



Position Reports To: Intake Lead

Position Overview: Public Animal Release volunteers are responsible for following protocol for release procedures to ensure accurate and efficient information is reported to owners upon collection of their animals from the Emergency Animal Shelters.

WHAT TO DO WHEN OWNERS ARRIVE IN THEIR VEHICLES:

INTAKE RUNNER:


- Direct owner(s) to:
 1. Park vehicle in parking lot.
 2. Have their ID and their copy of the Owner Summary/Liability ready for Assistant #2.
 3. Check in with Assistant #2 at Animal Pick Up.

ASSISTANT #2:

Part 1 – In-person Release

- Greet owner(s) and:
 1. Receive owner's copy of Owner Summary/Liability, verify owner's name, check their ID and which animals picking up.
 2. Locate Owner Summary/Liability in Intake binder by last name (if unavailable, refer to Master List).
 3. **Radio** Area Lead with A# of animal for pick up. Contact Vet or RVT to give owner discharge care instructions if applicable.
- Animal Release – Owner Summary/Liability Form:
 - **Get Owner's Signature on NVADG copy before reuniting owner with animal** (located in Release of Animal section – be sure to write the Date & Time).
 - Return their copy.
 - Witness owner signing form: sign, print your first name and AR# on witness line.
 - Ask permission to take a reunification photo & take photo if owner consents.
 - Have owner sign the NVADG Photo & Video Release, if applicable.
- Receive Animal Care Schedules from Shelter Runner and provide the following information as applicable:
 - Review questions/information/special notes and make copies for owner(s).
 - Print Veterinarian care discharge instructions.
 - Print Vaccination information.
 - Print Microchip # and owner registration instructions.
- Once owner(s) leave(s):
 - Write "RTO" (Returned to Owner) the date and time on front, circle with yellow highlighter, then file completed Owner Summary/Liability in the Release Binder by owner's last name.
 - File ALL Animal Care Schedules behind completed Owner Summary/Liability.

**Part 2 – Record Release in Shelterly and on Animal Intake Master List and Daily In and Out Tracking List****Shelterly:**

- **Search → Owners** – Select owner, review Contact Log notes for any concerns or questions.
 - BEFORE selecting ‘Reunite Animal’ :
 - Double check notes section for any additional information for owner.
 - Call owner if any additional information was missed.
 - **Carefully** select the correct animal and verify the A# of each animal.
 - Once verified, select ‘Reunite Animal’ for each animal.

Animal Intake Master List/Daily In and Out Tracking List:

- Record RTO Date/Time on the Animal Intake Master List, Daily In and Out Tracking RTO section.
 - Highlight the entire line in yellow to indicate the animal has been RTO.

ADDITIONAL DUTIES:*Volunteer Safety & Care*

- 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

- *Shelter MUST have owner’s signature in the Release of Animal on the Owner Summary/Liability.
 - All discrepancies must be documented.
- Update and submit 214 daily.

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