



## A Resource Guide for the Welfare of Animals



Do you know who to call if you've lost a pet – or found one? What if you see a dog running in traffic – or find injured wildlife? To whom do you report a dog bite?

Napa Humane fields dozens of calls like this each day and we have honed our referral and helpline resources to be able to answer most any companion animal and wildlife questions that come our way.

We have created this resource guide for your use – a version of what we assembled for our use each day to help animals and people in need. Please feel free to call us yourself if you have questions that are not addressed here – we'd be happy to help.

There are many animal welfare organizations and agencies in Napa County; each having a very specific role. What follows is a directory of those groups and a description of their role in our communities.

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### **Napa Humane**

Post Office Box 695

Napa, CA 94559

[www.napahumane.org](http://www.napahumane.org)

707.255.8118

A nonprofit organization serving Napa County



Serves homeless animals in Napa County by reducing their time in the Napa County Animal Shelter and promoting adoption as a first option through our mobile adoption program. Maintains the online presence for adoptables in the Shelter.

Offers humane education for children and adults in the classroom and in the community. Provides guidance and resources for those practicing Trap, Neuter, Return (TNR) for feral cats. Founded the Animal Welfare Coalition of Napa County, operates "Companion Connection" (a non-emergency companion animal behavior helpline). Runs a low cost spay/neuter, vaccination, and microchipping clinic.



### **Napa Humane Spay/Neuter Clinic**

3265 California Boulevard

Napa, CA 94558

[www.napahumane.org](http://www.napahumane.org)

707.252.7442

Monday – Friday 7:30 a.m. to 4:30 p.m.

Operated by Napa Humane

Offers low cost spay/neuter, vaccination, and microchipping services for pets of all residents of Napa County, a spay/neuter program for feral cats in Napa County, and holds a drop-in vaccination and microchipping clinic each Friday from 9:30 a.m. to 1:00 p.m.

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### **Napa County Animal Shelter**

942 Hartle Court

Napa, CA 94559

[www.countyofnapa.org/animalshelter](http://www.countyofnapa.org/animalshelter)

707.253.4382

By phone: Monday – Saturday 8:00 a.m. to 5:00 p.m.

To visit: Monday – Saturday 11 noon to 4:45 p.m.

A division of Napa County Department of Environmental Management



Provides for the care of stray and quarantined animals and accepts owner-surrendered animals. Offers pets for adoptions. Provides animal licensing and kennel permits. Operates low cost vaccination clinics four times per year, and microchipping on a walk-in basis. Handles lost and found pet reports for all of Napa County. Rents humane traps. Offers euthanasia services for privately owned pets.

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### **Napa County Animal Services**

707.253.4517 (24-hour dispatch)

A division of the Napa County Sheriff's Department

Responds to complaints of stray, sick, or injured animals in the unincorporated areas of Napa County, the City of Napa, and the City of American Canyon. Responsible for rabies control and investigations of animal cruelty

complaints and animal bite cases.

*Please note: The cities of St. Helena and Calistoga do not have a contract with Napa County Animal Services to respond to stray, sick, or injured animals or investigations of abuse or neglect. In these situations, call the city's police department. However, all rabies concerns and animal bite cases are to be reported to Napa County Animal Services.*

### **Whiskers, Tails & Ferals**

Mailing address:

1370 Trancas Street, #206

Napa, CA 94558

707.258.2287

[www.whiskerstailsandferals.org](http://www.whiskerstailsandferals.org)

A nonprofit, all volunteer organization serving Napa County and beyond



Acquires dogs and cats from various shelters and recovers kittens from feral cat colonies and cares for them through a foster program. Has animals for adoption on weekends at Petco and Pet Food Express in Napa – check their site for current hours.

Provides low-cost or no-cost vouchers to those with financial need to assist with spay/neuter of cats and dogs. Offers tips on trapping and guidance on maintaining a feral cat colony.



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### **We Care Animal Rescue**

1345 Charter Oak Avenue

St. Helena, CA 94574

707.963.7044

[www.wecareanimalrescue.org](http://www.wecareanimalrescue.org)

A nonprofit organization serving Napa County

Operates a refuge for adult, elderly and special needs animals. Visits to the refuge are by appointment only.

Provides low-cost or no-cost vouchers for spaying/neutering feral and stray cats. Offers tips on trapping and guidance on maintaining a feral cat colony. In some cases, provides medical assistance for stray animals through participating veterinarians. Offers cat and dog food to Good Samaritans caring for stray animals. Works with local and neighboring municipal animal facilities to acquire and re-home feral and under-socialized cats slated for euthanasia.

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### **Wildlife Rescue**

Post Office Box 2571

Napa, CA 94558

707.224.4295

[www.wildliferescue.org](http://www.wildliferescue.org)

A nonprofit, all volunteer organization serving Napa County and designated by the California Department of Fish and Game as a wildlife rehabilitation facility.



Responds to non-emergency calls regarding injured or orphaned wildlife and birds. Partners with Silverado Veterinary Hospital which acts as an intake for sick, injured, or orphaned wildlife before transfer to Wildlife Rescue's non-public facility.

## Quick Links for Common Animal-Related Concerns

### **If you have lost or found a pet:**

For the City of Napa, the City of American Canyon, and the unincorporated areas of Napa County call the Napa County Animal Shelter – 707.253.4382.

In the Town of Yountville, **also** call the Napa County Sheriff's Department Yountville substation– 707.944.9228.

In the City of St. Helena, **also** call the St. Helena Police Department – 707.967.2850.

In the City of Calistoga, **also** call the Calistoga Police Department – 707.942.2810.

### **To report a dog running at-large, an injured dog or cat, or an animal in distress:**

For the City of Napa, the City of American Canyon, and the unincorporated areas of Napa County call Napa County Animal Services – 707.253.4517.

In the Town of Yountville, call the Napa County Sheriff's Department Yountville substation – 707.944.9228.

In the City of St. Helena call the St. Helena Police Department – 707.967.2850.

In the City of Calistoga call the Calistoga Police Department – 707.942.2810.

### **To report a dog or cat bite or report rabies concerns:**

For all of Napa County call Napa County Animal Services – 707.253.4517.

### **To report a deceased animal on a roadway:**

On a city street in the City of American Canyon call American Canyon Recycle and Disposal – 707.552.3110.

On a city street in the City of Napa call the City of Napa Public Works Department – 707.257.9520.

In the Town of Yountville, call the Yountville Public Works Department – 707.944.2655.

On a city street in the City of St. Helena call the City of St. Helena Public Works Department – 707.968.2658.

On a city street in the City of Calistoga call the Calistoga Police Department – 707.942.2810.

On a highway in Napa County, call Caltrans – 707.253.4919.

On a road in the unincorporated areas of Napa County call Napa County Animal Services – 707.253.4517. However, if it is a deceased deer on a road in the unincorporated areas of Napa County call the County of Napa County Roads Department – 707.944.0196.

**To request assistance with deterring or removing wild animals from your property – such as a skunk, raccoon, fox, coyote, or opossum:**

Call the office of the Napa County Agricultural Commissioner and request the assistance of a "County Trapper" – 707.253.4357.

*Please note: squirrels fall in a different category - ground squirrels are considered rodents and may be trapped, while tree squirrels are considered game mammals and can be controlled only as provided by hunting regulations. Contact the Department of Fish and Game at 707.944.5500 or Wildlife Rescue at 707.224.4295 for assistance with identifying the squirrels in question and for guidance. Or, contact the Napa County Agricultural Department at 707.253.4357 for tips on deterring squirrels from coming into your yard.*

**In the event you have found deceased wildlife or a deceased companion animal on your property:**

Currently, there is no community or municipal service provider to remove deceased animals from private property. The property owner is responsible for the removal. One may hire a pest control or an abatement company to remove deceased wildlife and domestic animals. In the case of a domestic animal, please consider taking the animal to the Napa County Animal Shelter to determine if it has microchip identification.

If you have found a deceased squirrel or bird such as a crow, raven, or jay call the California Department of Health Services West Nile Virus Surveillance Program hotline to make a report and submit information for possible testing – 877.968.2473.

**If you have found orphaned or injured birds or wildlife:**

Call Wildlife Rescue and follow the instructions provided in their out-going message – 707.224.4295. Wildlife Rescue partners with Silverado Veterinary Hospital for intake of injured wildlife during their business hours (Monday through Friday 8:00 a.m. to 8:00 p.m., Saturday 9:00 a.m. to 4:00 p.m.). Outside of Silverado Veterinary Clinic's hours, call Wildlife Rescue and leave a message to receive a return call with instructions.

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## **Frequently Asked Questions**

***There are several stray, wild, or feral cats in my neighborhood and around my home and they just keep multiplying. How can I get this situation under control?***

This is a complex situation, to be sure. Because there are so many factors to determine the course of action one might take, we suggest that you call Napa Humane at 707.255.8118 x200 or x202, Whiskers, Tails & Ferals at 707.258.2287, or We Care Animal Rescue at 707.963.7044 to discuss all possible options.

***My neighbor has a dog that barks constantly. What should I do?***

Call your city police department to make a report and for guidance. In the Town of Yountville, call the Napa County Sheriff's Department Yountville substation – 707.944.9228. In the unincorporated areas of Napa County during regular business hours call the Napa County Department of Environmental Management –707.253.4471.