Animal Custody Record Summary Report
Frequently Asked Questions

Who is required to submit a custody record summary report?

All Virginia animal control officers, law enforcement officers, public and private animal shelters, humane investigators, humane societies, and other releasing agencies are required to make an animal custody record for each animal taken into custody. A summary of these records is required to be submitted annually.

When is the report due?

The report is due at the beginning of each year, during January or February, summarizing the previous year. A reminder letter will be sent to notify you of the open submission period for report, but you are responsible for submission regardless of receipt of this courtesy notice.

What information must be reported?

The report includes contact information, an intake policy (.doc, .pdf, .xls, or .jpg file from your computer), and sum totals of all animal intake and disposition for the year, separated by category and species. If you transferred animals to or from another Virginia releasing agency, you will also be required to provide the name and address of each agency. If your organization had intakes or dispositions outside of the methods delineated in Code, you will be required to provide an explanation. Examples of reasons include births in your facility or stolen/escaped animals.

Do I submit the actual animal custody records?

No, you do NOT need to provide any individual animal custody records. You will be asked to provide a total number of animals for each intake and disposition method by species (i.e., total number of dogs, cats, etc. for each intake/disposition category).

Who can access the information I provide?

Your report is part of an online database, which is accessible to the general public. Your contact information, all report details, and your intake policy will be available to anyone who visits the website: https://arr.va-vdacs.com/Home/SelectReportNew. You can also view previous years' reports using this web address.

How long do I have to submit my report?

The submission period generally lasts for 30 days, and will be announced each December. Submissions will NOT be accepted outside of the open submission window.

How should I document…

- …previously adopted animals that were returned?
  - Each custody event is separate, and the reason for custody should reflect the intake method (i.e. owner-surrender)
- …animals currently being kept at a foster home?
  - These animals are still in the custody of your organization, regardless of where they are physically housed, and should be included as 'On-hand December 31'.
- …animals which our organization keeps in custody from year to year?
  - These animals should be included as 'On-hand December 31.'
- …animals which were dead on arrival or dead before we collected them?
  - A custody record is required for each live animal taken into custody, specifying the reason for custody. If the animal dies in transit, disposition should be recorded as 'Died in Custody'. Dead animals picked up should NOT be included in your report.

How do I fix mistakes or correct my report?

Before the submission deadline: Contact the database administrator at 804-692-4001 or animalcare@vdacs.virginia.gov.
After the submission deadline: Changes will NOT be accepted. You can use the 'other/miscellaneous notes' box to note any inaccuracies when you submit next year's report.

What is an intake policy?

This is not specifically defined in Virginia Code, but may include the types of animals taken into the custody of your agency, the reasons for intake, and/or the policies utilized to make those decisions.

The names and addresses of my transfer agencies will not fit in the space allowed. How can I submit this information?

First, try separating your entries by commas or semicolons instead of line breaks. This significantly reduces the number of characters used. If you still exceed the character limit, use any of the other text boxes on your report to continue your list. Do NOT mail, fax or email any portion of your report to this office. You must list names and addresses in your report. Notes such as "list too long, see shelter for more information" will NOT be accepted.

Animal Custody Record Summary Report
Frequently Asked Questions

The 'On Hand January 1' column is not correct, and the numbers are grayed out. How do I change them?

This column is carried over from your report last year. Any animals you reported as "On Hand Dec. 31" (Column Q) the previous reporting year, will be included as "On Hand January 1" (Column A) on this year's report. If these numbers are incorrect due to recordkeeping or other errors, use the "Other" intake and disposition columns (Columns H and P) to correct any discrepancies. Be sure to provide an explanation in the corresponding text box.

I'm having trouble submitting my report. How do I know my report went through successfully?

When you select "submit" at the bottom of the report, a screen will appear notifying you that your report has been submitted successfully. If you do not see this screen, your report did NOT transmit. **Scroll down the page to view any validation errors, which will appear midway down in red.**

Do NOT mail, fax, or email any portion of your report to this office. Information provided outside of the reporting system will NOT be accepted.

Common problems with submission are:

1. Taking too much time in the system. The system will prompt you to continue your session, but will eventually time out anyway. We recommend you gather your submission materials in advance to minimize time spent logged into the system.
2. Failing to submit an intake policy. Directly under your contact information, you must use the "choose file" button to select an intake policy file from your computer. You will NOT be able to submit your report without one.
3. Not reconciling intake and disposition numbers. Each animal reported for the year must have both an intake and disposition method. The 'totals' columns in each section MUST match.
4. Not ensuring zeroes are present in all empty boxes. Each box not containing a number must contain a zero, or the form will not work correctly. If you have not included a zero in an empty box, the corresponding row and column totals will show 'NaN' instead of a sum.

My organization is an animal control officer unit, which contracts with a shelter to house animals. Do I have to submit a report? Who should report animals taken to the contracted facility?

Yes, a report is required for animal control officers who utilize a contracted animal shelter (not owned/operated by their employing locality). However, animals impounded at the contracted shelter facility should appear only on the shelter's animal custody records summary, NOT on the animal control officer's field report. Only animals confined/disposed independently of the shelter (NOT taken to the shelter) should be included in the field report. This may include, but is not limited to, critically injured animals taken straight to a veterinarian and euthanized, or animals picked up and returned directly to the owner (rather than being taken to the shelter). The report should NOT include animals that were dead when picked up by an animal control officer.

My organization is closed now. Why am I still being asked for a report?

If your organization closed during the reporting year, you will be required to submit one final report summarizing any intakes or dispositions during the final year of operation. If your organization was closed the entire year, contact the database administrator at 804-692-4001 or animalcare@vdacs.virginia.gov.

My question was not answered in this FAQ. Where can I find more information?

The following additional resources are available on our website:

- Detailed System Walkthrough
- Required Information Checklist
- Definitions of Report Fields

http://www.vdacs.virginia.gov/animals-animal-custody-record-reports.shtml

You may direct any further questions to the database administrator, at 804-692-4001 or animalcare@vdacs.virginia.gov, during normal business hours.

Animal Custody Record Summary Report
Definitions of Report Fields

Animal Intake Policy Document Upload

"Intake Policy" is not specifically defined in Virginia Code, but may include the types of animals taken into the custody of your agency, the reasons for intake, and/or the policies utilized to make those decisions.

Species Type

Companion animal

Includes domestic or feral dogs, domestic or feral cats, nonhuman primates, guinea pigs, hamsters, rabbits not raised for food or fiber, exotic animals, reptiles, and exotic or native birds.

Livestock animal

Includes horses, cows, sheep, pigs, goats, llamas, domesticated cervidae animals, ostriches and emus, farmed fish, and rabbits or hares raised for human food or fiber.

Poultry

Includes all domestic fowl and game birds raised in captivity.

More Information: Va. Code § 3.2-6500

Reason for Custody

Column A. On Hand January 1

Animals not disposed by the close of the previous year and still in custody at the beginning of the reporting year.

Column B. Stray or Abandoned

Animals found running at large, dumped at the agency's facility or another location, or otherwise separated from the rightful owner, whereby an owner cannot be identified and the animal's status is unknown.

Column C. Seized

Animals which were lawfully seized from an owner or property according to Va. Code § 3.2-6569.

Column D. Bite Case Quarantine

Animals confined for the purposes of satisfying a rabies quarantine related to a bite case, wherein the animal is taken into custody and confined by the agency or facility. *(Does NOT include cases of animals quarantined at the owner's home.)*

Column E. Surrendered by Owner

Animals lawfully surrendered by the owner. *(Includes animals returned by a new owner after adoption.)*

Column F. Received from Another Virginia Releasing Agency

Animals received as a transfer from a releasing agency operating within Virginia. *(Animals impounded by an ACO from a contacting locality are NOT transfers.)*

Column G. Received from an Out-of-State Releasing Agency

Animals received as a transfer from a releasing agency operating outside of Virginia.

Column H. Other

Animals received in a manner that is not consistent with any of the previous categories.

Method of Disposition

Column J. Reclaimed by Owner

All stray, quarantined, or seized animals that were returned back to their owners.

Column K. Adopted

All animals adopted to a new owner.

Column L. Transferred to Another Virginia Releasing Agency

Animals transferred to a bona-fide releasing agency operating within Virginia.

Column M. Transferred to Out-of-State Releasing Agency

Animals transferred to a releasing agency operating outside of Virginia.

Column N. Died While in Custody

Animals that died while in custody of the agency, regardless of the reason or physical location where the death occurred. *(Does NOT include animals that were euthanized or already dead at physical intake/pick-up.)*

Column O. Euthanized

Any animals euthanized while in custody of the agency, regardless of the reason, physical location where the euthanasia occurred, or person performing procedure.

Column P. Other

Animals that were disposed in a manner that is not consistent with any of the previous categories.

Column Q. On Hand December 31

Animals not disposed by the end of the reporting year and still in custody on the first day of the following year.

For additional resources, including a detailed system walk-through, visit:
http://www.vdacs.virginia.gov/animals-animal-custody-record-reports.shtml

Questions? Contact animalcare@vdacs.virginia.gov or 804-692-4001.

Animal Custody Record Summary Report
Information Checklist

The information required to complete the Animal Custody Record Summary Report is listed below. **To avoid loss of data, we recommend you collect all required information first and then submit your report in one sitting.**

Contact Information
- ☐ Agency Address
- ☐ Agency Email
- ☐ Agency Phone
- ☐ Agency Fax (if applicable)
- ☐ Contact Name
- ☐ Contact Title

Intake Policy
This is a document you will upload from your computer. Be sure you have a file saved on your computer that you can upload to your report (.doc, .pdf, .txt, .xls). See the Definitions of Report Fields *for what this policy may include.*

Domestic Animal Species
Check each species of domestic animal your releasing agency took in during the reporting year:
- ☐ Dogs
- ☐ Cats
- ☐ Other companion animals
- ☐ Hybrid canines
- ☐ Equine
- ☐ Livestock
- ☐ Poultry

Reason for Custody
For each species of animal checked above, generate a sum total of animals that fall into each of the following categories, for the reporting year. For example, 12 dogs surrendered by owner, 3 stray cats.
- ☐ Column A. On Hand January 1
- ☐ Column B. Stray
- ☐ Column C. Seized
- ☐ Column D. Bite Case Quarantine
- ☐ Column E. Surrendered by Owner
- ☐ Column F. Received from Another Virginia Releasing Agency (additional information required)*
- ☐ Column G. Received from Out-of-State Releasing Agency
- ☐ Column H. Other (additional information required)*

Method of Disposition
For each species of animal checked above, generate a sum total of animals that fall into each of the following categories for the reporting year. For example, 2 dogs reclaimed by owner, 51 cats adopted.
- ☐ Column J. Reclaimed by Owner
- ☐ Column K. Adopted
- ☐ Column L. Transferred to Another Virginia Releasing Agency (additional information required)*
- ☐ Column M. Transferred to Out-of-State Releasing Agency
- ☐ Column N. Died While in Custody
- ☐ Column O. Euthanized
- ☐ Column P. Other (additional information required)*
- ☐ Column Q. On Hand December 31

Wildlife Disposition
For any wildlife you received/disposed in the reporting year, generate a sum total of animals that fall into each of the following categories.
- ☐ Submitted to licensed rehabilitator
- ☐ Liberated
- ☐ Euthanized
- ☐ On hand Dec. 31

*Explanatory Notes
Entries are only required in this section if numbers are reported in the corresponding column above.
- ☐ Column F. Names and Addresses of Virginia releasing agencies from which animals were received
- ☐ Column H. Other reasons for custody, e.g., births at the facility
- ☐ Column L. Names and addresses of Virginia releasing agencies to which animals were transferred
- ☐ Column P. Other methods of disposition, e.g., escaped, stolen
- ☐ Any other miscellaneous notes

For additional resources, including a detailed system walk-through, visit:
http://www.vdacs.virginia.gov/animals-animal-custody-record-reports.shtml

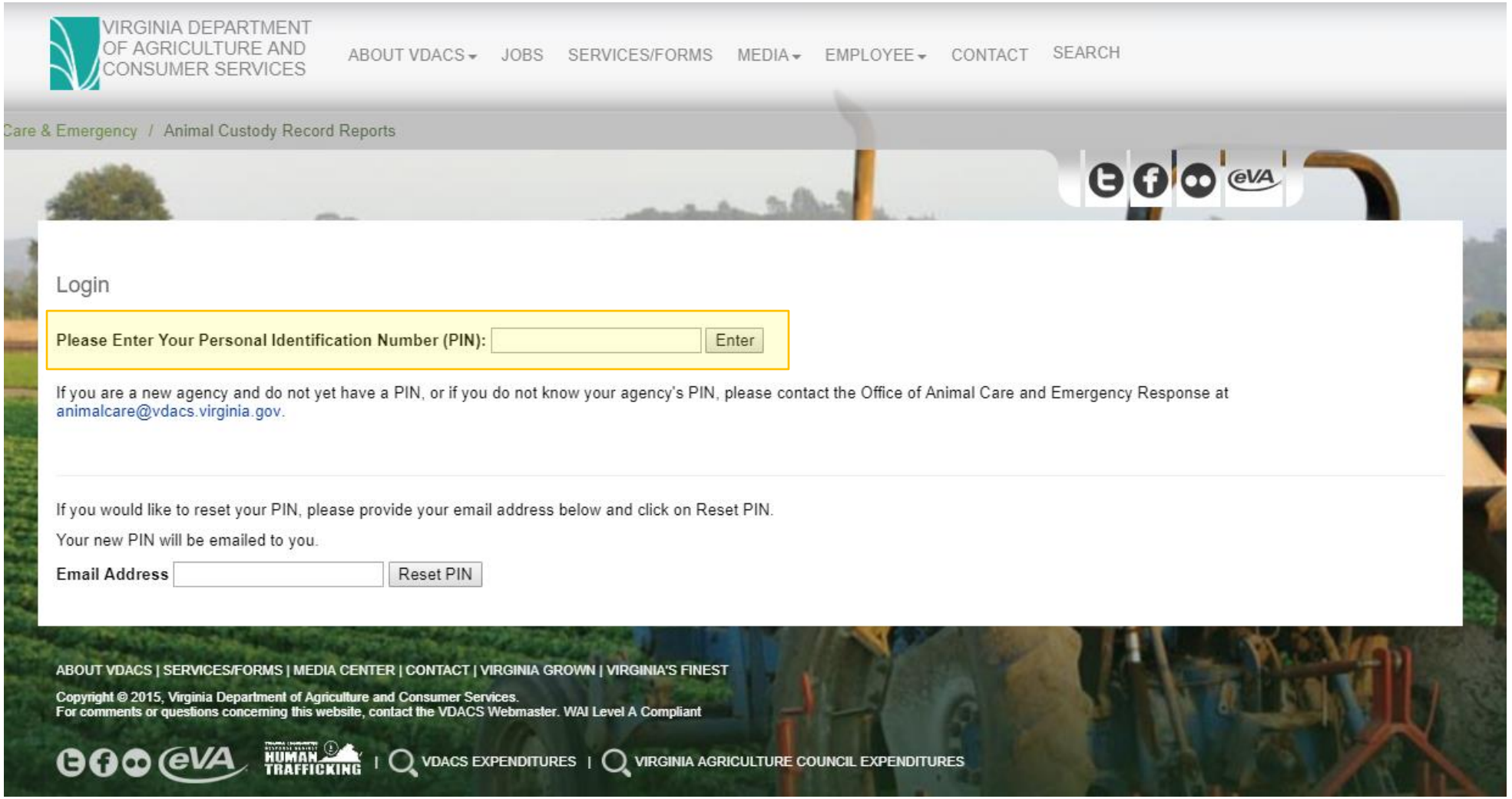
Questions? Contact animalcare@vdacs.virginia.gov or 804-692-4001.

Animal Custody Record Summary Report
Report Walkthrough

This walkthrough will guide you step-by-step through the Animal Custody Record Summary Report submission process. If at any time you have questions that are not answered by this guide, contact the database administrator at animalcare@vdacs.virginia.gov or 804-692-4001.
For additional resources, visit: http://www.vdacs.virginia.gov/animals-animal-custody-record-reports.shtml

Screen 1. Login

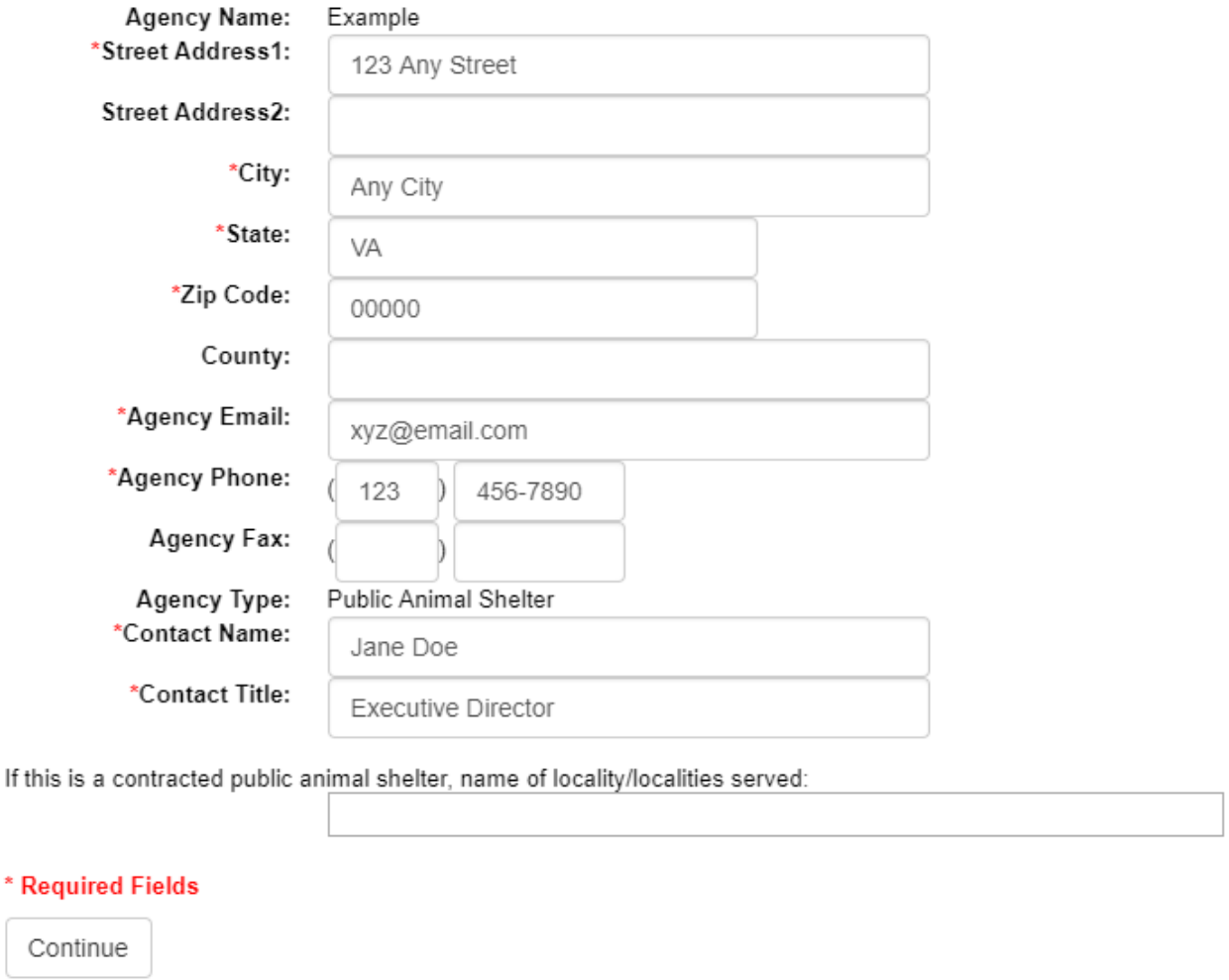
Navigate to the Animal Custody Record login screen, located at https://arr.va-vdacs.com/PublicReports. Enter your PIN in the highlighted box below and select "Enter." If you do not have your PIN, use the reset option on this screen or contact the database administrator.



Animal Custody Record Summary Report
Report Walkthrough

Screen 2. Contact Information

Update your organization's contact information. Keep in mind that all the information you provide will be accessible to the general public. When you are finished, select "Continue." It is NOT possible to update your agency name or agency type on this screen. If you require an update to either of these fields, contact the database administrator.



Animal Custody Record Summary Report
Report Walkthrough

Screen 3, Section 1. Intake Policy

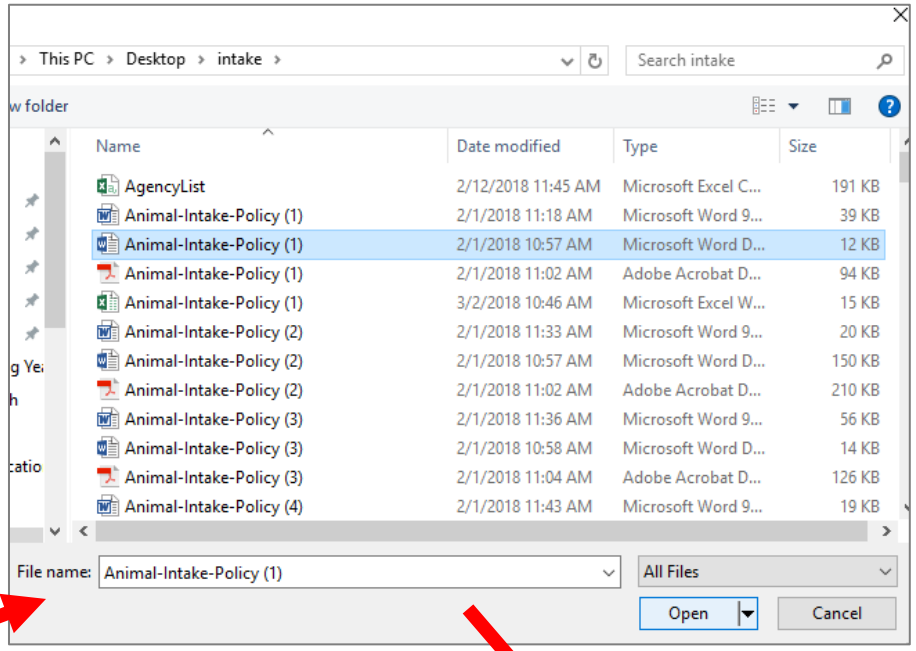
Upload your agency's intake policy by selecting the "Choose File" button highlighted below. Navigate to the correct file and select "Open." If your upload is successful, the name of your intake policy file will appear to the right of the "Choose File" button.

Agency Information:

Agency Name:	Example
Street Address 1:	123 Any Street
Street Address 2:	
City:	Any City
State:	VA
County:	
Zip Code:	00000
Agency Email:	xyz@email.com
Agency Phone:	(123) 456-7890
Agency FAX:	()
Agency Type:	Public Animal Shelter

Animal Intake Policy Upload — Choose File | No file chosen
Allowed file types:
.pdf, Word(.doc or .docx), Excel(.xls or .xlsx),
Text(.txt), .jpeg, .jpg
Maximum file size 30 MB

If this is a contracted public animal shelter, name of locality/localities served:



Animal Intake Policy Upload — Choose File | Animal-Intake...licy (1).pdf
Allowed file types:
.pdf, Word(.doc or .docx), Excel(.xls or .xlsx),
Text(.txt), .jpeg, .jpg
Maximum file size 30 MB

I know my file loaded successfully because I see the file name to the right of the "Choose File" button.

Animal Custody Record Summary Report
Report Walkthrough

Screen 3, Section 2. Reason for Custody

This section summarizes the intake method for each animal your organization had custody of during the reporting year. If this is your first report, fill in any animals you had on hand January 1 in Column A. If this is NOT your first report, Column A will already include any animals you had on hand at the end of the previous reporting year.

For each applicable category and species, fill in the sum total of animals for which the reason for custody applies.

Reason for Custody

Species	A On Hand January 1	B Stray	C Seized	D Bite Case Quarantine	E Surrendered by Owner	F Received From Another Virginia Releasing Agency*	G Received From Out-of-State Releasing Agency	H Other**	Totals
Dogs	2	4	0	0	12	0	0	0	18
Cats	0	15	0	0	0	27	0	0	42
Other Companion Animals	0	0	1	0	0	0	0	0	1
Hybrid Canines	0	0	0	0	0	0	0	0	0
Equine	0	0	0	0	0	0	0	0	0
Livestock	0	0	0	0	0	0	0	0	0
Poultry	0	0	0	0	0	0	0	0	0
Totals	2	19	1	0	12	27	0	0	61

If you are unsure of any of these terms, see the "Definitions of Report Fields" aid. This aid is available at: http://www.vdacs.virginia.gov/animals-animal-custody-record-reports.shtml

Animal Custody Record Summary Report
Report Walkthrough

Screen 3, Section 3. Method of Disposition

This section summarizes the disposition method for each animal your organization had custody of during the reporting year. For each applicable category and species, fill in the sum total of animals for which the method of disposition applies. Finally, fill in any animals you had on hand December 31 in Column Q.

Method of Disposition

Species	J Reclaimed by Owner	K Adopted	L Transferred to another VA Releasing Agency***	M Transferred to Out-of State Releasing Agency	N Died While in Custody	O Euthanized	P Other****	Q On Hand December 31	Totals
Dogs	0	15	3	0	0	0	0	0	18
Cats	11	30	0	0	0	0	1	0	42
Other Companion Animals	0	0	0	0	0	0	0	1	1
Hybrid Canines	0	0	0	0	0	0	0	0	0
Equine	0	0	0	0	0	0	0	0	0
Livestock	0	0	0	0	0	0	0	0	0
Poultry	0	0	0	0	0	0	0	0	0
Totals	11	45	3	0	0	0	1	1	61

Helpful Tip: Each animal in your custody will have an intake AND disposition method. Therefore, the total for each species in the “Reason for Custody” section MUST match the total for each species in the “Method of Disposition” section.

Animal Custody Record Summary Report
Report Walkthrough

Screen 3, Section 4. Wildlife Received and Disposition Information

Complete this section ONLY if your organization had custody of wildlife during the reporting year. Persons liberating, euthanizing, or otherwise handling wildlife species must do so in accordance with the laws and regulations overseen by Virginia Department of Game and Inland Fisheries (DGIF). This may include the maintenance of records and the reporting of such activities, as required by DGIF. The inclusion of this data on this report is NOT intended to satisfy or circumvent those requirements.

Wildlife Received and Disposition Information:

Submitted to Licensed Rehabilitator	Liberated	Euthanized	On Hand Dec. 31
0	0	0	0

Animal Custody Record Summary Report
Report Walkthrough

Screen 3, Section 5. Explanatory Notes

Four columns in the report require explanations: columns F and H in "Reason for Custody," and columns L and P in "Method of Disposition." Any numbers entered into these columns MUST be accompanied by an explanatory note in this section. In addition, one optional box is available for any information you would like to be included in your report.

*** Column F: Names and addresses of Virginia releasing agencies from which animals were received.**

Releasing Agency A, 1234 Example Lane, Anytown, VA 00000; Releasing Agency B, 5678 Example Hwy, Anytown, VA 00000; Releasing Agency C, 9876 Example Road, Anytown, VA 00000; Releasing Agency C, 5432 Example Circle, Anytown, VA 00000; Releasing Agency D, 1379 Example Street, Anytown, VA 00000

**** Column H: Include other reasons for custody, i.e. births at the facility, or animals taken into custody for a reason not designated by another category. An explanation is required.**

maximum 2000 characters

***** Column L: Names and addresses of Virginia releasing agencies to which animals were transferred.**

maximum 2000 characters

****** Column P: Include other methods of disposition, i.e. escaped, stolen, or otherwise not disposed of in a method in accordance with Virginia code. An explanation is required.**

One guinea pig stolen; referred to law enforcement.

Any other miscellaneous explanatory notes:

We work closely with our sister organization, Example 2, which accepts poultry, livestock, and equines.

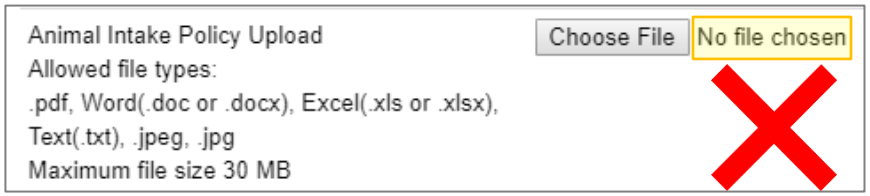
Helpful Tip: Separate addresses with commas (,) or semicolons (;) to save space. Creating column-style lists (separating addresses with line breaks) takes up extra characters and will cause you to reach the 2,000 character limit very quickly!

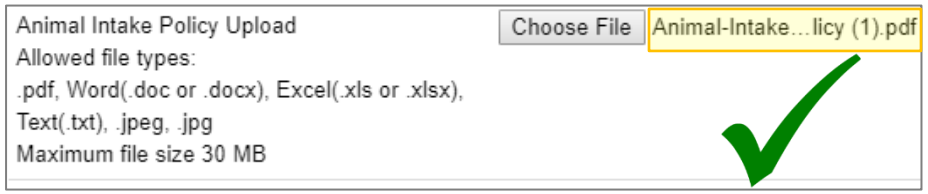
Animal Custody Record Summary Report
Report Walkthrough

Screen 3, Section 6. Reviewing Before Submission

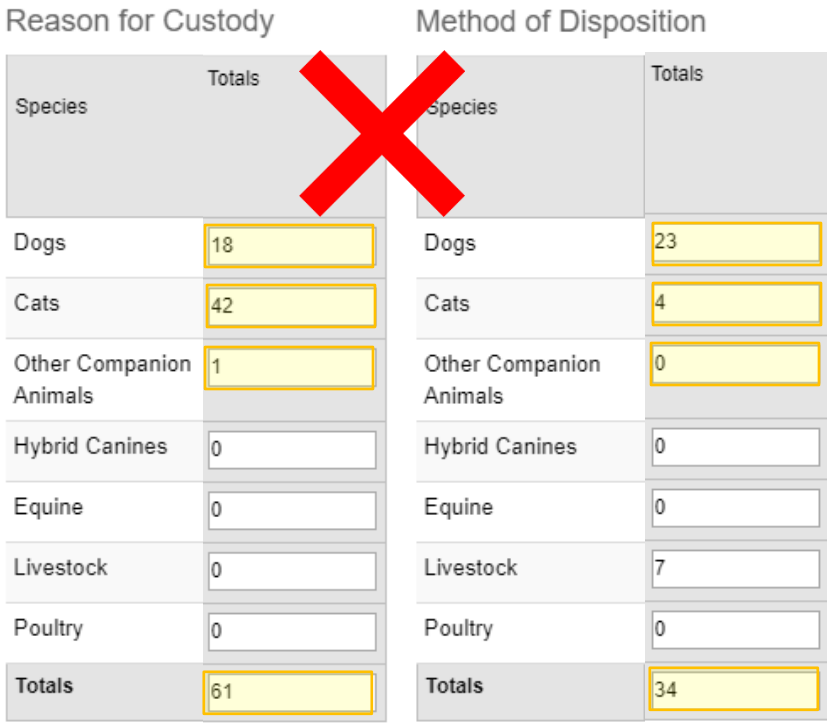
Before you submit your report, double check the following:

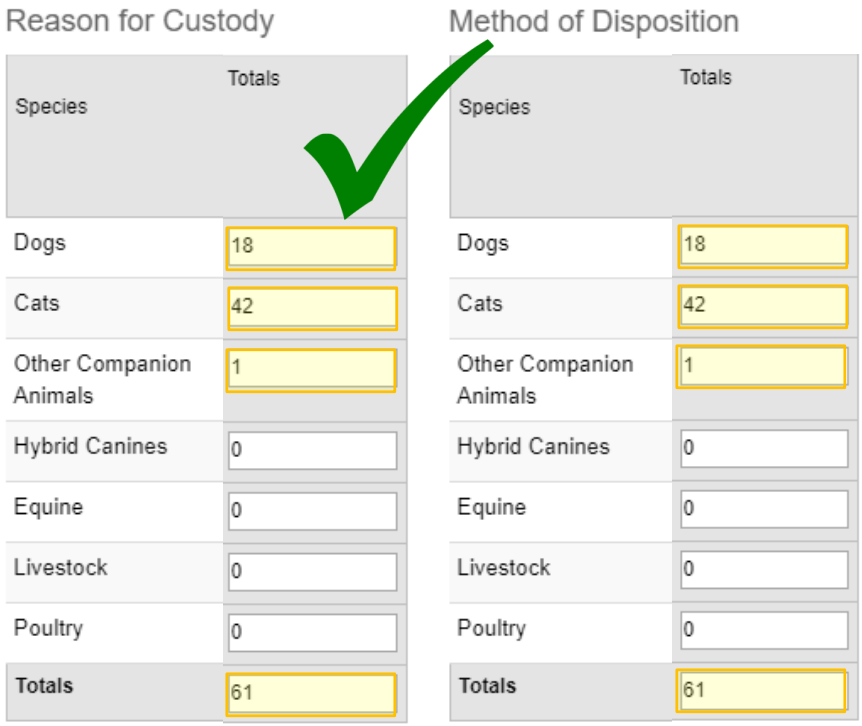
1. **An animal intake policy is uploaded.**





2. **Your species totals are the same in "Reason for Intake" and "Method of Disposition.**



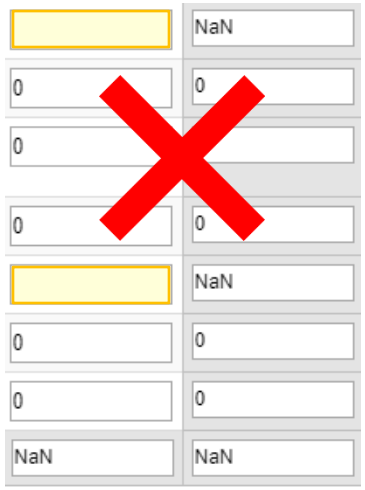


Animal Custody Record Summary Report
Report Walkthrough

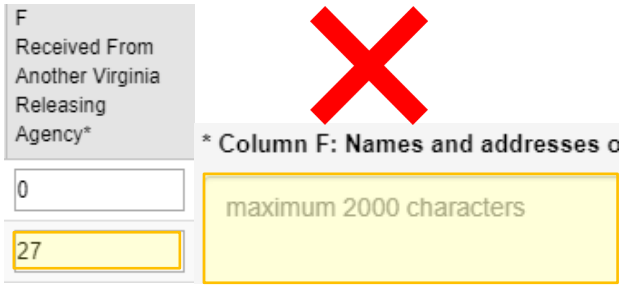
Screen 3, Section 7. Reviewing Before Submission, Continued

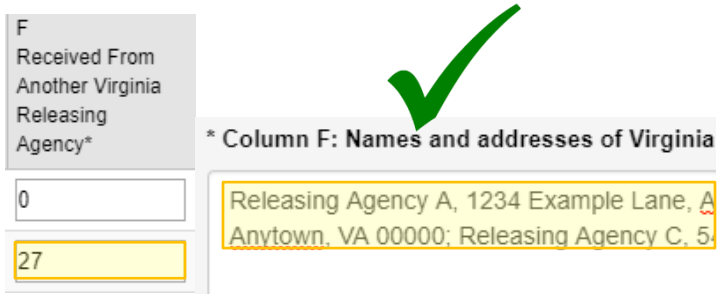
Before you submit your report, double check the following:

3. **Every unused box in the "Reason for Intake" and "Method of Disposition" tables is filled in with a zero (0).**

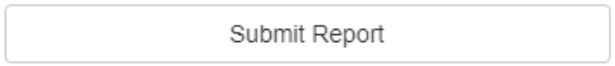


4. **If numbers are entered in columns F, H, L, or P, an explanation is included in the corresponding text box.**





One you have verified each of the above items, select the "Submit Report" at the bottom of the screen.



Animal Custody Record Summary Report
Report Walkthrough

Screen 4. Confirming Submission

After you select "submit report," a message will appear notifying you that your report was submitted successfully. Print or save this page for your records. **If this message does not appear, your report was NOT submitted. Scroll down the page to view any validation errors.**

PUBLIC REPORT

Results - Reporting Year 2017

The Agency Data report was successfully submitted for review on 3/9/2018 1:18:08 PM
You may edit this report at any time during the open submission period.

Agency Information:

Agency Name:	Example
Street Address 1:	123 Any Street
Street Address 2:	
City:	Any City
State:	VA
County:	
Zip Code:	00000
Agency Email:	xyz@email.com
Agency Phone:	(123) 456-7890
Agency FAX:	()
Agency Type:	Public Animal Shelter
Date Submitted:	3/9/2018 1:18:08 PM

Animal Custody Record Summary Report
Report Walkthrough

Screen 5. Error Messages

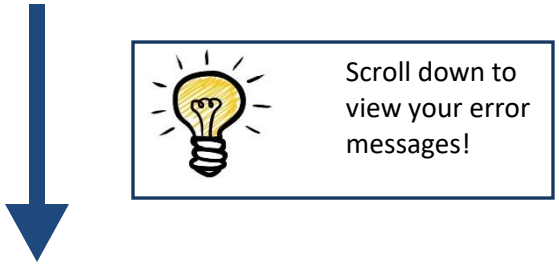
If there is a problem with your report, any of the following error messages will appear. **Note: These messages are NOT visible at the top of the page. You must scroll down to view error messages.** You must correct the problem, and then select "Submit Report" at the bottom of the page.

EDIT REPORT

Agency Information:

Agency Name:	Example
Street Address 1:	123 Any Street
Street Address 2:	
City:	Any City
State:	VA
County:	
Zip Code:	00000
Agency Email:	xyz@email.com
Agency Phone:	(123) 456-7890
Agency FAX:	()
Agency Type:	Public Animal Shelter
Animal Intake Policy Upload Allowed file types: .pdf, Word(.doc or .docx), Excel(.xls or .xlsx), Text(.txt), .jpeg, .jpg Maximum file size 30 MB	Choose File No file chosen
	View Intake Policy

If this is a contracted public animal shelter, name of locality/localities served:



Validation Error(s):
You must enter reasons for custody if 'Column H' has a value greater than 0 .

You have entered numbers in a column that requires a description, but you have not provided a description. Proceed to page 7 for instructions.

Error(s): Total Received = 0, Total Disposed = 23, Discrepency = 23, for species = Dogs
Error(s): Total Received = 13, Total Disposed = 4, Discrepency = 9, for species = Cats
Error(s): Total Received = 72, Total Disposed = 7, Discrepency = 65, for species = Livestock

Total received and total disposed for each species must match exactly. Proceed to page 8, item 2 for instructions.

Validation Error(s):
You must upload an Animal Intake Policy. Allowed file types: .pdf, Word(.doc or .docx), Excel(.xls or .xlsx), Text(.txt), .jpeg, .jpg

You must upload an intake policy. Proceed to page 3 for instructions.