CS-04 ANIMAL INTAKE

**Purpose**

To define the process of animal intake and admitting

**Policy**

When space and staffing permit, animals are admitted from the local community as well as taken from other shelters, sometimes in the form of a large transport.

HSWM will schedule appointments for owners who would like to surrender their owned pets or stray animals. HSWM requires that the person surrendering the pet sign a legal contract giving up ownership of their pet.

Only Admitting staff will create or intake animals, unless specific approval is given by the supervisor. This includes all species.

**Staff /Areas Affected**

* Animal Care – Admitting
* Admitting Supervisor

**Definitions**

**C.S.** – Customer Service

**Surrender** - releasing ownership of a pet to HSWM.

**Legal Owner/Owner** - Person who can provide proof of ownership of a pet.  Proof can include registration of a microchip, a license, or vet records.

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

**Available** - The complete process of entering a behavior evaluation in ShelterLuv, testing, making a folder, updating ShelterLuv and ensuring all data in ShelterLuv is accurate, thus making the animal available for adoption.

**DOA** – Dead on arrival

**Responsibilities**

Appointments are scheduled via phone, email, or in person, by C.S. staff at the Admitting desk. Schedules are found in the Admitting Calendar (Google Calendar). The Admitting staff member who schedules the appointment must inform the owner of any fee involved.

An electronic Waiting List is maintained for intakes. As species space permits, owners are contacted by the Admitting staff, based on the oldest on the wait list to schedule appointments.

**Procedure – Owner Surrender**

1. The owner is contacted and an appointment will be scheduled in the Admitting Google calendar. Animal Care Supervisor will advise staff on available kennels and advise how many appointments are to be scheduled each day. This information is updated on the white board behind the Admitting desk. Only the Legal Owner, or someone with permission from the Legal Owner, are able to make the appointment and surrender the pet. Basic information on the pet is obtained over the phone (size, age, bite history if any, reason for surrender)
2. On occasion the person and the animal are created in advance of the appointment in ShelterLuv. The animal should be ‘Healthy in Home’ until the animal arrives. If created, and the person/animal do not show up, the ‘Healthy in Home’ status remains. A memo should be put on the person in ShelterLuv explaining the details of the situation for no shows.
3. There is a transfer of care fee ($30 per cat or dog, other animals may vary) for each animal admitted. When an entire litter is admitted, there is a discounted fee, see supervisor for details of each case, depending on the size of litter. Appointments are also made for owner requested euthanasia and DOA animals. In the event of an owner surrender, a fee is charged. If the person surrendering the animal cannot pay the surrender fee, Supervisor approval is required to waive the fee. If approved, put a note who approved the discount.

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1. Explain to owners that HSWM is a Managed Admission shelter, and that there is a possibility that the animal may be euthanized if deemed unadoptable by our behavior or vet staff. Owners have no ability to determine what type of home the animal is adopted to, if adopted.
2. Owners are asked if they wish to be notified if the animal will be euthanized, prior to doing so. If they do opt to be notified, there is a $25 fee charged at the time of surrender. This is a nonrefundable fee. Should the animal be deemed unfit for adoption, the owner will be notified and has 48 hours to come in and reclaim the animal. If they do reclaim, the owner will be charged for any vaccines, medicine or tests performed while in the care of HSWM. This is explained to the owner at the time of surrender.
3. The owner should complete the surrender information form before surrendering the animal. The form is later scanned and attached to the animal in SL.
4. When the owner arrives:

* The person and animal should be created in ShelterLuv if not already done.
* The status for all new intake animals should then be ‘Welfare Assessment’.
* An ‘Admission’ memo with the reason for the animal surrender should be created.
* Print the contract, for signature. The person named on the contract should sign. If it is not the same person, the signer must fill out the bottom portion of the contract listing the legal owner information. If the legal owner is not the person who is surrendering the pet, verbal or written permission from the legal owner must be obtained before we can take ownership of the animal. This should be attached to the contract and a memo put into ShelterLuv.
* Payment is obtained.

1. If the owner claims the animal is up to date on vaccines, but did not bring records, C.S. will call vet clinics to get the records and verify. If vaccine verification cannot be confirmed, vaccines are performed.
2. C.S. will scan for a microchip, and if found, verified it is registered to the person surrendering the animal. If not, a 7 business day hold will be required and a memo in the animal record with the microchip details. C.S. will call the registered owners. If contact cannot be made by phone, a letter will be sent. The date of the letter and phone call was made will be noted in the memo, and the hold will start as of that date. The day following the letter or phone call is considered day 1 of the hold.
3. If the animal is a stray, but the person surrendering has had possession of the pet for more than 7 days, it should be taken in as an owned pet.
4. Any animal taken in as a stray should be noted and a member of management should be advised daily of these animals. Management will notify Kent County Animal Shelter of all animals considered to be stray, within 48 hours of intake. (See SOP
5. If the finder of stray animals is unwilling to take the cat elsewhere, C.S. will seek supervisory approval before taking in the animal, and add a memo why the stray was taken in. When intaking a stray dog, C.S. will have the finder fill out a stray animal form, which will stay with the animal’s kennel card on the kennel until a folder is made.
6. The owner must indicate whether the animal (only dog or cat) has bitten anyone in the last 10 days on the contract. If “yes”, a Bite Report must be filed and the animal must be quarantined until 10 days after the bite. A boarding fee will be charged for the remaining period of time required for the quarantine.
7. Once all paperwork is complete and signed, HSWM physically takes possession of the animal and puts it in the proper designated location.

Dogs – an empty kennels is identified and the dog is put into that kennel. The board in the main hallway is updated with the specifics for that dog in the appropriate kennel If no other location is determined, they are placed in Dog holding holding room.

Cats – The Feline Enrichment Coordinator determines a location based on the Admitting Calendar. If no location was determined, admitting animal care staff finds an empty location and puts the cat in it. Cat Holding is used only when all other locations are full, or if there are possible health or behavior concerns. The board in the hallway near pre-op is updated with feline locations by the Cattery staff.

1. This Surrender form and a kennel card are put in a folder, labelled with the animal name. All relevant documentation is added to the folder. (Behavior specific handouts, medical records, etc.) Folders are moved to the front desk designated location once the animal is ‘Available’ for adoption.
2. The location is updated in SL.
3. The signed contract is scanned and attached to the person in SL.
4. The paper signed contract is filed in the appropriate spot at the Admitting desk. Every month the contracts should be placed in the file box labeled “Admitting Contracts” by date, and contract type.

**Procedure – Shelter Transfer**

1. A list of animals coming from a source shelter will be provided by the Director of Animal Logistics/Executive Director or Transport Coordinator
2. In cases of larger transports, the source shelter is ‘In Coalition’ and animals have been set up for transfer in SL, which includes the basics for each animal.
3. If this is the case, click on the ‘Partners’ tab in SL, and locate the source shelter. Search for the animal by name from that shelter, and click ‘Accept’. Once you click the "Accept" button on the requests, you will be able to complete intake forms for each animal. You can click "Accept" on multiple animals before moving on to the intake form screen; the intake forms will then load back-to-back for you to quickly complete.
4. If an animal is not sent on the transport, but is in the pending transfer list, the source shelter will need to remove that animal.
5. If an animal is sent that is not part of the pending transfers in SL, it will need to be created manually.
6. Smaller quantity transports are handled similarly, however the animals may not have been created in SL prior to arrival. (Many do not use SL software.) They will require manual input.
7. If an animal is fully created manually in SL, and they do not arrive, they will need to be deleted via ‘Record Management, find the animal – ‘Delete Selected’ to remove all records. This should be done by the person that created them, or after a complete investigation proves that the animal actually never arrived.
8. All remaining steps are done the same as an owner surrendered animal above. Starting with step 14.

**Reference Documents**

• Waiting List – Google doc on shared drive

* Admitting Google Calendar
* Admitting Google Calendar - Work Instruction
* Surrender Contract
* Surrender Form (species specific)
* Kennel Card
* Folder
* Contract
* Stray Animal form

• Bite Report

**Revision History**

Created 3/24/16 – V1

Revised 11/2/18 – V2

Revised 2/12/19 – V3

Revised 6/30/20 – V4