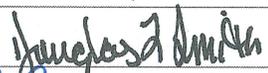


 <b>NORFOLK</b> Department of Police	<b>Administrative General Order - 430</b>	<b>Animal Calls for Service</b>	
	Office of Preparation: Office of Support Services (adr)		
	<b>CALEA:</b> None		
LEGAL REVIEW DATE:	<i>8/4/17</i>	PRESCRIBED DATE:	<i>8/14/2017</i>
City Attorney:		City Manager/Director of Public Safety:	
APPROVED BY THE AUTHORITY OF THE CHIEF OF POLICE:			

**Purpose**

The purpose of this order is to outline procedures for handling animal bites and calls for service by the Animal Protection Unit (APU).

**Policy**

The Department of Police strives to protect the safety of its citizens in their interactions with both wild and domestic animals residing in the City of Norfolk. The primary responsibility for this function resides with the Animal Protection Unit. Through the enforcement of both state and city codes as well as the handling and removal of animals that are considered a danger to the general population, and ensuring that public safety is maintained.

**Supersedes:**

1. G.O. ADM-430, dated June 26, 2017.
2. Any previously issued order conflicting with this order

**Order Contents:**

- I. Animal Bites
- II. Calls for Service
- III. Prisoner's and Crime/Accident Victim's Animals
- IV. Veterinary Emergency Care

- A. Citizens wishing to report animal bites should be advised to call the Norfolk Department of Public Health, Environmental Health Division at 683-2712. This office is normally open weekdays between 0815 and 1700, if after hours, citizens should be directed to call the police non-emergency line and a message will be generated for the Animal Protection Unit.
- B. Animal bites involving animals with an unknown owner or when the animal is freely roaming, will be referred to a humane officer.

## II. Calls for Service

All calls for service will be dispatched through the Emergency Operations Center.

### A. Calls for Service Received During Animal Protection Unit (APU) Norfolk Animal Care Center (NACC) Normal Operating Hours

During APU/NACC Normal Operating hours listed in Attachment A, the closest available humane officer will be dispatched, and calls will be handled according to the following priority:

1. Vicious animals/animal bite in progress.
2. Emergency assistance to the police and/or fire-rescue units.
3. Animal cruelty/dog fighting in progress.
4. Animal rescue/injured or sick animal.
5. Animal at large.
6. Animal transport.
7. Animal license/shots.
8. Permit/Inspection.
9. Barking dog.

### B. Calls for Service Received After APU/NACC Normal Operating Hours

#### 1. Emergency Calls for Service

After APU/NACC normal operating hours only emergency calls will be handled. The following are classified as emergency calls:

- a. Vicious animal/animal bite in progress.
- b. Emergency assistance to police/fire-rescue (includes prisoners'

and/or victim's animals).

- c. Animal cruelty/dog fighting in progress.
- d. Animal rescue/injured or sick animal.
- e. When requested by the Field Commander.

2. Non-emergency Calls for Service

The telecommunicator will advise the citizen that the APU/NACC will handle the call during normal operating hours and shall enter a message into the computer system for later dispatch.

C. Procedures for Emergency Calls for Service

1. The telecommunicator will dispatch a police officer to the scene to confirm the nature of the message and determine if the animal presents a danger to the public. For further direction concerning killing a vicious animal refer to G.O. OPR-110: Firearms.
2. The police officer shall advise the telecommunicator, who will if necessary contact the on-call humane officer.
3. A police officer on scene with an animal presenting a danger to the public will standby until relieved by a humane officer or another police officer.
4. The on-call humane officer may contact the complainant for additional information to determine if a response is necessary.
5. The on-call humane officer will notify the EOC that they are responding to the call and proceed to the scene within one hour of receiving the call out.
6. Upon completion of the message, the on-call humane officer will go off-duty and advise the EOC of their location and contact numbers.
7. When the EOC is unable to contact the on-call humane officer, the senior humane officer will be notified.
8. If the senior humane officer is unavailable, the APU/NACC Officer in Charge (OIC) will be contacted.

III. Prisoner and Crime/Accident Victim's Animals

All animals are deemed to be personal property and must be handled accordingly. All animal transfers will be handled by a humane officer in accordance with Virginia State Code.

- A. When a person is taken into custody, animal(s) in their possession will be impounded. The prisoner will be notified in person or by written notice that they have 10 days to arrange for redemption of animal(s) taken by humane officers as the result of a non-animal offense related arrest.
- B. The animals of crime or accident victims will be impounded or transferred to the next of kin by a humane officer. Animals may be transferred to friends or neighbors with the consent of the owner which will be documented on the animal registration card by the humane officer.

#### IV. Veterinary Emergency Care

Medical care for sick or injured animals must be approved by a humane officer. Police officers do not have the authority to contractually bind the City of Norfolk to pay for medical services rendered by a veterinarian in connection with treatment of sick or injured animals.

- A. During regular business hours, impounded sick or injured animals may be taken to the nearest veterinarian who will accept the animal.
- B. After regular business hours, sick or injured animals impounded during emergency calls for service may be transported for treatment to the emergency treatment center listed in attachment B.
- C. Animals may be transported by humane officers or by citizens for treatment.
- D. A humane officer will consult the attending veterinarian to determine the nature of the injury or illness and the course of treatment in accordance with established APU NACC Standard Operating Procedures.

#### Definitions

Telecommunicator: Emergency Operations Center personnel responsible for dispatching calls for service.

#### Related Document:

G.O. OPR-110: Firearms

#### Attachments:

- A. Animal Protection Unit and Norfolk Animal Care Center Hours of Operation
- B. Animal Protection Unit and Norfolk Animal Care Center Veterinary Emergency Treatment Center

**NORFOLK POLICE DEPARTMENT  
ANIMAL PROTECTION UNIT AND NORFOLK ANIMAL CARE CENTER  
HOURS OF OPERATION**

**Animal Protection Unit (APU)** - Normal operating hours will include "B" relief and "C" relief shifts, seven days per week including holidays, with hours adjusted seasonally. After hours' emergency on call.

Norfolk Animal Care Center (NACC): Normal operating hours will be:

Monday: 0800-1630  
Tuesday: 0800-1630  
Wednesday: 0800-1630  
Thursday: 0800-1900  
Friday: 0800-1630  
Saturday: 0800-1630  
Sunday: 0800-1630  
Closed on holidays

**Norfolk Police Department**  
**ANIMAL PROTECTION UNIT AND NORFOLK ANIMAL CARE CENTER**  
**VETERINARY EMERGENCY TREATMENT CENTER**

1. Bay Beach Veterinary Hospital  
4340 Virginia Beach Blvd. **EMERGENCY**  
Virginia Beach, Va. 23452  
757-340-3913
  
2. Blue Pearl specialty an Emergency Pet Hospital  
364 Independence Blvd. **EMERGENCY**  
Virginia Beach, Va. 23452  
757-499-5463
  
3. Dog and Cat  
238 W. 21<sup>st</sup> Street  
Norfolk, Va. 23517  
757-622-1788