### ABANDONED PET PROTOCOL

AGENCY is dedicated to providing shelter and care for individuals and their pets. We recognize that pet owners/guardians may face difficult circumstances that make it challenging to care for their pets, but we are equally committed to ensuring that pets receive proper care and attention.

A pet is deemed to be abandoned if:

* The owner/guardian has moved out of the shelter and left their pet behind; or
* The owner/guardian has been absent from the shelter for more than 24 hours without letting staff know or making arrangements for their pet(s).

When a case of potential pet abandonment is identified, AGENCY staff should conduct an initial assessment to confirm whether abandonment has occurred. This includes checking the pet's living conditions and the presence of food, water, and any identification or contact information for the owner/guardian.

If abandonment is confirmed, AGENCY staff should attempt to contact the owner/guardian who abandoned the pet using any contact information available. This may include phone numbers, email addresses, or emergency contact information. While waiting for a response from the owner/guardian, AGENCY staff will provide immediate care to the abandoned pet, including ensuring the pet has access to food, water, shelter, and any necessary medical attention.

If contact is established with the owner/guardian, AGENCY staff should discuss the situation with them. If the owner/guardian cannot or will not reclaim their pet within a reasonable timeframe, shelter staff should contact their local BC SPCA or animal rescue organization [location and phone number] to seek support in rehoming the pet.

Shelter staff should maintain detailed records of the abandonment incident, including dates, times, communication attempts, and any actions taken.