CS-16 LOST / FOUND ANIMALS

**Purpose**

To define the process of lost and found animals

**Policy**

HSWM will take in found animals . . .

**Staff /Areas Affected**

• Customer Service Staff

**Definitions**

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

**CS** – Customer Service staff

**Responsibilities**

Customer Service is responsible for making sure this process

**Procedures**

1. A client may either call to report a found or lost animal or fill out a lost/found report in person.
2. If they come in person, they can go through our cat holding and adoption areas with a staff member to look for their lost pet. Dog holding is generally off limits as any additional foot traffic in the area is very stressful for the animals. If any dogs resemble the description, a staff member will work with them to see the animal. They must be able to provide documentation of owner ship of the animal with vet records, etc. They may also post a flyer in our admitting area if they would like.
3. After the lost/found report is filled out on paper, CS will enter the information into a spreadsheet located on Google Forms named Lost/Found Reports. Once entered, a lost/found search will be performed. CS will determine if there is a match based on descriptive information and locations.
4. CS will not disclose contact information of finders or owners unless they have permission to do so.
5. If the owner or finder notifies us of a match, the report will be cancelled in ShelterLuv and poster taken down.
6. If the animal is identified and confirmation they are the owner is made, then the process of Reclaiming an Animal takes place. Refer to SOP CS-17 for details.

**Reference Documents**

• Lost/Found Report – Google Docs

* SOP CS-17 Reclaiming an Animal

**Revision History**

Created 8/24/16 – V1

Revised 12/21/18 – V2