**Surrender Intake Policy**

**Purpose**

This policy ensures new surrenders meet the standards for all new parrot surrender intakes. This policy guideline ensures 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 surrender application
   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 the on-duty Director if the Executive Director is off duty. Transport will need to be arranged for the bird's pick up.
3. **The public reported a found bird—** an individualcalls Nana & Papa's Nest, Inc. to report the bird found.
   1. No waiting list required – automatic entry
   2. Set a date for the delivery or pick up of the parrot
   3. If the parrot needs to be picked up from the location found, contact the Executive Director or on-duty Director if the Executive Director is off duty. Transport arrangements will need to be made to pick up the bird.
   4. A director is to report the parrot to the city animal control within 24 hours of the bird coming to the rescue. Provide the location where the bird was picked up, the bird's species, the bird's color, the band number, what leg the band is on, or any other important information. Document the city animal control name and any information received in the bird chart.

**Responsibility: The Director and Volunteers are responsible for surrender intake for all parrots**

**Nana & Papa's Nest, Inc. Entry Forms Requirements— All parrots, with no exceptions, must have record folders. The veterinarian receives this information.**

* Ensure the surrender form is complete and reviewed by the person handling 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 ensures the evaluation exam form is complete within 24 hours of entry from the parrot's entry. The evaluation exam is essential in determining any observed health concerns or injuries and if the parrot needs emergency veterinary care. This form provides critical information at veterinarian appointments.
* Obtained weight in Grams and documented on the weight record
* Complete the animal custody record form.
* If veterinarian records are provided, ensure they are in the bird 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 record to the Executive Director for review and ensure complete compliance with the record.

**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 the size of the cage provides adequate space for wing span to avoid any wing injuries.
* Ensure all parrots have the proper size perches, toys, food, and water.

**Quarantined, isolation, and transition movement within the facility**

* Place the parrot in either the isolation or 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 isolation or 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.
* If the bird is in the isolation room, wear a gown, shoe covers, head bonnet, gloves, and mask.
* 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. Refer to Protocols A, B, and C.
* After the 30 days of quarantine, the parrot will move to the Welcome Center transition rooms for 30 days.
* After 60-plus days, a director will determine if the bird is ready to be transitioned into one of the main aviaries.
* PLEASE NOTE: In some cases, the parrot may need to be placed in isolation depending on the situation and the severity of the condition at the time of being surrendered, referred to Protocol C.