Position Reports To: Intake Area Lead

Position Overview: Public Intake Volunteers are responsible for following protocol for intake procedures to ensure accurate and efficient information is received from walk-in owners/non-owners for housing animals at the Emergency Animal Shelters.

<u>WHAT TO DO WHEN WALK-IN OWNERS ARRIVE IN THEIR VEHICLES:</u>

<u>INTAKE RUNNER #1:</u>

- Intake process using Shelterly from a Walk-in (at vehicle):
    - o Click "Intake from Walk-In (Owner)" or "Intake from Walk-In (Non-Owner) in upper right-hand corner.
    - o Enter the following detailed Owner/Reporter Information (at minimum):
        - ▪ Owners:
            - • <u>Ask for Driver's License or other form of ID (if available) to enter/verify Owner information.</u>
                - o <u>*If no ID, make note of license plate #, etc.</u>
            - • Complete all Owner Information fields as directed (Name, Phone #, & Address).
                - o
        - ▪ Non-Owners (OunID)
            - • Enter Non-Owner/Reporter Information (Name & Phone #)
    - o Enter detailed Animal Information:
        - ▪ *Species, Primary/Secondary Color, Breed / Description, etc.
        - ▪ Special Diet – food owner provided (name/type) & label bag with tape (Date-Name-A#) ("Animal Notes")
        - ▪ Medication – Get specific instructions for Vet on site and/or Animal Shelter Lead ("Medical Notes")
        - ▪ **NON-OWNERS** - Where animal was found (enter cross streets) – search Location

    - o **Transportation Needs:** Cat carrier / Hog panel / Handling requests / Food / Medication, etc.
        - → Inform Assistant #2
- Return to Intake Desk and Give Assistant #1 owner's name and total # of animals (Ex: Dog: 1).
    - o Print <u>Animal Care Schedules</u> (one copy per animal)
    - o Print <u>Owner Summary/Liability</u> (two separate copies)
        - ▪ 1- owner copy & 1- NVADG copy

<u>ASSISTANT #1:</u>

- Work with Intake Runner #1 to ensure:

    - o All paperwork and animal information are completed before receiving animals.
        - ▪ Confirm owner's name and total # of animals in vehicle (Ex: Dog: 3)

    - → Retrieve <u>Owner Summary/Liability Forms</u> (two separate copies) from printer.
        - o Staple copies separately (1 copy for owner and 1 copy for NVADG), attach to a clipboard.

    - → Retrieve <u>Animal Care Schedules</u> (one per animal) from printer.
        - o Attach all to a second clipboard.
- Maintain accuracy of Animal Intake Master List.
    - o Day 2+: Record Incoming/Transfers/RTOs on Intake Daily In and Out Tracking List.
    - o ***Non-Owner (OunID) –** leave space to write Owner information once owner is found.
    - → Give Assistant 2# **both** stapled copies of the <u>Owner Summary/Liability</u> on a clipboard and **ALL** <u>Animal Care Schedules</u> on second clipboard.

ASSISTANT #2:

- **Radio** Area Leads (Barn/Cat/Dog/Exotic) of **Transportation Needs** (per information from Intake Runner #1): Cat transport carrier / Hog panel / Handling requests / Food / Medication, etc.

Step 1
→ Receive clipboard from Assistant #1 containing:
  o **Both** stapled copies of the Owner Summary/Liability Forms (two separate copies) – 1 copy for owner to sign for NVADG / 1 copy for owners' records.
  o Animal Care Schedules – **ONE PER** animal
    ▪ Verify/Confirm # of animals with Asst. #1.
→ Give Intake Runner #2 **both** stapled copies of the Owner Summary/Liability Forms (two separate copies) and return to vehicle for owner signature.

Step 2
→ Receive signed Owner Summary/Liability from Intake Runner #2, verify owner / witness signatures.
→ Give Intake Runner #2 Animal Care Schedules (one per animal)
- **Radio** Area Leads, animal is ready for pick up.
  o ***Large Animal Shelter: RADIO** Barn Lead, owner is in route.
- Direct Shelter Runner to owner vehicle.
- 3-hole punch & file signed Owner Summary/Liability in Intake binder by Owner Last Name.
  o Inform Asst. #1. to mark off signature (x) box on Animal Intake Master List
  o ***Non-Owner (OunID):** Write on blank paper animal's A#, file under OunID tab, awaiting photo.

INTAKE RUNNER #2:

Step 1
→ Receive clipboard with **both** stapled copies of the Owner Summary/Liability (two separate copies) from Assistant #2 and return to vehicle for owner signature.
→ Return to vehicle, read Liability Release (pg. 2), #6 – allow/decline photo release, have owner sign Liability Release line.
  o Witness owner signing form, you sign, print your first name and AR# on witness line.
  o Give Owner their copy of Owner Summary/Liability Form (unsigned copy), suggest they take a picture of their copy for animal pick-up information.

Step 2
→ Give Assistant #2 signed Owner Summary/Liability (NVADG copy).
→ Receive Animal Care Schedules on a clipboard (one copy per animal). Total # of animals from Assistant #2.
  o SMALL ANIMAL SHELTERS: Return to vehicle → Give Shelter Runner **ONE** Animal Care Schedule **PER** animal.
    ▪ Stay with the owner until all animals are picked up.
  o LARGE ANIMAL SHELTERS: Give Owner Animal Care Schedules (**ONE PER** animal) and instruct them to give Animal Care Schedules to Barn Lead upon unloading all animals.
    ▪ Assist and direct Owner to unloading area at appointed Barn.

ADDITIONAL DUTIES:

Volunteer Safety & Care

- **Three blasts** of whistle signify a loose animal. Close all doors & gates.
- Follow Intake Job Aid: Safety Inspection, be careful, aware of Status of animals & environment.
- Verify proper set up Laptops / Printers / Wi-Fi / Other, etc.

Documentation

- Update and submit 214 daily.

ICS System: Chain of command, 'Report To' system is proven to be effective in saving lives