

Shelter Intake Best Practices: Part 1



Shelter Intake: Part 1



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Outline



Intake Planning	<ul style="list-style-type: none">• Protocols• Staffing• Documentation
Pathway Planning	<ul style="list-style-type: none">• Microchip Scanning
Setting Up for Success	<ul style="list-style-type: none">• Identification• Housing• Traffic Flow
Behavioral Health	<ul style="list-style-type: none">• Examination• Prevention

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



Intake Staffing



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

SHELTER ANIMALS COUNT
BASIC ANIMAL DATA MATRIX
(vrs 04-2015)

BASIC DATA MATRIX (04 2015)

Species By Age		Canine		Feline		Total
		Adult	Up to 5 months	Adult	Up to 5 months	
A	Beginning Animal Count (date:)					0
Live Intake						
B	Stray/At Large					0
C	Relinquished by Owner					0
D	Owner Intended Euthanasia					0
E	Transferred in from Agency					0
F	Other Intakes					0
G	TOTAL LIVE INTAKE	0	0	0	0	0

Age at Intake

Should include animals in shelter and animals admitted but currently in foster care or other offsite facility.

Admitted through animal control/stated to be unowned or freeroaming

Admitted by owner

Limited to this definition: Admission of pets whose owner brought the pet to the shelter with the INTENT of requesting euthanasia

An admission from another agency - for adoption, large scale seizure support, etc.

Impounds for cruelty cases & protective custody. Also, pets born while in care, and others types of admission not captured above.

Sum of B, C, D, E and F

<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

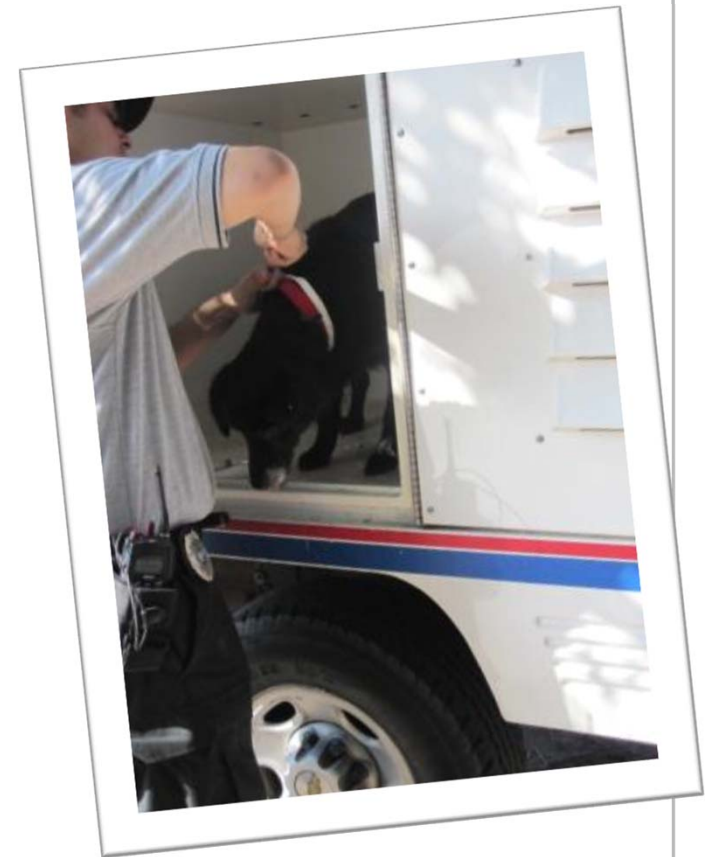
- Timely
- Efficient

Adoption

- Fast track
- Open selection

Euthanasia

- Training
- Scheduling



Microchip Scanning

Lord LK, Ingwersen W, Gray JL, et al. Characterization of animals with microchips entering animal shelters. JAVMA 235(2), 2009

Lord LK, Pennell ML, Ingwersen W, et al. In vitro sensitivity of commercial scanners to microchips of various frequencies. JAVMA 223(11), 2008.

Lord LK, Pennell ML, Ingwersen W, et al. Sensitivity of commercial scanners to microchips of various frequencies implanted in dogs and cats. JAVMA 223(11), 2008.

Characterization of animals with microchips entering animal shelters

Linda K. Lord, DVM, MS, Walter Ingwersen, DVM, MS, DACVP, Janet L. Gray, MS, MS, DACV, Robert A. Fisher, DVM, MS, DACV, and Jeffrey D. Workman, MS

Objective—To evaluate the sensitivity of 4 commercially available microchip scanners used to detect or read encrypted and unencrypted 125-, 128-, and 134.2-kHz microchips under controlled conditions.

Design—Evaluation study.

Sample Population—Microchip scanners from 4 manufacturers and 6 brands of microchip (10 manufacturers).

Procedures—Each microchip was scanned 20 times with each scanner passed parallel to the long axis of the microchip and 20 times with each scanner passed perpendicular to the long axis of the microchip. For each scan, up to 3 passes were allowed for the scanner to read or detect the microchip. Microchip and scanner color were randomized. Sensitivity was expressed as the mean percentage of the 20 scans for each microchip that were read successfully. The microchip was considered to read.

Results—None of the scanners had 100% sensitivity for all microchips and both scanning orientations, and there were clear differences between scanners on the basis of operating frequency of the microchip, orientation of the microchip, and number of passes used to detect or read the microchip. Of the 3 scanners designed to detect or read microchips of all 3 frequencies currently used in the United States, sensitivity was highest for 125-kHz microchips and lower for 128- and 134.2-kHz microchips. None of the scanners performed as well when only a single pass of the scanner was used to detect or read the microchip.

Conclusions and Clinical Relevance—Results indicated that use of multiple passes in different directions was required for maximizing sensitivity of microchip scanners. (J Am Vet Med Assoc 235:235-239, 2009)

Abbreviations
AKC/CAR: American Kennel Club/Canadian Animal Registry
ISO: International Organization for Standardization

Introduction
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In vitro sensitivity of commercial scanners to microchips of various frequencies

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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



Datamars iMAX+



*Datamars ISO Max V
Universal Scanner*

Use global scanners



*HomeAgain Universal
Worldscan*

Use multiple scanners



AKC CAR ProScan 700

Scan many times

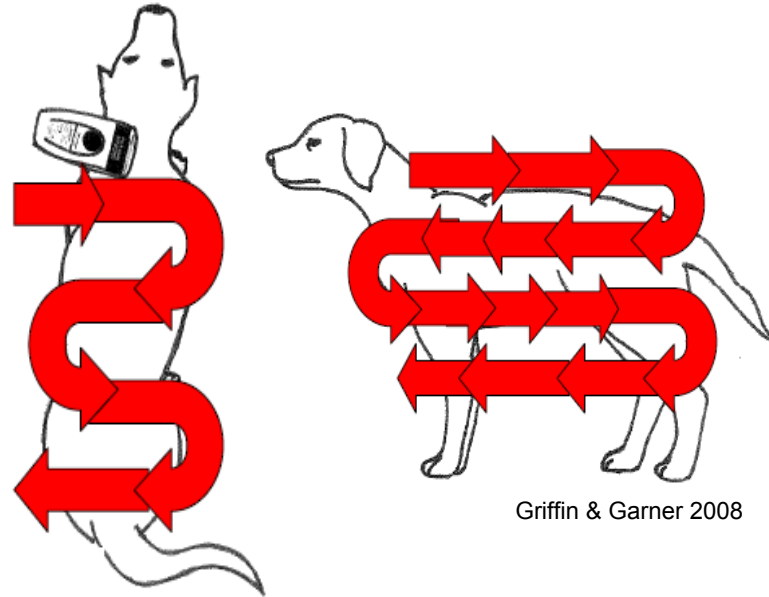


PetPoint Scanflex AFX-100



*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



010

Name:	UNKNOWN
Color:	GRAY
Breed:	DOMESTIC SH \ MIX
Sex:	UNKNOWN SE
Age:	0 YR 0 MO
Collar Color:	
Collar Type:	
Markings:	
Intake Date:	12/17/2010
Intake Type:	STRAY / OTC
Intake By:	EGS

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

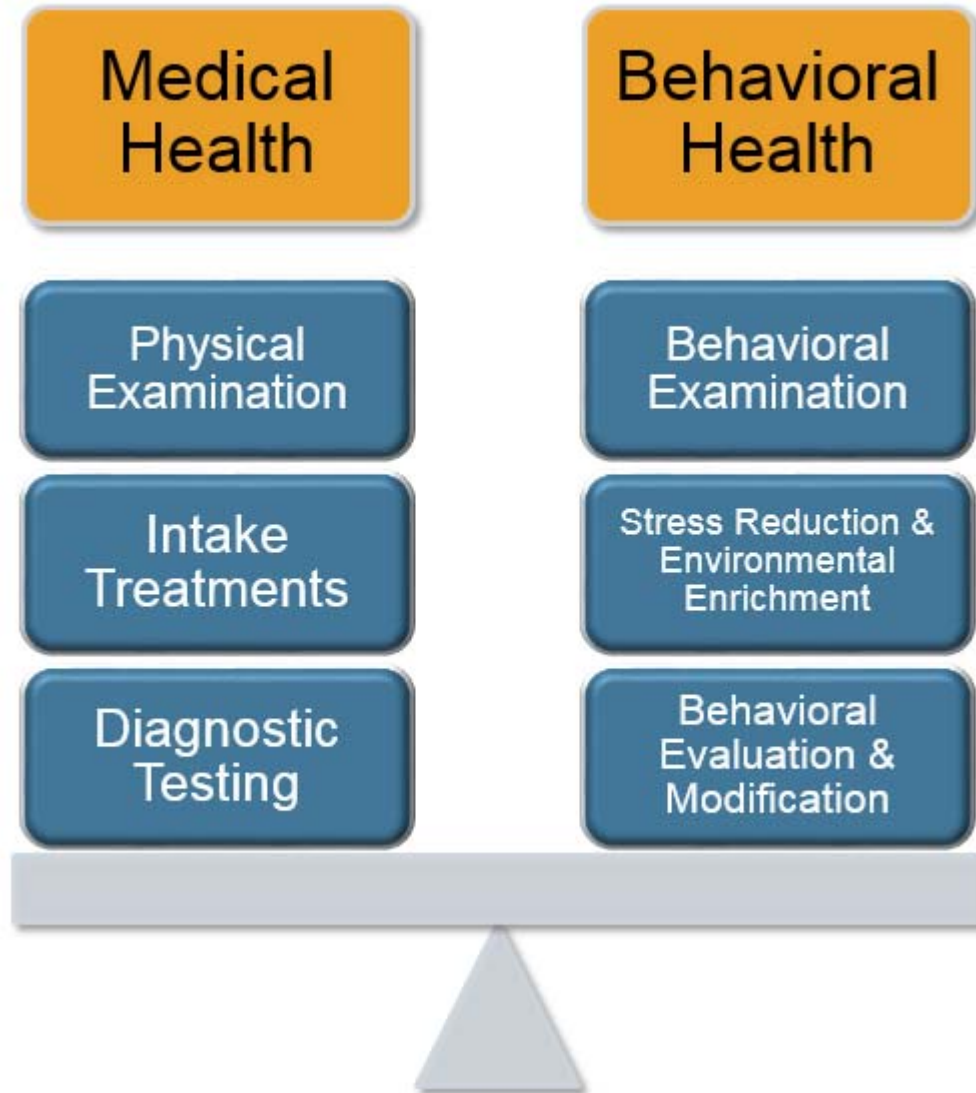
To really care for any animal in captivity, we need to know about how that species lives in the wild, how they make use of their environment, **and the signs that indicate when we are doing it wrong.**



Melissa Kaplan www.anapsid.org



Behavioral Health



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

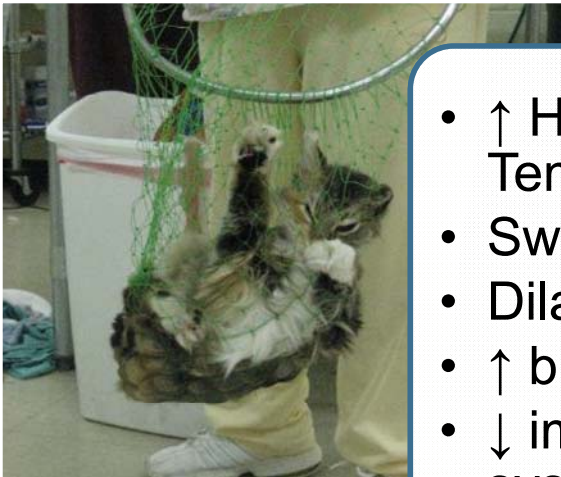
An **abnormal** or extreme adjustment in **physiology** and/or behavior in response to aversive stimuli.

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



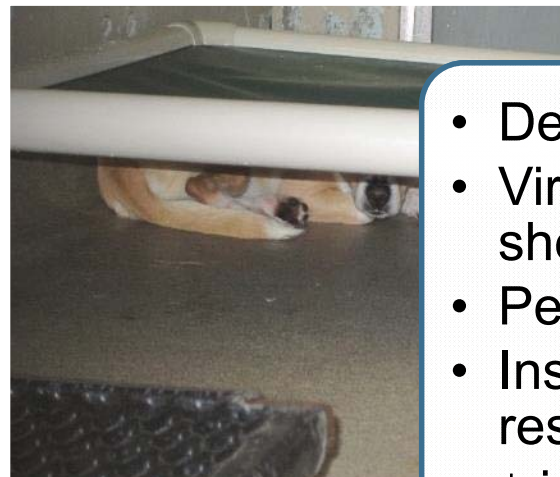
The Stress Response

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



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