



North Valley Animal Disaster Group Standard Operating Guidelines

Title: INTAKE

Objective: Maintain accurate, efficient records to assure reunification of animals with their owners.

Description:

Intake Runner (completes Intake forms)

- Owner drives up and stays in their vehicle, Intake Runner goes to vehicle
- Completes an Animal Intake Form for each individual animal
- If there are multiple animals in a family, fill out the first form with complete information for both owner and one animal. Write the total number of animals in the space provided on the Animal Intake Form.
 - For the rest of the animals from the same owner, write complete individual animal information, then include only the owner full name, contact number and date in owner field area. (Remaining owner information can be copied over from first sheet that has all owner information when there is some downtime).
- Review Liability Release section with the owner prior to signing and have owner sign where indicated. Owner must sign all Animal Intake Forms
- Get instruction on specific care for exotics or any animal with special needs
- If the owner is not known, write "STRAY" on the owner line. Leave the rest of the owner information blank. Fill out the "Stray animal picked up at" line, include address of location picked up (including the city) name and phone number of person(s) bringing in the animals
 - Take instamatic camera picture of stray and attach it to Animal Intake Form
- Verify all required information documented on Animal Intake Form and bring completed form(s) to Intake Assistant #1

Intake Assistant #1 (verifies intake runner information, assigns intake numbers)

- Verifies required information is complete and legible on each copy of every Animal Intake Form (White, Yellow and Pink)
- Assign the next available Animal ID # on the Animal Intake Master List and write it onto the Animal Intake Form
 - *NOTE: The first capital letter is based on the Animal Intake Master List's location; each Animal Intake Master List location must have its own Master List identifier capital letter (Animal Shelter Lead will assign location letter that is to be used)*
 - *NOTE: If there are multiple animals from the same owner, write the Animal ID # onto the Animal Intake Form example, three owners. One with 3 animals, the next with 1 animal and the third with 2 animals would follow this numbering system: V1A, V1B, V1C - V2A - V3A, V3B. Each animal should have its own Animal Intake Form and Animal ID #*
- Write the Animal and Owner information onto the corresponding number line on the Animal Intake Master List
 - *NOTE: If animal is a Stray, write 'Stray' under Owner Name, include Street and City animal was found at*
 - *NOTE: Add a brief description of animal (i.e., black lab, grey/white kitten, roan horse) under Animal Name*
- Give Animal Intake Forms to Intake Assistant #2

Intake Assistant #2 (manning clipboards, family radio, and intake binder)

- Re-checks that information is showing on all copies of the Animal Intake Form
- Uses the Family Radio to call the appropriate animal Lead to state how many animals are ready to be brought into the shelter and if transport carriers are required. Animal Lead(s) will send out appropriate number of Shelter Workers to bring the animals into the shelter
- Separates the Animal Intake Form
 - White copy to the Intake binder (filed by Intake Animal ID #),
 - if from Evac Team, file The Request For Animal Services with the white copy
 - Yellow copy is placed under the plastic sheet on the clipboard
 - Pink copy is given to the Intake Runner to return to the owner unless animal is a stray/Evac animal
 - if animal is brought in with Evac Team, file pink Intake copy with white copy
- Give Shelter Worker yellow copy with clipboard and direct to owners' vehicle
- Larger Animal owner will be given the pink copy, yellow copy with clipboard and directed to pull around to the unloading area and/or appropriate barn

Intake Runner

- Returns the pink copy of the Animal Intake Form to the owner,
- Inform owner that they need to have the pink copy when they pick up their animal
- Waits with the owner at their vehicle for the Shelter Worker to retrieve all animals coming in
- Once all animals are in the shelter, directs owner to Exit Gate
- Start the intake process with next owner in line

EVAC INTAKE:

- The Evacuation Team is given top priority so that they may be processed as quickly as possible so that they may return to the field quickly.
- Use information from the Request For Animal Services Form to fill out the Animal Intake Form
- If other animals are going to another shelter, Evac Team takes a copy of the Request For Animal Services Form. If there is not a copy machine available take a legible picture. ONLY THEN does the Evac Team take the yellow Request For Animal Services Form
- If Evac needs to leave immediately, take and/or make a copy of the Request For Animal Services Form and clearly mark animal's information on the carrier (use blue tape to label carrier)
- Evaluate the animal for immediate needs: injuries, overheating, overcrowding, hydration issues, etc.
- Follow Intake Assistant #1 and #2 of Intake steps -above (pages 1-2)
- When time allows contact owner to request that they come to the shelter to review and sign Liability Release section of the Animal Intake Form. Owner takes the pink copy with them.
 - Get additional information if needed
 - Get instruction on specific care for exotics or any animal with special needs
- *NOTE: The first capital letter is based on the Animal Intake Master List's location; each Animal Intake Master List location must have its own Master List identifier capital letter (Animal Shelter Lead will assign location letter that is to be used)*

Release to Owner:

Intake Runner

- Owner drives up and stays in their vehicle, Intake Runner goes to vehicle
- Retrieves the pink copy of the Animal Intake Form and verifies with driver's license or another picture ID
- Verifies if transport carriers will be needed

- Takes pink copy to Intake Assistant #2

Intake Assistant #2

- Finds corresponding white copy of Animal Intake Form in the Intake Binder
- Gives all white copies of the Animal Intake Forms to the Intake Runner for owner to sign and date
- Uses the Family Radio to call animal areas for specific owner's animals using the Animal ID # and indicating whether transport carriers are required

Intake Runner

- Have owner sign at the bottom of all white copies of Animal Intake forms at *Owner's Signature at Release line*
- Returns white copies to Intake Assistant #1

Shelter Worker / Barn Worker

- Reviews the Animal Care Schedule to update the owner on current status of animal
- Brings animal and gives clipboard and the Animal Care Schedule to Intake Assistant #1
- Take animal to owner's vehicle where Intake Runner is waiting
- *Large Animal Barn Worker assist owner with loading all animals

Intake Runner

- Give the owner a NVADG brochure
- Stay with owner until Shelter Worker arrives with animal
- Directs owner to Exit Gate

Intake Assistant #1

- Receives clipboard and paperwork from Shelter Worker
- Enters the animals release date and time on the Animal Intake Master List and highlights the whole line in yellow
- Do Not give copies of Animal Care Schedules to owner
- If animal has been under medical care, if needed give owner relevant information of instruction, medication, etc
- Places the Animal Care Schedules and the white copies of the Animal Intake Forms into the RTO (Release to Owner) Binder.
- keep all Intake Binders in numerical order by Animal ID #

Strays Identified by Owner:

Intake Lead

- Owner confirmed by Intake Lead, get a picture or description from owner, compare instamatic camera picture of stray (if available) to owners' photo or description, check location animal was found at and compare that to owner's home address
- Pull paperwork on stray
- Update Animal Intake Master List with owner's name, date of identification, and your AR#
- Update original white copy of Animal Intake Form (pink copy should still be attached)
 - Add all owner information
 - Review information and liability release with owner
 - Have owner sign and date Animal Intake Form
 - Give owner pink copy of form
- *NOTE: Never change Animal ID #*
- Make a copy of the white Animal Intake Form
 - Write "Updated Yellow" at the top of the copy
- *NOTE: If there is not a copy machine available take the yellow from a new Animal Intake Form and write "Updated Yellow" at the top of the copy*
- File original copy (with updates) back into the Intake Binder
- Appoint an Intake Runner to take the updated yellow copy of the Animal Intake Form and follow the steps below

Intake Runner

- Take "Updated Yellow" copy to the locate of the animal
- Update Animal Care Schedule and Neck Tag/Identifying Tag with owner information – notify the Room Lead/Barn Worker of the update
- Bring "Updated Yellow" copy to the Communication's Unit and give to the BCAC in charge of updating the county database
- Wait for verbal confirmation that owner information has been updated
- Report to Intake Lead to confirm all information has been updated

Intake Lead

If Owner will be taking the animal home with them at the time of identification

- Still complete Intake Lead steps above
- Then follow Release to Owner Protocols
- Have an Intake Runner take "Updated Yellow" copy of Animal Intake Form straight to Comms and give to BCAC so that the database can still be updated with the owner information

Animals Transferred Out: Butte County Animal Control determines which animals will be transferred, the mode of transportation, and their destination facility

Animal Shelter Lead gives list of animals to be transferred to the Intake Lead.

Intake Lead and Assistants

- Pulls paperwork and organizes it by Animal ID # and destination facility
- Marks on Animal Intake Form where animal is being transferred to and include date and time of transfer
- Get the Animal Care Schedules for each animal
- Copy all Animal Intake Forms and Animal Care Schedules. Stamp or write "Copy" on top of each page
- Highlight transfers in yellow on Animal Intake Master List and indicate date, time and destination facility animal is being transferred to
- File original Animal Intake Form and Animal Care Schedules into Animal Transfer binder
 - *NOTE: The Animal Transfer binder will be broken into tab sections, with each tab representing the destination facility animals are transferred to, then paperwork is filed by Animal ID # within each section.*
 - *NOTE: Destination facility MUST have NVADG's original Animal ID # available for Butte County Animal Control to reference*
 - *NOTE: Destination facility MUST notify Butte County Animal Control 530-553-3888 and NVADG 530-895-0000 if animal will be released to the owner from their facility, to have owner sign at the bottom of all white copies of NVADG's Animal Intake Forms at Owner's Signature at Release line*
- Place the copies of the Animal Intake forms and Animal Care Schedules (sorted by Animal ID #) into a folder or onto a clipboard that will be given to the driver completing the transfer.

Animals Transferred In:

Animal Shelter Lead gives a list of animals that will be transferred into the shelter to the Intake Lead. The transfer list should include the name of the facility the animals are coming from, and the Animal ID # if they are coming from another NVADG shelter

If coming from another NVADG Shelter:

Intake Lead

- Verify that there is a copy of the Animal Intake Form, Animal Care Schedule(s) and their original Animal ID # with each animal
- Enter each animal's original Animal ID # onto the Animal Intake Master List
- Never assign a new Animal ID #

- Document the Shelter name the animal came from and the date and time of transfer
- File paperwork into the Intake Binder in numerical order by Animal ID #

If coming from a Non-NVADG Shelter:

Intake Lead and assistants

- Complete an Animal Intake Form for each animal, entering all information from their transfer paperwork and visual inspection of animal
- Assign a NVADG Animal ID # and enter it onto the Animal Intake Master List
- Reference any tracking or previously assigned intake number from the transfer facility onto the Animal Intake Form and Animal Intake Master List
- Do not forget to include the facilities name and information of where the animal is transferring from
- File paperwork into the Intake Binder in numerical order by Animal ID #

If coming back into a NVADG Shelter:

- Reenter each animal's original Animal ID # onto the Animal Intake Master List
- Never assign a new Animal ID #
- Document the facility the animal came from and the date and time of transfer
- Do not forget to include the facilities name and information of where the animal is transferring from
- Document any tracking or previously assigned intake number from the transfer facility onto the Animal Intake Form and Animal Intake Master List
- Document any medical instruction, medication, etc on a new Animal Care Schedule
- File paperwork into the Intake Binder in numerical order by Animal ID #

Attached: NVADG Intake Lead Checklist

Date: January 22, 2020

Author: Kim Groom



NVADG Intake Lead Check List

Time Done	Action	*All Shelter Workers must wear a name tag*
	Initiate 214 Vest: Intake Lead Radios: 1- Bendix King (programmed) & 2 - Family Radios Briefing on Assignments:	Check List: ICS Whiteboard: Update as necessary
	Operational Period _____ Supervise: Intake Shelter workers Review: with Intake Shelter workers all <u>Intake</u> and <u>Release</u> Protocols and SOGs Shift Assignments: Intake Assistant #1 _____ Intake Lead Assistant, as needed _____ Intake Assistant #2 _____ Intake Runner _____ Evac Assistants as needed _____ Intake Runner _____ Staffing Needs per shift: <i>Intake-2 shifts per day (Recommended at least 8 people per shift)</i> (AM & PM staffing is important)	
	Coordinate with: <ul style="list-style-type: none"> • Small Animal Shelter Lead, other Shelter Leads, Veterinarian Staff as necessary • Shelter Leads: Morning Briefings • All Shelter Leads: Review Intake and Release Protocol • Check regularly with ALL Intake Assistants • Small Animal Shelter Lead establish traffic flow for Intake, Evac, and Donations • BCAC and Small Animal Shelter Lead establishes the Owner Visiting Hours. • Follow Owner Visiting Protocols, no visiting the first 48 hours, owner must use the Sign In / Out Sheet at Intake 	
	Set Up <ul style="list-style-type: none"> • Public and Evac Intake: 4 Tables, 6 Chairs, Intake Tubs on wagon • Intake Tubs: Intake Forms, Intake, Release, Donation, and other Binders • Clipboards for Intake and Animals, Office Supplies • NVADG Brochures: give to owners when animals are released, others on request • Miscellaneous Items: leashes, water bowls, water bottles • Outdoor Lights, EZ-Up or Tent • Post Intake Signage 	
	Things to Consider: <ul style="list-style-type: none"> • The Bendix King radio is for listening ONLY, NEVER respond on the radio • ICS 213 form: (list detailed information), give to Small Animal Shelter Lead • Meals: estimate the counts for breakfast, lunch, dinner, and following morning. Get head counts to Small Animal Shelter Lead • Prepare animals counts by species using the Animal Intake Master List, by 1000 & 1700. Work with Small Animal Shelter Lead to compare physical animal counts • Train new volunteers on Intake Protocols and SOGs • Remind Intake workers to sign-up on MyVolunteerPage.com • NVADG – overnight Intake Workers, 24-hour shift maybe necessary 	

