Shelter Intake Best Practices:
Part 1
Shelter Intake: Part 1

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## Outline

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Why do we need protocols?

Problem Prevention  Consistency

Accountability  Minimize Stress

Sound intake protocols ensure the health and welfare of individual animals and the shelter population!
Write it down!

In the absence of a consistent veterinary relationship, limited medical care should be provided by all shelters... under the direction of a written protocol...

**Vaccination**  
**Parasite prophylaxis**  
**Diagnostic testing**

http://www.sheltervet.org/position-statements
Intake Staffing

- Animal Welfare Officers
- Receptionists
- Animal Husbandry Staff
- Veterinary Team

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Documentation & Communication

Minimum

• Monthly intake by source
• Monthly outcome by type
• Daily animal census

Ideal

• Evaluation by age group, health, behavior status
• At intake and outcome

Best

• Disease prevalence at intake
• Incidence of disease during shelter stay
## Basic Data Matrix

### Basic Data Matrix (DE 2019)

<table>
<thead>
<tr>
<th>Species</th>
<th>Canine</th>
<th>Feline</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>By Age</td>
<td>Adult</td>
<td>Up to 5 months</td>
<td>Adult</td>
</tr>
</tbody>
</table>

**Beginning Animal Count**
(date: )

- **Total**: 0

### Live Intake

<table>
<thead>
<tr>
<th>Code</th>
<th>Description</th>
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</thead>
<tbody>
<tr>
<td>B</td>
<td>Stray/At Large</td>
</tr>
<tr>
<td>C</td>
<td>Relinquished by Owner</td>
</tr>
<tr>
<td>D</td>
<td>Owner Intended Euthanasia</td>
</tr>
<tr>
<td>E</td>
<td>Transferred In from Agency</td>
</tr>
<tr>
<td>F</td>
<td>Other Intakes</td>
</tr>
</tbody>
</table>

**Total Live Intake**: 0

- **Admitted through animal control/stated to be unowned or freeroaming**: 0
- **Admitted by owner**: 0
- **Limited to this definition: Admission of pets whose owner brought the pet to the shelter with the INTENT of requesting euthanasia**: 0
- **An admission from another agency - for adoption, large scale seizure support, etc.**: 0
- **Impounds for cruelty cases & protective custody. Also, pets born while in care, and others types of admission not captured above**: 0

### Notes

- **Age at Intake**
  Should include animals in shelter and animals admitted but currently in foster care or other intake facility.

http://www.ShelterAnimalsCount.org
Pathway Planning

• Proactive approach to animal disposition
• Identify likely outcome and get there efficiently

• Pathways are defined at intake and reviewed daily
Pathway Planning

**Return-to-owner**
- Microchips
- Lost & found

**Transfer/transport**
- Timely
- Efficient

**Adoption**
- Fast track
- Open selection

**Euthanasia**
- Training
- Scheduling
Microchip Scanning


Microchip Lessons Learned

Frequency

• 21% of shelters scanned animals once
• >900 microchips found during additional scans

Scanners

• 52% of shelters only used 1 brand of scanner

Technique

• No scanner had 100% sensitivity
• Sensitivity changed based on scanner-chip orientation
• Sensitivity improved with multiple scans
• Every 5 lb. increase in weight increased odds of missing a microchip
Microchip Lessons Learned

Use global scanners

Use multiple scanners

Scan many times

Datamars iMAX+
HomeAgain Universal Worldscan
PetPoint Scanflex AFX-100
Datamars ISO Max V Universal Scanner
AKC CAR ProScan 700
AVID 1034 MiniTracker 3
Scanning Technique

Griffin & Garner 2008

Slow Close Area Next steps
Scanning Technique

Other considerations

• Avoid metal tables, fluorescent lights, computers, metal collars
• Use fresh batteries
• Look it up now!

http://petmicrochiplookup.org
Microchip Scanning
Setting Up for Success: Animal ID

A unique identifier must be established for each animal upon intake.

Identification should be physically affixed to the animal unless this poses a safety risk.

Guidelines for Standards of Care in Animal Shelters, 2010
Setting Up for Success: Housing

Housing
- Size
- Style

Sanitation

Segregation
- Species
- Age
- Sex
- Health status
Setting Up for Success: Traffic Flow

What?
- Planned movement of people and animals
- Goals: minimize disease transmission, stress

How?
- Most susceptible to least susceptible
- Puppies and kittens before adults
- Healthy animals before sick animals
Setting Up for Success: Traffic Flow
Behavioral Health

To really care for any animal in captivity, we need to know about how that species lives in the wild, how they make use of their environment, and the signs that indicate when we are doing it wrong.

Melissa Kaplan www.anapsid.org
Behavioral Health

Medical Health
- Physical Examination
- Intake Treatments
- Diagnostic Testing

Behavioral Health
- Behavioral Examination
- Stress Reduction & Environmental Enrichment
- Behavioral Evaluation & Modification
Examination & History

Lifestyle
- Indoor/outdoor?
- Adults/children?

Likes & Dislikes
- Couch potato or athlete?
- Scratching ears? Touching feet?

Problem Behaviors
- Aggression?
- House soiling

Tricks and Talents
Stress Reduction

An abnormal or extreme adjustment in physiology and/or behavior in response to aversive stimuli.

B Griffin & KR Hume, Consultations in Feline Internal Medicine V, 2006
The Stress Response

Short Term Stress

- ↑ HR, RR, Temp.
- Sweating
- Dilated pupils
- ↑ blood sugar
- ↓ immune system

Long Term Stress

- Dehydration
- Viral shedding
- Peptic ulcers
- Insulin resistance
- ↓ immune system
What is stressful?

- Severity
- Novelty
- Predictability
- Duration
Environmental Enrichment

Enrichment should be given the same importance as other components of animal care and should not be considered optional.

*Guidelines for Standards of Care in Animal Shelters, 2010*
Behavioral Evaluation

- Intake
- Formal Behavioral Assessment
- Interaction with Public
- Training & Modification
- Daily Observation
- Veterinary Exam
Set Up for Success!

- Create and use sound intake protocols
- Identify and meet basic needs
- Protect physical health
- Minimize stress and meet behavioral needs
- Maximize chances of live release
Conclusions

Animal intake is an opportunity to protect animal health and welfare…

…and it is our responsibility to do so.
Shelter Intake: Part 2

Medical Health
- Physical examination
- Vaccination
- Parasite control
- Diagnostic testing

Tuesday, August 15, 3:00-3:30pm EST