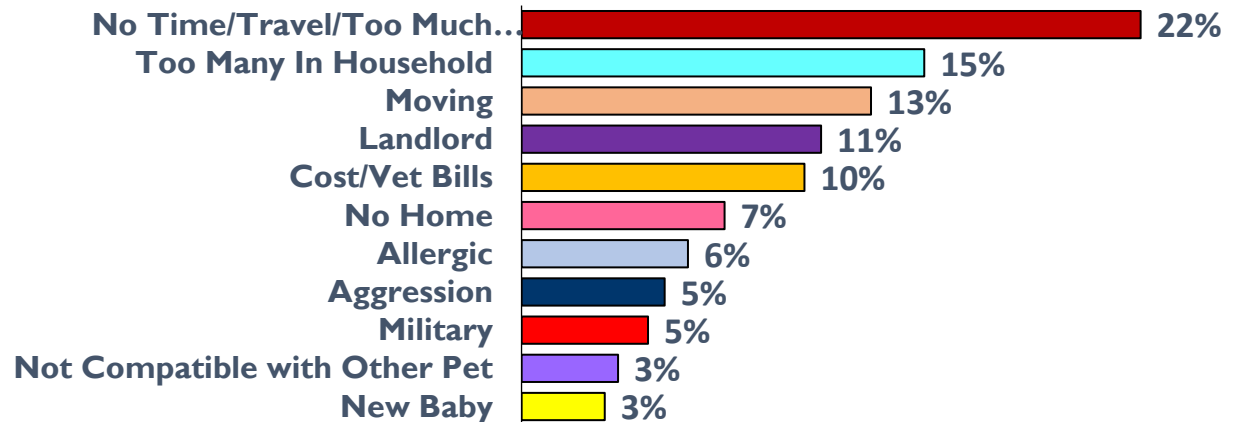


Pets are given up for many reasons including: financial constraints, illness, moving to a home that does not welcome pets, allergies, pet behavior issues, or unexpected life changes. The top reasons in 2018 animals were surrendered to NACC were:

2018 Top Reasons for Dog/Cat Surrender (90% of all surrenders)



The Norfolk Animal Care Center urges pet owners to consider other options before surrendering their animal:

- Identify resources that will assist you in keeping your companion animal:
 - Pet Pantry: The Friends of the Norfolk Animal Care and Adoption Center's Pet Pantry - https://www.friendsofnacc.com/resources_pantry.php
 - Low cost veterinarian clinic: https://www.friendsofnacc.com/PDFS/2014_HR_Clinics.pdf
 - Obedience Training - <https://vbspca.com/petacademy/>
- Check with relatives, friends, or co-workers who may be willing and able to provide your pet with a loving home.
- If your pet is a purebred, an online search can help find local breed specific rescue groups.
- Finding a pet friendly apartment may take a little more effort, but today there are many more rental options for people with pets. Try visiting one of many websites tailored to the needs of pet owners, such as rent.com, peoplewithpets.com or ApartmentList.com. Such websites save you time and

effort by allowing you to search for apartments in various communities and in your target price range, that can accommodate your companion animal.

If you need to rehome your pet, please don't wait until the last minute. Give yourself a few weeks to place the animal in a good home, and never give away your pet to someone without screening the person carefully and asking for references. Asking for a small "rehoming" fee can help you find the best possible home for your pet.

Your pet will be far more appealing to potential adopters if he/she is:

- Sterilized
- Current on all vaccinations and dewormers
- Current on other treatments like heartworm medication or flea preventative
- Groomed and bathed
- At a healthy weight
- Potty trained or knows basic commands

We understand that there are times when keeping a pet is just not possible. If you have exhausted all other alternatives, please review the following information about our surrender process.

Eligibility. The Norfolk Animal Care Center (NACC) accepts surrendered pets from Norfolk residents only. Residency may be verified by photo id, utility bill, rental agreement, etc.

Placement. NACC cannot guarantee successful rehoming of your pet. We make every effort to place healthy, friendly animals into loving homes. Unfortunately, the shelter environment is usually very stressful for newly arrived pets, causing them to withdraw, become defensive, or act aggressively. Many pets adjust to the shelter environment in just a few days; but others do not, and they become unsuitable or unsafe for placement. Animals that cannot be safely handled or displayed for placement are humanely euthanized. Animals that are safe and suitable for adoption will remain available for adoption as long as the shelter has enough space to provide adequate care to all its animals. There are times when animals are

humanely euthanized to prevent or alleviate shelter overcrowding, despite NACC making every effort to secure live outcomes.

Paperwork. We ask that you provide any vet records for your pet at the time of surrender. We also ask that you complete a personality profile for your pet, which helps us better market your pet to potential adopters. **And finally, due to the potential negative impact on behavior and the need to maintain an adequate care environment, you must sign a statement acknowledging that your pet may be euthanized.**

Fee. The City of Norfolk Ordinance requires a \$15 surrender fee.