

## Top-Notch Intake Protocols for Shelter Pet Health 2019 HSUS Animal Care Expo

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Intake processes have an immense effect on behavior, staff and animal stress, crowding and resource allocation. A key component for reducing the spread of infectious disease is recognition at the time of admission. Setting animals up for success with a well-designed intake protocol can impact everything that follows. This session will cover recommendations to implement right at the door for intake evaluation, diversion, stress reduction and infectious disease control.

### **KEY QUESTIONS**

#### ⇒ *DO THEY REALLY NEED TO COME IN?*

Many shelters are recognizing that bringing more animals *IN* is not actually the way to save more lives. The animal sheltering community is starting to think about this differently.

- Resources for pet owners- let's try to keep pets in their homes by providing owners with knowledge or even financial assistance!
- Pick an acronym! SNR, TNR, RTF? (Shelter-Neuter-Return, Trap-Neuter-Return, Return-to-Field)
- Utilization of foster programs, including Foster-by-Finder, and Foster-to-Adopt are useful tools to keep pets out of the shelter
- There is a plethora of information available on this topic- check out our website after Expo to learn more: <https://www.uwsheltermedicine.com/library/resources/2019-expo>

#### ⇒ *IF THEY DO NEED US, WHEN SHOULD THEY COME IN?*

Many shelters are moving toward a Coordinated Entry or Managed Admissions System in order to best allocate their resources to provide care for those animals that need them the most. They recognize that the idea of "accepting any animal at any time regardless of the circumstances" can actually lead to trouble and have successfully implemented managed admissions in their communities.

- Here are some examples of shelters that manage their admissions to best serve their communities:
  - <https://www.utahhumane.org/admissions>
  - <https://www.animalhumanesociety.org/>
  - <https://yoursPCA.org/what-we-do/animal-admissions/>

#### ⇒ *OK, THEY'RE HERE, NOW WHAT?*

A thoughtful intake process is one of the most important tools a shelter has to minimize spread of infectious disease, reduce stress (for staff and animals!), and start animals off on the right pathway.

- Intake quarantines? NO, THANK YOU! Here's why: <https://uwsheltermedicine.com/library/resources/should-shelters-have-mandatory-intake-quarantines>
- Sample intake protocols and check-in (exam) forms can be found here (after Expo): <https://www.uwsheltermedicine.com/library/resources/2019-expo>

- Be on the lookout for medical AND behavioral red flags and have a plan for what to do if you see them.
- Just because their time in intake is short doesn't mean we don't need to think about minimizing stress in housing and handling. Portals for everyone!!!
- When it comes to behavior, let's be proactive instead of reactive! Recognizing behavior needs on intake allows us to provide better care for all the animals during their stay in the shelter. Watch this recorded lecture on behavioral monitoring, medication and case management in the shelter: <http://videos.med.wisc.edu/videos/89577>
- Weren't we all taught to clean up after ourselves? Sanitation considerations are just as (or more) important in our intake areas as they are in the rest of the shelter! Check out our Sanitation in Animal Shelters Information Sheet to learn more: <https://uwsheltermedicine.com/library/resources/sanitation-in-animal-shelters>

⇒ *KEEP THE END-GOAL IN MIND!*

Pathway planning starts the moment the animal enters your shelter (or before)! Our job is to ensure the animal is with us only for exactly the amount of time they need- no more, no less. Make sure to attend the "Maximizing Flow Through to Maximize Lifesaving" session (or review the handout) to learn more!

⇒ *MORE RESOURCES:*

- Link to slides and resources shared at 2019 HSUS Animal Care Expo in the Shelter Medicine Track: <https://www.uwsheltermedicine.com/library/resources/2019-expo>
- Shared Resource library of UWSMP and UC Davis KSMP: [www.uwsheltermedicine.com/library](http://www.uwsheltermedicine.com/library)
- The entire lecture series for the Maddie's Shelter Medicine Course offered to UW Veterinary students is available free, on-demand here: <http://videos.med.wisc.edu/events/229>