If the animal is in a hot car:** Contact Animal Services Officer and have a Police Officer and/or Sheriff's Deputy stand by or assist with the removal of the animal, securely post the vehicle with a detailed notice of impoundment showing the date, time, Animal Services Case number and reason for impoundment. Direct the owner/custodian of the animal to contact Animal Services Officer immediately.
- J. **If the animal is unenclosed on private property:** Impound the animal, leaving a detailed notice of impoundment securely fastened to the front door of the residence. If there is no residence, attempt to secure the same to the doghouse, chain, tree or other area where the animal was seized and/or where the owner is believed to reside. Include the date, time, reason for impoundment and requesting owner/custodian contact within twenty-four (24) hours.
- K. **If the animal is enclosed on private property:** Attempt to secure a warrant by notifying the Magistrate immediately.

5.5.20 *Injured Animals:*

- A. Injured animal calls should be handled as a priority call.
- B. When responding to injury calls however, vehicles will be operated in accordance with all prevailing traffic regulations.
- C. When responding to injured animals on roadways the Animal Services Officer's first concern is personal safety then that of the animal. Vehicle warning lights and flashers should be used as necessary. Safety vests are to be worn when hazard exists.

- D. If the owner is present, it is their responsibility to provide the veterinary treatment. Arrangements with the vet must be done by the owner.
- E. If the owner is not present or unavailable, the Animal Services Officer must decide if the animal requires immediate medical attention, euthanasia or if the animal can be taken to the shelter and made comfortable there. Animals showing severe pain, uncontrolled bleeding, respiratory distress, shock, severe fractures or wounds should be taken to the veterinarian or euthanized. Minor fractures and wounds can often wait for medical attention.
- F. If the owner of the animal is known, an immediate effort should be made to contact them.
- G. If alone or the animal is uncooperative or vicious, approach it with caution and try to muzzle it unless the animal is unconscious, having trouble breathing, injured mouth or requires medication. If the animal can stand but refuses a muzzle, attempt to secure the animal against a fixed object so the animal cannot effectively move its head.
- H. If you have assistance and the animal is cooperative, always approach with caution. Restrain before administering first aid.

5.5.21. *Licensing:* See Sussex County Ordinance

5.5.22. *Monetary Transactions:* All monies collected or received in the Sussex County Public Animal Shelter will be properly accounted for a transfer to the County Treasurer in a secure and timely manner. The Animal Services Officer is responsible for collection of fees/charges for each transaction and properly preparing all paperwork needed for each.

5.5.23. *Owner Surrenders Animal(s):*

- A. Owner brings animal(s) to Sussex County Public Animal Shelter, the owner must sign a Property Release form. Explain to the owner once the signing is complete, they have release all right to the animal(s). It becomes property of the county, the Animal Services Officer and staff will determine adoptability or rescue status. A surrender fee of twenty-five dollars (\$25.00) is collected to cover the boarding cost and locating a home for the animal.
- B. Owner requests that the Animal Services Officer pick up animal(s) at their home, the owner must sign a Property Release form. Explain to the owner once the signing is complete, they have released all rights to the animal(s). The animal becomes property of the county. The Animal Services Officer and staff will determine adoptability or rescue status. A surrender fee of twenty-five (\$25.00) is collected. A receipt will be written and given to the individual.

CHAPTER 6

DANGEROUS DOG

6.1. *Control of dangerous dogs*

A. As used in this section:

“Dangerous Dog” means a canine crossbreed that has bitten, attacked, or inflicted injury on a person or companion animal that is a dog or cat, or killed a companion animal that is a dog or cat. When a dog attacks or bites a companion animal that is a dog or cat, the attacking or biting dog shall not be deemed dangerous if no serious physical injury as determined by a licensed veterinarian has occurred to the dog or cat as a result of the attack or bite; (ii) if both animals are owned by the same person; (iii) if such attack occurs on the property of the attacking or biting dog’s owner or custodian; or (iv) for other good cause as determined by the court. No dog shall be found to be a dangerous dog as a result of biting, attacking, or inflicting injury on a dog or cat while engaged with an owner or custodian as part of lawful hunting or participating in an organized, lawful dog handling event. No dog that has bitten, attacked, or inflicted injury on a person shall be found to be a

dangerous dog if the court determines, based on the totality of the evidence before it, that the dog is not dangerous or a threat to the community.

B. Any law-enforcement officer or Animal Services Officer who has reason to believe that a canine or canine crossbreed within his jurisdiction is a dangerous dog shall apply to a magistrate serving the jurisdiction for the issuance of a summons requiring the owner or custodian, if known, to appear before a general district court at a specified time. The summons shall advise the owner of the nature of the proceeding and the matters at issue. If a law enforcement officer successfully makes an application for the issuance of a summons, he shall contact the local animal control officer to inform him of the location of the dog and the relevant facts pertaining to his belief that the dog is dangerous. The Animal Services Officer shall confine the animal until such time as evidence shall be heard and a verdict rendered. If the animal control officer determines that the owner or custodian can confine the animal in a manner that protects the public safety, he may permit the owner or custodian to confine the animal until such time as evidence shall be heard and a verdict rendered. The court, through its contempt power, may compel the owner, custodian, or harbinger of the animal to produce the animal. If, after hearing the evidence, the court find that the animal is a dangerous dog, the court shall order the animal's owner to comply with the provisions of this section. The court, upon finding the animal to be a dangerous dog, may order the owner, custodian, or harbinger thereof to pay restitution for actual damages to any person injured by the animal or whose companion animal was injured or killed by the animal. The court, in its discretion, may also order the owner to pay all reasonable expenses incurred in caring and providing for such dangerous dog from the time the animal is taken into custody until such time as the animal is disposed of or returned to the owner. The procedure for appeal and trial shall be the same as provided by law for misdemeanors. Trial by jury shall be as provided in Article 4 (§ 19.2-260 et seq.) of Chapter 15 of Title 19.2. The Commonwealth shall be required to prove its case beyond a reasonable doubt.

C. No canine or canine crossbreed shall be found to be a dangerous dog solely because it is a particular breed, nor is the ownership of a particular breed of canine or canine crossbreed prohibited. No animal shall be found to be a dangerous dog if the threat, injury, or damage was sustained by a person who was (i) committing, at the time, a crime upon the premises occupied by the animal's owner or custodian; (ii) committing, at the time, a willful trespass upon the premises occupied by the animal's or custodian; or (iii) provoking, tormenting, or physically abusing the animal at other times. No police dog that was engaged in the performance of its duties as such at the time of the acts complained of, was responding to pain or injury, or was protecting itself, its kennel, its offspring, a person, or its owner's or custodian's property, shall be found to be a dangerous dog.

D. If the owner of an animal found to be a dangerous dog is a minor, the custodial parent or legal guardian shall be responsible for complying with all requirements of this section.

E. The owner of any animal found to be a dangerous dog shall, within forty-five (45 days) of such finding, obtain a dangerous dog registration certificate from the local Animal Services Officer or Treasurer for a fee of one hundred, fifty dollars (\$150.00), in addition to other fees that may be authorized by law. The local animal control officer or treasurer shall also provide the owner with a uniformly designed tag that identifies the animal as a dangerous dog. The owner shall affix the tag to the animal's collar and ensure that the animal wears the collar and tag at all times. By January 31st of each year, until such time as the dangerous dog is deceased, all certificates obtained pursuant to this subsection shall be updated and renewed for a fee of eighty-five dollars (\$85.00) and in the same manner as the initial certificate was obtained. The Animal Services Officer shall post registration information on the Virginia Dangerous Dog Registry.

F. All dangerous dog registration certificates or renewals thereof required to be obtained under this section shall only be issued to persons eighteen (18) years of age or older who present satisfactory evidence (i) of the animal's current rabies vaccination, if applicable; (ii) that the animal has been neutered or spayed; and (iii) that the animal is and will be confined in a proper enclosure or is and will be confined inside the owner's residence or is and will be muzzled and confined in the owner's fenced-in yard until the proper enclosure is constructed. In addition, owners who apply for certificates or renewals thereof under this section shall not be issued a certificate or renewal thereof unless they present satisfactory evidence that (a) their residence is and will continue to be posted with clearly visible signs warning both minors and adults of the presence of a dangerous dog on the property and (b) the animal has been permanently identified by means of electronic implantation. All certificates or renewals thereof required to be obtained under this section shall only be issued a person who present satisfactory evidence that the owner has liability insurance coverage, to the value or at least one hundred thousand dollars (\$100,000.00) that covers animal bites. The owner may obtain and maintain a bond in surety, in lieu of liability insurance, to the value of at least one hundred thousand dollars (\$100,000.00).

G. While on the property of its owner, an animal found to be a dangerous dog shall be confined indoors or in a securely enclosed and locked structure of sufficient height and design to prevent its escape or direct contact with or entry by minors, adults, or other animals. While so confined within the structure, the animal shall be provided for according to § 3.2-6503. When off its owner's property, an animal found to be a dangerous dog shall be kept on a leash and muzzled in such a manner as not to cause injury to the animal or interfere with the animal's vision or respiration, but so as to prevent it from biting a person or another animal.

- H. The owner shall cause the local Animal Services Officer to be promptly notified of (i) the names, addresses, and telephone numbers of all owners; (ii) all of the means necessary to locate the owner and the dog at any time; (iii) any complaints or incidents of attack by the dog upon any person or cat or dog; (iv) any claims made or lawsuits brought as a result of any attack; (v) chip identification information; (vi) proof of insurance and surety bond; and (vii) the death of the dog.
- I. After an animal has been found to be a dangerous dog, the animal's owner shall immediately, upon learning of same, cause the local animal control authority to be notified if the animal (i) is loose or unconfined; (ii) bites a person or attacks another animal; or (iii) is sold, is given away, or dies. Any owner of a dangerous dog who relocates to a new address shall, within ten (10) days of relocating, provide written notice to the appropriate local animal control authority for the old address from which the animal has moved and the new address to which the animal has been moved.
- J. Any owner or custodian of a canine or canine crossbreed or other animal is guilty of a:
 - 1. Class 2 Misdemeanor if the canine or canine crossbreed previously declared a dangerous dog pursuant to this section, when such declaration arose out of a separate and distinct incident, attacks and injures or kills a cat or dog that is a companion animal belonging to another person;
 - 2. Class 1 Misdemeanor if the canine or canine crossbreed previously declared a dangerous dog pursuant to this section, when such declaration arose out of a separate and distinct incident, bites a human or attacks a human being causing bodily injury; or
 - 3. Class 6 Felony if any owner or custodian whose willful act or omission in the care, control, or containment of a canine, canine crossbreed, or other animal is so gross, wanton, and culpable as to show a reckless disregard for human life, and is the proximate cause of such dog or other animal attacking and causing serious bodily injury to any person.

The provisions of this subsection shall not apply to any animal that, at the time of the acts complained of, was responding to pain or injury, or was protecting itself, its kennel, its offspring, a person, or its owner's or custodian's property, or when the animal is a police dog that is engaged in the performance of its duties at the time of the attack.

K. The owner of any animal that has been found to be a dangerous dog who willfully fails to comply with the requirements of this section is guilty of a Class 1 misdemeanor.

Whenever an owner or custodian of an animal found to be a dangerous dog is charged with a violation of this section, the Animal Services Officer shall confine the dangerous dog until such time as evidence shall be heard and a verdict rendered. The court, through its contempt powers, may compel the owner, custodian, or harbored of the animal to produce the animal.

Upon conviction, the court may (i) order the dangerous dog to be disposed of by a local governing body pursuant to § 3.2-6562 or (ii) grant the owner up to forty-five (45) days to comply with the requirements of this section, during which time the dangerous dog shall remain in the custody of the Animal Services Officer until compliance has been verified. If the owner fails to achieve compliance within the time specified by the court, the court shall order the dangerous dog to be disposed of by a local governing body pursuant to § 3.2-6562. The court, in its discretion, may order the owner to pay all reasonable expenses incurred in caring and providing for such dangerous dog from the time the animal is taken into custody until such time that the animal is disposed of or returned to the owner.

L. All fees collected pursuant to this section, less the costs incurred by the animal control authority in producing and distributing the certificates and tags required by this section and fees due to the State Veterinarian for maintenance of the Virginia Dangerous Dog Registry, shall be paid into a special dedicated fund in the treasury of the locality for the purpose of paying the expenses of any training course required under § 3.2-6556.

M. The governing body of any locality may enact an ordinance parallel to this statute regulating dangerous dog. No locality may impose a felony penalty for violation of such ordinances.

CHAPTER 7 EQUIPMENT & UNIFORMS

7.1. *Equipment:* The Animal Services Officers are responsible for the inventory, routine maintenance, and repair, and cleaning of all authorized equipment that is issued to them. An Animal Services Officer reporting for shift duty should be equipped with, but not limited to, the following equipment:

- Cell Phone
- Working radio
- Leash (nylon or cable)
- Capture stick/Catch Pole
- Summons book
- Cameras
- Sidearm (handgun)
- Magazines
- Flashlights
- Clipboard

All equipment except for the camera and clipboard will be carried on the Animal Services Officer's person at all times. The capture stick provides the Animal Services Officer with an added defensive tool in the event of an unexpected dog attack when approaching a residence.

7.2. *Uniforms:* The Animal Services Officer uniform as mandated by the Animal Services Division and shall be the standard uniform for all Animal Services Officers. Exemptions to standards shall be authorized by the Chief Animal Services Officer/Public Safety Coordinator.

7.2.1. The uniform shall consist of brown coyote pants or coyote brown shorts for summer dress as authorized.

7.2.2. The shirts (long sleeve for winter and short sleeve for summer) will be tan. Sussex Animal Services patches shall be sewn on both sleeves just below the shoulder. An authorized cloth badge will be sewn over the left pocket or an Animal Care and Services Division metal badge will be used in place of the cloth badge.

7.2.3. Authorized jackets will have the SAS patches on the shoulder(s).

7.2.4. Name plates are mandatory and will be displayed above the right pocket, or the name tape.

7.2.5. Animal Services Officers will not carry firearms as part of their uniforms until qualified on the range annually.

7.2.6. Rain gear will be authorized by the Animal Services Supervisor.

- 7.2.7. Ties will be worn with the Class A uniforms, and black shoes, and socks
- 7.2.8. Boots shall be tan and appropriate for the job.
- 7.2.9. Issued body armor must be worn at all times while on duty, and after hours call outs. With the exception of administrative duties in the office. Any public contact due to Animal Services Officers duties body armor must be re-applied.
- 7.2.10. Black turtlenecks are optional and may be worn in place of ties with the long sleeve shirts and white t-shirts under short sleeves.
- 7.2.11. Belts shall be black.
- 7.2.12. The uniform shall be kept in a neat, presentable condition at all times. It is the responsibility of the Animal Services Officer to inform management if an item of their uniform needs replacements.
- 7.2.13. All items provided by the County shall remain the property of the County. Reasonable wear and tear shall be taken into account.
- 7.2.14. Any lost equipment or uniform part, damages or changes to the uniform must be reported to the Animal Services Supervisor immediately. A diligent effort must be made to locate, repair or restore the item. If the item is not recovered, repaired or restored the employee may be asked to pay for its replacement.
- 7.2.15. Uniforms, service weapons, and badges shall be worn beyond business hours, unless called back to work.

CHAPTER 8

VEHICLES

8.1. Vehicles:

- 8.7.1. Animal Services Officers are responsible for the routine maintenance and cleaning of all assigned vehicles. This includes, but not limited to, gas, oil, air in tires, water, etc. The outside and inside of the vehicles shall be washed and kept clean. There is **NO SMOKING** in County owned vehicles. The vehicle cages shall be washed and disinfected with bleach at the end of each shift when used to transport animals.
- 8.7.2. A thorough check of the vehicle including equipment, cages, catch poles, etc. shall be conducted by each Animal Services Officer at the start of their shift.
- 8.7.3. Report a finding of damage or needed repair to the Animal Services Supervisor.
- 8.7.4. Report any accidents involving County vehicles to the Virginia State Police and/or Sussex County Sheriff's Department immediately. Do not leave the scene of the accident until Animal Services Supervisor has made contact and reviewed the situation and/or scene. Leave the vehicles in position of collision unless there is an urgent reason such as safety, to move them. The Animal Services Supervisor shall be notified as soon as possible. A report must be made. If the Animal Services Officer is injured, he must go to the nearest emergency care facility and notify the staff at the emergency care facility that he is a county employee and complete the appropriate forms.
- 8.7.5. Vehicles should be equipped with, but not limited to, the following equipment:
- Catch Poles
 - Blanket(s), towels or tarps
 - Surgical gloves
 - Leather gloves
 - Leashes
 - At least one (1) small animal cage or carrier
 - Animal Services Officer's personal equipment
- 8.7.6. Vehicles must be operated with due regard to the safety of the public and in accordance with all prevailing traffic regulations.

- 8.7.7. Vehicles are to be checked out by the assigned Animal Services Officer at the end of each shift. The vehicle should be properly equipped and maintained for the next shift. Make sure that the fuel level is at no less than the half full mark.
- 8.7.8. Transporting animals in animal service vehicles shall be monitored closely by the employee. Animals shall not be kept inside vehicles for more than forty-five (45) minutes. If animals need to be contained longer than forty-five (45) minutes, then the animal is to be detained outside and provided shade and water. Every effort is to be made to keep the animal(s) comfortable.

CHAPTER 9

ANIMAL TRAPS & TRAPPING

9.1. *Humane Trapping:*

A. *Wildlife:*

Sussex County Animal Services does not live-trap wildlife nor loan traps for trapping wildlife because, it is NOT legal to trap wildlife live and move it to

another location (www.dgif.virginia.gov/wildlife/nuisance/). All wildlife concerns should be referred to Virginia Department of Game and Inland Fisheries. If the Department of Game and Inland requests assistance with trapping an injured wild animal, the Animal Services Officer will provide as much assistance as they are able to under the circumstances.

- B. *Domestic Animals*: A citizen does have a right to detain cats for the Sussex County Animal Care and Services to impound for the following: cats(s) that are believed to be strays; sick or injured; and/or cats that are causing property damage from urine, feces, soiling, clawing, etc.
- C. Complaints are to be investigated by the Animal Services Officer and if determined that a trap is appropriate, the Animal Services Officer will obtain the caller's information and add it to the trap request list. When available, the Animal Services Officer will set the trap, the citizen will monitor the trap and contact Animal Services Officer when a cat is caught in the trap. No trap will be left over the weekend and/or on holidays. The responsible party will be held accountable for the cat trap.
- D. It is the responsibility of the complainant to monitor the traps closely and to protect the trapped animal from the elements, etc. The complainant is subject to the ordinances and laws pertaining to confined animals once the animal is trapped and should be informed of this by the Animal Services Officer when setting the trap.
- E. Traps are to be entered on the Trap Log and left with the complainant for no longer than five (5) business days. If the complainant still needs a trap, they may be put on the Trap Request List to wait for the next available trap.

CHAPTER 10

WILDLIFE CALLS

10.1. ALL CALLS ON INJURED/SICK WILDLIFE WILL BE ANSWERED

10.2. *Wildlife Nuisance Complaints:*

- A. General call(s) for wildlife around citizen(s) homes shall not be answered. Citizen(s) should be advised on deterrent methods, the number provided to Virginia Division of Game and Inland Fisheries, and/or referred to wildlife removal companies.
- B. Deterrent methods recommended by the Virginia Department of Game and Inland Fisheries includes:

- Keep trash inside until the morning of trash pick-up or place trash in an animal proof container, such as a metal trash can with latches on the lids.
 - Do not leave pet food (cat or dog) outside overnight.
 - Close up all openings under and into your buildings. These animals look for places to den.
 - Encourage neighbors to do the same. If anyone in the neighborhood is feeding these animals it can be detrimental to the community.
- C. A few more active methods for discouraging this group include the following:
- Soak a rag in ammonia and place the rag in or on the trash can(s) or building(s) that are the problem areas. This smell will discourage future visits. Remember, you will need to repeat this after a rainstorm or two.
 - Moth balls placed in trashcan or around buildings will achieve the same results.
 - Reflective tape, lights, or noise sometimes works, but they will eventually grow accustomed to these methods, so this is only a temporary solution.

10.3. *Wildlife Exposure to Humans/Domestic Animals Procedures:*

10.3.1. Any wildlife that is involved in a bite or other exposure (scratch, handling the animal, etc.) to a human or domestic animal shall be euthanized if captured, placed in the refrigerator (do not freeze) at the shelter, and the Sussex Health Division shall be notified immediately.

10.3.2. If the animal cannot be caught, all information on the exposure will be noted in the report and the Health Division shall be notified immediately.

10.3.3. If the exposure is to a domestic animal then the responding Officer shall verify rabies vaccination and quarantine the animal according to the County of Sussex Ordinance and State Code. The Health Division shall be notified immediately of what actions were taken.

10.4. *Calls Concerning Dead Wildlife on Personal Property:*

10.4.1. After confirming that there has been no type of exposure (human or domestic animal) the citizen may be advised to bag the animal and dispose of, and do not put it in dumpsters. They should also be advised to handle

the animal with gloves, or a shovel while placing in the bag to prevent possible exposure.

10.4.2. If the officer has responded to the location then they may assist the citizen in disposing of the animal.

10.4.3 Proper disposal in Sussex is burying the animal or taking it to the landfill provided, there has been no reported exposure it is **NOT** necessary to contact the Health Division.

10.5. *Snakes:*

10.5.1. Complaints of snakes inside of a residence shall be answered. However, the Animal Services Officer shall provide contact information for someone who deals with snakes.

10.6. *Bats:* Complaints of bats inside of a residence shall be answered. However, the Animal Services Officer shall provide contact information for someone who deals with bats.

CHAPTER 11

CRUELTY INVESTIGATIONS

11.1. All animal cruelty shall be handled in the following manner:

11.1.1. Establish if the complaint is valid.

11.1.2. If it is valid, and the animal is not in immediate danger, refer back to Chapter 5.5.21.

11.1.3. If the animal(s) is in immediate danger (life/health threatening), then the animals shall be seized (by legal means) and taken to a vet. A written report shall be completed and include all findings, witness information, vet reports, and pictures. All findings are to be retained and secured.

11.1.4. The Commonwealth's Attorney may be notified prior to the seizure for advice and shall be notified if the animals are seized.

11.1.5. The Animal Services Officer must petition the courts for custody on all seized animals within seven (7) days of the seizure unless the owner agrees to surrender ownership to the county.

CHAPTER 12

EUTHANIZING ANIMALS

12.1. *Euthanasia:*

- A. Sussex County Animal Care and Services utilizes a practicing Veterinarian for purpose of Euthanasia. (Dr. Dale Cupp, 22245 Cabin Point Road, Cabin Point Veterinary Hospital, Disputanta, VA – telephone number 804-834-8341).

12.2.1 Euthanasia is authorized by the Animal Services Supervisor ONLY for the following reasons:

- a. Critically ill or injured for humane purposes (severity, chance of recovery, how infectious, cost of treatment (judgment determined), length of treatment and adoptability).
 - b. Aggression (declared dangerous/vicious by court towards people). **NOTE:** With animals that are friendly towards people but aggressive toward animals, they should be considered adoptable if a home can be found that had “No other animals/No small children” households.
 - c. Overpopulation of shelter (extreme condition only)
- B. County of Sussex Animal Services Officers shall comply with State Code 3.2-6546. County or City Shelters; confinement and disposition of animals; affiliation with foster care providers; penalties; injunctive relief.

12.2.2 Steps taken before Euthanasia can occur:

- a. Each animal shall be evaluated by the animal shelter attendant and the Animal Services Officer that picked up the animal or whom is working that case. This evaluation includes, but is not limited to, aggression, demeanor, interactions with humans and other animals, past and present bite cases and a medical examination by a veterinarian. All listed staff must sign off on the Euthanizing Justification Form along with the Animal Services Supervisor (Public Safety Coordinator).
- b. All euthanasia(s) shall be approved by the Animal Services Supervisor (Public Safety Coordinator) and the Euthanizing Justification Form must be completed and signed by the staff **BEFORE** the process can begin.
- d. All animals that are being evaluated for adoption, considered for possible rescues, possible foster care candidates, any animals that are considered adoptable and those being worked through any phase of this process, cannot be euthanized without the consent from the Animal Services Supervisor (Public Safety Coordinator).
- e. Staff shall undertake all reasonable efforts and use all available local and regional resources to seek the adoption of the animals, place the animal in a foster home, or transfer the animal to a rescue organization before any animal may be euthanized. Any animal with illness and/or aggressive could be considered as listed above in 12.2.1.
- f. No animal shall be euthanized based on overcrowding criteria only unless there are documented extreme conditions at the local level that would warrant such actions. This condition would be a “Last Resort” or “Out of Viable Option(s)” consideration.

CHAPTER 13

CLEANING THE SHELTER

13.1. The shelter shall be kept in a clean and sanitary manner in accordance Virginia Department of Agriculture and Consumer Services.

A. *Dog Runs*: Morning cleaning (Monday – Sunday 9 am – 1 pm)

- ✓ Put dogs in clean inside run and remove water buckets and food bowls
- ✓ Hang metal bed and dog beds on side of cage
- ✓ Scoop solid materials
- ✓ Wash with hot water, using stiff brush remove left over material
- ✓ Rinse with hot water again
- ✓ Wash run with water and disinfectant, allow to set for 10 minutes
- ✓ Rinse with water to remove disinfectant
- ✓ Dry run with squeegee and mop with bleach water, then dry mop
- ✓ Place fan in front of cage to help dry

B. *Dog Runs*: Evening Cleaning (Monday – Friday 1 pm – 5 pm)

- ✓ Scoop feces
- ✓ Spot clean with mop

B. *Cat Cages*: Morning Cleaning (Monday – Sunday 9 am – 1 pm)

- ✓ Move cats/kittens to one side of cages
- ✓ Remove water and food bowl and bedding
- ✓ Remove litter pan
- ✓ Remove paper lining
- ✓ Clean cage with bleach and water, then dry
- ✓ Replace paper, cat litter, bedding, food and water

C. *Isolation Room cages*: (Monday – Sunday 9 am – 1 pm)

- ✓ Remove cat or dog from cage
- ✓ Remove litter pan, bedding, toys, and food/water bowls
- ✓ Scoop waste and litter
- ✓ Use bleach and water with rag to wash down cage, set for 10 minutes
- ✓ Rinse with wet cloth and dry

- ✓ Replace bedding, toys, litter pan and food/water bowls
- E. *Floors:* All inside floors shall be washed and disinfected daily. Floors will be kept clean and free of water hoses and other debris except while cleaning; then it will be maintained such to prevent accidents.

- G. *Feeding and watering:* All animals shall be fed at least once daily or more as required by size, age, species or health. Each animal shall have access to fresh water at all times.

CHAPTER 14

PET ADOPTION POLICY

14.1. Adoptions:

14.1.1. Any citizen that comes to the animal shelter may fill out a County of Sussex Animal Care and Services adoption application.

14.1.2. Application is to be given to the Sussex Animal Services Supervisor to review.

14.1.3. The Animal Services Supervisor will check the Virginia Court Case information system to see if the person(s) applying for an animal has ever been charged with Animal Cruelty.

14.1.4. The Animal Services Officer may also contact the jurisdiction that the person(s) resides in and confirm that Animal Control has not had any problems with the people(s).

14.1.5. Any animal may be adopted with the exception of those that have been declared dangerous by the courts, showing dog/cat aggression or showing aggression to people.

14.2. Adoption Contract:

14.2.1. The Sussex Animal Services Supervisor will make contact with the person(s) that has applied for adoption to schedule an appointment with them to pick up the animal(s). During this visit the person(s) will complete the following forms:

- a. Adoption Agreement
- b. Adoption Release Form
- c. Sterilization Agreement Form
- d. Sterilization Deposit Form
- e. Pay the adoption fee (\$10.00) and Sterilization deposit (\$85.00) per animal. (In county residents may pay by cash, money order or check. Out of county residents may pay by cash or money order (no checks accepted for collection purpose for insufficient funds). \$30.00 return check fee will apply.

14.2.2. All new owner(s) shall return the Sterilization Agreement form within seven days (7) or sterilization date or may have it faxed to the Animal Shelter #434-246-2790. Sterilization deposit will be returned to the owner once agreement is returned.

14.3.3. County of Sussex Animal Services Officers shall comply with State Code 3.2-6546. County and City Shelters; confinement and disposition of animals;

affiliation with foster care providers; penalties; injunctive relief and State Code 3.2-6574 Sterilization of adopted dogs and cats;

14.3.4. Sussex County Animal Care and Services Division will work diligently to find a suitable home for the animals, and any animal that has been requested for hold, will be housed until rescued or adopted.

CHAPTER 15 PATROL PROCEDURES/ AFTER HOUR CALL-OUT

- 15.1. Officer must give dispatch their location/clear.
- 15.2. CALLS THAT SHOULD BE HANDLED IMMEDIATELY:

1. *Animal Bites/Wild Animals in Contact with Humans/Domestic Animals (bites, scratches, etc.).* All animal bites are required to have a report; only exception would be if it occurred in another jurisdiction. Wild animals (raccoons, possums, ground hogs, foxes, skunks, bats, etc.) which had **ANY** contact where an exposure may have occurred (bite, scratch, fight with domestic animal, etc.) should be picked up, if possible, for rabies testing. If picked up, the carcass should be placed in the refrigerator at the shelter (not freezer). If it is necessary to shoot the animal then it should **NOT** be shot in the head (the brain tested). The Health Division on-call person shall be notified immediately. **Report is required which includes officer arrest with animal or animals in vehicle.**
2. *Dangerous/Vicious Animals* - Shall be handled as they come in.
3. *Injured Animals/Animals in Distress/Sick Animals* - Shall be handled as they come in.

15.3. CALLS THAT CAN BE HELD FOR ANIMAL SERVICES OFFICERS AFTER HOURS

1. Stray Animals in Custody - Should only be handled if the supervisor gives prior approval, if not it should be held until Animal Services Officer comes in.
2. Nuisance Stray Cat Complaints - Obtain phone number for call back by Animal Services Officer.
3. Nuisance Wildlife Complaints - Obtain phone number for call back by the Animal Services Officer.

*******ALL CALLS RECEIVED OF A DOG ATTACKING A PERSON SHOULD BE DISPATCHED TO ANIMAL SERVICES, WAVERLY POLICE DIVISION AND/OR SUSSEX COUNTY SHERIFF'S DEPUTIES.*******

CHAPTER 16 USE OF FORCE

16.1. Types of Force:

- a. Tone of voice and stance.
- b. Hand to hand defensive holds
- c. Drawn weapon - use as last means or last resort

16.1.1. Sussex County Animal Services Officers will use their firearms primarily as a defensive weapon intended to protect lives of officers and other persons and their animals.

- 16.1.2. Animal Services Officers who are issued a pistol and shotgun will qualify annually at a division designated range.
- 16.1.3. Shotguns may be transported loaded and cased in county vehicles, as long as no round is chambered while the gun is in the vehicle.
- 16.1.4. When the Animal Services Officer or general public is in danger, or a dog or other animal is pursuing, attacking or wounding any livestock or poultry, it is the officer's responsibility to utilize all weapons in a safe manner. As with any type of lethal force, the "totality of the circumstances", including the safety of citizens and protection or property will be considered.
- 16.1.5. Firearms may be used:
- A. To protect an officer's life or the life of another person or their animals when there is an immediate threat of serious physical injury or death;
 - B. By Animal Services Officer to humanely dispose of critically or severely injured animals when **no** other methods of humane disposal are immediately available or practical,
 - C. On an authorized shooting range
- 16.1.6. Firearms **may not be used to discharge warning shots.**
- 16.1.7. Pointing weapons:
- a. Only if an Animal Services Officer possesses the justification, the deliberate intent, and is prepared to discharge the firearm should the weapon be pointed at anything.
 - b. The Animal Services Officer must be prepared to offer explanation of the incident.
 - c. There shall be no joking or horse playing with any firearm. This will result in automatic dismissal.
 - d. Should a possible shooting situation be anticipated, the Animal Services Officers should carry the firearm in a ready position with the finger off the trigger.
 - e. In all cases when a firearm is used in the line of duty, an incident report shall be submitted by the officer through the chain of command.
 - f. Whenever an Animal Services Officer discharges a weapon within his/her official capacity in the performance of duty, except for training, the officer will secure the area of the shooting and immediately notify his/her supervisor that there has been a firearms discharge.
 - 1. The Animal Services Supervisor may conduct an internal investigation in the case of an animal euthanasia after an inquiry has been requested.
 - g. Whenever a person is injured or wounded by the use of force, the officer should apply the appropriate first aid and request Sussex County Sheriff's Dispatch to send Emergency Medical Services to the location. Any injured animal or person shall be

treated with dignity and respect and shall be properly cared for while awaiting the arrival of EMS.

16.1.8. On Duty Primary Weapons

- a. While on duty, all Animal Service Officers shall carry only division authorized firearms and ammunition.