## Processing Animals With ID

ALL possible attempts should be made to try and reunite a stray pet with their owners. Any animal entering the shelter with identification, must have that ID researched and an attempt made to reach the owner. Even if an animal is surrendered by someone claiming to be the owner and the pet is microchipped, we do the microchip follow-up process listed below to verify the proper ownership before placing the animal up for adoption.

When animals are brought in by people who do not own them, we perform several activities to try to reunite them with their family. We first look for any physical Identification: Rabies Tag, Name/ID tag, then we scan for a microchip using 2 different types of scanners. We keep a lost and found book that we use to match stray pets with those who have been reported missing in an effort to reunite animals with their family. Every stray brought into the shelter is photographed and listed on both our website and local lost and found Facebook groups.

Each morning the receptionist will look through the front of the blue box for new intakes that need additional follow up phone calls made on their behalf. The receptionist will also ensure that the PetPoint Identification Follow Up Memos have been updated after each attempt to reach the registered owner. EFFORTS TO CONTACT THE OWNER MUST BE ATTEMPTED EVERY DAY OF THE STRAY HOLD PERIOD AND PROPERLY RECORDED!

Follow Up Memos need to include the following information: (give as many details as possible)

* Where the owner information was obtained (ex: 24 Petwatch, Dead Microchip Researcher, Record found in our Database)
* All owner information obtained (ex: Name, phone number, address, email, alternate contact)
* What type of contact was attempted and the results of that effort. Record number called and name of person talked to (if person reached)
	+ (ex: called Henry’s home # - disconnected. called Victoria’s cell # – left voicemail detailing return process and fees. Or owner, Jason, gave the dog away in 2019 to someone but no longer has contact information, previous owner (Name) gives permission to place for adoption)
	+ which number was called, record the name of the person that was spoken to.
* Staff members initials and date after each update (ex: 8/31/22 EMT)

It is NOT necessary to create a new memo for each update. Simply click on the existing memo, type additional information on a separate line, and SAVE

1. Animal with Rabies Tags: call the Vet listed on the tag to see if they can provide owner information Memo Type: Identification Follow-Up: Rabies Tag
2. Animal with Name/Id Tags with phone numbers, call the number and leave a message or talk with a person. Memo Type: Identification Follow-Up: ID Tag
3. Animals with Microchips, the process is more involved.
* **Start** by checking PetPoint to see if the animal has been in our facility before.
* **If it is in our database**, there is a phone number. There may be an alternate contact phone number and/or email address as well. Try all methods of contact. *Memo Type: Identification Follow up: Microchip*
* **If in our database but contact information is out of date,** reach out to the microchip registry, as we do not get updates that they may have if the owner moved or changed phone number.
* **If it is not in our database**, use the AAHA Microchip Lookup Tool ([Microchip Registry Lookup (aaha.org)](https://www.aaha.org/petmicrochiplookup) then call the chip manufacturer to obtain owner contact information. Remember to ask for the implant facility.
* **If research methods have not produced any info** please reach out to Jake for additional research assistance. [Microchip Help for Animal Shelters/Rescues (jotform.com)](https://form.jotform.com/210607097249054)

All research and contact efforts on the first day of intake need to be hand written on the Microchip Information and Microchip Follow Up forms until the information can be transferred to PetPoint once the animal has been logged into that digital system.