

City of San Angelo  
Neighborhood & Family Services  
Animal Services

**Owner Surrender of Pets Policy**

The City of San Angelo Animal Services division seeks life first for each animal entering our programming. With finite shelter capacity and limited resources, owners seeking to surrender their pets to the City of San Angelo must proceed in accordance with this policy.

Coordinating the intake of owned pets supports lifesaving initiatives by first attempting to keep pets in their own homes by offering support services. Should those efforts fail, we ask that owners responsibly rehome their pets as prescribed below.

**Owned Pets**

Owners are defined as citizens who have provided care for a domestic pet for three or more days as defined in San Angelo's code of ordinances 3.01.001.

**Jurisdiction**

The City of San Angelo animal services division is limited to patrolling and responding to calls for service inside city limits. Citizens inside city limits may utilize animal services' programming.

Owners who reside outside San Angelo city limits shall not be permitted to surrender pets to the City of San Angelo animal services and should seek other resources.

**Evaluation**

Owners wishing to rehome their pets shall first be vetted by intake staff to determine which programs and opportunities are applicable.

Our first aim is to maintain the human-animal connection by keeping the pet in its home and supporting the family with the issues that led to this inquiry. After confirming ownership and residency, discuss the

issues the owner is facing and offer solutions that suit the situation in the most non-judgmental way possible.

Take the time to understand the perspective of the owner while maintaining respect, compassion, and understanding. Not only does that stance support our mission to serve the people and pets of San Angelo, but it also builds rapport improving the odds the owner will be receptive to recommendations and return for additional lifesaving programming.

Reason	Resource
Escapes enclosure	Consider fencing aids, encourage spay/neuter and microchip
Long-term pet suddenly reactive	Veterinary exam assessing health, encourage spay/neuter
Natural disaster	Offer crate, other supplies
Domestic violence	Red Rover Program
Financial constraints	<a href="http://ConchoValleyPAWS.org/surrender">ConchoValleyPAWS.org/surrender</a>
Unwanted litter	<a href="http://ConchoValleyPAWS.org/surrender">ConchoValleyPAWS.org/surrender</a>
Lack of pet-friendly housing	<a href="http://ConchoValleyPAWS.org/surrender">ConchoValleyPAWS.org/surrender</a>
Death in the family	<a href="http://ConchoValleyPAWS.org/surrender">ConchoValleyPAWS.org/surrender</a>
Too many pets	<a href="http://ConchoValleyPAWS.org/surrender">ConchoValleyPAWS.org/surrender</a>

### Alternatives to Shelter Intake

Owners wishing to rehome their pet should consider alternatives to shelter intake to reduce the stress of their pet and reserve Animal Services' resources for San Angelo's most vulnerable animals.

- Originating agency or breeder.
- Family and friends.
- Pure breed or all-breed rescues.
- Post on social media (Note: it is against community guidelines to sell pets on Facebook).

In certain circumstances, owners should consider euthanasia of their pet at a veterinarian of their choice at their own expense. Those circumstances can include unprovoked, unintermittible reactivity; aggression to residents of the home; terminal illness; and end of life. Although an emotional decision, considering euthanasia is part of pet ownership.

### Shelter Intake

Before the City of San Angelo animal services division may accept a pet from its owner, the citizen must successfully complete counseling with Concho Valley PAWS. As provided in the current agreement with Concho Valley PAWS, their team provides counseling for owners wishing to relinquish their pets to Animal Services. Concho Valley PAWS recommends programs as resources allow. Counseling interviews

are available by appointment only at [conchovalleypaws.org/surrender](http://conchovalleypaws.org/surrender). Under no circumstances should citizens visit Concho Valley PAWS in person with their pet unannounced.

Owners who satisfactorily complete support services but fail to resolve the reason for surrendering their pet may request a shelter intake. Shelter intake is subject to supervisor approval and kennel availability. Once approved, owners shall sign a statement that ownership of the animal is relinquished to the City of San Angelo animal services division. Owners must disclose any bite history of the pet to a human victim.

Citizens should provide veterinary records and any other documentation regarding the pet, including vaccination history and originating agency (rescue, breeder, etc.).

Owners relinquishing their pet to Animal Services shall pay the required impound and surrender fees in accordance with Appendix A of San Angelo's code of ordinances.

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