



Shelterly

Emergency Animal Shelter Operational

V0.6.9.6

Shelterly is a series of databases that allow us to keep records on every owner, every animal, every Service Request for Evacuation Teams, and every Dispatch Assignment given to Evacuation Teams.

1. Sign in.
2. Select *Incident*.
3. From left hand menu, select SHELTER.
4. Wait for all shelters to load.
5. Select the *Shelter* you are at.
6. Wait for Shelter information and buildings/rooms to load.
7. The page you should be in is titled SHELTER DETAILS. Check to be sure under “Information” in the left column the correct shelter is listed.
8. Top right area, choose between INTAKE FROM WALK IN OWNER, or INTAKE FROM NON-OWNER, or INTAKE FROM DISPATCH (this means an Evacuation Team is bringing in an animal that had been called-in and dispatched to be picked up by the Evacuation Team.)
 - NOTE: When an Evacuation Team brings in an “extra” animal that had not been called in and dispatched to be picked up, you will enter that animal as a brand-new Walk In from Non Owner. The animal is not yet entered in the Shelterly Animal database.

Intake from Owner – Owner is bringing in their own animals

Select Intake from Walk-In Owner

- You will be entering two basic sets of information: **Owner** information, and **Animal** information for each animal. Since these are database entries, it’s critical that what you enter is spelled correctly.

- **Owner Information:** At a minimum you must enter *First Name, Last Name, Phone Number* and *Address*.
 - Also, please collect their *Drivers License* number to make pick-up of animals go faster.
- **Address:** start typing on the line titled Search for Contact Address. Address entry uses the Google Map database. Enter number and street. As you type the address should show in the drop down box. Double check the city.
 - Note: We are NOT USING the first Line titled Use Existing Owner.

Click NEXT STEP

Now you are creating **Animals** (Animal Information).

Enter the animal information:

- *Animal name*.
- For *Species*, use drop down box and select. If species is not listed use “other” and specify the species in *Breed/Description*.
- Continue with pertinent information: size, primary color, secondary color.
- *Breed/Description*:
 - If DOG, list breed description (Poodle, Lab mix).
 - If CAT, list DSH, DMH, DLH for “Domestic Short/Medium/Long Hair. If it’s a unique breed, list the breed (Siamese, etc).
 - If species was OTHER, what is it? (Lizard, Fish).
 - List distinct markings. Wearing a collar? Halter?
 - If the animal had been assigned any other animal number, type it in as the first entry in the *Breed/Description* box to help recordkeeping.
- Continue with pertinent information: *Sex, Age, Fixed. Aggressive* – this is an alert for volunteers handling animal. If the animal is *Injured*, notify the Shelter Lead to decide the best action to take.
- *Animal Notes*: This free-text box is for notes about the animal that will help us care for it. Behavior, diet, etc.
- *Medical Notes*: This free-text box is for notes pertaining to medical conditions. Example: medication details and/or Vet/RVT notes.
- *# of copies*: The default is 1. This makes duplicate copies of this exact animal as you have entered it. For use with multiples: chickens, rabbits,

fish, etc. The number of copies you enter will create a unique animal number and animal care schedule for tracking. Be non-specific – enter ONLY similar detail as all animals will have exactly what you enter.

Add Another or Save and Finish

Your next steps will be to print out the Owner Summary/Liability and the Animal Care Schedules after they have downloaded as Adobe Acrobat PDF files.

Preparation for printing:

- Know how to connect your computer to the printer and find the printer in your computer options.
- Have a quick location to download PDFs and know how to find them.
- The settings for your computer-to-printer for PDF files should be for single-side printing and “print to page”.
- Have supplies ready: Paper, toner/ink, stapler and staples.

Your PDFs will open in separate tab in your computer browser. Your working Shelterly module tab will stay open. Know how to close the right tabs – it’s easy to accidentally close your working Shelterly module!

- If you accidentally close the Shelterly tab by mistake: Reopen it by holding “Ctrl” and “Shift,” then pressing “T” on your PC (on a Mac it’s Command-Shift-T). Whatever tab you just closed will reappear.
- If you were on a page that required ‘saving’, that info will probably be lost and need to be reentered.

Next steps to do on next screen: OWNER WALK IN INTAKE SUMMARY

- Print the *Owner Summary /Liability* form (icon titled Print Owner Details). This is found in the Information section, next to the *Owner’s* name. Click the *printer icon* to download the documents.
 - The Owner Summary will download as a PDF, with a default name of “owner-summary-####
 - Find the PDF and **click the *print icon*.**
- **Print 2 copies.**

- Print the Animal Care Schedules. These are in the ANIMAL section, click the *printer* icon. Icon is titled *Print All Animal Care Schedules*.

Intake from Dispatch – Evacuation Team brings in animals they were dispatched to evacuate from a Service Request which was called to the Hotline.

Bring up the SHELTER DETAILS screen – here’s how:

- From left hand menu, select SHELTER.
- Wait for all shelters to load.
- Select the *Shelter* you are at.
- Wait for Shelter information and buildings/rooms to load.
- This page/screen is titled SHELTER DETAILS.

Click on **Intake from Dispatch** from the list on the right.

- The new screen/page is titled **DISPATCH INTAKE**. Wait for the list of open Dispatch Assignments (DA) to load. When it’s loaded the line will say **Select Dispatch**.
- Use the drop down box to select the Dispatch Assignment number and Team bringing in the animal(s).
- The complete Dispatch Assignment will show, listing all Service Requests and Animals included in that Dispatch Assignment.
- **Carefully** choose the exact animal you are intaking and **change status to SHELTERED**. Compare Animal numbers on DA with the Animal number you are updating and make sure they match.
- Repeat for every animal you are taking in from that Dispatch Assignment. **Click SAVE**.
- The next page (Dispatch Intake Summary), you will **print two copies of all the Owner Summary/Liability forms** in bulk, and **one copy of all the Animal Care Schedules** in bulk.
- See previous section on page 2 about how your printer and computer should be set for printing. **When you click on a document to print, they**

are PDF files that will download, you will save the file, then you will print the PDF file.

- Note: if the owners were unknown for any of the animals, there will not be an Owner Summary/Liability form.
- If pertinent, make a copy of the Evac Team's handwritten notes on their Dispatch Assignment. Enter the notes under *Animal Notes*. Release Evac Team as soon as you can.
- Use the *Animal Notes* or *Medical Notes* free-text box to capture comments of importance regarding animal/evacuation/situation from Evac Team's handwritten notes.

Can't find the animal on the Evac Teams Dispatch Assignment?

Here are situations where you won't find the animal listed on the team's printed Dispatch Assignment:

- Dispatch called the team when they were in the field with additional animals to pick up. The team will use a paper Request for Animal Service where they wrote information called to them about the animal. **If the team brings in one of these "verbally assigned" animals, know this animal is already in the Shelterly database and already assigned to the team.**
 - When you bring up the Team and DA from the drop down box, the animal **will** be listed. This is because it was assigned when the team was in the field.
 - Enter SHELTERED as usual.
- **The team found an additional animal on their own.** This means the animal has *not* been reported and *not* entered yet in Shelterly. **You will need to do the entry in Shelterly.**
 - Handle this animal as a **"Walk In from Non Owner."**
 - Indicate which NVADG team did the pickup.
 - Include information that will help us match the animal to its owner. Example: where it was found, situation, description, and details about animal.

DOCUMENTATION and/or when you want to make changes to an animal's details.

- On the far left menu, click SEARCH / ANIMALS. Wait for it to load.
- Enter the animal number in the Search box (number only, no # sign), or name or other identifier. Click the *search* icon.
- Wait for animal info to load. **Check carefully – is this the right animal?**
- On the top line, click the *Box with the pencil* icon, Update Animal.
 - This page is titled UPDATE ANIMAL
 - Use the *Breed/Description* free-text box to add identifiers about the animal, such as “white on rear left foot”.
 - Use *Animal Notes* free-text box to make other comments about the animal. This information will print on the Animal Care schedule, too.

DOCUMENTATION: ADD Pictures

- Using a tablet with a camera, log in and follow all the instructions that get you to the UPDATE ANIMAL DETAILS page.
- Scroll to bottom, use + icon to add a picture.
- Take picture, upload and click SAVE.
- ***** Note, pictures that are too large will not save ***** You may need to reduce the size of the picture before you can upload it.
- Always double-check that you uploaded the right picture to the right animal!
- Pictures can also be added using common picture sharing methods.

USING PAPER INTAKE FORMS

During an incident, you may have taken in animals manually on paper.

- Once Shelterly is live, enter the animal information from the paper version into Shelterly.
- Indicate on the paper form the date and time you entered into Shelterly.
- Enter the animal number assigned from the paper version into Shelterly under *Breed/Description*. Enter it as the first sentence in the free-text box. “Paper intake animal # D25.” You can also include it in the animal name. Example: “Fido D25”