Hotline Operational
Entering Service Requests

Log in

Find Incident from drop down menu, click

Click Select Incident button

From left-hand menu click HOTLINE

To create a Service Request

Ask caller for their phone number "in case our call gets disconnected" and write it manually on the Call Log.

Begin by identifying who is calling about the animal: The OWNER, a NON-OWNER (friend, neighbor, stranger) or a FIRST RESPONDER (CalFire, Sheriff, Utilities, Search & Rescue, etc)

Click appropriate button to start

Steps for OWNER CALLING

Screen #1: Contact info

At a minimum you must enter First Name, Last Name, Phone # and Address. To enter address use the Search for Contact Address box.

- For professional appearances, please capitalize First and Last Names. Don't use all capitals.
- Enter the phone number as all numbers. The system will insert parenthesis and hyphens.

The address uses common Google maps technology. Begin typing the address and choose the correct address from the drop down menu. **Double check that you have selected the right street (Drive, Circle, Avenue, Road) AND the right city.**

Click Next Step.

If the screen doesn't change, scroll up to be sure you have entered the First, Last and Phone #.

You are now entering animal information. General things to know:

- Animal Database. Every animal you create will be assigned an "Animal" number and require resolution. All animal information will exist in Shelterly's Animal database.
- You can "copy" entries. If the call is for 5 or more chickens, rabbits, newborn kittens or puppies, fish, or other indistinguishable animals, consider entering generic animal information and setting the "# of copies" to the quantity. This will avoid having to enter the same information repeatedly.
- If the number of animals is uncertain - example of multiple feral cats, fish, flock of birds, use "1" as the "# of copies". After Evacuation Teams have accessed the site and more information is known, the teams can decide if it's necessary to set an exact number.
- Every animal you create will need to be resolved in the computer, which will take time to enter. With *Shelter in Place* it may be better to enter a low number, or "1" and put quantity instructions in Instructions for Field Teams.

Animal Information Fields for Entry

The only required field in Animal Information is Species. How much information Hotline Operators enter is dependent upon several factors:

- Easy or hard for Evacuation teams to identify the animal.
- Heavy call volume and need to expedite calls.
- Circumstances regarding animal(s), address, owner, timing, or other things that need to be relayed to Evacuation/SIP or Shelter teams.
- Where we are in the cycle of the incident.

You will make the decision about how much or how little to enter.

Some of this information is shown on the Animal Details screen; it all can be seen by using icon "update animal".

Field	Provide if info is Available	Provide if time allows	Provide if applicable
Name of Animal	x		

Species	Required information. If "Other" indicate the species, and if "Dog" indicate breed in the Breed/Description text area. **Text Limit is 400 characters**		
Size		x	x
Primary Color	x		
Secondary Color	x	x	
Requested Service – 3 Options: - Option #1 – Reported	***Option #1 will primarily be used during the initial phase of an incident***. Choose this Option if a Team has NOT yet been out to check the Animal(s). *The Evac Team will assess the situation and ultimately make the decision to* *Evacuate or Shelter in Place* * Note: "Reported" is the default choice if no Option is selected.		
- Option #2 – Reported (Evacuation)	Choose this Option if the Owner requests we Evacuate the Animal(s)		
- Option #3 – Reported (Shelter In Place)	Choose this Option if the Owner requests we Leave the Animal(s) on site and Shelter in Place		
Sex	x	x	
Age	x	x	
Fixed	x	x	
Aggressive	A "yes" will trigger ACO required Yes.		x
ACO Required	Will trigger "yes" if Aggressive is Yes. ACO can be manually changed to "NO".		x
Confined			x
Injured			x
Animal Notes	Any animal handling assistance notes, or other notes that should stay with animal. Prints on Dispatch Assignment and Animal Care Schedule.		

Medical Notes	Any medical notes that should stay with animal. Prints on Dispatch Assignment and on Animal Care Schedule		
Last Seen			x
# Copies	Default is 1. Creates multiple animals using exact same info as indicated on screen		

<mark>Select ADD ANOTHER (to add more animals) or NEXT STEP if all animals have been entered.</mark>

Service Request Information Screen

Confirm the address of the animal.

Priority. Default Priority is HIGH. If the priority needs to be changed to HIGHEST, use the drop down box. HIGHEST is used if an Animal is injured, in imminent danger, or a First Responder is holding the animal, waiting for our Evac Team.

Instructions for Field Teams: Primarily used to give instructions to the Evac Teams. However, this information also relays important information to the Dispatch and Shelter Teams.   Free text box that shows on Dispatch Summary Screen, prints on Dispatch Assignment, and shows on Dispatch Resolution. To use for all of the following:

- Assistance on finding house, finding animal, finding hidden key, accessing property, send pilot car, gate codes, ok to cut lock on gate, etc
- Information on power, water, food, where to break in if ok for forced entry.
- Instructions on how owner will bring key to Staging area. Evac Team will take key prior to leaving on assignment.
- Other information that will stay with the Service Request in the Service Request database. Updates can be entered and will print on future Dispatch Assignments.

Closing questions for Owner - Ask and Toggle the following:

- **Verbal Permission.** If the animal is inside the house, does the owner give VERBAL PERMISSION to force entry into the house to get to the animal? Default is no, Toggle to the right for yes.

- **Key at Staging**
  - ○ Will Owner BRING A KEY to our Staging location to assist the Evacuation team in gaining entry? Default is no, Toggle to the right for yes.
  - • NOTE: This does not mean "key is under the mat". This means "Evacuation Team, don't leave the Staging area until you get the key from the owner. They are bringing it here!"

- **Accessible.**
  - ○ Is the animal accessible in an ordinary 2-wheel drive vehicle? Default is NO, meaning accessing the property **requires** 4-wheel drive. Toggle to the right for YES, the property/animal is accessible in a 2-wheel drive vehicle.
  - • NOTE: Requiring 4WD will severely limit our ability to send a team to get the animal. Likely the owner will need to walk the animal off the property to a meeting location where our vehicles can access.

- **Turn Around.** If our team arrives with a truck/trailer combo, will there be room to turn around or leave without having to back the trailer a distance? Default is NO, Toggle to the right for Yes. If unsure, put instructions in "Instructions for Field Team" to send a pilot car first.

<mark>FINISH AND CREATE SERVICE REQUEST.</mark> Nothing is saved until you click here; any changes after you click here will need to be done using "update" options.

Steps for Non-Owner Calling

- • Use this option if the caller is not the owner and not a First Responder.
- • Two purposes for using this entry:
  - ○ Identify animals whose owners are unknown – **these are the "lost" animals that someone is looking for!**
  - ○ Identify animals whose owner is known, but we didn't get the animal directly from the owner.
- • The order of items entered is different, but the items are the same.
- • You will have the option to enter the name and phone number of the owner, if the non-owner has the information.
  - ○ Sometimes a family member will call because the animal's owner is not available – in hospital, out of country, etc. Confirm who should be called with the outcome and who will be picking up the animal. Make notes in both Instructions for Field Team (which stays with the Service Request in

the Service Request database) Animal Notes (which we use for general notes about the animal and stays with the animal in the animal database.)

Steps for First Responder Calling

- Use this option if the caller is working with an agency that is responding to this incident.
- If the First Responder is holding the animal, it is HIGHEST PRIORITY for Evac Team to get there and collect the animal.
- We separate these calls because they are frequently Sheriff, CalFire and Search/Rescue and often are HIGHEST priority. Calls from First Responders often lack details about the animal.
- These are animals whose owners are unknown – the LOST animals. Their owners will be looking for them!
- It is VERY IMPORTANT to get a contact Phone Number! The Evac Team/Shelter Team/Dispatch Team may need additional information only the First Responder caller can provide!