CS-11 STRAY ANIMAL PROCESSING

**Purpose**

To define the process of intake, hold and making available, stray animals.

**Policy**

Any animal that is considered stray based on the Admitting department evaluation, the following process will be followed.

**Staff /Areas Affected**

* Customer Service Staff/Admitting
* Behavior Staff
* Kennel Manager

**Definitions**

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

**Procedures**

1. Stray animals require an appointment. Walk ins will be considered on a case by case basis. Appointments are scheduled on the Google calendar.
2. Transfer of Care fee applies. This may be discounted or waived on a case by case basis by management.
3. If a dog has no microchip or form of identification (rabies tag, name tag, etc), then the hold will be for 4 business days.
4. If a cat has no microchip or form of identification, (name tag, etc.) the cat will be held for 48 hours.
5. If the animal has a microchip or form of identification, there will be a 7 business day hold period starting the day that contact (letter) was initiated.
6. All holds will need to be written on the stray/microchip hold list that is attached to the admitting desk white board for Admitting Staff's convenience.
7. All holds must be entered in as a pop up memo located in the animal’s file in ShelterLuv.
8. All owner information and points of contact (with dates) must be written in a history memo in the animal’s file or attached to the pop up memo.

**Forms of Owner Identification**

**Microchip**

a. Go to the AAHA microchip lookup site and type in the microchip number: [*www.petmicrochiplookup.org*](http://www.petmicrochiplookup.org)

b. Contact the microchip company through phone call or website lookup and collect the owner’s information

c. Contact the owner through phone first, and if you cannot get through or have to leave a message then a letter must be sent to their home address listed under the microchip.

* **Dog License Tags**
	1. See what county the dog license belongs to. If Kent County, you can do a lookup on the dog license website to get the owner information. If it does not show up under the county website (*www.accesskent.com/mi Dog License / Nav Login.action*), then it may show up on the old license site. (*www.kentcounty.shelterbuddy.com*)

*Login: HSWM*

*Password: Lic123*

* 1. From a different county, contact that county shelter or county office
	2. Follow step c from the microchip section.
* **Rabies tags**
1. Contact the veterinary office which the tag is through and read off the tag number to them so they can locate which pet it belongs to.
2. Once they are able to relinquish owner information, follow step c from the microchip section.

\*Never give out the owner’s personal information to the finder unless you were given consent to do so\*

Many microchip companies may relinquish owner information to HSWM but many profiles have privacy locks on them to the general public. Do not to impose on these policies and relinquish personal information, as this can put other parties at risk.

1. Incoming animals are entered into ShelterLuv with a status of ‘Welfare Assessment’, and the animal is put in the appropriate holding area pending medical and behavior evaluations.

**Revision History**

V1 - Created 10/9/19

V2 – Revised 5/10/21