AC-08 ANIMAL INTAKE (Out of State)

**Purpose**

To outline the process of intaking an animal as an owner surrender, stray or in-state transfer from another shelter. Out of state intake generally takes place as a partnership with as multi animal transports.

**Policy**

All animals arriving from out of state, via transport will receive appropriate care and be accurately recorded at the time of intake.

**Staff /Areas Affected**

• Animal Care Staff

• Customer Service

**Definitions**

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

**Responsibilities**

Director of Animal Care – is responsible for making sure this process is followed.

**Procedures**

1. Dogs and cats will be weighed on intake to assist in tracking weight gain/loss.

2. Each animal will receive vaccinations, heartworm and flea prevention if due at the time of intake.

3. Puppies and kittens will be microchipped.

4. Dogs and cats will receive age appropriate vaccines on intake. See canine and feline vaccine SOPs for further information on ages to administer vaccines. If it cannot be determined if an animal is up-to-date on vaccines and contact cannot be made to the clinic at the time of intake, assume that they need vaccines and proceed accordingly.

5. Intake staff will note medical or behavioral conditions that warrant further investigation

7. If unable to provide above treatments to an animal, indicate on sick list for veterinary staff to address. If unable to touch, indicate as such on the kennel card.

8. Verify all information about the animal is accurate in ShelterLuv and on the kennel card, including breed, color, age, location.

9. Clean and disinfect scale and exam table between animals from different households. Wash hands with soap and water or use hand sanitizer between handling animals from different households.

10. Inform behavior or vet staff of any animals requiring additional attention.

11. Intake staff will scan and upload all paperwork (vet records, etc.) into ShelterLuv at the time of intake.

**Reference Documents**

* Kennel Card
* SOP AC-03 Vaccines – Dog
* SOP AC-04 Vaccines – Cat
* MDARD (Michigan Department of Agriculture & Rural Development) document regarding the interstate transport of dogs - Attached

**Revision History**

V1 - Created 12/21/18

V2 – Revised 4/27/21

