CS-10 TRANSFER OUT OF CARE

**Purpose**

To detail the processes of transferring ownership of animals sent to other shelters/rescues

**Policy**

HSWM will follow the Department of Agriculture guidelines of how to transfer ownership of animals that do not remain in our care and are transferred to other shelters/rescues.

**Staff /Areas Affected**

• Director of Animal Care and Behavior

* Transport Coordinator

• Customer Service staff

* Animal Care staff
* Veterinary staff

**Definitions**

**ShelterLuv** – Database used by HSWM for all tracking of customers, animals and associated service

**Shelter –** a registered agency that has an onsite building for the housing and care of rescued animals

**Rescue** – agency with no onsite building and uses foster homes for the care of rescued animals

**Responsibilities**

Director of Animal Care / Shelter Manager – is responsible for making sure this process takes place

**Procedures**

Some animals are occasionally may be deemed not suitable for adoption to the general public from HSWM. The Director of Animal Care and Behavior will make the final determination based on evaluation and input from Animal Care and Veterinary staff as to the transfer to the source shelter or a rescue. When animals come to use from another shelter, the determination is based on an existing agreement with the source shelter as well as transfer to the source shelter or a rescue organization.

Different scenarios determine the processing of the outcome for each animal. Likely scenarios include:

* Transfer to rescue organization – processed as an Adoption
* Transfer to registered shelter – processed as a Transfer Out
* Return to source shelter – processed as a Transfer Out
* Rescue that brought us an animal, and we return to them – process as a Reclaim

Cases where the transfer of ownership is processed as an adoption, refer to SOP CS-01 – Animal Adoptions. When processed as a reclaim, refer to SOP CS-17 - Reclaim

If the transfer of ownership is processed as a transfer out, the following steps should be followed:

1. The Director of Animal Care and Behavior, Transport Coordinator or designate will notify Customer Service staff to process the Transfer out of a specific animal.
2. The transfer process is done within the ShelterLuv software system.
3. Click on the “+” icon at the top of ShelterLuv, select Identify the shelter that will be receiving the animal
4. Select ‘Out’, ‘Transfer’.
5. Find the shelter that will be receiving the animal, click the “Add” button. Select the appropriate option from the drop down.
6. Then find the animal that is being transferred, and complete the transaction.
7. Print a Medical History Report to give to the receiving shelter.
8. Return all paperwork that accompanied the animal.

**Reference Documents**

• SOP CS-01 Animal Adoptions

* SOP CS-17 Reclaim

**Revision History**

Created 12/21/18 – V1