The goal of the Scheduled Intake Policy is to make bringing animals into the shelter more timely, orderly, and efficient. By scheduling all animals rather than allow for spontaneous intakes, the SPCA will be able to offer diversion services as well as plan out its available kennel space and therefore have a better turnover rate between intake areas and the adoption floor. Scheduling intakes will also allow for staff to allocate times for vaccinating the new animal, filing paperwork and inputting the animal into the system.

FredSPCA Returns

* Required information prior to/on intake
	+ Any Bite history including Bite Report
	+ Custody Form
	+ Owner Surrender Questionnaire
	+ Any updated medical records
	+ Escalate to appropriate staff on or before intake. Refer to placement criteria for appropriate communication process.
* Criteria for intake
	+ Animals adopted from FredSPCA with required information

FredSPCA Returns from other shelters

* Required information from other shelter prior to transfer communicated with Transfer lead
	+ Any Bite history including Bite Report
	+ Owner Surrender Questionnaire or report of all circumstances regarding the bite(s)
	+ Any updated medical records
* Criteria for transfer
	+ Animals adopted from FredSPCA with required information

Our Intake Coordinator is the point of contact for all surrender requests. Calls should be forwarded to ext 121 and emails sent to intake@fredspca.org. Decisions to deviate from any of these guidelines must come from the Intake Coordinator.

Any animal being considered for surrender to the SPCA must meet the following basic criteria:

* The animal cannot have a history of biting or other overly aggressive behavior. Refer to current Placement criteria policy.
* The animal must be social, friendly, and non-feral.
* The animal cannot have any outstanding, chronic medical issues (cancer, diabetes, etc).
* All animals must be able to be handled by staff

Owner Surrenders: We accept owner surrenders regardless of their place of residence, however we do encourage animals to be surrendered to the rescue, breeder, or shelter from which they originated.

Stray animals: Stray animals must be taken to the county shelter of the locality where the animal was found including animals located in our jurisdiction. We cannot accept strays from outside of our jurisdiction.

* If the Spotsylvania County shelter is full, we can accept stray intakes if we have space. This applies to animals found in the following zip codes: 22401, 22407, 22408, 22551, 22553, and 22580
* If a stray dog is found in our jurisdiction on days that our county facility is closed (Sundays and Mondays), call Spotsylvania County Animal Control at 540.582.7115. They will pick up stray dogs from our facility as long as we do not take custody of the animal.

Rehome Request Process:

1. A Rehome Request must be completed for all animals to be considered for intake. These are on the Rehome tab on our website.
2. All members of the public who physically come to the shelter with the intent to rehome an animal should complete the “Rehome Request” on our website. Take advantage of having the person in front of you by gathering as much information as possible about the animal and the situation so that we can attempt to divert the intake by helping to solve the issue at hand.
3. The intake coordinator will look through the profiles daily and schedule evaluations according to the kennel space currently available in the shelter.
4. Scheduled intakes are to be placed in our shared calendar titled “Scheduled Intakes and Transfers”. Include the animal type, owner name and contact in the calendar.
5. Intake Staff may not take custody of owner surrender animals outside of the shelter, deviation from this must be approved by a director.