**Surrender Intake Policy**

**Purpose**

This policy ensures new surrenders meet the standards for all new parrot surrender intakes. This policy guideline is to ensure adequate record keeping. The records are to include owner surrender, transfers from other facilities, or found pet birds.

**Goal**

To obtain thorough and accurate records for each parrot entering Nana & Papa's Nest, Inc. Parrot Rescue.

**Responsibility**

Directors and Volunteers

**Policies for all new parrots surrender intakes**

This policy applies to all new parrot surrender intakes entering the parrot rescue and is as follows:

1. **Owner surrender**
   1. Calls in to surrender their bird
   2. Complete jot form information
   3. Contact the owner to discuss the surrender of the parrot
   4. Contact the Executive Director or on-duty Director if the Executive Director is off duty to discuss determining if the bird shall be an emergency surrender or placed on a waiting list for entry.
2. **Facility transfer** – animal services, animal control, veterinarians facility
   1. No waiting list required – automatic transfer
   2. Set the date of pick up or delivery of the parrot
   3. If the parrot needs to be picked up, contact the Executive Director or Duty Director if the Executive Director is off duty. Transport will need to be arranged to pick up the bird.
3. **The found bird** would be by the public calling the Nana & Papa's Nest, Inc.
   1. No waiting list required – automatic entry
   2. Set a date for the delivery of the parrot. I may need to pick up the bird
   3. If the parrot needs to be picked up from the location, contact the Executive Director or Duty Director if the Executive Director is off duty. Transport will need to be arranged to pick up the bird.

**The Director and Volunteers responsible for surrender intake parrots**

**Nana & Papa's Nest, Inc. Entry Forms Requirements – All parrots are required to have record folders. No exception. These charts are shared with the veterinarian.**

* Ensure the surrender form is complete and reviewed by the person with the bird or birds in their procession. Pay particular attention to the yellow highlighted areas.
* Complete the evaluation exam form for each bird, preferably the same day the bird enters the facility or the next day if it arrives late to the rescue. The director or Lead Parrot Care Specialist is to ensure the evaluation exam form is completed within 24 hours of entry from the entry of the parrot. The importance of the evaluation exam is to determine any observed health or injuries and if the parrot needs emergency veterinary care. This form is shared at veterinarian appointments.
* Obtained weight in Grams and documented on the weight chart
* Complete the animal custody record form.
* If veterinarian records are provided, ensure they are in the bird chart records.
* Update progress notes, i.e., date, surrender, and information not on evaluation exam forms. For example, clip nails and beak trim. Your signature.
* Give the completed chart to the Executive Director for review and ensure compliance with the chart is complete.

**Cage Requirements**

* Most of the time, cages come with the bird. In cases where there is no cage, ensure the assigned cage is the appropriate size for the specific species of the parrot.
* Ensure all parrots have the proper size perches, toys, food, and water.

**Quarantined and Transition movement within the facility**

* Place the parrot in the quarantined room. Overflow the bird to go into the office.
* No bird is to leave the quarantined room.
* Wash or sanitize hands, wrists, and forearms before and after entering the quarantined room. This requirement is for infection control if there are open sores, ill, or injured bird safety.
* Wear the gloves provided in the quarantined room for any sores and blood feather treatments.
* All new surrender intake parrots must be quarantined for 30 days, depending on the bird's condition. If the bird is sick or injured, it will be required to stay in the quarantine longer. This requirement will prevent other birds from attacking the ill or injured bird.
* After being quarantined, the parrot will be moving to the hospital transition rooms for 30 days.
* After 60-plus days, it is to be determined by a director if the bird may be transitioned into one of the main aviaries.