CABOT
ANIMAL SUPPORT SERVICES

First 48 Protocol
Created May 5, 2021

Purpose:
This document defines the policy and procedures for helping community members find a pet's owner within the first 48 hours of finding the pet.

Materials, definitions, and references:
- ACO - Animal Control Officer
- CASS - Cabot Animal Support Services

Scope and Responsibilities:
This policy applies to all CASS staff and volunteers responsible for speaking with community members in the lobby.

Policy:
CASS employees and volunteers will provide guidance on how to find a found pet's home in accordance to the following procedures.

Procedures:
- Ask if the finder would be interested in fostering if the owner cannot be found. If so, have the finder fill out the foster information form on the iPad. You can then refer to the Finder Foster Protocol. If they cannot foster, schedule an appointment for them to bring the pet back after 48 hours.
- Take pictures of the pet and record the pet information and the information of the finder in the "Found Pet" binder.
- Have the finder fill out the Found Pet form on the iPad before leaving the lobby.
- Refer them to the Found Pets page of our website for resources such as PetCo Love Lost, other places to post, and a flyer template to try to find the owner before their intake appointment.
- We can provide anything they need for those 48 hours including a kennel, food, toys, etc.
    - Fill out the Equipment Rental form so we can keep track of what needs to be returned.
    - If the finder does check out equipment, add them as a person on the shelter software.
- If they come to the intake appointment, intake as usual. Fill out the After the First 48 form.
    - Make sure all equipment is returned
- If they do not come to intake appointment, call the finder and determine if the owner was found, if they are continuing to look, if they decided to keep, or if they rehomed. Fill out the After the First 48 form.
    - Set up a time for the finder to return equipment