

Facility Intake of Animals Policy

Purpose

The purpose of this standard operating procedure is to outline the policy and procedures for the intake of animals.

Policy

It is the policy of the Humane Society of Henderson County (HSHC) to take in stray animals and to manage the intake of owner surrendered companion animals when the owner is no longer able or willing to keep the pet, and to house and care for companion animals that have been seized or taken into custody by Animal Control. This policy extends to Henderson County residents only, and only for animals adopted out by the Humane Society of Henderson County. Once the animal has received intake shots and/or Parvo test, HSHC reserves the right to assess a fee if the person refuses to accurately complete necessary information on the intake forms or if the person changes their mind about surrendering the animal (less than 24 hours). The fee will only be for the cost of the shots and/or Parvo test that was administered.

Procedure For Intake of Strays

A. The HSHC accepts all stray domestic animals brought in by Henderson County residents or Animal Control.

1. If a Henderson County resident comes to the shelter with a stray animal, the HSHC staff will verify the resident's status through their Driver's License and have the person complete a stray intake form. This form will include (not limited to) the following:

- a. Description of animal (color, size, gender, type)
- b. Location where found
- c. Identification: collar, tags, tattoo, license, markings
- d. Name, address, phone number and Driver's License of person completing form
- e. Information about circumstances
- f. Other information as available (i.e. bite status, caught in a live trap, etc)

*staff will note time form is received with their initials to verify timely intake and setup of animal

*puppies under 1 year of age cannot enter the Shelter until a Parvo test is completed

2. The animal shall be taken to "Receiving area" where staff will assess whether the animal appears healthy or is in need of immediate medical attention. A photo will be taken prior to seeking veterinary care. Intake shots may be postponed if the dog is seriously injured, obviously ill, or too stressed for staff to safely handle.

3. If the animal appears healthy, staff will take and upload a photo and give intake shots (noting the time shots are given on the form).

4. If an owner can be identified, staff will make every effort to notify the owner that the animal is at the shelter.

5. If there is no identification, staff will check lost reports in an attempt to locate an owner.

6. Stray dogs are held at the shelter either 5 full days (no identification) or 7 full days (found with some identification like a collar or tags) before it is internally transferred to the responsibility of the Humane Society.

7. Cats that are brought in as strays will be placed in the intake cat room to be monitored and observed for a period not less than 10 days. This is to assess for illness, disease and feral tendencies.

B. The HSHC accepts any and all abandoned or stray small, non-wildlife, companion animals, including small mammals, reptiles, and birds (other than wildlife). Intake procedures and custody records are the same as for dogs and cats except there are no intake vaccinations.

C. The HSHC accepts stray or abandoned poultry and limited livestock. Intake procedures and custody records are the same as for dogs and cats except there are no intake vaccinations.

*Efforts are made to secure foster for livestock due to limited Shelter facilities to manage livestock.

D. The HSHC does not take healthy or injured wildlife.

1. Citizens bringing healthy wildlife are instructed to return the animal to where it was found and release it.

2. Citizens bringing injured or orphaned wildlife are referred directly to the local wildlife technician.

3. If there is suspected rabies or exposure to a human or companion animal from a rabies vector species, an Animal Control Officer must be called to speak with the citizen and determine the course of action.

Procedure for Intake of Owner Surrenders

The HSHC accepts owner surrendered domestic animals from Henderson County residents or from owners that adopted the animal from HSHC.

1. If a Henderson County resident comes to the shelter to surrender an animal, the HSHC staff will verify the resident's status through their Driver's License and have the person complete an owner surrender intake form. If an HSHC adopter comes to the shelter to surrender their adopted animal, HSHC will verify through Driver's License and internal records that the correct animal is returned to HSHC. The HSHC adopter will complete an owner surrender intake form.

This form will include (not limited to) the following:

a. Description of animal (color, size, gender, type)

b. Location where found

c. Identification: collar, tags, tattoo, license, markings

d. Name, address, phone number and Driver's License of person completing form

e. Information about circumstances

f. Medical information

g. Behavioral information

h. Other information as available (training, temperament with other animals, people, etc)

*staff will note time form is received with their initials to verify timely intake and setup of animal

*puppies under 1 year of age cannot enter the Shelter until a Parvo test is completed

2. The animal shall be taken to "Receiving area" where staff will assess whether the animal appears healthy or is in need of immediate medical attention. A photo will be taken prior to

seeking veterinary care. Intake shots may be postponed if the dog is seriously injured, obviously ill, or too stressed for staff to safely handle.

3. If the animal appears healthy, staff will take and upload a photo and give intake shots.

4. Staff will request current veterinarian records and current rabies vaccination to include with the owner surrender intake paperwork. .

5. Cats that are owner surrender with supporting veterinary documentation will be placed in the public Cat Room or Free Roam. This allows the animal to be immediately available for adoption (per spay or neuter status).

6. Cats that are owner surrender without supporting veterinary documentation will be placed the intake cat room to be monitored and observed for a period not less than 10 days. This is to assess for illness, disease and feral tendencies.

7. Dogs that are owner surrender will be placed in the public viewing kennels, as available. This allows the animal to be immediately available for adoption (per spay or neuter status).

8. Other animals that are surrendered will be placed in appropriate areas of the Shelter and will be immediately be available for adoption (per spay or neuter, if applicable).

9. If the staff completing the intake of an animal is concerned that the animal being surrendered may have medical issues (skin problems, emaciation, apparent illness, wounds, etc) as a result of abuse or neglect, the staff should contact an Animal Control Officer, and/or Shelter Manager, and/or Executive Director to evaluate the animal and determine if Animal Control involvement is necessary.

Staff Responsibilities for Intake

The timeline for completing an intake of any kind of animal should be within the first hour of intake. Circumstances (i.e. kitten/puppy season, need for additional staff to handle animal, etc) may cause this time to vary. Typical time to complete intake and setup of an animal is 20-30 minutes (this is when Shelter is not busy and Shelter space is readily available). The staff member that gives the intake shots should be the one that completes the setup of the animal. If the staff that gives the intake shots is not able to complete set-up of the animal, that staff is still responsible for following up to insure setup was complete.