

The Companion Animal Rescue Endeavor

POLICIES & PROCEDURES 2015

After today, you should be comfortable discussing...

- Stray intake protocol
- CARE intake protocol
- Standard preventative care provided to all CARE animals
- CARE volunteers
- CARE adoptions
- CARE Social Media Policy
- Who to contact if you have questions

Northwood / Southwood Stray Intake Protocol

Do what Ashley tells you. This presentation is about CARE, not about strays.

CARE Intake Protocol

1. Animal is owner surrendered, found as a stray, or selected at doctor discretion from an area shelter.
2. CARE board elects to include animal in the CARE program.
3. Doctor designs treatment plan & starts medical record under CARE cornerstone account
4. “New CARE Animal” Google Form completed by tech or doctor on the case

How do we invoice CARE stuff?

- Charges should be entered at the time the services are completed or product is used
- Enter charges directly onto the invoice, not on the PVL
- Sheila will then work some magic
- For medicines that are from CARE stock - prescribe as normal but zero out the price. Make sure to write “Filled from CARE stock” on the label

At the time of adoption, all CARE animals are...

- Healthy
 - If a chronic condition is present, it will be advertised with the patient and thoroughly discussed with any potential adopters before the adoption is finalized (ex: this patient is in the final stages of HW treatment and needs exercise restriction for the next 6 weeks, etc etc)
- Microchipped
- Spayed/Neutered
- Up to date on vaccines

CARE Adoptions: Who does what?

- Processes adoption applications:
 - Northwood: Shannon
 - Southwood: Stacy
- Adoption Exams: Doctor
- Adoption See Out: Doctor + Technician on their team that day

The Adoption Process

1. Doctor determines that pet has completed treatment and is adoptable
2. Adorable photographs are taken of the pet and emailed to AC
 - a. I will make sure the animal posted on our website and Petfinder with 24 hours of receiving this email. I'll also schedule a Facebook post for ASAP (sometimes it will be a couple of days before the FB post goes live b/c other things may already be scheduled)
3. Adoption application is received
4. Adoption tech/staff member processes the application - see separate protocol
5. If the application is approved the client will be contact and will have 24 hours to place a 50% deposit on the pet and schedule a pick-up/see-out for no more than 2 weeks from the current date.
 - a. After the deposit received, we will “hold” the pet for them. During this time, we will continue to accept applications, but any new applicants will be told by the adoption tech that there is another application pending.
 - b. It is important that we keep accepting applications during this time so that if the adoption falls through we have some back-ups
6. Adoption exam performed by doctor
7. Adoption see out - ALL techs/TAs should be comfortable with the adoption see out process/paperwork
8. Approximately 2-4 weeks after the adoption, the CARE will call the new family to check up on our adoptee. AC schedules these callbacks with techs through Cornerstone at NAH and emails a list to Charlie at SWAH
 - a. The hospital who adopted the animal out is responsible for making this phone call

Adoption See-Out: Tech Responsibilities

- Ensure all paperwork is filled out completely
 - CARE Adoption Contract
 - Microchip Registration
 - Pet's health/vaccine record booklet - should go home with new owners
 - Rabies certificate -should go home with new owners
- Take a picture of the pet and new owners for Facebook
 - Get verbal permission from owner to post - photo release is also included in the adoption contract, so if you forget it's not a big deal
 - Email to drcrutchfield@northwoodanimalhospital.com
- Transfer ownership of pet in Cornerstone & check accuracy of vaccine reminder dates
- Complete the "Adoption Finalized" Google Form in entirety!
 - DO NOT PUT "UNKNOWN" FOR ANY OF THE BLANKS!!!!
 - Google will automatically email me when this form is completed. I will take the animal off the CARE website and PetFinder within 24 hours. I will never take an animal offline until they physically leave the building, which is when this google form should be completed.
- If they plan to use a different hospital for routine care, make sure to fax the pets records over

CARE Volunteer Opportunities

- Puppy Training Team
- Dogs Walking Humans
- Special Events
 - Casino Night - September 25, 2015
 - Scarecrows at Maclay gardens - Oct. 7-31
 - Dog-O-Ween - Oct. 25, 2015
 - Gaines St. Fest - Nov. 7, 2015
 - Barnes & Noble Gift Wrapping - Dec. 12
 - Take Me Home Event - Jan. 9, 2016

CARE Volunteers: How to get involved

- Submit a volunteer application at www.careintallahassee.org
 - Employees DO need to submit an application, but you can put “Southwood or Northwood AH Employee” in the reference box
- After your volunteer application is approved, you will be added to Sign-Up Genius. This web-based program is how you will sign up for volunteer shifts.
- If you sign-up for a shift, please make sure to show up!

CARE Volunteers: They Need You!

- For Dogs Walking Humans, volunteers should call to see if there are any dogs available to walk before coming
- Volunteers are instructed to check in with the receptionists at the clinic at the beginning of their volunteer shift.
- They should sign in for each shift, volunteer hours should be emailed to AC at least once per month

Social Media & Photography

- CARE has an official social media policy.
- Our animals get adopted much more quickly if we present them in the best light possible.
- Photo quality and cuteness cannot be under appreciated!
- If you take pictures for CARE please save them in the CARE folder and let me know that they are there (email, text, etc). If you are at Southwood, please email me the picture as it is harder to remote in to your system.

Link to CARE Social Media & Photography Guidelines:

<https://drive.google.com/file/d/0B3jl5-M5jTRVVTetMEhGbHdGWjQ/view?usp=sharing>

We have 3 CARE roles for STAFF members

1. Adoption supervisor
2. Social Media Supervisor
3. Medication Supervisor

Adoption Supervisor

This position has already been filled at NAH

- Northwood = Shannon
- Southwood = Stacey

Expected to process applications within
5-7 business days.

Social Media Supervisor

- Northwood: Bethany & Vicky
- Southwood: Charlie

Responsibilities

- Each hospital enrolled in the CARE program will designate a staff member to be the social media supervisor. This individual will be responsible for helping to develop content for CARE's online marketing (website, Facebook, PetFinder)
- All photographs must be taken in accordance with the CARE Social Media and Photography guidelines. Poor quality pictures will NOT be posted online.

Medication Supervisor

- Northwood: Bethany
- Southwood: Mary

Responsibilities

- Administer heartworm prevention to every CARE animal
 - Contact Susan Rodgers if your hospital is low on CARE HWP stock
- Frequently check the animal's medical record and compare it to whiteboard to ensure that all vaccines, diagnostics, etc are scheduled appropriately and become completed on time.

CARE Contacts:

	Northwood	Southwood
Adoption Supervisor	Shannon	Stacy
Social Media Supervisor	Bethany / Vicky	Charlie
Medication Supervisor	Bethany	Mary

CARE FAQs

I saw Fluffy on the website and think he is really cute! When can I come visit?

Anytime M-F from 9am-4pm.

The last hour at any clinic is crazy, please have CARE people come before then

CARE FAQs

I would like to volunteer with CARE. What do I do now?

Visit www.CAREinTallahassee.org to submit a volunteer application. Applications are not accepted in any other format.

CARE FAQs

Q: I submitted an adoption application for Fluffy like 10 minutes ago, if I call back in 30 minutes will she be ready to go?

A: NO! Adoption applications are processed within **7 business days** of being received. If you have not heard from us within 10 days please feel free to call back then. CARE is currently a 100% volunteer run organization; please be patient.

CARE FAQs

Q: I would like to support CARE, but don't have a lot of money. Is there anything I can do besides writing a check?

A: Absolutely! Volunteer, Amazon Smile, Walk for a Dog, BarkBox, follow us on FB and spread the word, and more!

www.careintallahassee.com/helpcare

CARE FAQs

I need [adoption application/adoption contract/ volunteer liability waiver / some type of CARE paperwork]. Where is it?

A: The CARE & Rescues folder in Northwood Documents - please help yourself, just don't move/delete anything in this folder :)

CARE FAQs

I don't want my dog anymore / I found this cat / my friend's dog is hurt and we can't afford to treat it... Can you put it in CARE?

- If pet is healthy → No, please check with the shelter or other local rescues (list on computer?)
- If pet is not healthy → Cannot determine over the phone. Can schedule an examination with a doctor (HAVE TO PAY EXAM FEE UPFRONT) but need to understand that CARE only accepts homeless animals from animal hospitals or the shelters, not directly from the public. Even if they surrender the animal to Northwood, it may not go into CARE (could go to the shelter or be euthanized) and they do not have any ability to follow up with the pet. They will likely NOT know after the examination if the animal is for sure going into CARE, but the Dr. could tell them if it is a good candidate for the CARE program or not. If CARE is full, it is unable to take any more animals and that is always a possibility as we are only ever able to have 15 animals (total, both adoptable and in treatment) in the program.