

Animal Control Hours & Emergency Phone

Animal Control Hours of Operation

- Officers are actively on the road Monday through Friday from 7 a.m. to 9 p.m. and Saturday and Sunday from 7 a.m. to 6 p.m.
- Animal Services officers are also on-call for emergency and priority calls after hours.

Emergency On-Call Responses

Animal Services officers will respond to the following situations during on-call hours, to reach an Animal Control Officer after hours please call 703-777-1021:

1. Animals that are currently at large and are attacking/chasing humans
2. Humans that have had contact with a wild animal and the wild animal is still alive and present.
3. A domestic animal that has had contact with a wild animal. The wild animal is still alive and present.
4. A suspected rabid animal that has been reported present in a populated area
5. Stray domestic animal exposures to humans where the owner is unknown / unavailable
6. Dog(s) attacking livestock
7. Injured domestic animals
8. Reports of wildlife that are considered a threat in the living area of a home.
9. Dog(s) attacking, or have attacked other companion animals- owner is unknown/unavailable
10. Human or domestic animal contact with a wild animal, and the animal is dead
11. Cruelty to animal(s) where there is an immediate threat to the animal(s) life, or health
12. Livestock at-large that are causing a traffic hazard
13. Police and fire emergency calls

What We Do

Responsibilities

Animal Services officers are responsible for enforcing Virginia State laws and Loudoun County and town ordinances that pertain to animals. In addition, Animal Services officers are responsible for providing emergency services to the entire county and in all the towns 24 hours a day, seven days a week.

- [Loudoun County Ordinance Chapter 612](#)
- [Comprehensive Animal Laws of Virginia](#)

Animal Control Communication Center

The Loudoun County Animal Services Communication is staffed by three full-time dispatchers, assisted by customer service staff, answer calls regarding Animal Control Services. To reach the Communication Center to place a complaint or report an animal related concern, please call 703-777-0406. An option to leave a message after business hours is available.

Animal Control Services

- Enforcement of county, state, and town laws dealing with domestic animals 24 hours a day 365 days a year
- Investigation of animal cruelty and neglect
- Investigation of animal fighting
- Investigation of dog attacks to humans and domestic animals
- Investigation of abandonment
- Enforces confinement of animals in vehicles
- Regulation and inspection of kennels and pet stores
- Response to wildlife that pose a threat or has had contact with a person or domestic animal
- Response to sick or injured companion animals
- Assists police and fire-rescue personnel
- Rabies vaccination and dog license enforcement
- C.A.R.E Program
- Removal of stray dogs from streets and public areas
- Perform technical animal rescues such as ice and swift water rescue

Report a Concern to Animal Control

Animal Complaints on Loudoun Express Request Loudoun County Animal Services strives to deliver accessible, convenient service to the Loudoun community. Animal complaints can be submitted online through Loudoun Express Request (LEx). To learn more about LEx, visit the [LEx homepage](#).

- [Submit an Animal Complaint online](#)

Types of Complaints

The following types of complaints can be submitted through the form:

- **Welfare Concerns** - report of concern for the welfare of animal in non-life threatening condition, to include inadequate food, water, shelter, or veterinary care.
- **Nuisance domestic animal** - report of an animal that is causing a non-current traffic hazard, or an animal that has trespassed onto personal property and caused property damage, or attacked a companion animal other than a dog or cat and caused injury.
- **Feces Removal** - reports of citizen not removing pet waste from any property (other than his own) in, or adjacent to any residential subdivision.
- The following issues can be reported online if they are not an active issue that needs immediate attention:
 - **Dog running at large (non-current)** - reports of dog roaming off leash, with or without its owner.
 - **Stray aggressive animal (non-current)** - report of an at large animal acting aggressively.

Barking Dogs

- Complaints about barking dogs should be submitted [online](#).

*Please note that there are some complaint types which cannot be received online due to their urgent and time sensitive nature; those include complaints involving emergency animal welfare issues, sick or injured wildlife, wild exposures, current stray aggressive complaints.

As always, our dispatchers can be reached at 703-777-0406 and remain available during business hours to receive those complaint types and to answer any questions you may have. For emergency complaints after hours, please contact the Sheriff's Department at 703-777-1021.

Wildlife

Wildlife Resources

Loudoun County Animal Services (LCAS) provides general information and exclusionary methods to assist with wildlife problems. The animal shelter does not house or routinely care for wildlife.

Wildlife Exclusionary Methods & Services

- [Humane Society Wildlife Services](#)
- [Toronto Wildlife Center](#)
- **Human-Wildlife Conflict Assistance: Phone: 855-571-9003**
- [Virginia Department of Game and Inland Fisheries](#)

Rehabilitation for Injured Wildlife

- [Wildlife Rescue League](#)
- [Blue Ridge Wildlife](#)

Carcass Removal from Roadways

Please contact the [Virginia Department of Transportation \(VDOT\)](#) if the carcass is located on a road or shoulder of a road. If the carcass is not on a road, it is the property owner's responsibility to have it removed if he / she wishes for it to be removed. LCAS does not pick up or remove carcasses.

Wildlife Emergency Response

LCAS Animal Control Officers will respond to the following wildlife emergencies:

- Wildlife in the living area of a residence or occupied area of a business that poses a threat to humans or domestic animals. Animal Control Officers will respond to snakes inside the home that are known to be a venomous species only. **If you need assistance identifying snake species, please call at 703-777-0406**
- Wildlife displaying signs and symptoms of rabies
- Sick or injured wildlife
- Wildlife that have had physical contact with a human or domestic animal (potential rabies exposure)
- Wildlife that pose a threat to humans or domestic animals

Nuisance Complaints

LCAS Animal Control Officers do not respond to situations when wildlife poses no threat to humans or domestic animals. These include the following:

- Damage to gardens, flower beds, ornamental shrubs (Typically squirrels, deer, groundhogs, raccoons)
- Wild animals in attics, basements, garages and storage sheds (Typically squirrels, raccoons, bats or snakes)
- Wild animals inhabiting or frequenting populated areas (Typically squirrels, deer, foxes, opossums or skunks)
- Wild animals living under decks, storage sheds, porches and the like (Typically groundhogs, skunks, raccoons or opossums)

Tips on Living with Wildlife

By taking precautions you can keep your family and pets safe while enjoying the beautiful wildlife we have here in Loudoun County.

- Vaccinate pets against rabies and keep vaccinations up to date. Rabies vaccines are required by law for dogs and cats age 4 months or older.
- Keep your distance from animals acting strangely whether they are wild, or, companion animals with an unknown owner. Report strange animal behavior or animal attacks to LCAS by calling 703-777-0406.
- Prevent contact between pets and wildlife, especially at night. Walk pets on a leash and feed cats and dogs inside.
- Eliminate possible sources of food for wildlife from your yard and keep trash can lids tightly closed.
- Any animal bites to people or pets or sightings of animals suspected of having rabies should be reported to LCAS (703-777-0406) or the [Loudoun County Health Department](#) (703-777-0234).



Loudoun County
VIRGINIA

WHERE TRADITION MEETS INNOVATION

County Resources

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[Contact Us](#)

[Public Records Requests \(FOIA\)](#)

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[Tell Us How We're Doing](#)

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[Animal Control](#)

[Animal Shelter](#)

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