ACO FIELD SERVICES RETURN TO OWNER CHECKLIST

Assessment

- Physical condition/health (Move forward with the following steps BEFORE impoundment unless an animal needs immediate medical attention.)
- Behavior (friendly, frightened, aggressive, etc.)
- Collar? Tags?
- Scan for chip

If the animal has identification:

- Call any phone number on the animal
- Any animal found with rabies tag correlating to a veterinarian, notify the corresponding medical provider
- If unable to reach someone via phone, text the numbers
- Scan for microchip
- Research chip in shelter's data base (if applicable, enlist assistance from dispatch)
- If a chip is detected, run the chip in the chip look up tool if no results in shelter database: **https://www.petmicrochiplookup.org/**
- If the chip results in owner information, begin contact or enlist dispatch to start alerts (if applicable) and phone calls, text, and emails

Check Lost & Found Reports

Confer with dispatch, are there any lost animal reports from the area matching the found animal? Are there any nearby calls for service that could potentially be related to this animal?

Start the following process (not all will apply, but all are effective):

- Photograph the animal (front facial)
- Create an animal ID number
- Complete a found animal report with agency, enlist dispatch to post the animal to the public facing website immediately
- Show the animal as kenneled in the ACO truck, and make visible on the public facing website
- File a found report with Finding Rover
- Tweet the find if your agency has Twitter
- List the animal on the shelter's lost and found Facebook page(s)
- Some agencies have an ACO specific Facebook page for immediate posting of found animals in the field, if applicable, post a photo, description and location

Work the Neighborhood

- If appropriate and safe, knock on neighboring doors, ask for help
- Walk the animal. Enlist the help of neighbors, postal carriers, children, UPS/Amazon
- Post found flyers on lawns or via door hangers