AC-08MI ANIMAL INTAKE (Inside MI)

**Purpose**

To outline the process of intaking an animal as an owner surrender, stray or in-state transfer from another shelter.

**Policy**

All animals will receive appropriate care and be accurately recorded at the time of intake.

**Staff /Areas Affected**

* Animal Care Staff
* Behavior 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. Typical animals taken in at HSWM are dogs, cats, rabbits and small mammals. Any bird or exotic animal intake must be approved by the Director of Animal Care or designate. Animals are weighed upon intake to assist in tracking weight gain/loss.

2. Animals other than those above do not need any additional care on intake other than being set up in an appropriate kennel/enclosure.

3. Dogs will receive size appropriate heartworm preventative on intake.

4. If the animal is heartworm or FeLV positive, notify vet staff by entereing a vet check. (SOP M-01)

5. Dogs and cats will receive age appropriate vaccines on intake. See canine and feline vaccine SOPs for further information on ages to administer vaccines.

a. If an animal comes in with current vaccines, enter them in ShelterLuv with the revaccination date and indicate “Vaccines done at XYZ Veterinary Clinic prior to intake” in exam details.

b. If you are unsure if an animal is up-to-date on vaccines and you are unable to contact a clinic at the time of intake, assume that they need vaccines and proceed accordingly.

6. All dogs and cats will receive oral or topical flea medication if they are of age. Follow dosing guidelines provided on flea products.

7. If the heartworm preventative and/or topical flea preventative do not contain dewormer, the animal will receive Strongid dosed at 1mL/10lb of body weight.

8. If unable to provide above treatments to an animal, indicate in ShelterLuv, via a vet check, for veterinary staff to address. If unable to touch, indicate as such on the kennel card, and notify Behavior Staff

9. Scan all animals for a microchip at intake. If animal has a microchip, call the appropriate microchip company to obtain name and contact information of the person registered to the microchip, if not the owner who is relinquishing the animal. A call is made to the microchip registered owner first. If unable to reach, a letter is sent. Enter hold in ShelterLuv accordingly.

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

11. Clean and disinfect scale and exam table between animals from different households. Wash hands with soap and water in between handling animals from different households.

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

13. All intake documents (surrender forms, previous medical info, etc.) will be scanned and attached to the animal in ShelterLuv.

14. Verify that the animal’s kennel has appropriate identifying signage/info.

**Cat Holding Placement**

Fill one bank of cages (the right side when you enter the room) before adding cats to the left side. This will eliminate the stress of looking directly at each other.

Place cats in cages at the far end, near the window first.

Place senior cats, kittens, FeLV: upper cages. These groups are most vulnerable to URI and when they're in uppers, there will be no one sneezing down on them.

Save bottom cages for the cats that are friendly and easy to handle on intake. Fearful cats will do better in upper cages - they feel safer higher off the ground

Caution cats - Avoid putting another cat right next to them. Stress is contagious!

**Reference Documents**

* SOP M-01 Reporting a Sick Animal
* Kennel Card
* SOP AC-03 Vaccines – Dog
* SOP AC-04 Vaccines – Cat

**Revision History**

V1 - Created 9/10/13

V2 - Revised 7/28/15

V3 - Revised 12/12/18

V4 - Revised 2/12/20

V5 – Revised 4/27/21