

WELCOME

Maximum Public Occupancy 10

Out of an abundance of caution during the uncertainty of COVID-19, City of Norfolk buildings are operating under altered operations.

Current Business Hours:

Thursdays 2 - 6:30 p.m.

12 Noon - 6:30 p.m. all other days

Adoptions:

Virtual: Applications will be accepted at www.norfolk.gov/nacc

In Person: NACC offers scheduled appointments through [WaitWhile](#), an online waitlist app that allows adopters to choose a time for a visit or to drop in and join the waitlist to enter dependent on occupancy.

Redaims:

Virtual: Contact NACC by phone or email to file a lost report. We will update www.norfolk.gov/nacc for all animals in our care hourly.

In Person: NACC offers scheduled appointments through [WaitWhile](#), an online waitlist app that allows customers to choose a time for a visit or to drop in and join the waitlist to enter dependent on occupancy.

Animal Protection:

NACC continues to collaborate with Animal Protection to limit intake. After hours, call Police Non-Emergency Dispatch at 757-441-5610. Per recommendations by the National Animal Control Association, the NACC and APU will not be trapping or accepting healthy companion or wildlife animals in traps during this time.



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Owner surrenders:

Pet retention resources are available and will be provided to help keep families together.

Requests to surrender animals for medical emergencies, public safety, and exigent circumstances will be admitted immediately. Those that do not qualify in any of the above categories will be provided with information, guidance and resources and an intake appointment will be scheduled for a later date if needed.

Please contact us at 757-441-5505 or nacc@norfolk.gov to schedule a non-emergency appointment.

Owner euthanasia requests:

Owner euthanasia requests follow the owner surrender process.

Pet retention resources will be offered.

Pets with medical conditions surrendered for euthanasia are saved whenever humanely possible. Owners may request euthanasia, however the decision to euthanize is ultimately made by shelter staff and/or a contracted veterinarian. Pets surrendered for euthanasia due to behavior concerns will be afforded the same consideration by shelter staff as those with medical conditions, when and if deemed safe to do so.

Please contact us at 757-441-5505 or nacc@norfolk.gov to schedule a non-emergency appointment.



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Stray animals:

NACC will continue to receive stray animals from the public, with every effort to divert and or delay this intake when possible.

Foster animals:

All available animals (those not on any type of hold) will be available for foster in order to prevent over-crowding in the shelter, and to protect the existing herd health.

Transfers:

NACC will be working with receiving partners to transfer all available animals (those not on any type of hold) in order to prevent over-crowding in the shelter, and to protect the existing herd health.

Volunteers:

We are accepting both new and seasoned volunteers back at NACC. Email nacc@norfolk.gov or visit our social media to get started!

