

Pet Protection Program Protocol

The Pet Protection Program is a program intended to support persons in need of temporary housing for their pet(s) whilst they are experiencing periods of difficulty. The program is intended for people experiencing circumstances whereby they are not able to take care of their pet(s), such as (but not limited to):

- Homelessness
- Escaping domestic abuse
- Loss of home due to emergency (fire, flood, tornado, etc.)
- Temporary change of living situation whereby alternative housing is not available

Due to constraints on staff and foster placement, the Pet Protection Program does not cover non-urgent circumstances, such as (but not limited to):

- Vacation
- Visiting family/friends
- Moving
- A new addition to the family (such as a pet or child)

The Pet Protection Program is only intended to provide temporary respite – those unable to reclaim their pet(s) should follow the normal Owner Surrender Route.

Upon receipt of a request for “Pet Protection Program” Temporary housing:

1. All requests for the service should be referred through Admissions staff. If the request is received via Customer Service, or another staff member, as few individuals as possible should be notified in the interest of confidentiality.
 - a. If possible, the staff member receiving the request should ask for an appropriate contact method and, in the case of telephone numbers, when is appropriate to contact on that number. Staff member should be sensitive to the nature of the request, and recognize that in cases of domestic abuse, the victim may need to keep the temporary placement of their pet(s) from the abuser.
2. Admissions staff should gather all possible information about the pet(s) and the reason for requesting the Pet Protection Program service. Where possible, Admissions staff should aim to determine the basis needs of the pet(s) and how long the client expects to utilize the Pet Protection Program service. In circumstances where the client is unable to talk freely, staff should aim to determine the breed and number of pet(s) who need to use the service at a minimum.
 - a. Due to the nature of placing owned animals in foster care, the Pet Protection Program does have constraints surrounding the needs of specific animals. Where the Pet Protection Program is not able to take on the pet(s), Owner Surrender or Humane

Euthanasia may be offered as per normal Admissions protocol. Pet(s) unable to utilize the Pet Protection Program include (but are not limited to):

- i. Kittens (hereby defined as being less than 6 months in age)
 - ii. Puppies (hereby defined as being less than 6 months in age)
 - iii. Farmyard animals (including but not limited to horses, goats, sheep and chickens)
 - iv. Pet(s) who pose a significant risk to staff/foster parents, such as those with significant bite histories or other severe behavioral needs (unless consent is expressly given by the CPC, FCC, ADAW and DAW)
 - v. Pet(s) who require extensive, ongoing medical treatment (unless consent is expressly given by the DVS, FCC, ADAW and DAW)
 - vi. Pet(s) owned for less than 1 month (unless consent is expressly given by FCC, ADAW and DAW)
 - vii. Lastly, at this time the Pet Protection Program is only able to serve cats, not dogs.
3. Admissions staff should contact FCC, ADAW, DAW and CBC or DVS (where appropriate) with all gathered information for approval. Emails containing Pet Protection Program information should be marked “*Confidential* Pet Protection Program application”.
 - a. Please note that the Pet Protection Program will only be able to operate within its means, and applications may be turned down or prioritized based upon capacity. In these cases, applicants will be placed on a wait list for space. A physical copy of this will be stored in the Foster Office.
 4. Upon approval, Admissions staff should contact the client to schedule the drop-off of the pet(s), as per normal Admissions protocol.
 - a. **In cases of emergency;** in cases where the client is in an emergent situation, and where drop-off is necessary for the safety of the pet and/or client, intake may be approved by the DAW and/or ADAW on the spot

At the time of intake:

1. Admissions staff should operate in sensitivity around the client and may request to use a quiet space to fill out paperwork should it be appropriate.
2. Admissions staff should utilize the “Pet Protection Program Receiving Checklist” to ensure that all necessary paperwork is filled out and steps followed. These include:
 - a. Clearly explaining the contract end date to the owner (45 days from intake)
 - b. Form 001 “Temporary Placement Agreement for Owned Pets” completed and signed.
 - c. Form 002 “Medical Authorization” completed and signed
 - d. Pet(s) profile forms completed
 - e. Photo ID seen and entered into Shelter Buddy
 - f. Pet(s) names changed in Shelter Buddy, with “PPP Animal— FKA (XXXXXX)” entered into Ownership notes

- i. Where possible, the pet(s) name should be altered to be similar in sound to their current name, to avoid pet confusion
 - g. Special Note added to Shelter Buddy: "CONFIDENTIAL—PPP ANIMAL. Do not share information with public. Conclusion reminder due MM/DD/YY" (dated one week before contract conclusion)
 - h. Identifying tags/collars removed, labelled and stored (if applicable)
 3. Following the intake of the animal, the client is to be provided with:
 - a. Copy of form 001 "Temporary Placement Agreement for Owned Pets"
 - b. Copy of form 002 "Medical Authorization"
 - c. Copy of "Pet Protection Program: Frequently Asked Questions for PPP Clients"
 4. All animals should be placed out of public view following intake.
 - a. Cats should be placed in the Foster Office when possible, however Rolling Thunder or Feline Assessment may be utilized in cases where no Foster Office kennels are available
 5. If the animal has not be spayed/neutered, they are to be added to the surgery book.

Placing the pet(s) in Foster Care:

1. Except in emergent cases, all Pet Protection Program pets should have foster care arranged prior to arrival at the shelter, with time spent at the shelter kept to a minimum.
2. Where possible, all Pet Protection Program pets will be housed at the Mission Creek Correctional Facility, as per their prior foster arrangement.
 - a. At no point should the staff at the Facility, the inmates, or the volunteers at the Correctional Facility be given information surrounding the client, their need for the use of the service, or the pet(s) true name.
3. In cases where multiple pet(s) are able to be cohoused, the FCC will make every effort to conserve resources by placing the pet(s) in the same foster location. In the cases of bonded animals, the FCC will ensure it.
4. Should a traditional foster home be used, foster parents must sign the "Pet Protection Program Foster Care Addendum" to ensure confidentiality and safe return of the pet(s).

Maintaining contact with the client:

1. The FCC will maintain contact with the client, and be the main point of contact should the client need to permanently relinquish the pet(s), or be able to reclaim the pet(s) early.
2. The FCC will provide a check in via the clients preferred method of contact every other week.

Contract conclusion, extension and pet pick-up

1. One week prior to contract conclusion, form 003 "Contract Conclusion Reminder" should be emailed (and mailed to the most recent mailing address, if applicable) to the client, and a reminder call should be made by Admissions. If Admissions staff is unable to make contact with the client, the emergency contact should be notified.

2. Clients have until the contract deadline to reclaim their pet(s). Clients must notify the FCC, or Admissions, and allow 72 hours notice for the pet(s) to be brought back to the shelter for reclaim. A date and time should be coordinated by Admissions and the FCC for reclaim.
3. Should the client not be in a position to reclaim their pet(s), they are entitled to apply for an extension of 45 days once. Pet(s) cannot stay in the Pet Protection Program for more than 90 days total.
 - a. Should the client wish to apply for the extension, they should enter Admissions before the conclusion of their original contract to complete form 004 "Contract Extension Agreement". Extension is granted by the DAW, ADAW or FCC.
 - b. One week before the extension conclusion, form 003 "Contract Conclusion Reminder" should be emailed to the client, and the reminder call made, as per step 1.
4. When the client collects their pet(s), form 005 "Pet Protection Program: Pet Release to Owner Checklist" should be completed by Admissions staff. If the client is unable to collect the pet(s) in person, they may provide written or verbal consent to the FCC or Admissions staff member for a designated person to collect the pet(s) on their behalf. Admissions staff must verify that the individual reclaiming the pet(s) is the person designated by the client by verifying identification. The pet(s) must not be returned to any individual (other than the client) without prior consent by the client and identification verification.
5. Should the client not reclaim or request extension by the end of the contract date set, the pet(s) is considered permanently relinquished to KHS. The FCC and ADAW will make a plan for the pet(s) return to the shelter from foster care.
6. Following reclaim or relinquishment of the pet(s), all paperwork containing the clients name shall be securely destroyed.