



Dispatch/Hotline Protocol



Request for Animal Services

1. Hotline Operator receives call:
 - a. Completes “Request for Animal Services” (RAS) form in its entirety except “result of rescue effort”.
 - i. Focusing on animals involved, location/directions and access to property with trailer, food on property? What kind if needed? Etc.
 - ii. “Permission to assist” must be reviewed with the caller and verbal authorization received.
 - b. Deliver RAS (all 3 copies) to Dispatch in box.
2. Dispatch reviews the “Request for Animal Services” (RAS) form.
 - a. Enters location (computer or push pin).
 - b. Place RAS in *To Be Assigned File*.
3. Dispatch determines priority (by danger in area, evacuation needed vs Shelter In Place (SIP), specific care needed, species, access to food/water, etc.).
 - a. Groups RAS by location and type of animal.
 - i. Determine best available team (experience, equip, species, location).
 1. Enter team number on RAS as assigned.
 2. Gives **yellow** and **pink** copy of the RAS to assigned Team.
 - ii. White copy of RAS remains with Dispatch to monitor team in the field until the team returns.
4. The Team will add notes on **yellow/pink** copies of the RAS.
 - a. **Yellow** copy of the RAS will be given to shelter if animals are evacuated.
 - i. If going to both shelters leave the **yellow** copy at the Large Animal Shelter and make a copy of the **pink** RAS at the Small Animal Shelter
 - b. Large Animal Shelter: leave **yellow** copy and bring **pink** copy of RAS to Small Animal Shelter.
 - c. **Pink** copies of the RAS with readable notes will be returned to dispatch for debrief.

5. Dispatch and assigned Team will debrief and transcribe notes from **yellow/pink** copies of the RAS to original white copy of RAS.
 - a. For animals evacuated, pink copies may be trashed once transcribed.
 - b. For animals Sheltered in Place (SIP), **yellow** and **pink** copies of RAS may be put in shredding box when all notes are transcribed to white copy of RAS.
 - c. If animals are split between SIP and shelter: dispatch will keep **pink** copy of the RAS in file with the original white copy of the RAS.

6. Dispatch will complete new RAS for any additional visits or SIP required during the disaster.
 - a. New RAS will include any additional notes needed to assist the next team responding.
 - b. The original white copy of RAS will be stapled to any additional white copy of RAS (to maintain count of how many times we went to an address) and place in *To Be Assigned File* for the next day.

7. Dispatch arranges RAS in standing file by:
 - a. To Be Assigned (today)
 - b. Services for tomorrow (i.e. SIP)
 - c. Completed, animal at shelter
 - d. Completed, no further service needed
 - e. Canceled/before service provided
 - f. Animal Control follow up
 - g. Follow up needed - Means phone call or other needed before further action.
 - h. Individual Team numbers

8. Dispatch also maintains white board:
 - a. Identifying each team and each individual member with each person's phone number and equip/trailer on board
 - b. Team location and time of each check in
 - c. Team status: i.e. Available, Assigned, Off Duty or Staging.