**SHELTER PROCEDURES DEALING WITH ANIMALS**

This document details the intake process and staff responsibilities related to accepting pets at the shelter.

**When clients call**, ask:

* if they have pets at home;
* if there are pets at home, if they are concerned about the safety of their animals if they were to come to shelter; and
* If their pets have been threatened or harmed.
* If there is room at the shelter to accommodate the pets, complete the pre screen form to determine if pet is eligible for onsite sheltering. If approved, let the client know they may bring their pet(s) to [Agency] with them.
* If there is no room at shelter (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 [designated space] away from other residents while intake forms are completed and allow time for the pet to decompress.
* Complete pet-related intake forms with the client.
* Show the client the pet-friendly areas of the shelter, the spaces where pets are not allowed, and any outdoor spaces. Make sure they are aware of where to dispose of the pet waste.
* Ensure that the client has necessary supplies for the regular care of their pet(s) (e.g., food, litter, dishes, bed/crate).

In case of emergency or evacuation:

* Pet owners/guardians are responsible for the safe evacuation of their pet(s).
* Human life should be prioritized in evacuation of the shelter.

In case of pet-related conflict, please see Pet-Related Conflict Procedures document.