

# Humane Alliance

A Program of the ASPCA®



## Intake & Release



## Joshua Comstock

Director, Operations

[joshua.comstock@aspca.org](mailto:joshua.comstock@aspca.org)



## Melissa Pasciolla

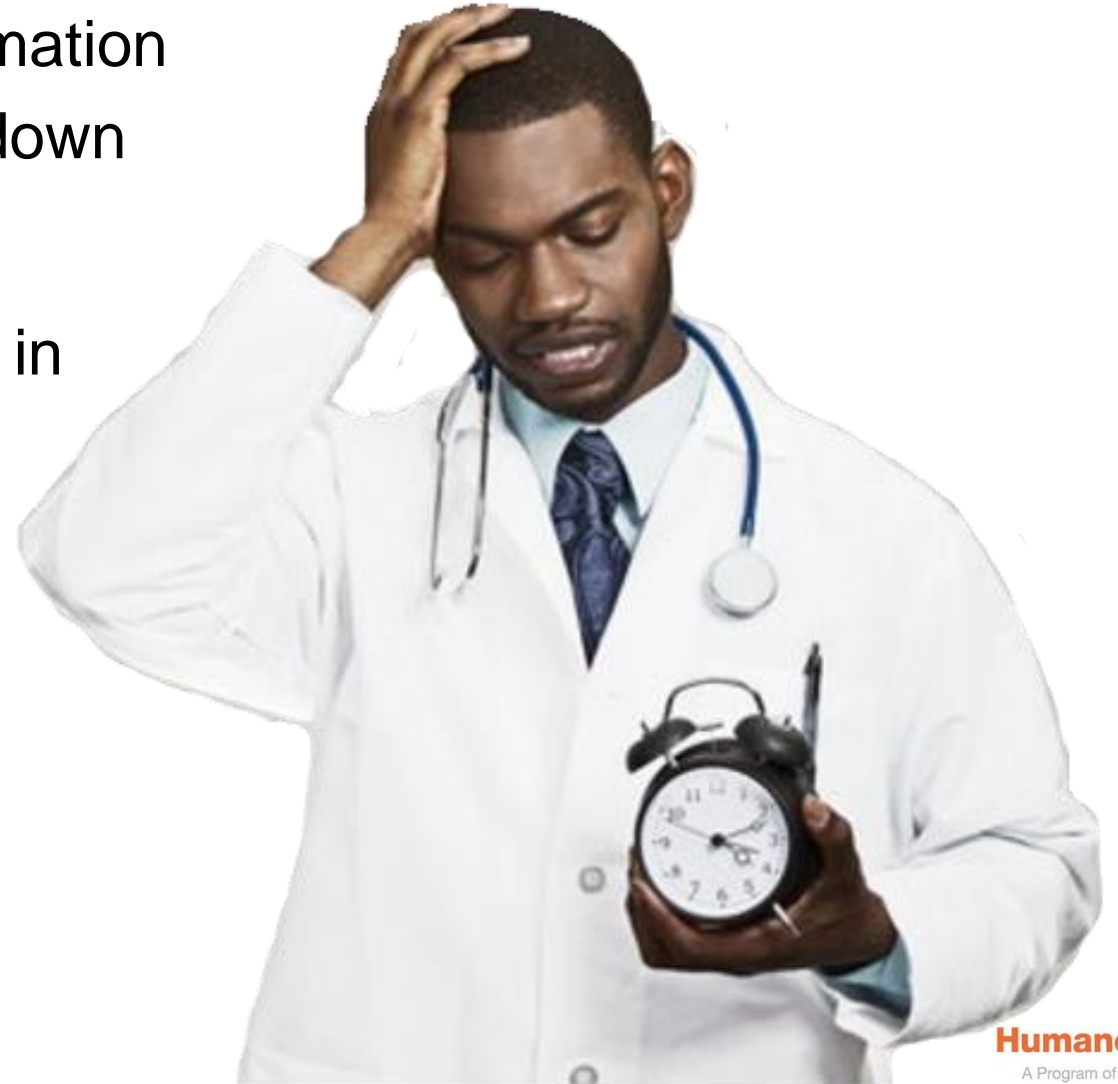
Coordinator, Training Programs  
and Staff Resources

[melissa.pasciolla@aspca.org](mailto:melissa.pasciolla@aspca.org)

# Intake

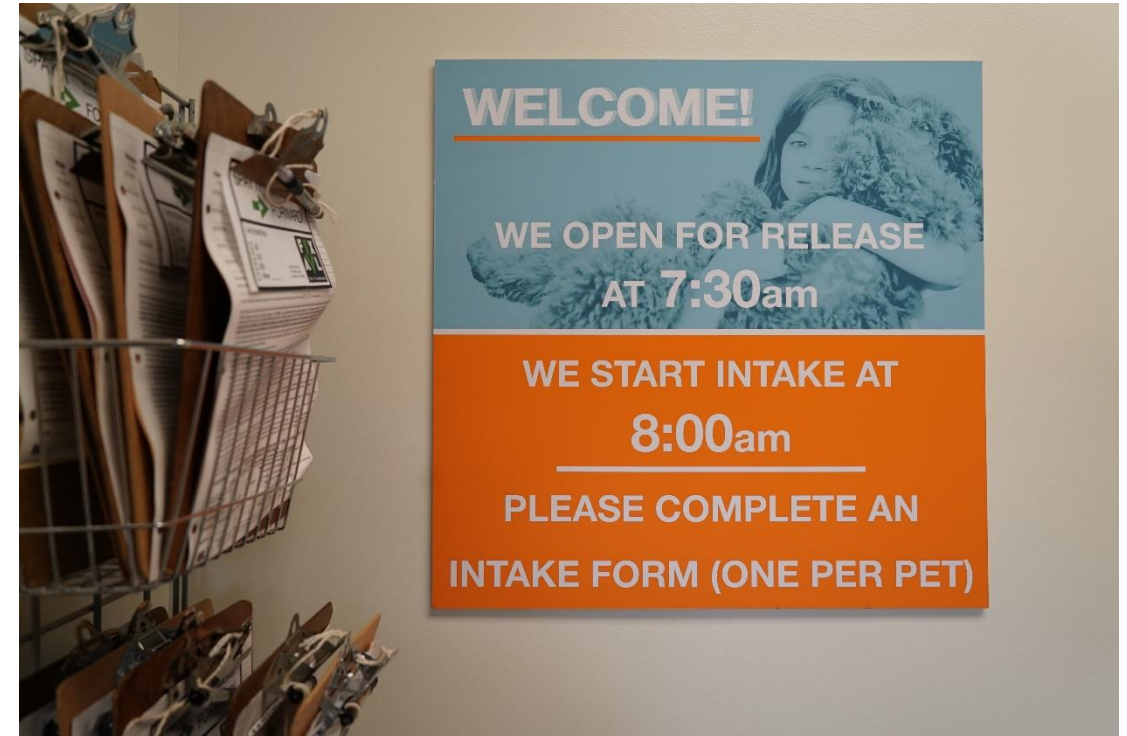
# Tip #1: Keep a Tight Admissions Schedule

1. Overbook by 20%, and send a confirmation + a couple of reminder emails to cut down on no-shows
2. Don't offer clients a window for check in
3. Decide how late is too late
4. Always start check in on time & have a goal as to when it should be ending



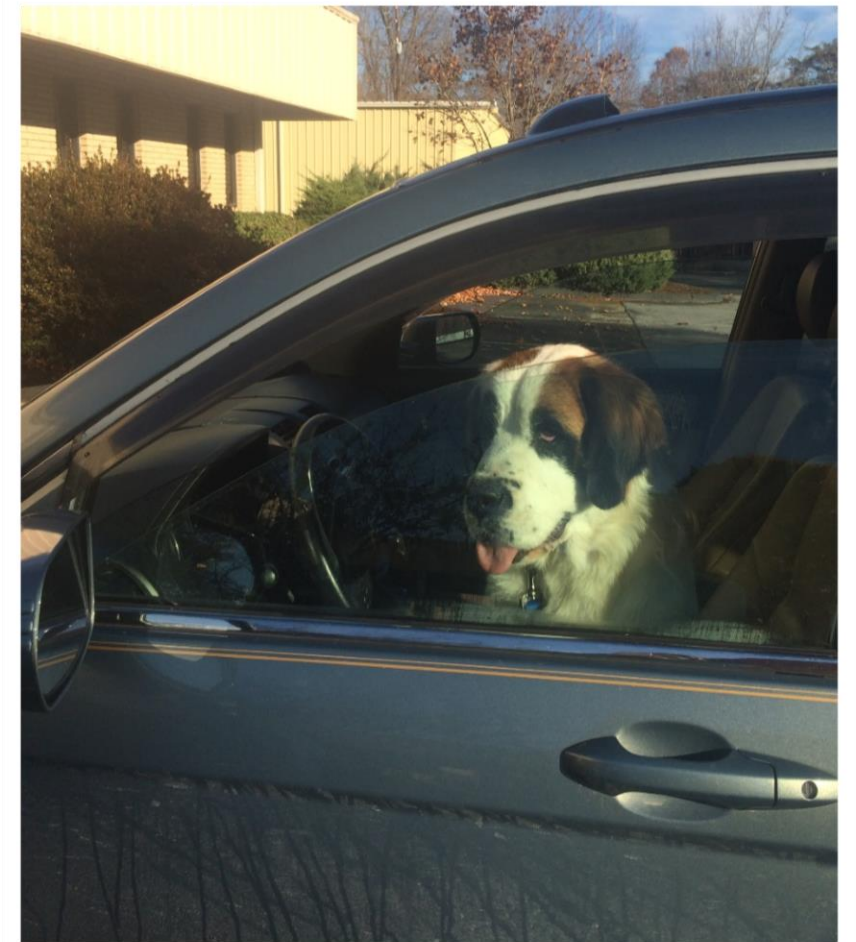


# Humane Alliance Intake Process Overview



## Tip #2: Leave Pets in Cars During Check-In

- Prevent fighting in the lobby
- Disease control
- Alleviate stress for cats
- Ensure you have client's full attention





# Intake Process – Front of House



## Tip #3: Incorporate a Greeter

1. Recruit a volunteer
2. Choose your greeter wisely
3. Write a script





# Intake Process – Front of House

## **Station #1**

Medical questions, rabies certificate verification (if not done by greeter), and cage card + name band creation

## **Station #2**

Payments, voucher submission, and microchip assignment

## **Station #3**

Pet drop-off



# Medical Questions

1. Has your pet been eating/drinking normally?
2. Does your pet have any coughing, sneezing, vomiting, diarrhea?
3. Has your pet been lethargic lately?
4. Does your pet have any known medical concerns or health issues?
5. Is your pet on any medications, or has your pet had any injections in the last 30 days?
6. Did your pet have a small breakfast this morning (so that we may give a small snack)?



# Intake Process – Front of House



## Tip #4: Practice Elevated Disease Control

- Train all staff (including admin) to spot a sick animal, BEFORE they make it into the medical area
- Burrito those babies & keep them off the floor
- Sanitize between every animal





# Intake Process – Back of House



# Evaluate Your Client Experience

- Do you have adequate signage to direct client flow?
- Does the client know what to expect when they arrive?
- Does your client flow work with your space vs. against it?
- Is your process as low-stress as possible for your patients?
- Is your staff organized and prepared for the day?

# Release

# Preparing for Release – Back of House





# Tip #1: Be Prepared For Anything & Everything!

- Know who owes what prior to client arrival
- Alphabetize client paperwork
- Pre-assemble E-collars & cat carriers
- Clean up on aisle 3!
- Have your community cat post-ops & medical concerns handouts pre-printed
- Create a “Spay It Forward” account for clients who can’t cover their balances

# Release Process – Front of House

## ***Station #1 and #2***

Additional payment collection  
+ review of weight, any  
medical concerns, and pain  
management protocol

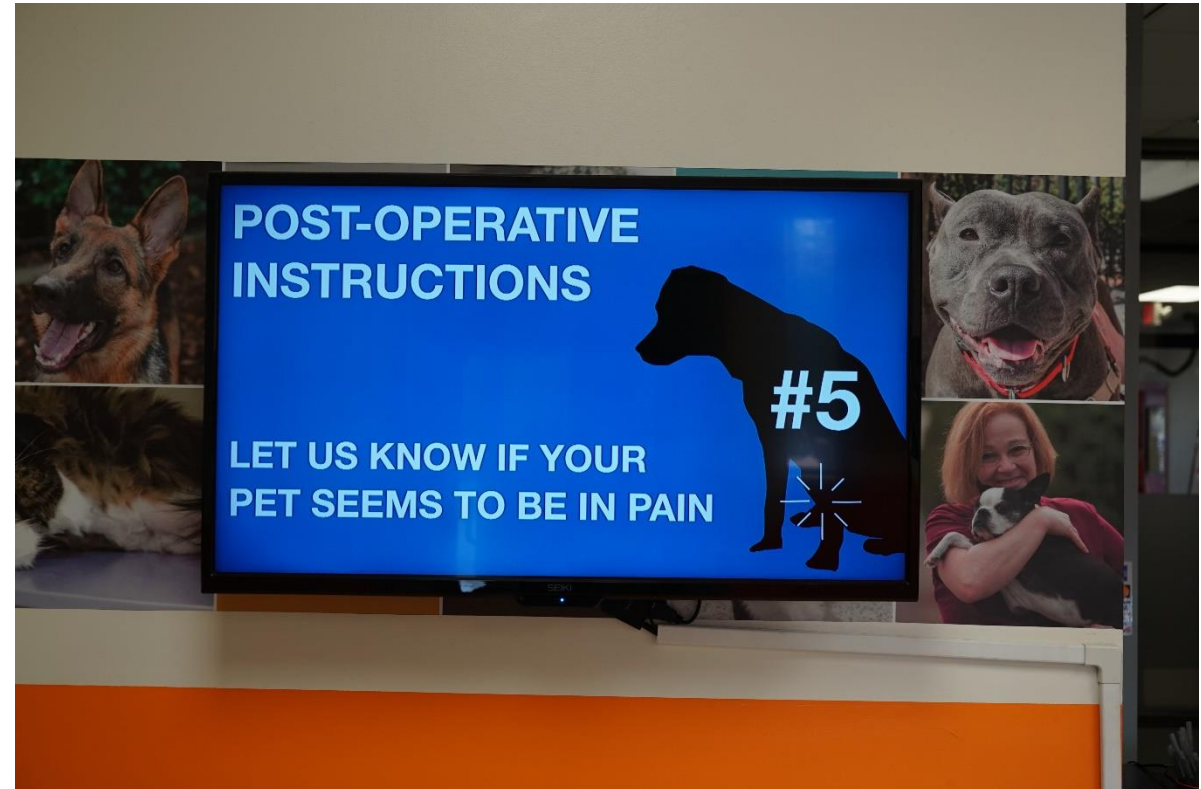
## ***Station #3***

Pet pick-up



## Tip #2: Group Post-Op Instructions

- Save time & staff energy
- Make it fun & entertaining
- Run a slide show in the lobby
- Utilize your greeter





## Tip #3: Check Every Animal's Incision (Twice!)

- Show the client the healthy incision
- If there is any bruising, be sure to let the client know it will resolve on its own in 7 to 10 days





# Ultimate Tip: Smile!

- Your job rocks & a smile goes a long way in assuring your clients that their animals are in good hands



# Humane Alliance

A Program of the **ASPCA**<sup>®</sup>