

INTAKE PROCEDURES

All intakes should be approved by the Intake/Foster Home Coordinator (IC). In the event the Intake/Foster Home Coordinator cannot be contacted, the Medical Coordinator (MedC) or one of the following officers must approve the intake: President, Vice President, or Adoption Coordinator.

Priority of intake is:

- 1) Dogs previously adopted through GRREAT,
- 2) Abuse cases,
- 3) Shelter dogs, and
- 4) Owner give-ups.

This intake protocol ensures that adopters with whom GRREAT has a contractual legal obligation, and dogs in abusive or emergency situations, have priority over dogs surrendered by their owners.

In a dire emergency, a dog may be accepted without Board approval. However, if the dog is subsequently disapproved, the dog may be returned or placed in a shelter and any expenses incurred will be the sole responsibility of the person who accepted the dog.

Any dog with a bite report filed against it will require a majority Board vote to be accepted into GRREAT, on a case-by-case basis. Any dog who has bitten and no bite report has been filed will also require a majority Board vote to be accepted into GRREAT.

1. STRAY DOGS

When a dog is found loose or stray, the person who found the dog needs to contact Animal Control in the county or city serving the area where the dog was found. Many counties will permit the person who found the dog to hold the dog in their home for a set length of time after filling out a Found Dog report.

- A. Report to GRREAT at 703-620-6593, Box 4 (voice mail) whether a stray is being temporarily housed at an individual's home or shelter.
- B. If in a home, provide the name/phone number of the individual.
- C. If the dog was taken to, or picked up by, Animal Control, report when the dog was turned over, the shelter name, and the shelter's intake number (if known.) GRREAT will work with the shelter if the dog is not claimed by the owner.
- D. Remember that dogs are considered by law to be personal property and local laws regarding property must be followed.

2. SHELTER DOGS

If you learn of a Golden being housed in a shelter:

- A. Make sure the dog is a Golden Retriever. If it is a mix, but LOOKS and ACTS like a Golden, it might be accepted. The Intake/Foster Home Coordinator will make the decision to accept or decline.
- B. Ask the shelter if they have knowledge of the dog ever biting a human or of any behavior or medical problems.
- C. Call GRREAT's voice mail, 703-620-6593 Box 4. Leave your name and phone number and the following information:
 - Name, address & phone number of shelter holding the dog
 - Shelter contact name, shelter intake identification number for the dog and release date for the dog

The Intake/Foster Home Coordinator or a volunteer will then contact the shelter and do the following:

- Obtain basic information such as age, gender, exclusion traits (bite history, serious medical condition, inexplicable aggression, etc.), and time frame (is euthanasia scheduled?)
- Obtain health history: spay/neuter status, vaccinations, heartworm/internal parasite testing

If the Intake/Foster Home Coordinator determines the dog acceptable, an experienced volunteer will visit the shelter to evaluate the dog.

3. OWNER GIVE-UPS

When a GRREAT member learns of a dog being given up by the owner:

- A. Establish that the dog is a purebred Golden Retriever. Mixes might be accepted if the dog LOOKS and ACTS like a Golden. The Intake/Foster Home Coordinator will make the decision to accept or decline.
- B. Ask the owner to call the GRREAT Voice Mail (703-620-6593, Box 4) and leave a detailed message. Voice Mail is checked daily.
- C. The owner will be contacted by the Intake/Foster Home Coordinator or volunteer who will do the following:
 - Determine reason(s) owner is relinquishing the dog.
 - Obtain vital information such as age, gender, size, location, name & address, behavior traits, urgency (can dog be kept until foster home becomes available).

- Discuss health status, temperament traits and activity level.
 - Is the dog currently on heartworm preventative?
 - Is the dog spayed or neutered? If not and female, date of last heat
 - What is activity level? (Hyperactive, normal, couch potato)
 - Any destructive chewing, counter surfing, getting into trash?
 - Any obedience training?
 - Ability to get along with other dogs, kids and cats
 - Any phobias or fears
 - Request vet records be faxed to Medical Coordinator whenever possible

- Request hard copies of ALL medical records and rabies tag.

- Request the AKC registration and pedigree.

- Discuss suggested donation of \$100.

- Advise the owner of GRREAT's policies, including:
 - Owner must sign the Intake/Give-Up Form (Appendix B), a legal document that transfers ownership
 - The owner will have no future direct contact with the dog
 - Possible euthanasia for terminal illness, aggression, or severe destructiveness

D. In certain situations, usually involving aggression or a mix that has black hair, the Intake/Foster Home Coordinator may reject the dog right away.

E. The Intake/Foster Home Coordinator then e-mails the intake information to the Intake Panel (which includes the Medical Coordinator, Adoption Coordinator, and other Board-designated Board members) as an FYI for routine intakes. If any issues of concern are raised, the Intake/Foster Home Coordinator will send an e-mail to the Intake Panel asking for input.

F. Intake of Pregnant Dogs; All puppies coming into the rescue as a result of a pregnant female shall be turned over to the New Jersey Puppy Rescue or another rescue as voted on by the board, once they are weaned from their mother. The only exception will be a board vote to keep puppies that are clearly Golden Retrievers.

G. The Intake/Foster Home Coordinator will:

- Determine an appropriate foster home. If no foster home is available the dog may be placed temporarily in a commercial kennel.

- Assign an ID number to the dog.

- Arrange for transportation from the dog's current location to the foster home.

- If the dog is at a shelter, authorize a volunteer to immediately adopt the dog on behalf of GRREAT.

PICK-UP PROCEDURES

The following are the procedures for the pick-up of a dog after acceptance into GRREAT by the Intake/Foster Home Coordinator:

1. INTAKE FROM OWNER (Owner give-up/surrender)

- A. You must receive permission from a designated Board member, usually the Intake/Foster Home Coordinator, before you can pick up a dog on behalf of GRREAT.
- B. Call the owner to arrange for a mutually convenient time to pick up the dog. If you experience problems getting hold of the owner, call the Intake/Foster Home Coordinator.
- C. As a general rule, it is best to pick the dog up from its home, because it can give you tremendous insight as to what the dog has been used to. Also, as a general rule, it is NOT advisable to have the owner come to your house, especially if you are the foster. In a small percentage of cases, owners have changed their minds and wanted the dog back, and we did not feel it was in the dog's best interest to do so. Never give out the foster home's contact information.
- D. When you are making pick up arrangements, remind the owner that they will be signing the Intake/Give-Up Form. Also ask them to have anything else, such as food, toys, or paperwork that they are sending with the dog, available for pick-up.
- E. Take a leash, a collar with GRREAT ID tag, and the Intake/Give-Up Form with you at time of pick up. GRREAT suggests a body harness if you have one since they are much more difficult for an unruly dog to wiggle out of.
 - If the dog already has a usable collar, please REMOVE any identifying tags including rabies and previous owner's address, and ATTACH a GRREAT ID tag. Send all previous tags to the Adoption Coordinator.
 - Be sure to use the most current version of the Intake/Give-Up Form. The form can be downloaded from www.grreat.org/admin or can be e-mailed to you by the Transport Coordinator or Intake/Foster Home Coordinator. If you choose to download the form, print it out on light blue paper if possible for the dog files.
- F. If you arrive at the owner's home and have any doubts about the temperament of the dog, or if it is not a Golden, call the Intake/Foster Home Coordinator for advice. If the IFC cannot be reached, call GRREAT's emergency line for advice, 703-620-6593, Box 7. If you do not hear back from someone within a few minutes, it is best to leave the dog.
- G. The owner **MUST SIGN**, the Intake/Give-Up Form before GRREAT can take possession of the dog. It is up to you to make sure the form is filled out as completely as possible.
 - The owner's signature **MUST** be witnessed and signed by the GRREAT representative. Whenever possible all adult owners of the dog should sign the release form.

- Fill out and leave the Owner Receipt with the (ex) owner and keep the blue Intake form for the GRREAT files.
 - Make sure the dog's intake ID number is on ALL paperwork.
 - Collect the donation. Checks should be made payable to "GRREAT." Note the following on the memo line of the check: "Give-up for (dog's name & ID number)." If an owner is unwilling or unable to make a donation, do not insist. The most important thing is that we rescue the dog.
 - Collect all available records and documents including:
 - Rabies certificate completed by a vet as well as the rabies tag
 - Spay/neuter certificate
 - AKC papers (registration & pedigree)
 - All vet records or the vet's name and address
 - Any of the dog's belongings that are offered--items such as dog crate, toys, bowls, food, and bedding can make the dog's transition into new surroundings less stressful (We do NOT take outdoor dog houses)
- H. Owners are told during the initial phone interview that they will have no more direct contact with the dog. If they would like to know how the dog is doing, however, they can feel free to contact the Intake/Foster Home Coordinator who will give them status reports. Contact info is listed at the bottom of the Owner Receipt.
- I. At all times be courteous and professional. The most important thing is that we rescue the dog and we need the owner's cooperation to do that.
- J. Copies of all paperwork, including the give-up donation check and any collar tags leading back to the original owner, should be mailed to the Adoption Coordinator.

2. INTAKE FROM A SHELTER

- A. You must receive permission from a Board member, usually the Intake/Foster Home Coordinator, before you can sign a dog out of a shelter on behalf of GRREAT.
- B. Bring a collar with a GRREAT ID tag and a leash. Also bring a body harness if you have one since they are much more difficult for an unruly dog to wiggle out of.
 - Bring a crate or a cover for your car seat as shelter dogs are sometimes not the cleanest. For safety of both you and the dog, if you do not use a crate, be sure to restrain the dog with the seatbelt or have someone go with you.
- C. Shelters usually ask you to sign a release/adoption form. Use the GRREAT address and phone number as listed on the GRREAT ID tag. Get a copy of anything you sign.
 - If necessary, pay the required adoption fee. Ask for a receipt. GRREAT will reimburse you for any fees. The form for reimbursement can be found at www.grreat.org/admin.
 - Most shelters do not require a fee for organized rescue groups such as GRREAT. Contact the Intake/Foster Home Coordinator if you have questions regarding any shelter's policy.
- D. Shelters are not required to complete the Intake/Give-Up Form.
- E. Ask for documents or records the owner may have given the shelter.
- F. Ask for a copy of the dog's medical record. Many shelters have their own medical staff and will have given the dog the standard inoculations.
- G. Ask for other pertinent information, including:
 - Why the dog was brought in or where the dog was found
 - How long the dog has been held at the shelter
 - Shelter workers' opinions of dog's temperament
 - Behavior traits noticed during the dog's stay
 - Evaluation of the dog's medical condition (look for signs of Bordetella/kennel cough)

Note: These questions should have been asked and answered prior to intake, but the shelter person with whom you are now dealing may have additional insight into the dog's behavior and temperament.
- H. While at the shelter, if you have any doubts about the temperament of the dog or think that it is not a Golden, call the Intake/Foster Home Coordinator for advice. If the IC cannot be reached, call GRREAT's emergency line for advice, 703-620-6593, Box 7. If you do not hear back from someone within a few minutes, it is best not to take the dog.
- I. Try to verify the sex of the dog before leaving the shelter. If the shelter has the sex of the dog incorrect, ask them to recheck their "missing" dog reports under the correct sex. This mistake happens more often than you would think.
- J. If you can, while at the shelter, do a quick walk-through to see if there are any other Golden Retrievers there. Shelter personnel don't always get the breed classification correct. If you

see any Goldens, put down GRREAT as adopter of last resort and call GRREAT's emergency line 703-620-6593, Box 7, to report what you saw (refer to Intake Procedures in this manual).

- K. At all times be courteous and professional to shelter personnel. We need their help and cooperation to save dogs' lives.
- L. Take the dog directly to the vet (if prearranged by the Intake/Foster Home Coordinator) to have the standard medical requirements met or to the foster home if one has been found.
- M. Copies of all paperwork should be mailed to the Adoption Coordinator.