# ANIMAL SHELTER

# STEPS FOR INTAKE AND RELEASE

**PUBLIC INTAKE - SHELTERLY – (Electronic) – Refer to Shelterly Tutorials at nvadg.org**

- *If an animal is on <u>Medication</u>, <u>Injured</u> or <u>Aggressive</u> contact Shelter Lead **IMMEDIATELY!**

<u>Intake Runner #1</u>: Greet owner at vehicle. *Ensure correct "Incident" has been selected.*

- <u>Owner</u>: <u>Intake from Walk-In (Owner)</u>.
  - o First Name, Last Name, Phone, DL# (verification for animal pick up), Email if necessary.
  - o Alternate Phone, Comment/Alternate Contact (name).
  - o Address for owner, use Search for Contact Address (auto fill)
- **\*Non-Owner**: <u>Intake from Walk-In (Non-Owner)</u> – Reporter Information: Name / Phone.
    - ▪ *If phone # is not available, use NVADG Hotline (530) 895-0000.*
- <u>Animal Information</u>:
  - o Animal Name: Species :(if **Other** specify in Breed/Description), Size, 1st Color, 2nd Color.
  - o Breed/Description: Breed or Mixed-Breed (lab mix) and distinctive markings (white blaze).
  - o Wearing a Collar/Halter (color). Tags (name/vaccine).
  - o Sex, Age :(choose the closest age), Fixed: (Yes or No).
  - o Animal Notes: Special Diet (name/type), Label (Date-Name-A#). Shy and nervous behavior.
  - o **ALL Animal Medication needs** must be approved by Shelter Lead. Approval will be on a case-by-case basis.
    - ▪ Encourage owners to board with their established veterinarian or other location to ensure medication is provided appropriately.
    - ▪ Oral medication only. A **Veterinarian** must be <u>on site</u> for any injectable medication.
    - ▪ Maintenance medication only, no stress related illnesses with medication.
      - • Nutritional supplements are usually OKAY.
      - • Phenbarb (seizure meds), Insulin is usually NOT okay.
    - ▪ There may be situations for owners to administer medication.
  - o Microchip Number: <u>scan in</u> shelter and record, when necessary.
  - o Shelter / Room: Ensure correct Shelter is selected. Room, kennel / condo / stall / paddock. determined later.
  - o No. of Copies: for multiple animals (litter, herd) only enter same basic characteristic, # of.
  - o **\*Non-Owner** - **Where** animal was found, (enter cross streets) - Search for Location.
- **Add Another** Animal and/or **Save and Finish**. (Refer to Alternate Procedures if needed.)
- Return to Assistant #1, use a USB printer cable, and connect to the printer.
- Verify owners name and total # of animals (2-Dog, 4-Cat) with Assistant #1.
    - ▪ *On the following: **Select** – print icon, locate the downloaded, open. then print*.
  - o Print: <u>Owner Summary/Liability</u> two separate copies (1 - owner copy and 1 - NVADG copy).
  - o Print: <u>Animal Care Schedules</u> **one** per animal. **Non-Owner:** included.
- *Move to next owner once approved. Another Intake Runner #2 can assist with next owner if needed.*

<u>Needs</u>: Cat carries write # in upper left corner/ Hog Panel / Special Diet / Medication. Inform Asst. #2

9/30/2023

Assistant #1: Verify with Intake Runner #1, owners name / ensure required information / total # of animals.

- Retrieve Owner Summary/Liability (two separate copies) from printer.
  - Staple copies separately (1 - owner copy and 1 - NVADG copy) attach to a clipboard.
- Retrieve Animal Care Schedules (**one** per animal) from printer. Verify total # of animals.
  - Attach all Animal Care Schedules to a separate clipboard. (total # animals = total # of sheets).
- Fill out the Animal Intake Master list. **\*Non-Owner:** write OunID
  - Daily In and Out Tracking. (start on Day two).
- Give Assistant #2 Owner Summary/Liability (two separate copies) on a clipboard.
- Give Assistant #2 Animal Care Schedules (**one** per animal) on a separate clipboard.

Assistant #2:  **Radio** Area Lead of Needs: # of Cat carries needed / Hog Panel / Special Diet / Medication.

Step 1

- Receive both Owner Summary/Liability (two separate copies) on one clipboard.
  - (1 - owner copy and 1 - NVADG copy)
- Receive all Animal Care Schedules on a separate clipboard.
- Give Intake Runner #2 both Owner Summary/Liability (two separate copies) on a clipboard.

Intake Runner #2:

Step 1

- Receive both Owner Summary/Liability stapled (two separate copies), from Assistant #1
  - (1 - owner copy and 1 NVADG copy) attached to a clipboard.
- Return to vehicle, read Liability Release (pg.2), #6 – allow/decline photo release, have owner sign.
  - Witness the owner sign, Intake Runner #2 signs, print your first name, AR# on witness line.
- Give the owner their copy of the Owner Summary/Liability (unsigned copy).
  - Suggest they take a picture of their copy for animal pick-up information.

Assistant #2

Step 2

- Receive **signed** copy of Owner Summary/Liability from Intake Runner #2.
  - Verify Owner signature and witness signature.
- Give Intake Runner #2 Animal Care Schedules on a clipboard. Total # of animals (2-Cats, 4-Dogs)
- **Radio** Area Lead, animal is ready for pick up, follow through with Area Leads for promptness.
  - Direct Shelter Runner to owner vehicle.

 **Large Animal Shelter**: Give Intake Runner #2 Animal Care Schedule to give to Owner. Total # (1-pig)
  - **Radio** Barn Lead, owner is in route and inform them of any handling needs etc.
    - Inform Intake Runner #2 of unloading area at the appointed Barn (Area).
- 3-hole punch and file **signed** Owner Summary/Liability in Intake binder under owner's last name.
  - Inform Asst. #1 to mark (x) the signature box on Animal Intake Master List.
  - **\*Non-Owner (OunID)**: write Animal # on blank paper. File under OunID, awaiting photo.

Intake Runner #2:

Step 2

- Give Assistant #2 the **signed** copy of Owner Summary/Liability (NVADG copy).
- Receive Animal Care Schedules on a clipboard (**one** per animal) and total # of animal, from Asst.#2.

o   Return to vehicle.
- Give Shelter Runner correct <u>Animal Care Schedule</u> **one** per animal as picked up at owner's vehicle.

Stay with the owner until all animals are picked up, escort owner safely out of shelter.

**Large Animal Shelter:** Give owner all <u>Animal Care Schedules</u> on a clipboard to give to Barn Lead.
o   Direct and assist in the unloading area at appointed Barn.

## EVAC INTAKE - SHELTERLY – (Electronic) - Refer to Shelterly Tutorials at nvadg.org

\*\*If an animal is on <u>Medication</u>, <u>Injured</u> or <u>Aggressive</u> contact Shelter Lead **IMMEDIATELY!**

<u>Intake Runner #1</u>: *Ensure correct "Incident" has been selected.*

- <u>Intake from Dispatch Assignment</u>**:** select Evac Team bring in animals. Total # of animals per owner.
- Verify owner data from DA, update any pertinent information (\***update statues**)– **Save**. Copy notes.
- \***Non-Owner**: <u>Intake from Walk-In (Non-Owner)</u> – Reporter Information: Team, Ph#. Copy RAS.
  - *If phone # is not available, use NVADG Hotline (530) 895-0000.*
- <u>Animal Information</u>: update any pertinent information – **Save**. Copy DA notes if needed.
  o   Animal Name, Species (if <u>Other</u> specify in Breed/Description), Size, 1st Color, 2nd Color.
  o   Breed/Description: Breed or Mixed-Breed (lab mix) and distinctive markings (white blaze).
    - Wearing a Collar/Halter (color).  Tags, (name or vaccine).
  o   Sex, Age (choose the closest age), Fixed (Yes or No).
  o   Animal Notes: Special Diet (name/type), Label (Date-Name-A#). Shy and nervous behavior.
  o   **ALL Animal Medication needs** must be approved by the Shelter Lead. (Medical Notes) Approval will be on a case-by-case basis.
    - Encourage owners to board with their established veterinarian or other location to ensure medication is provided appropriately.
    - Oral medication only. A **Veterinarian** must be <u>on site</u> for any injectable medication.
    - Maintenance medication only, no stress related illnesses with medication.
    - Thyroid, pain, NSAID, nutritional supplements are usually OKAY
      - Phenbarb (seizure meds), Insulin is usually NOT okay.
      - There may be situations for owners to administer medication.
  o   Microchip Number: <u>scan in shelter</u> and record, when necessary.
  o   Shelter / Room: \***update status**: Select correct Shelter. Room, kennel / condo / stall / paddock.  determined later.
  o   No. of Copies: for multiple animals (litter, herd) only enter same basic characteristic, # of.
  o   **\*Non-Owner** - **Where** animal was found, (enter cross streets) - Search for Location.
- **Add Another** Animal and/or **Save and Finish**.  (Refer to Alternate Procedures if needed.)
- Return to Assistant #1, use a USB printer cable, and connect to the printer.
- Verify owners name and total # of animals (2-Dog, 4-Cat) with Assistant #1.
    - *On the following: **Select** – print icon, locate download open, then print.*
  o   Print: <u>Owner Summary/Liability </u>two separate copies (1 - owner copy and 1 - NVADG copy).
  o   Print:  <u>Animal Care Schedules</u> **one** per animal. **Non-Owner:** included.
- *Move to next owner once approved. Another Intake Runner #2 can assist with next owner if needed.*

<u>Needs</u>:  Cat carries write # in upper left corner/ Hog Panel / Special Diet / Medication. Inform Asst. #2

<u>Assistant #1:</u> Verify with Intake Runner #1, owners name / ensure required information / total # of animals.

- Retrieve Animal Care Schedules (**one** per animal) from printer. Attach to a clipboard.
- Give Assistant #2 all Animal Care Schedules as soon as possible. Verify total # of animals.
- Retrieve Owner Summary/Liability (two separate copies) from printer.
  o Staple copies separately (1 - owner copy and 1 - NVADG copy) attach to a clipboard.
- Fill out Evac Animal Intake Master list. **\*Non-Owner:** write OunID.
  o Record on Daily In and Out Tracking.
- Give Assistant #2 both Owner Summary/Liability (two separate copies) on a clipboard.

Assistant #2: **Radio** Area Lead of Needs: # of Cat carries needed / Hog Panel / Special Diet / Medication.

Step 1
- Receive Animal Care Schedules attached to a clipboard from Asst. #1. Total # of animals (2-Cats)
- Give Intake Runner #2 all Animal Care Schedules as soon as possible. Total # of animals (2-Cats)
- **Radio** Area Lead, animal is ready for pick up, follow through with Area Leads for promptness.
  o Direct Shelter Runner to Evac Team vehicle and/or animals.

**Large Animal Shelter**: Give Intake Runner #2 Animal Care Schedules to give to Evac Team. Total animals.
  o **Radio** Barn Lead, Evac Team is in route and inform them of any handling needs.
  o Inform Evac Team of unloading area at the appointed Barn (Area).

Intake Runner #2:
- Receive All Animal Care Schedules and total # of animals from Assistant #2. **Non-Owner:** included.
- Return to Evac Team and animals awaiting Shelter Runner to assist and direct.
  o Give Shelter Runners correct Animal Care Schedule **one** per animal, assist if needed.

**Large Animal Shelter**: Give Animal Care Schedule to Evac Team to Barn Lead before unloading animals.
  o Direct Evac Team to unloading area at the appointed Barn (Area)

Step 2
- Receive both Owner Summary/Liability stapled (two separate copies) from Assistant #1.
  o (1 - owner copy and 1 - NVADG copy) attached to a clipboard.
- 3-hole punch, file both Owner Summary/Liability in Evac Intake binder under owner's last name.
  o **\*Non-Owner (OunID)**: write Animal # on blank paper. File under OunID, awaiting a photo.

Intake Lead will assign a volunteer to call owners of Evac animals when time allows.
- Use Owner Contact Protocol.
  o Owner at Shelter, sign Owner Summary/Liability. (x) Signature box, on Intake Master list.
  o Write Date, Time, Name, AR#, Outcome of call in the 'Contact Log'.

By end of day: transfer all Owner Summary/Liability from the Evac Intake binder to Public Intake binder.
  o Update Daily In and Out Tracking (start on day two).
  o File Evac Animal Intake Master list with Public Intake Master list binder, under the Evac tab.
    ▪ Start New Evac Animal Intake Master list.

**PUBLIC INTAKE - (Paper) – Use Intake Protocol**

- \*If an animal is on Medication, Injured or Aggressive contact Shelter Lead **IMMEDIATELY!**

*Intake Runners should work in teams of 2, accompany each other for accuracy, if possible.*
*\*Use Block Letter writing for accuracy. \*Use Military Time. \* Use assigned Incident Name.*

Intake Runner #1: Start Animal Intake Form: "Received by" your first name, AR#, Date and Time.
- Owner: Greet owner at vehicle. Write 'in # of animals' (2-Cats).
  o Name: First and Last / Cell # / DL # (verification for animal pick up).

- If DL# is unavailable use license plate # or statement with address etc. if necessary.
  - ○ Address (physical - No PO Box) / Alternate Contact (name) / Alt Phone #.
- **\*Non-Owner**: <u>**Do not**</u> write in Owner section, *only write OunID, leave room for owner when found.*
  - ○ Write in 'Stray animal picked up at' **Name** of Agency (Sherriff) / Name / Phone # for questions.
  - ○ Write in 'Stray animal picked up at' **Where** was animal found, <u>write</u> cross streets, etc.
- Animal Information: Document each Animal on the back of the **White** Animal Intake Form.
  - ○ Name / Species / Breed or Mixed-Breed (Lab mix) / write in Size (Small / Medium / Large).
  - ○ Sex - Male / Female, Spayed / Neutered (Altered), write Age (Young / Adult / Senior).
  - ○ 1st Color / 2nd Color (Tricolor blk / tan /white) / Markings (blk patch over rt. eye).
  - ○ Collar / Halter (Color), Tags (name and/or vaccine).
  - ○ Special Diet - food owner has provided, write details. Label bag with tape (Date-Name-A#).
  - ○ **All Animal Medication<u>needs</u>** must be approved by the Shelter Lead.
  - ○ Approval will be on a case-by-case basis.
    - Encourage owners to board with their established veterinarian or other location to ensure medication is provided appropriately.
    - Oral medication only. A **Veterinarian** must be <u>on site</u> for any injectable medication.
    - Maintenance medication only, no stress related illnesses with medication.
    - Thyroid, pain, NSAID, nutritional supplements is usually OKAY
      - Phenbarb (seizure meds), Insulin is usually NOT okay.
      - There may be situations for owners to administer medication.

<u>Needs</u>: Cat Carries, write # in upper left corner/ Hog Panel / Special Diet / Medication. Inform Asst. #2

- Give Assistant #1 completed Animal Intake Form. Verify total # of animals (2-Dog, 4-Cat)

*\*Move to next owner once approved. Another Intake Runner #2 can assist with the next owner if needed.*

Intake Runner #2: Have several Animal Care Schedules on a clipboard. Accompany Intake Runner #1.
Step 1
- Fill out an Animal Care Schedule (one per animal), \***Non-Owner**: (x) OunID box.
- Give Assistant #1 completed Animal Care Schedules on a clipboard. (total # animals = total # sheets).

Assistant #1:  Receive Animal Intake Form and All Animal Care Schedules (one per animal).
- Ensure information is legible on all three copies, total # of animals (3-Dog) written in upper right.
- Assigns next Animal # (D2A) 1st letter is Shelter, # is Owner, last <u>letter</u> is Animal (D2<u>A</u>, D2<u>B</u>, etc.)
  - ○ Write Animal #s next to animal on the Animal Intake Form.
  - ○ Write Animal # in the upper and lower right corner of the Animal Care Schedule.
- Fill out Animal Intake Master List with animals / owner information. **\*Non-Owner** write OunID.
  - ○ Daily In and Out Tracking (starts on Day two).
- Give Assistant #2 Animal Intake Form on a clipboard.
- Give Assistant #2 Animal Care Schedules (one per animal) on a clipboard. Give total # of animals.

Assistant #2: **Radio** Area Lead of Needs: # of Cat carries needed / Hog Panel / Special Diet / Medication.
Step 1
- Receive Animal Intake Form from Assistant #1, verify required information is present.
- Receive Animal Care Schedules from Asst. #1, proceed once receive **signed** Animal Intake Form.

- Give Intake Runner #2 <u>Animal Intake Form</u> on a clipboard to have owner sign.

<u>Intake Runner #2:</u>

Step 2

- Receive <u>Animal Intake Form</u> from Assistant #2, Return to owners' vehicle to have owner sign.
- Read Liability Release, allow or decline #6 photo release, have owner sign Liability Release section.
  - ○ Witness owner signing form, you sign, print your first name and AR# on witness line.
- Give Assistant #2 **signed** <u>Animal Intake Form.</u>

<u>Assistant #2</u>

Step 2

- Receive **signed** <u>Animal Intake Form</u> from Intake Runner #2. Verify Owner signed / witness signed.
  - ○ Remove <u>Pink</u> copy.
- Give Intake Runner #2 the <u>Pink</u> copy of the <u>Animal Intake Form</u> to give to the owner.
- Give Intake Runner #2 <u>Animal Care Schedules</u> on a clipboard. Verify total # of animals (2-Cats)
- **Radio** Area Lead, animal is ready for pick up, follow through with Area Leads for promptness.
  - ○ Direct Shelter Runner to owner's vehicle.

**Large Animal Shelter**: Give Intake Runner #2 <u>Animal Care Schedules</u>. Total # of animals (5-Pigs)
  - ○ **Radio** Barn Lead, owner is in route and inform them of any Needs.
    - ▪ Inform Intake Runner #2 of unloading area at the appointed Barn (Area).
- File White/Yellow **signed** copy of <u>Animal Intake Form</u> in the Intake binder by owner's last name.

<u>Intake Runner #2</u>

Step 3

- Receive <u>Pink</u> copy <u>Animal Intake Form</u> from Asst. #2, give to owner, suggest owner take a picture.
- Receive <u>Animal Care Schedules</u> on clipboard from Assistant #2. Total # of animals (2-Cats, 4-Dogs)
  - ○ Give Shelter Runner correct <u>Animal Care Schedule</u> **one** per animal picked up at vehicle.
- Stay with the owner until all animals are picked up, then escort owner safely out of shelter.

**Large Animal Shelter:** Give owner all <u>Animal Care Schedules</u> on a clipboard to give to Barn Lead.
  - ○ Direct and assist to unloading area at appointed Barn.

## EVAC INTAKE - (Paper) – Use Intake Protocol

- *If an animal is on <u>Medication</u>, <u>Injured</u> or <u>Aggressive</u> contact Shelter Lead **IMMEDIATELY!**
  *Use Block Letter writing for accuracy, *Use Military Time. * Incident Name will be assigned.*

<u>Intake Runner #1:</u> start <u>Animal Intake Form:</u> "Received by" your first name, AR#, Date and Time.

- <u>Owner</u>: Write pertinent information from DA/RAS to an <u>Animal Intake Form</u>. Copy notes if needed.
  - ○ Name First and Last / Cell # / DL # (verification for animal pick up).
  - ○ Address / Alternate Contact (name) / Alt Phone # if available.
- **\*Non-Owner**: **Do not** write in Owner section, *only write OunID, leave room for owner when found.*
  - o Write in 'Stray animal picked up at' **Name** of Agency (Sherriff) / Name / Phone # for questions.
  - o Write in 'Stray animal picked up at' **Where** was animal found, <u>write</u> cross streets. Copy RAS.
- <u>Animal Information</u>: Document each Animal on the back of the **White** <u>Animal Intake Form</u>.
  - ○ Name / Species / Breed or Mixed-Breed (Lab mix) / write in Size (Small / Medium / Large).

- Sex - Male / Female, Spayed / Neutered (Altered), write Age (Young / Adult / Senior).
- 1st Color / 2nd Color (Tricolor blk / tan /white) / Markings (blk patch over rt. eye).
- Collar / Halter (Color), Tags (name and/or vaccine).
- Special Diet - food owner has provided, write details. Label bag with tape (Date-Name-A#).
- **All Animal Medication needs** must be approved by the Shelter Lead. Approval will be on a case-by-case basis. (Medical Notes)
  - Encourage owners to board with their established veterinarian or other location to ensure medication is provided appropriately.
  - Oral medication only. A **Veterinarian** must be <u>on site</u> for any injectable medication.
  - Maintenance medication only, no stress related illnesses with medication.
    - Nutritional supplements are usually OKAY.
    - Phenbarb (seizure meds), Insulin is usually NOT okay.
  - There may be situations for owners to administer medication.
- Microchip Number: <u>scan in shelter</u> and record, when necessary.

<u>Needs</u>: Cat carries write # in upper left corner/ Hog Panel / Special Diet /Medication. Inform Asst. #2.
- Give Assistant #1 completed <u>Animal Intake Form</u>. Verify total # of animals (2-Dog, 4-Cat)

*\*Move to next owner once approved. Another Intake Runner #2 can assist with the next owner if needed.*

<u>Intake Runner #2</u>: Have several <u>Animal Care Schedules</u> on a clipboard. Accompany Intake Runner #1.
Step 1
- Fill out an <u>Animal Care Schedule</u> (**one** per animal), \***Non-Owner**: (x) OunID box.
- Give Assistant #1 completed <u>Animal Care Schedules</u> on a clipboard and verify total # of animals.

<u>Assistant #1</u>:
- Receive <u>Animal Intake Form</u> with all owners' animals listed on the back of **White** copy.
- Receive all <u>Animal Care Schedules</u> **one** per animal. (total # of animals = total # of sheets).
- Assigns next Animal **#** (DE) 1st letters is Shelter, # (2) is Owner, and <u>last</u> letter is Animal (DE2<u>A</u>, DE2<u>B</u>, DE2<u>C</u>, DE2<u>D</u> etc.) At the **Large Animal Shelter** (Camelot) CE is Shelter.
- Write Animal # on the <u>Animal Care Schedules.</u>in the upper and lower right corner.
- Give Assistant #2 all <u>Animal Care Schedules</u> on a clipboard as soon as possible. Total # of animals.
- Write Animal # on the <u>Animal Intake Form</u> next to the animal.
  - Verify information is legible on all three copies.
  - Write the total # of animals (3-cats, 2 dogs) in upper right.
- Fill out the Evac Animal Intake Master list. **\*Non-Owner** write OunID.
- Give Assistant #2 <u>Animal Intake Forms</u> to verify required information and file.

<u>Assistant #2</u>: **Radio** Area Lead of Needs: # of Cat carries needed / Hog Panel / Special Diet / Medication.
- Receive <u>Animal Care Schedules</u> **one** per animal, on a clipboard from Asst. #1. Total # of animals.
- Give Intake Runner #2 all <u>Animal Care Schedules</u> on a clipboard, as soon as possible.
- **Radio** Area Lead to pick up animal, follow through with Area Leads for promptness.
  - Direct Shelter Runner to Intake Runner #2 at Evac Team vehicle.
  **Large Animal Shelter**: Give Intake Runner #2 all <u>Animal Care Schedules</u> on a clipboard.
  - **Radio** Barn Lead, Evac Team is in route and inform them of any handling needs.
  - Inform Intake Runner #2 of unloading area at the appointed Barn (Area).
- File <u>Animal Intake Form</u> in the Evac Intake binder under owner's last name.
    - **\*Non-Owner** file under OunID tab.

Intake Runner #2:

Step 2
- Receive all <u>Animal Care Schedules</u> (total # of animals = total # of sheets), from Assistant #2.
  - Give Shelter Runners correct <u>Animal Care Schedule</u> **one** per animal, assist with Evac Team.
    **Large Animal Shelter**: Give to Evac Team to give to Barn Lead before unloading animals.
    - Direct and assist Evac Team to unloading area at the appointed Barn (Area).

<u>Intake Lead</u> will assign volunteer to call owners of Evac animals when time allows.
- Use Owner Contact Protocol.
  - Owner comes to Shelter, signs, get <u>Pink</u> copy. *(x) Signature box on Intake Master list.
  - Write Date, Time, Name, AR#, Outcome of call on back of **White** <u>Animal Intake Form</u>.

<u>By end of day</u>: File all <u>Animal Intake Forms</u> from the Evac Intake binder to the Public Intake binder.
- Update Daily In and Out Tracking (start on day two).
- File Evac Animal Intake Master list with Public Intake Master list binder, in Evac section.
  - Start a **New** Evac Animal Intake Master list, use next Evac sequence Animal #.

## RELEASING OF ANIMALS FROM ANIMAL SHELTER

### Veterinarian Care Discharge Instructions:
- Ensure the owner receives all Veterinarian Care Discharge Instructions from Veterinarian and/or RVT on site, provide copies when necessary, directed by Shelter Lead.
- Ensure all medication is returned, directed by Shelter Lead
- A small round sticker can be placed close to signature line to state; instructions need to be applied.

### Photo Opportunity!
The joy of an animal reuniting with its owner after a stay in the Emergency Animal Shelter is a visual enrichment for the soul! If possible, get permission from the owner to record the moment.
- Have the owner sign the NVADG's Phone / Video Release form.
- Take pictures of animals reunifying with their owner, include NVADG (logo/name) if possible.
  - The owner can get a copy of photo sent to their email or text. Owner information on form.
- With permission, NVADG can use it in our social media to bring joy to all animal well-wishers.

## SHELTERLY – RELEASE OF ANIMALS (Electronic) Refer to Shelterly Tutorials at nvadg.org

<u>Intake Runner</u>: Direct owner:
- To park vehicle in parking lot (out of traffic flow).
- To have their ID and their copy of the Owner Summary/Liability
- To check in at 'Animal Pick Up' with Assistant #2.

<u>Assistant 2 #</u>: Greet owner.
- Receive owner's copy Owner Summary/Liability, verify name, check ID, return owner's copy.
- **SEARCH** – **OWNERS**:
  - Select - 'Owner details' and review 'Contact Log'.
  - Select – Animal # (click on) and review 'Notes'.
- **Locate** <u>Owner Summary/Liability</u> the Intake binder (if unable to locate refer to Intake Master List).
  - Verify which animals are being picked up. Document discrepancy if applicable.
- **Radio** Area Lead with Animal #'s ready for pick up.
  - Area Lead needs to notify Veterinarian or RVT on site if discharge instructions are needed.
- Just prior to reuniting animals with owner:
- Have owner sign <u>Owner Summary/Liability</u> (NVADG) in Release of Animal section, Date/Time.
  - Witness the owner sign, you sign, print first name, AR# on witness line.
- Receive <u>Animal Care Schedules</u> from Shelter Runner.

- o Any questions or information will be reviewed at that time. Make copies if applicable.
    - ▪ Veterinarian care discharge instructions.
    - ▪ Vaccination information.
    - ▪ Microchip Numbers with company name and owner registration information.
- Give owner only appropriate documents, hand the owner a NVADG brochure.
    - o Wait until all animals are returned to owner, then direct owner safely out of shelter.
    - o If pictures are taken, get owner to sign NVADG Photo/Video Release, if appropriate.
- Write 'RTO' on front of sign <u>Owner Summary/Liability</u> Date/Time your AR# and to whom released.
    - o Circle around information with highlighter.
- Inform Assistant #1 owners' name and animal being release, to record on Animal Intake Master list.
- Staple **signed** <u>Owner Summary/Liability</u>, <u>Animal Care Schedules,</u> any pertinent paperwork together.
    - o File in the Release binder under the owners' last name.

<u>Assistant #1</u>: Record release of animal:
- RTO section on Animal Intake Master List, write Date, Time, to whom. Document any discrepancies.
    - o Daily In and Out Tracking (starts on day two).
- Highlight in yellow the entire line on both forms for Return to Owner (RTO).
- **SEARCH** – **OWNERS**:
    - o Select - 'Owner details'.
    - o Select – Carefully choose correct animal and click on Animal #.
        - ▪ Select - Reunite animal (icon), Confirm – Yes.

## RELEASE OF ANIMALS (Paper) Use Intake Protocol

<u>Intake Runner</u>: Direct owner:
- To park vehicle in parking lot (out of traffic flow).
- To have their ID and their **Pink** copy of <u>Animal Intake Form</u>
- To check in at 'Animal Pick Up' with Assistant #2.

<u>Assistant 2 #</u>: Greet owner:
- Receive owner's **Pink** copy, verify owner's name, check their ID. Return owner's **Pink** copy
- **Locate** <u>Animal Intake Form</u> in the Intake binder (if unable to locate refer to Intake Master List).
    - ▪ Verify which animals are being picked up. Document discrepancy if applicable.
    - o Review animal details on back of **White** copy.
- **Radio** Area Lead with Animal #'s, ready for pick up.
    - o Area Lead needs to notify Veterinarian or RVT on site if discharge instructions are needed.
- \* Just prior to reuniting animals with owner have them sign.
- Have owner sign <u>Animal Intake Form</u> on Owner's Signature at Release, Date / Time.
    - o Witness the owner sign, you sign, print first name, AR# below owners' signature.
- Receive <u>Animal Care Schedules</u> from Shelter Runner<u>.</u>
    - o Any questions or information will be reviewed at that time. Make copies, **if applicable.**
        - ▪ Veterinarian care discharge instructions page.
        - ▪ Vaccination information page.
        - ▪ Microchip Numbers with company name and owner registration information.
    - o Hand the owner a NVADG brochure.
    - o Wait until all animals are reunited with owner and direct them safely out of shelter.
    - o If pictures are taken, get owner to sign NVADG Photo/Video Release, if appropriate.

- Write 'RTO' on front of <u>Animal Intake Form</u> Date/Time your AR# and to whom released.
  - Circle around information with highlighter.
- Inform Assistant #1 owners' name, animals being release, to record on Animal Intake Master List.
- Staple **signed** <u>Animal Intake Form</u>, <u>Animal Care Schedules,</u> and any pertinent paperwork together.
  - File in the Release binder under owners' last name.

Assistant #1: Record release of animal:
- RTO section on Animal Intake Master list, write Date, Time, to whom. Document any discrepancies.
  - Daily In and Out Tracking (starts on day two).
- Highlight in yellow the entire line on both forms for Return to Owner (RTO).

## ENTER PAPER ANIMAL INTAKE FORM: INTO SHELTERLY

Appointed Volunteer - Shelterly:
- The Intake Lead collects all (paper) <u>Animal Intake Form's</u> from the Intake binder.
- Use a systematic method to <u>carefully</u> enter the following information from <u>Animal Intake Form</u>
  - <u>Intake from Walk-In</u> (Owner) Enter detailed Owner information.
    - Animal Information: add all animal information possible.
    - Enter designated paper system Animal # in the <u>Breed/Description</u> section.
      - Ensure A# is the first entry, for it to be seen when printed.
  - ***Non-Owner:** <u>Intake from Walk-In</u> (Non-Owner) - Reporter Information: name and phone#.
    - Animal Information: Importance is where animal was found, <u>record</u> cross streets.
    - Enter designated paper system Animal #, as first enter, in the <u>Breed/Description</u> section.
- <u>Write</u> Shelterly's Animal # on (paper) <u>Animal Intake Form</u> next to the paper system Animal #
- Give Assistant #1 owner's name and total # of animals. Connect USB printer cable to printer.
    *On the following: **Select** – (print icon), locate downloaded document, open, then print.*
  - Print - <u>Animal Care Schedules</u>
  - Print - <u>Owner Summary/Liability</u>

<u>Assistant 1#</u> Confirm owner's name, total # of animals, work though process together.
- Retrieve <u>Animal Care Schedules</u> and <u>Owner Summary/Liability</u> from printer.
  - Confirm owner's name and total # of animals.
    - Retrieve <u>Animal Care Schedule</u>
      - Write designated paper system Animal # next to Shelterly Animal No: (A#)
      - This new Shelterly Animal# will supersede the paper system A#
  - Write the Shelterly generated Animal No (A#) on Animal Master List, next to other Animal #.
    - (x) box on the Animal Master List indicating Shelterly entry is completed
  - → Attach - <u>Owner Summary/Liability</u> to original paper <u>Animal Intake Form.</u>
    - Refile in the Intake binder.
        ***Non-Owner:** No <u>Owner Summary/Liability</u> until owner is found
          - File paper <u>Animal Intake Form</u> under OunID tab, awaiting a photo.
- Work with Area Leads and/or Documentation Lead
  - Take new Shelterly printed <u>Animal Care Schedule</u> to animal.
    - Update Whiteboard with Shelterly A#

- ▪ Update neck tag with Shelterly A#
- ▪ Update current existing <u>Animal Care Schedules</u> with Shelterly A#
- o → Attach new Shelterly printed <u>Animal Care Schedule</u> to animal's kennel / condo / stall / paddock.
  - ▪ All existing <u>Animal Care Schedules</u> stay with animal on kennel / condo / stall / paddock.

## ALTERNATE PROCEDURES

**<u>Add Another Animal:</u>** if **<u>Save and Finish</u>** before **<u>Add Another</u>** Animal was selected. Shelterly Tutorial

- Shelterly: Return to 'Home'.
- Select - correct Shelter.
- Select - correct 'Intake from' (field):
- 'Use Existing Owner' (auto fill list of owner's names and phone #'s must be selected in line below).
  - o Select Next step and enter owners' other animals.
  - o If the owners' name is not on the auto fill list, exit, collect correct name and phone, reenter.

**<u>Owner Returns with More Animals</u>**:

- Shelterly: <u>Intake from Walk-In</u> (Owner). Refer to Shelterly **Tutorial at nvadg.org.**
- 'Use Existing Owner' (auto fill list of owner's name and phone #, must be selected in the line below).
  - o Select Next step and enter owners' other animals.
  - o If the owners' name is not on the auto fill list, exit, collect correct name and phone, reenter.
- Paper Animal # system (sequence), <u>Do Not</u> try to match owners prior Animal # s.
  - ▪ Assign the next consecutive Animal # that is current on Animal Intake Master List.
- Record on Animal Intake Master List owners other Animal #s in <u>Remarks</u> **section**.

**<u>Paper Animal # System</u>**: Multiple animals per one owner with over 26 animals (A-Z).

- ▪ Implement double last letter system C3AA, C3BB, C3CC, C3DD, C3EE, etc.

**<u>Returning Animal to Shetler from Transferred Out</u>**: Update on the Animal Intake Master List.

- Find original Animal #, on Animal Intake Master List, write in 'Date if Transferred back'.
- Move Animal Intake Form or Owner Summary/Liability from Transfer binder to Intake binder.
  - o Record update on form, circle with green highlighter. Record on Tracking Index.
  - o The owner's signature is still valid. Follow Owner Contact Protocol.
- Shelterly: **SEARCH** – **ANIMAL:**
  - o Select - 'Animal detail'– 'Update animal' by changing shelter (vet) in 'Shelter/ Room'.

**<u>Deceased Animals</u>**: Record as transfer to BCAC or Return to Owner 'RTO' (highlight date in green).

**<u>Photo Documents:</u>** Take a photo of alternate forms of owner ID, etc. and/or necessary documentation**.**

- **Shelterly: SEARCH** – **OWNERS**:
  - o Select - 'Owner details' (scroll down) / Photo Document / Name / download photo / SAVE.

**<u>Owner Alternate Procedures:</u>** Two-person verification. Directed by Shelter Lead**, approved by** ABOC.

- The owner has a proxy to pick up their animal. Follow Protocols.
- The owner has a proxy to sign the Release of Liability. Follow Protocols.
- Surrender of Animal: BCAC Impound form. Follow Protocols

**<u>Alternate Location (Satellite) Shelters:</u>**

- **Animals Taken Directly to** Veterinary Hospital from the Field:
  - o Usually taken by Evac Teams and/or First Responders.
  - o <u>Paper Process</u>: Dispatch will take a picture of RAS, get it to the Shelter Lead or Intake Lead.
  - o Ensure: All animals need a signed Liability Release (on Animal Intake form or Shelterly printed form) ensure Intake Lead is to contact owner to come into Intake at the Shelter to sign.
    - ▪ File in Transfer binder, document on Tracking Index and Animal Intake Master list.
      - • Ensure animal is **NOT** put into the daily Animal Count.
      - • If Owner has other animals at NVADG's shelters, note in Remarks' Intake Master list.

9/30/2023

## TRANSFERS IN OR OUT, LONG TERM SHELTER

Plan for transfer of animals to Long Term shelters as directed by Shelter Lead as approved by ABO Operations Section Chief, or by Animal Control authority:

- Assist with ABOC Operations Section Chief Housing Options, directed by Shelter Lead.

*Refer to Intake/Release/Transfers NVADG Protocols - nvadg.org Tools - General-Forms*
*Carefully, systematically refer to list of animals that will be transferred. (x) as called, (x) copies completed.*

- Contact Owner: Use Owner Contact protocol. Assigned by Shelter Lead and/or Intake Lead.
  - Document date, time, AR#, first name and outcome of call on back of **White** Animal Intake Form
    - Shelterly: 'Contact Log' on Owner Details page. Use Shelterly Tutorials.
- Ensure Owner and OunID (Owner Unidentified) animal paperwork is ready for transfers.

*Use a systematic manila folder system to keep track of animal documents:*
- *Copies of documents that will accompany animal when transferred.* **Animal # visible on folder.**
- *Original documents that will be filed in Transfer binder after animal is transferred, A# on folder.*
  - Make a copy of Animal Intake Form and/or Owner Summary/Liability if applicable.
  - Make a copy of the Animal Care Schedule if applicable:
    - Veterinarian care discharge instructions/Vaccination / Microchip registration information.
- Use the Transportation Manifest with two-person verification with Shelter Lead.
  - Two-person: record each animal that will be transferred, (x) as that animal is loaded into vehicle.
    - File Transport Manifest in Transfer binder, record on Tracking Index.
  - Give the Transport driver a copy of Transport Manifest and documents accompanying animal.
- Record on Animal Intake Master List and Daily In and Out Tracking. (Highlight green, transfer box)
- File *Original* Animal Care Schedules, Animal Intake Form or Owner Summary/Liability in Transfer binder, record each animal on the Tracking Index.
- Shelterly: **SEARCH** – **ANIMAL:**
  - Select - 'Animal detail' – 'Update animal', by changing shelter (vet) in 'Shelter/ Room'.

## Transfer In:

Plan for Transfer In of animals.
- Use the Transportation Manifest with two-person verification with Shelter Lead.
  - File a copy of Transport Manifest in Transfer binder, record on Tracking Index. Give driver copy.
- Ensure you have received all pertinent documentation from Transport driver.
  - Veterinary care discharge instruction, Microchip #, Vaccination, etc.
  - Animal Care Schedules and Owner Summary/Liability, Animal Intake Form if available.
- Record on Animal Intake Master List and Daily In and Out Tracking.
- Shelterly: **SEARCH** – **ANIMAL:**
  - Select - 'Animal detail' – 'Update animal', by changing shelter (vet) in 'Shelter/ Room', SAVE.
- File Animal Intake Form and/or Owner Summary/Liability in Intake binder.

*If Owner Summary/Liability and/or Animal Intake Form is not provided, check Shelterly and/or NVADG paper system for that animal, unable to locate, create an Animal Intake Form or enter in to Shelterly.*