CS-05 RETURNS

**Purpose**

To define the process of returning an animal that has been adopted from HSWM

**Policy**

Customer Service staff will process the return of animals adopted from HSWM at any time after adoption, as a ‘Return’, not a surrendered animal.

**Staff /Areas Affected**

• Customer Service Staff

* Behavior Staff

• Animal Care - Admitting

**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 takes place when an animal is returned

**Procedures**

1. CS will check the memos in ShelterLuv to see if the animal qualifies for the return policy.
2. The Return Form is completed by the owner at the time of the return. If return is within 3 months. After 3 months, the Owner Surrender Form is completed by the owner.
3. Behavior staff will assess the animal upon return, and note in ShelterLuv. (Also on the animal’s folder if available.)
4. The Owner will sign a Return or Surrender Contract signed before Animal Care takes possession of the animal.
5. A Return Voucher is completed and given to the owner.
6. ShelterLuv will be updated with the new status of the animal, once behavior assessment and medical evaluation are complete by Animal Care staff.

**Reference Documents**

• Return Form

* Owner Surrender From
* Folder

• Return Contract

* Surrender Contract
* CS-04 Animal Intake
* Return Voucher

**Revision History**

Created 3/25/16 – V1

Revised 11/21/18 – V2