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The goal of the Scheduled Intake Procedures 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 better 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 technicians to allocate times for vaccinating the new animal, filing paperwork and inputting the animal into the system.

1. ALL animals will be placed on the surrender wait list. Any animal being considered for surrender to the SPCA must meet the following basic criteria:

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 (when applicable and safe for the animal in question). Stray animals must have been found in Spotsylvania County or in the City of Fredericksburg.

Priorities for intake are given to any animal originally adopted at Fredericksburg SPCA, regardless of condition.

Animals with bite histories must be evaluated as to the circumstances and condition of the animal. Animal cannot have a history of overly aggressive behavior. Refer to current Bite Grading Policy.

The animal should be social, friendly, and non-feral.

The animal should not have any outstanding, chronic medical issues (cancer, diabetes, etc) without consulting with the medical team.

A decision to deviate from any of these guidelines must come from the Executive Director or Veterinary in Charge.

2. All calls for intakes will be funneled to our community outreach staff members to avoid information loss and confusion. Thus, calls received should be forwarded to extension 10 or 11. The community outreach team will then speak with the caller to complete an "Animal Surrender Profile" and schedule an evaluation.

3. All members of the public who physically come to the shelter with the intent to surrender an animal should complete the “Animal Surrender Profile” sheet and be scheduled for an evaluation. Take advantage of having the person in front of you by gathering as much information as possible about the animal and the situation. Any interactions with those placed on the Fredericksburg SPCA’s surrender list after the profile has been filed must be documented. This should be completed only by staff who have been trained on Surrender Profiles.
4. All Animal Surrender Profiles should be placed in the Animal Surrender Binder which is located in the Lead Tech office.
5. The intake coordinator will look through the profiles daily and schedule evaluations according to the kennel space currently available in the shelter.
6. Upon scheduling an evaluation, staff will inform the person surrendering of the SPCA’s intake procedures. All evaluations should be scheduled in our shared calendar titled “scheduled intakes”. Please be sure to include the animal type, owner name and contact in the calendar. The person surrendering will also be made aware that the animal must:
 - a. Test for FIV/FELV or HW (6 months or older).
 - b. Be able to be handled by staff.
7. The outreach team will call people on the surrender list on a daily basis to gather updated information on their animal's’ situation. If the animal is still in need of being surrendered, staff will keep the profile active in the SPCA’s surrender list. If the animal is no longer in need of being surrendered, the profile will be placed in a file of inactive profiles. Profiles can remain inactive for no more than 90 days. If at a later date that person is again in need of surrendering the animal, the profile can be reactivated.