

**BCSPCA**  
SPEAKING FOR ANIMALS



# Emergency Animal Boarding Program

Standard Operating Procedure

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## OVERVIEW

The BC SPCA provides free emergency animal boarding and care for animals belonging to individuals and families in crisis. This support gives pet owners time to recover, find housing or find alternative housing for their pet(s).

### Purpose

To provide immediate assistance to individuals and families in crisis by providing their pet(s) with short-term housing and care for a period of 14 days. This program may assist all types of companion animals if resources are available.

### Background

In response to community need for emergency boarding of owned animals the BC SPCA offers emergency animal boarding to assist the most vulnerable animals in society.

The BC SPCA has identified three target community groups the BC SPCA is able to assist with emergency animal boarding.

1. **Urgent Care:** Temporary animal boarding support for individuals and families in crisis from domestic and sexual violence or other emergencies such as fire, flood, incarceration, medical emergency, etc. Individuals may or may not be further affected by COVID-19. This is an ongoing support service provided by the BC SPCA. Assistance requests may come from referrals or individual requests. *(See Emergency Animal Boarding protocols – formerly called compassionate board)*
2. **Emergency Hospitalization of Clients:** Temporary animal care support for those who have been admitted to hospital as a result of COVID-19 and for whom there are no other supports (family/friends/work colleagues/boarding facilities) to assist with animals. Priority determined from referrals from health authorities. Animals will require 14-day isolation. *(Detailed protocols and forms in development)*
3. **Support for Homeless:** Temporary animal care support for clients exposed to COVID-19 and cannot isolate with their pets. For clients with no other social supports and who have exhausted all municipal offered animal services. Priority determined from social agency referrals. Animals will require 14-day isolation.

## PROGRAM QUALIFICATIONS

Individuals and families may contact the BC SPCA or may be referred or verified by a community support worker, supportive housing agency, social worker, police officer, firefighter or CID officer, or by BC Emergency Health Services or municipal or regional Emergency Support Services. All criteria must be met before admittance to the Emergency Animal Boarding Program is considered. Admission is at the discretion of the BC SPCA Branch Manager or their designate. In instances where all criteria is not met the Branch Manager must contact the Regional Manager before proceeding.

### Program Criteria

- 1) Individual or family is facing a crisis such as domestic violence, a disaster where they are temporarily unable to provide adequate care or housing for their animal(s) due to fire, flooding, earthquake, loss of job, sudden illness possibly requiring hospitalization (medical emergencies), entering a recovery or rehabilitation program.
- 2) Individual or family have exhausted all other available resources, including housing the animal with family, veterinarian or boarding facility.
- 3) Participation/permission of a third-party social service, public service or family member is required.
- 4) Proof of animal ownership and owner identification are required; if not available, third-party will verify.
- 5) Individual is required to sign Emergency Animal Boarding Program Agreement.
- 6) Individual must have access to phone and/or email and communicate their housing or well-being status weekly with Branch Manager or designate.
- 7) Individual must provide all record(s) of vaccination history, health care documentation and/or permission for family veterinarian(s) to release records to BC SPCA.
- 8) Individual or family designate understands that vaccinations, deworming and flea treatment are required and agrees to allow the BC SPCA to administer them, if necessary. Other medical care will be at owner's expense.
- 9) Individual or family designate will pick up animal(s) on or before agreed date of pick-up unless other arrangements are made with Branch Manager or designate.
- 10) Animal(s) is healthy or has condition that does not require immediate veterinary care and is safe to handle by staff and volunteers.

### Program Details

- Length of stay is a maximum of 14 days. Stay may be extended for up to 7 days at the discretion of Branch Manager or designate at least 2 days before end of emergency animal boarding.
- Emergency Animal Boarding Program is for one-time use or at the discretion of the Branch Manager or designate.
- BC SPCA will provide daily food, water, socialization, exercise and basic care during stay.
- Animals in Emergency Animal Boarding Program are housed on-site at the branch or placed with a BC SPCA-qualified volunteer foster home.
- Visitation is at discretion of Branch Manager or Designate; in foster home, no visitation is permitted.
- Strictly confidential (individual and family anonymity is guaranteed).
- Fee waived for surrender of animal(s) to the BC SPCA if individual or family decides they cannot provide ongoing care for their animal(s).

### Considerations

There are risks associated with boarding an animal(s) in a shelter. Risks include stress from being apart from an owner or being with unfamiliar people in an unfamiliar environment, which can result in a change in behaviour, weight loss or even illness due to infectious disease. For these reasons, the BC SPCA encourages pet owners to exhaust all other options before applying for emergency animal boarding.

Branch Manager or designate may request an animal be removed from the program as soon as possible if the animal is not coping in care or their health and/or behaviour declines.

## Emergency Animal Boarding Program SOP

Emergency animal boarding is offered for 14 days unless extension is arranged with manager or their designate. If owner cannot find accommodations or alternative care for their pet(s) after 14 days, the BC SPCA reserves the right to place animal(s) up for adoption or make alternate arrangements in the best interests of the animals(s).

Owner of animal(s) in emergency animal boarding must be available to BC SPCA staff members by phone or email. Owner or their emergency contact must respond in less than 24 hours.

### Program Contact

BC SPCA Branch Manager or designate.

### STAFF RESPONSIBILITIES

#### Branch Manager or Designate

Branch Manager or designate is responsible for this program at the branch and ensuring process and protocols are followed.

Branch Manager or designate will discuss program criteria, details and considerations with owner, and have owner sign Emergency Animal Boarding Program Agreement. Branch Manager or designate will determine animal's pathway prior to intake.

#### BC SPCA Call Centre

Receive initial request for emergency animal boarding using the online request process. Direct requests to the Branch Manager (or designate) for follow-up with individual, family or agency.

Individuals/families or agencies may contact the branch directly, in those instances the online request forms are completed by the Branch Manager or designate, or forwarded to the Call Centre for assistance.

#### Reception (Branch Manager or designate)

- 1) Individuals/families or agencies may contact the branch directly, in those instances the online request forms are completed by the Branch Manager or designate, or forwarded to the Call Centre for assistance.
- 2) Review Emergency Animal Boarding Program Agreement, BC SPCA intake forms, and medical and other forms with individual or family utilizing program.
- 3) Verify animal(s) is up-to-date on vaccinations, deworming and flea treatment and, if not, advise animal(s) will be vaccinated, dewormed and given flea treatment prior to intake, if necessary.
- 4) Ensure third-party emergency and support contact is listed.
- 5) Enter person's information into Shelter Buddy.
- 6) Enter animal(s)'s information into Shelter Buddy.
- 7) Create hardcopy file for individual client's animal(s), ensuring all documents are in file including signed Emergency Animal Boarding Program Agreement.
- 8) Scan all documents (medical, behaviour and Emergency Animal Boarding Program Agreement) and upload to Shelter Buddy under animal(s).
- 9) Ensure animal(s) do not pose a safety risk to other animals, staff, volunteers or the public, and if they do, speak with Branch Manager or designate to determine if animal(s) will be taken in.

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- 10) Schedule weekly communication with individual or family via phone or email to update them on their pet(s) and record their housing status.
- 11) Prepare kennel paperwork, including kennel card, daily welfare sheets and observation sheet.

### Intake Staff

Complete a BC SPCA physical intake on animal(s) following standard intake protocols and enter all findings in ShelterBuddy, notifying supervisor of any concerns.

### Animal Care Attendants & Volunteers

Responsible for animal(s)'s care, daily monitoring and enrichment during stay at the branch.

### Foster Coordinator

Reviews animal(s)'s intake forms (Appendix D), medical forms and special instructions from owner. Matches animal(s) with appropriate foster home. Maintains contact with foster home, providing support and resources as needed (e.g., sets up any branch appointments, provides supplies, arranges pick-up/return of animal(s)).

### Foster Home

Responsible for animal(s)'s care, daily monitoring and enrichment during stay in their home.

## EMERGENCY ANIMAL BOARDING PROCESS

Individual, family member, case manager, social service worker, CID officer or first responder reaches out to BC SPCA for assistance with pet(s) needing emergency temporary housing.

### Contacting BC SPCA

- A. Individual, family or organization contacts the BC SPCA Call Centre
  - 1) Caller is transferred to an animal helpline attendant knowledgeable in emergency boarding procedures.
  - 2) Animal helpline assistant completes the online emergency animal boarding request form with an option for the caller to complete the form themselves.
- B. Individual or agency visits the Website link to make a request for an individual or family
  - 1) Individual or agency is sent the website link by the Call Centre or branch to submit request for emergency animal boarding online, or
  - 2) Individual or referral agency visits the website link and completes the emergency boarding online request form.
- C. Individual, family or organization contact branch directly

Clients or agencies may contact the branch directly, in those instances the online request forms, request for emergency animal boarding and other forms are completed by the branch manager or designate. The branch may choose to forward the request to the Call Centre to provide consistent service.

  - 1) Branch staff refers the individual or referral agency to the Call Centre (preferred) *OR*
  - 2) Branch staff directs the caller to complete the online emergency animal boarding request form, sending the link via email *OR*

## Emergency Animal Boarding Program SOP

- 3) Branch Staff completes the online emergency animal boarding request form for the client or agency, when the client is either on the phone or in-person in-branch.

### Next steps after initial contact

- 1) Notification of completed form is automatically sent to the Branch Manager and second in command, as well as the Regional Manager.
- 2) The Branch Manager or designate contacts the individual or referring agency/family/friend within 24 hours by phone.
- 3) The Branch Manager or designate will determine if the request meets the terms of the Emergency Boarding program.
- 4) The Branch Manager will determine if the branch has the necessary resources to provide emergency boarding
- 5) Branch manager may reach out to the Regional Manager to review eligibility, resources or branch best suited to provide assistance.

*Please note: all calls to be directed to an Animal Helpline Attendant first. As the branch may receive calls directly without going through the call centre, this option is included, but not is ideal for consistency and customer service reasons.*

## Screening

### Call Centre

- Animal Helpline Assistant completes the online emergency animal boarding request form with an option for the caller to complete the form themselves.

### In Branch

Individual, family or support worker is asked to fill out the emergency animal boarding request form online or referred to the Call Centre for assistance with filling out the online form. Branch manager or designate may fill out online form and submit request for individual.

### Telephone

1. Options:
  - 1) Refer individual to online emergency animal boarding form
  - 2) Refer individual to Call Centre for assistance filling out online form
  - 3) Branch Manager or designate fills out online form for individual

\*Screening questions used in online form – see Appendix A
2. Things to remind individual or family to bring with them to intake appointment:
  - a) Government-issued photo identification and proof of ownership, for example, vet record, license, microchip registration, photos on phone, purchase receipt, etc.
  - b) Medical records or call family veterinarian and have them faxed/emailed
  - c) Pet(s)'s toys, bedding, medications, food, special prescription diets and/or treats for stay
  - d) Housing for exotics or small mammals
  - e) Instructions for care of pet(s) during stay
3. Email BC SPCA intake forms (Appendix D) to individual, family or support worker (if needed)

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### In Person

1. Options:
  - 1) Refer individual to online emergency animal boarding form
  - 2) Refer individual to Call Centre for assistance filling out online form
  - 3) Branch Manager or designate fills out online form for individual

\*Screening questions used in online form – see Appendix A
2. Have individual fill out Emergency Animal Boarding Program Request Form (Appendix B)
3. Ask individual if they could get pet(s)'s toys, bedding, special prescription diets and/or treats for stay
4. Ask if they can write up instructions for care of pet(s) during stay
5. Give them BC SPCA intake forms (Appendix D) and ask them to fill them out

### Schedule an Intake Appointment

- Schedule an intake appointment, ideally in the morning before adoptions open (if possible) when the branch is less busy.
- Appointments generally take about one hour to complete. Staff should prepare a kennel or housing for the animal(s) ahead of their appointment.
- If individual is a walk-in and the branch can take the animal(s) in, proceed with processing intake as long as individual meets criteria and Branch Manager or designate agrees.
  - Ask owner to sign Emergency Animal Boarding Program Request Form (Appendix B) and Emergency Animal Boarding Program Agreement (Appendix C).
- Provide Foster Coordinator with date of intake and information on pet(s) so they can actively look for and recruit a qualified foster home. Foster should be arranged prior to intake if applicable.

### Intake Appointment

- At intake appointment, have individual read, fill out and sign (if not done prior):
  - 1) Emergency Animal Boarding Program Request Form (Appendix B)
  - 2) Emergency Animal Boarding Program Agreement (Appendix C)
- Individual must bring vaccination records and other medical records or have them faxed/emailed by their veterinarian.
- If vaccinations are not up-to-date as indicated on the medical records, administer as per BC SPCA animal intake protocol.

### ShelterBuddy

#### Enter Person and Animal(s) in ShelterBuddy

- Check for person's file in ShelterBuddy, searching by name, phone number, email or address as necessary.
- Ask person if they have ever been entered into our database for an adoption, stray, donation, license etc. If not in ShelterBuddy, create a new person file and create new animal(s), if animal(s) is not in system.
- List in ShelterBuddy 'information' if animal(s) is not coming in at this time (For 'how to', see Appendix D).

## Emergency Animal Boarding Program SOP

- Change status to 'emergency boarding' in ShelterBuddy, choosing reason and circumstance, (For 'how to', see Appendix E).

### Housing

1. Based on animal(s)'s pathway planning, they will either be:
  - a) Housed and cared for in the shelter for 14 days;
  - b) Placed on 'awaiting foster' status and housed in the shelter until a foster is found; or
  - c) Housed in the shelter until physical intake is complete and the foster home picks them up.
2. Ensure animal is identified on kennel as emergency board animal. Include list of animal(s)'s personal belongings that must stay with them during emergency animal boarding on kennel/housing and in file. Tag items to identify them.
3. Add list of personal belongings to ShelterBuddy under General Notes. Under Special Message, add a pop-up that reads 'personal belongings – see General Notes'.

### Medical Care

Have a plan in place for emergency medical care, including how you will contact owner or emergency contact. Plan should cover emergencies in the shelter and in the foster home.

### Owner Visiting Animal

For animals placed in foster homes, visitation is not permitted for security reasons. If animal(s) is in the shelter, an individual or family can schedule a visit by appointment only.

### Extending Emergency Animal Boarding

Extensions are granted at discretion of Branch Manager or designate. Owner must contact the branch in advance to discuss extending animal boarding. Update ShelterBuddy with date of pick-up and follow-up. Add follow-up appointment in shelter Outlook calendar with a reminder.

### Follow-up

Set a time and date with owner for follow-up. This is when a BC SPCA staff member will contact them to give them an update on their pet(s) and check on the status of their circumstances. Ask owner to commit to time and date(s).

### Returning Animal to Owner

1. Set up an appointment for the day the animal(s) will be picked up and returned to owner. Add date and time as a pop-up in General Animal Notes of animal record in ShelterBuddy.
2. Process animal as 'emergency boarding returned to owner' in ShelterBuddy.
3. Process any medical fees (as discussed and agreed upon with Branch Manager or designate) in ShelterBuddy, if applicable (For 'how to', see Appendix E).
4. Ask owner or individual if they would like to make a donation to support care of animal while in emergency boarding. (See Script 'how to ask for a donation' Appendix H).
5. Process donation in ShelterBuddy (For 'how to', see Appendix E).
6. Provide record of treatments given, medications and behaviour notes.
7. Return all animal items listed on personal belonging list
8. Return food brought with pet(s) or provide food from shelter, if needed

## COMMUNICATION

Branch Manager or designate is assigned to communicate with owner. Communication is documented in ShelterBuddy and privacy respected.

## FOSTER HOME

Foster Coordinator recruits qualified foster home to meet needs of emergency animal boarding animal(s).

- Animal information is shared with foster home, including daily routine, exercise, diet, preferences, and any medical and behaviour needs.
- Foster volunteer must sign Emergency Animal Boarding Foster Agreement (Appendix F).
- Once foster agreement is signed, disposition animal to 'in foster' in ShelterBuddy (For 'how to', see Appendix E).
- Schedule regular check-ins for updates and support.
- Provide foster with supplies and contact list and instructions in event of an emergency.
- Advise foster no photos or social media allowed.

**APPENDICES**

Appendix A - Emergency Animal Boarding Program Request – Screening Questions

These questions are included in the online emergency animal boarding form and designed to help us learn more about the needs of an individual and animal(s).

**Individual/Family Circumstances**

1. Can I ask you why you’re in need of emergency boarding?

Urgent	MEDICAL	Other
<input type="checkbox"/> Fleeing home (domestic violence)	<input type="checkbox"/> COVID-19	<input type="checkbox"/> Homeless
<input type="checkbox"/> Loss of housing	<input type="checkbox"/> Hospitalization	<input type="checkbox"/> Loss job
○ Fire	<input type="checkbox"/> Other medical	<input type="checkbox"/> Detox Program
○ Flood	emergency	<input type="checkbox"/> Recovery/Rehabilitation Program
○ Earthquake		

2. What other options have you tried in what must be a very stressful time? Family, friends, building staff (if applicable), veterinarian or boarding facility?

3. Do you have someone from the social service sector, a family member or friend who can participate in our program as your contact and support for you and your pet during your pet’s stay with us? If answer is no, staff should ask how can you help them identify someone?

Animal(s)

1. How many animals do you need assistance with emergency boarding?

2.

What type of animals?	Name	Age

3. Do you have proof of ownership and identification? Can I see it? Verify ownership and that the individual is over 19 years of age. If no proof of ownership or identification, ask third-party participant to verify ownership and that individual is who they say they are for you.

4. Do you have a record of vaccination history or health care documentation for your pet(s)? If no, can we have your permission to contact your family veterinarian to release your pet’s medical records to the BC SPCA? When was the last time your pet(s) went to the vet? *NOTE: if there are any medical concerns notify with your Branch Manager or Designate before they approve emergency boarding.*

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5. How healthy is your pet(s)? How safe is your pet to handle by staff and/or volunteers (any aggression)? Have you or your pet been out of the country recently? NOTE: if there are any behaviour concerns bring these to your Branch Manager or Designate's attention before they approve emergency boarding.

### Things to consider and discuss with person before continuing

- Your pet may stay in the shelter or be placed in a BC SPCA qualified volunteer foster home for the 14 days. Discuss with person the benefits of their animal staying in a foster home.
- If your pet is not up-to-date on vaccinations, de-worming or flea treatment as documented by their medical records, we do require these and will administer them at no charge. Other medical expenses will be your responsibility. Manager to discuss medical expenses if required.
- You must check-in weekly with us, via phone or email. We will provide you with updates on your pet(s) and see how you are doing. Can you do this? If no, can staff member identify a way for them to check in? Ask for an emergency contact or that they find someone to speak on their behalf.
- Being in a shelter and away from an owner can be very stressful for some pets which may result in change in behaviour, weight loss or even medical illness due to infectious disease. This is why we ask that everyone do everything they can to find alternatives to emergency boarding. For example, family, friend, neighbour, etc. There is always a risk when pets come into care.
- If your pet's health or behaviour suddenly declines, we will call you as soon as we notice a change and ask you pick up your pet ASAP.
- Emergency Boarding Program is meant for one-time use. Future requests may be approved at manager's discretion.
- Emergency boarding is for a maximum of 14 days. If you do not stay in contact and do not show up before or by the end of the 14<sup>th</sup> day, you will be giving ownership of your pet to the BC SPCA.

### Paperwork

We require you to:

1. Sign BC SPCA Emergency Board Program Agreement
2. Fill out all BC SPCA Intake forms (Appendix D)
3. Sign permission form to release veterinary records to BC SPCA form

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Appendix B - BC SPCA Emergency Animal Boarding Request Form

Animal's Name \_\_\_\_\_ Log Number \_\_\_\_\_ Staff Name \_\_\_\_\_

Breed of Animal \_\_\_\_\_ Age of Animal \_\_\_\_\_ Colour \_\_\_\_\_

Owner's Name: \_\_\_\_\_ D.O.B: \_\_\_\_\_

Address: \_\_\_\_\_ Cell phone: (\_\_\_\_) \_\_\_\_\_

City: \_\_\_\_\_ Alternate phone: (\_\_\_\_) \_\_\_\_\_

Prov: \_\_\_\_\_ Postal Code: \_\_\_\_\_ Email: \_\_\_\_\_

Next of Kin/Power of Attorney: \_\_\_\_\_ Relationship: \_\_\_\_\_

Address: \_\_\_\_\_ Cell Phone: (\_\_\_\_) \_\_\_\_\_

City: \_\_\_\_\_ Alternate Phone: (\_\_\_\_) \_\_\_\_\_

Prov: \_\_\_\_\_ Postal Code: \_\_\_\_\_ Email: \_\_\_\_\_

I, the owner of the animal(s) described above, hereby request that the BC SPCA provide emergency boarding for this/these animal(s) for a maximum two-week period ending on \_\_\_\_\_ (date). I agree to pay as much of the boarding costs as I am financially able. **I further agree that if I have not reclaimed this animal by the end of business on the agreed upon Board End Date, the legal ownership of the animal transfers to the BC SPCA.** The BC SPCA may exercise its discretion to extend the Board End Date, but this will be on a case by case basis. \_\_\_\_\_ (initial)

I understand that my animal(s) will be provided with an initial health exam when my animal(s) enter(s) the Emergency Boarding Program, and that the BC SPCA will follow its current practices in order to meet the welfare and medical needs of this/these animal(s) while in its care. If at any point during the length of time my animal(s) is/are in the Emergency Boarding Program, a Branch Manager or Designate determines that my animal(s) require(s) medical treatment, I/my Designate will be contacted by the BC SPCA to discuss and agree upon the appropriate treatment. I give permission to BC SPCA staff to contact me/my Designate for that purpose. \_\_\_\_\_ (initial)

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I understand that if my animal(s) requires immediate medical treatment and the BC SPCA is unable to get in contact with me, treatment deemed necessary by the Branch Manager or Designate may be provided without my prior knowledge or permission. \_\_\_\_\_(initial)

I understand that the BC SPCA shall accept no responsibility for the present or future health of this/these animal(s) and no responsibility for any action(s) of the animal(s) while in its care. \_\_\_\_\_(initial)

<b>Owner/Guardian/Power of Attorney Signature</b> _____  <b>Date:</b> _____
---

<b>Manager Name:</b> _____  <b>BC SPCA Branch:</b> _____  <b>Branch Phone: (_____)</b> _____  <b>Branch Email:</b> _____
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Appendix C - BC SPCA Emergency Animal Boarding Agreement

Owner Name: \_\_\_\_\_ Animal ID#(s): \_\_\_\_\_

Animal Name(s): \_\_\_\_\_

As a condition of releasing my animal(s) to the BC SPCA's Emergency Boarding Program, I understand and agree as follows:

Boarding Term:

This agreement is for the boarding of your animal from \_\_\_\_\_ to \_\_\_\_\_ (the "End Date")  
(start date) (end date)

**General**

1. The BC SPCA staff and volunteers will provide daily food, water, shelter, socialization, exercise and care for my animal(s). If my animal(s) require(s) a special diet, I will provide enough food for the length of time my animal(s) is/are in care, if able. (The BC SPCA will provide food if necessary) I will also provide an information sheet with feeding instructions.
2. If my animal(s) require(s) medication, I will provide enough medication for the length of time my animal(s) is/are in care. (The BC SPCA will provide medication in consultation with a veterinarian if necessary) I will also provide an information sheet with the name and phone number of my veterinary clinic and any medication instructions from my veterinarian.
3. As it is stressful for both the animal(s) and their owners, I may not be permitted to visit my animal(s) while the animal(s) is/are in the Emergency Board Program, unless it is authorized by the Branch Manager.
4. I understand that the BC SPCA may place my animal(s) with a foster program volunteer while my animal(s) is/are in the Emergency Boarding Program. If my animal(s) goes/go to foster care, the foster volunteer will provide daily food, water, shelter, socialization, exercise and care for my animal(s).

**Duration, Pick-Up and Surrender**

## Emergency Animal Boarding Program SOP

5. I understand that my animal(s) may remain in the Emergency Boarding Program for a total of 14 days. Further care requests must be made within the 14-day period to the BC SPCA Branch for approval by the Branch Manager or Designate. Extensions of the boarding agreement are not guaranteed. \_\_\_\_\_(initial)
6. I will pick up my animal(s) on the end date noted above. I will be contacted a few days prior to the end date by the BC SPCA to confirm the pick-up. I may pick up my animal(s) before the end date on providing I give the BC SPCA a minimum of 48 hours prior notice. \_\_\_\_\_(initial)
7. I understand that I can designate a person other than myself to pick my animal(s) up from the BC SPCA, I understand that I must inform the BC SPCA of the identity of my Designate and this person must supply government issued identification at the time of retrieving my animal(s). \_\_\_\_\_(initial)
8. If I do not reclaim my animal(s) by the end date noted above, or make other arrangements to retrieve my animal(s), I will be deemed to have surrendered all ownership rights and interests of any kind in my animal(s) to the BC SPCA. \_\_\_\_\_(initial)
9. I will complete all required animal intake documents upon acceptance into the Emergency Boarding, to assist with the care and possible re-homing of my animal(s), should it become necessary. \_\_\_\_\_(initial)

### **Health and Veterinary Issues**

10. I understand that BC SPCA staff and volunteers will provide the best possible care for my animal(s) and I will not hold BC SPCA staff or volunteers liable for sickness, injury, loss or death of my animal(s). \_\_\_\_\_(initial)
11. My animal(s) will be provided with an initial health exam when my animal(s) enter(s) the Emergency Boarding Program. If at any point during the length of time my animal(s) is/are in the Emergency Boarding Program a Branch Manager or Designate determines that my animal(s) require(s) medical treatment, I/my Designate will be contacted by the BC SPCA to discuss and agree upon the appropriate treatment. I give permission to BC SPCA staff to contact me/my Designate for that purpose. \_\_\_\_\_ (initial)

Emergency Animal Boarding Program SOP

12. If my animal(s) require(s) immediate medical treatment and the BC SPCA is unable to get in contact with me, treatment deemed necessary by the Branch Manager or Designate may be provided without my prior knowledge or permission. \_\_\_\_\_(initial)

13. I understand that vaccinations, deworming and flea treatment may be provided to my animal(s) at no charge to me if these treatments are not up to date as documented by the animal's(s') medical records. If available, I will provide the BC SPCA with vaccination records for my animal(s) or the phone number of my veterinary clinic for the BC SPCA to contact to obtain such records. \_\_\_\_\_(initial)

14. I agree to pay the maximum of \$\_\_\_\_\_ to be spent on treatment. \_\_\_\_\_(initials)

**Proof of Ownership and Indemnity**

15. If available, I will provide the BC SPCA with written proof of my ownership (adoption certificate, dog license, microchip) of the animal(s) referred to on the Emergency Boarding Form. If such proof is unavailable, by signing this Agreement, I warrant that I am the legal owner of the animal(s) referred to, and agree to indemnify and hold the BC SPCA harmless from any loss or damage claimed by any third parties with respect to the participation of the animal(s) in the Emergency Boarding Program.

\_\_\_\_\_  
OWNER NAME

\_\_\_\_\_  
BC SPCA Staff Name

\_\_\_\_\_  
OWNER SIGNATURE

\_\_\_\_\_  
BC SPCA Staff Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Date

Proof of ownership provided?  Yes  No

(If yes, specify type and attach copy: \_\_\_\_\_)

Emergency Animal Boarding Program SOP

Appendix D - BC SPCA Intake Forms

Located on Staff Portal [Animal Management, Behaviour & Welfare](#)

Dog Intake D1

Dog Social Intake D2

Cat Intake

Rabbit Intake (under development)

Small Mammal Intake (under development)

## Emergency Animal Boarding Program SOP

### Appendix E- ShelterBuddy

See Staff Portal for [Shelter Buddy Manual](#)

Shelter Buddy 'how to enter a person & create new animal'

Shelter Buddy 'how to change status from information to emergency board'

Shelter Buddy 'how to process animal, return to owner & donation'

Shelter Buddy 'how to disposition animal into foster in'

Appendix F - Emergency Animal Boarding Foster Agreement

This Agreement dated for Reference \_\_\_\_\_  
Animal(s) ID# \_\_\_\_\_

**AGREEMENT (the "Agreement")**

BETWEEN:

**THE BRITISH COLUMBIA SOCIETY FOR PREVENTION  
OF CRUELTY TO ANIMALS (the "Society")**  
1245 East 7<sup>th</sup> Avenue  
Vancouver, BC V5T 1R1

AND:

**Name:** \_\_\_\_\_ **of,**

**Address:** \_\_\_\_\_  
**(the "Foster Parent")**

**WHEREAS:**

The Foster Parent has agreed to foster (Name and ID#) \_\_\_\_\_  
\_\_\_\_\_, an animal ("the Animal") that is currently the subject of Emergency  
Boarding by the Society and owned by a third party (the "Animal Owner").

**THE SOCIETY AGREES AS FOLLOWS:**

- A. To transfer the Animal from the custody of the Society to the custody of the Foster Parent upon satisfaction that the Foster Parent has read and agreed to the conditions below;
- B. To make available all supplies as necessary (where available) and to reimburse the Foster Parent for all reasonable costs incurred in caring for the Animal.

**THE FOSTER PARENT AGREES AS FOLLOWS:**

- 1. To **not** record any photos or video of the animal(s) unless specifically directed to by the Society and to **not** post any information about the animal on any social media site. To not permit family or friends to take photos or video and not post on social media site.

2. To return the Animal to the custody of the Society upon request.
3. To provide the Animal with the **Five Freedoms** as set out in the Society's Charter. Namely to ensure that the Animal experiences:
  1. Freedom from hunger and thirst
  2. Freedom from pain, injury and disease
  3. Freedom from distress
  4. Freedom from discomfort
  5. Freedom to express behaviours that promote well-being.
4. To attend to the Animal, on a daily basis, for the purpose of ensuring the health and well-being of the Animal.
5. To provide clean, potable drinking water for the Animal at all times.
6. To provide a suitable quantity and quality of food for the Animal to maintain normal body weight as outlined by the Society.
7. To provide daily exercise to maintain the Animal in adequate body condition.
8. To not permit the Animal to play with any animal that is not spayed or neutered. (Exceptions may be made in some circumstances under the direction of the Society.)
9. To provide the Animal with adequate daily supervised exercise and enrichment based on their needs as determined by the Society; if providing treats, to ensure that the treats are approved by the branch.
  - Dogs**
    - To ensure that the Dog is **never** off leash at a dog park or other off-leash area.
    - To ensure that at all times the Dog is wearing a flat collar and the Dog **must** remain on leash at all times when outside of the home.
  - Cats**
    - Not allowed outside
  - Small Mammals**
    - Not allowed outside
  - Birds**
    - Not allowed outside
10. To contact the Society if veterinary care is required for the Animal.
  - All veterinary care **MUST** be approved by the Society prior to the Animal seeing a veterinarian.
11. To provide humane, positive reinforcement-based training for the Animal without using pain, fear, or physical or verbal intimidation techniques.
12. To not entrust the care of the Animal to any other person without prior approval of the Society.

13. If unable to comply with any of the above, to return the Animal to the custody of the Society.

**IT IS FURTHER UNDERSTOOD AND AGREED THAT:**

The Agreement does not, in any way, limit the statutory rights and powers of the Society under the PCA Act.

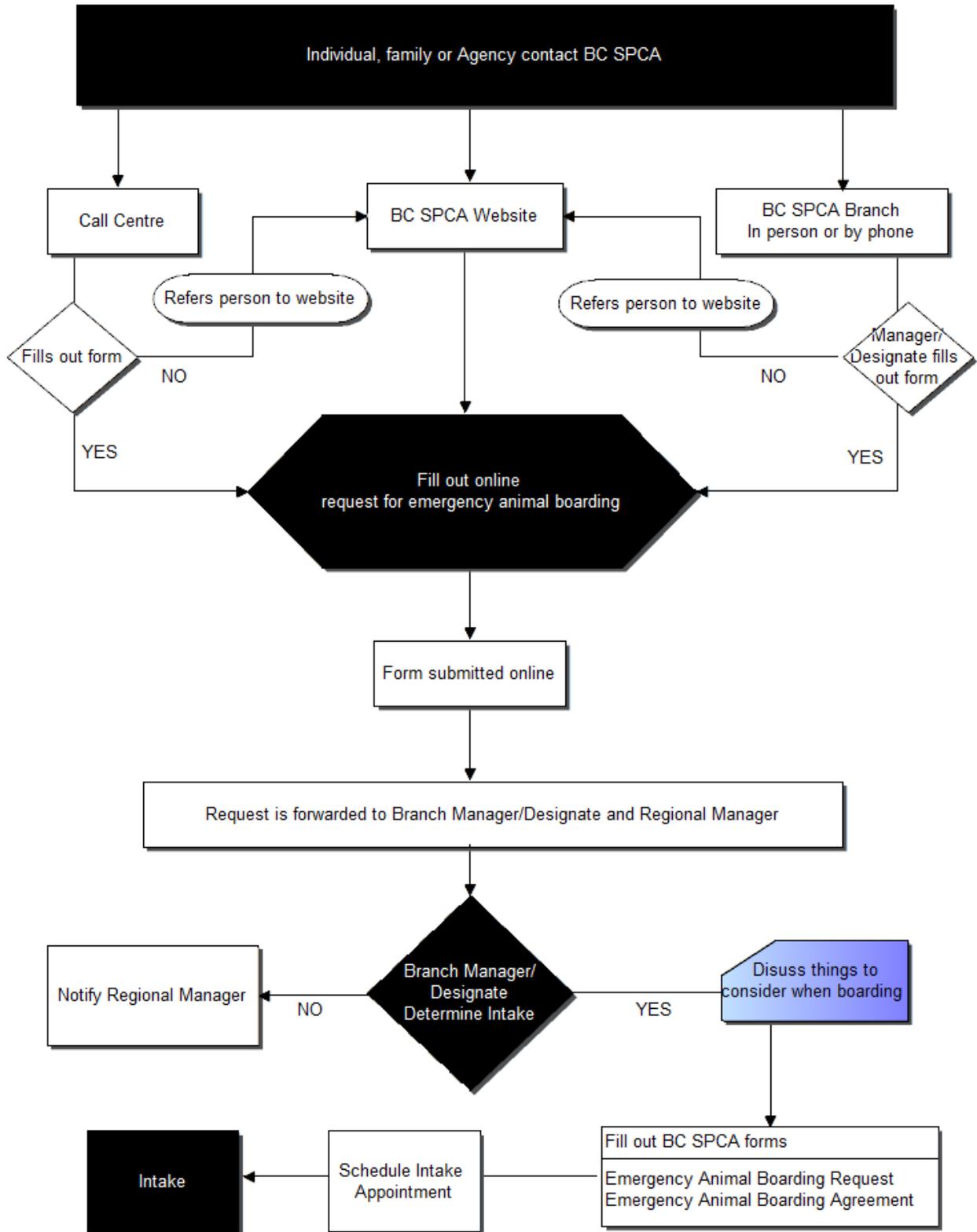
\_\_\_\_\_  
AUTHORIZED AGENT OF THE SOCIETY                      FOSTER

Date: \_\_\_\_\_                      Date: \_\_\_\_\_

Branch Name: \_\_\_\_\_

Branch Phone: \_\_\_\_\_

Appendix G - Emergency Animal Boarding Flowchart



## Emergency Animal Boarding Program SOP

### Appendix H – Script How to Ask for A Donation

#### Script - Asking for donation

##### **Ask:**

I'm happy to tell you that the \$105 a week cost of Emergency boarding for [insert their pet name] was funded by generous donations from loyal animal lovers.

I know that these are uncertain times, if you are able to “pay-it-forward” with a donation, no matter how small, we will be able to help another animal like [insert their pet name]. Are you able to make a donation?

##### **If yes:**

Thank you so much!

How much would you like to give? Etc....

*Usual process for processing a donation.*

You will receive a charitable tax receipt by [email (if they gave email) or mail]. It may take a while as we're operating under unusual circumstances right now, if you need to follow up at any point about your receipt you can do so by email to [donations@spca.bc.ca](mailto:donations@spca.bc.ca)

Thank you so much for helping other animals like [insert their pet name]. It was a pleasure having [him/her] stay with us and hope you both stay well and safe.

##### **If no:**

I totally understand – these are extraordinary times.

If you are ever able to help in the future, we'd be so grateful.

It was a pleasure having [insert pet name] stay with us and hope you both stay well and safe.