**INTAKE POLICIES AND FEES**

**INTAKE PROCESS**

Gloucester-Mathews Humane Society intakes approximately 2,000 animals each year. Every animal MUST be logged in ShelterLuv software, the software program GMHS uses to track all animals in our care. All physical attributes must be specified in ShelterLuv. A custody record or disposition paper MUST also be filled out for every animal that we intake through the GMHS ShelterLuv program.

Gloucester-Mathews Humane Society is an open admission shelter; however we are managed intake. This means if the time arises that kennels are full and we do not have the space, or if there is an illness in the building and intakes must be stopped, GMHS reserves the right to do so. The goal is always to avoid over-crowding within the shelter. This decision will always be manager approved, and discussed with the team for communication purposes.

Animals that Gloucester-Mathews Humane Society accepts includes cats, dogs and small animals (pocket pets), reptiles, and at times livestock and poultry.

**OWNER SURRENDER (O/S) & RETURN TO SHELTER (RTS)**

1. GMHS accepts animals surrendered by their owners by appointment from Gloucester, Mathews, and Middlesex counties. Any other jurisdictions need management approval. Pets surrendered by their owners are relinquished to shelter staff in the intake office. These animals are evaluated by shelter staff before being made available for adoption.
2. Animals surrendered over to Mathews Animal Control will be transferred over to our shelter as they do not have a facility to hold animals. Animals surrendered to Gloucester Animal Control at times will be transferred to us due to lack of kennel space on their part, especially cats.
3. GMHS will accept animals returned to the shelter if the owner does not live in the accepted jurisdictions, but we do require proof that the animal was adopted from such as adoption paperwork, microchip information if this information is not already in our system.
4. While GMHS does have an owner surrender fee of $35.00 per animal surrendered or $60.00 for litters or kittens and puppies, GMHS will still accept the animal(s) if no fee is paid. GMHS does, however, encourage the fee or at least a donation to help support the general care and cost for medical needs.
5. GMHS does not require a return to shelter fee for an animal being returned to the shelter. If the adopter asks for a refund for their adoption fee paid, only 50% will be given back of what was paid of the adoption fee. The refund can also take up to two weeks to process and is not a same day return. For all refunds a refund request slip must be filled out, the original receipt printed and stapled to the refund request slip and placed in Michelle’s invoice box.
6. Once an animal has been surrendered over to GMHS and the contract is signed, the animal legally belongs to GMHS. The contract states *that* ***“I understand that this is a permanent decision, and I cannot come back for the Animal(s) I am surrendering****”* meaning if the person who surrendered comes back to try and reclaim or re-adopt, there is no guarantee this will be approved. Any type of reclaiming of animals or re-adopting once surrendered must receive management approval.
7. Owner surrenders are to be scheduled. The front desk team can take owner surrender requests by writing down details such as the person’s name, phone number and address (to confirm their jurisdiction), and details of the pet including gender, animal type, and reason for surrendering. This sheet is given to the Intake Manager who will then coordinate a scheduled time to bring the pet in. This includes return to shelters.
8. For unscheduled owner surrenders that show up, it will be management approval to accept the animal in if we have the space, or decline based on kennel space, sickness in the building, or out of jurisdiction.

**STRAYS**

1. Stray canines, felines, small animals (pocket pets) are accepted if found in Gloucester, Mathews, or Middlesex counties only. Any other animals found in non-jurisdiction approved counties must receive management approval.
2. Animal control such as Gloucester County and Mathews County does bring in stray animals to GMHS as well.
3. If an animal is brought in stray through Gloucester County, this animal must be reported to Gloucester Animal Control. There are times when a stray dog needs to be kept at Gloucester Animal Control due to lack of kennel space here in the building, but Mathews Animal Control does not have a facility to hold animals, we are their facility.
4. Dog holding near the medical clinic is intended to hold dogs from Mathews that are brought in through Mathews Animal Control.
5. Dogs brought in by good Samaritans that were found in Gloucester county must be reported to Gloucester Animal Control.
6. Virginia State Law mandates a “stray holding period” for all domestic animals found and brought into the shelter. The stray holding period for an animal with no identification is 5 days. A stray with a collar or other form of identification (microchip, etc.) is held for 10 days. This gives owners the chance to reclaim them.
7. Once the stray holding period is complete and the animal is not reclaimed, the animal is evaluated by shelter staff for placement options.
8. ALL stray animals **MUST** be scanned for a microchip during intake processing. The only times it is permitted to be excused is if a cat shows signs of being feral cat or a dog is showing signs of aggression and it is a safety concern.
9. Please note that until evaluated and made available for adoption, animals cannot be viewed or taken out of their cages for visitations with potential adopters without management approval.

**RETURN TO OWNER (RTO)**

1. GMHS requires proof that the animal the person is intending to reclaim is their animal. Proof of ownership will include photos, vet records with the person’s name, microchip information, any type of paperwork with the person’s name of ownership, or a description of the collar or any article of clothing the animal may be wearing. A return to owner will not be conducted unless GMHS has proof that the person trying to reclaim is the owner.
2. Once the stray period is completed, either five or ten days, the animal then legally belongs to GMHS to be evaluated and discussed for either transfer or adoption. If an owner comes forward to reclaim an animal with proof once the animal has been through their stray period, this must be processed through management.

**FEES**

**Return to Owner (RTO) fees**

1. 35.00 for the 1st day the animal is here and/or brought in.
2. $15.00 each additional day the animal is here until stray hold is up.
3. If the owner cannot pay the fee or refuses, GMHS will still return the animal, but it is recommended to help cover any care provided here.

**Return to Shelter (RTS) fees**

1. We do not charge for a return to shelter.
2. Only 50% of what was paid of the adoption fee is given back as a refund.
3. The refund may take upwards of two weeks to process.
4. Refunds need management approval.

**Owner Surrender (O/S) fees**

1. $35.00 for the owner surrender fee
2. Litters of kitten $60.00
3. Litters of puppies $60.00
4. If the owner cannot pay the fees, we will still accept the animal but always try your hardest to receive some type of donation. Explain to them where the money is going (the care of the animal including medical).

**Stray Animals**

1. We do not require a fee for stray animals, however, if they want to donate let them know this is greatly appreciated for the care of the animal including medical costs.

**PROCESS**

* *More details of each process and Powerpoints of “how to” in step-by-step order can be located in the* ***Intake Binder***
* For intakes there should only ever be one person conducting the intake unless someone is being trained, or the animal (typically dogs) needs extra help to safely get them into the building or kennel. This is to relieve stress of the situation and make it as easy as possible.

1. Ask for their driver’s license to make a copy of it. Also accepted is State ID.
2. Ask if animal has any history of bite/scratch or aggression. Document all instances with date, circumstance, and severity.
3. Any bites must be reported to the health department for bite quarantine.
4. If owner surrender, the owner must fill out an animal background questionnaire.
5. Input animal information and person information (if not in there already) into ShelterLuv.
6. Print contract and have customer sign and date. GMHS agent must sign and date the contract as well.
7. While the intake fee should have been mentioned prior to the appointment, ask for the $35.00 owner surrender fee. If a stray, ask if they would like to donate towards their care.
8. Fill out Animal Custody Record and/or Disposition Record.
9. Sign and date.
10. Staple signed contract to Animal Custody Record.
11. File in the appropriate colored folder.

**Submit the folder to Veterinary Care Staff for processing**

1. If the animal will allow it, take a photo of the animal to be put onto their ShelterLuv profile in the software.
2. Print kennel card for the animal.
3. Place in the page protector and attach a ring.
4. Place on the animal’s cage.

