### SHELTER PROCEDURES DEALING WITH ANIMALS [Animal Welfare Organization]

This document details the intake process and staff responsibilities related to facilitating boarding pets at [Animal Welfare Organization].

**When clients call**, ask:

* If they have pets at home, including species and basic behavioral information (e.g., aggression, house/litter trained)
* If they are concerned about the safety of their animals if they were to come to shelter
* If their pets have been threatened or harmed
* Contact [Animal Welfare Organization] to determine if accommodations are available for the pet(s)
* If there is no room at [Animal Welfare Organization] (or client does not want to bring pets), brainstorm ideas about safe temporary home or connect client with local animal welfare organization

**When clients arrive** with pets:

* Secure pet(s) in a room away from other residents while intake forms are completed.
* Complete pet-related intake forms with the resident.
* Ensure that the owner/guardian has necessary supplies (e.g., food, litter, dishes, bed/crate).
* Arrange transfer of pets to [Animal Welfare Organization].

**If clients arrive after hours**, or there is no immediate vacancy at [Animal Welfare Organization]

* Pet(s) will be given a [48 hours transition period] between arriving at [Agency] and being transported to [Animal Welfare Organization]
* Use modular and adaptable furnishings (\*collapsible kennels/crates/play pens) that can be reconfigured to accommodate different pets. This flexibility allows the shelter to optimize space usage based on the number and types of pets waiting for boarding.
* Inform other residents of the presence of pet(s) and the estimated time frame they will be sharing the space. During their temporary stay, pet owners/guardians will be responsible for the care and supervision of their pet(s) at all times. Areas that pets are permitted will be outlined to both owners/guardians and other residents.
* Maintain close communication with the boarding facility to minimize the time pets spend in the shelter and facilitate prompt transfers.

**When clients leave** the shelter:

* Together with owner/guardian, connect with [Animal Welfare Organization] to arrange time to retrieve pet(s), taking into account safety and security.
* Arrange transfer of pet(s) to owner/guardian’s care.
* If applicable, obtain final invoice for boarding fees, and provide to the owner/guardian (may be accompanied by Boarding Services Fee Repayment Agreement).
* Ensure that the owner/guardian has necessary supplies (e.g., food, litter, dishes, bed/crate) for new accommodation.