



Standard Operating Procedure

Emergency Boarding Program

Last revised October 2020

Overview

As part of the Keep 'Em Together, KC initiative, KC Pet Project occasionally provides emergency boarding for public, owned animals through in-shelter boarding at the Kansas City Campus for Animal Care, assigned foster homes, or grant funding paid directly to third-party boarding facilities, as approved.

Purpose

The purpose of the policy is to outline the parameters for temporarily boarding animals with or under the care of KC Pet Project (KCPP).

Policy

Consideration for boarding is acceptable when the need for boarding is temporary and is an urgent situation and has a defined end date. Reasons acceptable for participation in the Emergency Boarding Program include, but are not limited to:

- The owner and animal(s) are displaced from their home due to a natural disaster •
Owner is the victim of domestic violence
- The owner and animal(s) are facing a temporary change in housing due to an extenuating circumstance such as the owner's illness or loss of housing such as eviction.

Emergency Boarding Program Pathways:

All boarded animals should ideally be placed in a foster home rather than at KC Pet Project at the Kansas City Campus for Animal Care. However, KC Pet Project may temporarily board owned animals at the Kansas City Campus for Animal Care. Though rare, animals may be approved for grant assistance to be temporarily boarded at a licensed third-party pet boarding facility.

Emergency In-Shelter Boarding

Emergency in-shelter boarding must be approved by the CEO or the CEO in collaboration with the appropriate Directors (i.e. Director of Canine Operations, Director of Feline Operations, Director of Community Programs, Chief Veterinarian and Medical Director).

Available emergency in-shelter boarding spots are limited to availability of appropriate kennels at time of application review.

Emergency Foster Boarding

Emergency foster boarding must be approved by the CEO, or the CEO in collaboration with the appropriate parties (i.e. Director of Canine Operations, Director of Feline Operations, Director of Community Programs, Foster Manager(s), Foster Coordinator(s), etc.).

Available emergency foster boarding spots are limited to the availability of appropriate foster homes.

Grant Funding for Third-Party Facilities

Approved grant funding for the Emergency Boarding Program paid directly to third-party boarding facilities must be approved by the CEO, Director of Community Programs, or the CEO in collaboration with the Director of Community Programs.

Available grant funding is determined by the availability of current donations, and/or potential donors and/or sponsors, unless otherwise approved in writing by the CEO.

Duration of Emergency Boarding

Boarding should not exceed ninety (90) days, unless otherwise approved by the CEO or the CEO in collaboration with the appropriate Directors (i.e. Director of Canine Operations, Director of Feline Operations, Director of Community Programs).

Exceptions shall not be made, unless otherwise approved in writing by the

CEO. **Eligibility**

Applicants may only be approved and enter into the Emergency Boarding Program if they meet all of the following requirements:

- Applicants must be Kansas City, Missouri, residents – proof of residency may be required. • Timeframe of temporary housing and care must not exceed ninety (90) days • Applicants may request care for a combination of cats, dogs, small animals, and exotic animals.
Small animals and exotic animals include, but are not limited to, rabbits, ferrets, guinea pigs, hamsters, mice, rats, snakes, bearded dragons, turtles, etc.
- Applicants must agree to provide all requested documentation including vaccination records, medical information, care information, and behavior information for each animal • Applicants must agree to provide estimates for boarding and/or veterinary care before for approval
- If appropriate, applicants may be requested to allow KC Pet Project to obtain photos of the animal(s) and the pet family including the Owner and/or Designated Contact to share with potential donors and/or sponsors.
- Applicants must agree to the terms of the Emergency Boarding Program and if approved, complete an Emergency Boarding Program Agreement and Release of Liability for final grant approval
- Designated contact information must be entered to submit this application. Please enter all information fields for a designated contact.

How to apply

Pet owners who are in need of temporary emergency boarding must submit an **Emergency Boarding Program - Assistance Application**.

Completed applications may be submitted in-person or by postal mail to KC Pet Project's main shelter at the KC Campus for Animal Care located at 7077 Elmwood Ave., KCMO 64132 or electronically by emailing pethelp@kcpetproject.org.

Completed applications

Only completed applications should be delivered to the Director of Community Programs to facilitate approval. Completed applications must meet the following:

- Applicants must designate a secondary contact person as an authorized representative of the animal(s)
- Applicants must complete all applicable fields. Please ensure that all needed information is present. If there are missing fields, please obtain the information before delivery the application to the Director of Community Programs.

For grant requests for third-party facilities

- Applicants must reach out to local boarding facilities to find somewhere reasonably priced before submitting their application.
- Applicants must provide estimates for boarding and/or veterinary care. Attaching the estimate will help us to process this application more quickly. We will need to receive an estimate for boarding and/or veterinary care before we can approve a grant.
- If KC Pet Project ("KCPP") determines that the cost of boarding is too high, KCPP may request that the applicant find a lower priced boarding facility, ask the facility for a discount, or request that the animals be temporarily placed elsewhere such as at KC Pet Project at the Kansas City Campus for Animal Care or in a foster home assigned by KC Pet Project.

Upon receiving a completed application, please inform the applicant that it may take up to 72 hours for an application to be approved. Approval is not guaranteed and grants for third-party boarding facilities are available on a case-by-case basis reliant upon availability of grant funds. Only complete applications will be considered for assistance.

Procedure

Any request for emergency boarding must go to the Director of Community Programs who will work with appropriate parties to facilitate approval and accept the animal(s) if space is available and all terms are met. When an animal is boarded in-shelter or in foster, an **Emergency Boarding Program – Agreement and Release of Liability Form** must be signed and an **Emergency Boarding Program – Boarding Instructions Form** must be completed for each animal.

The appropriate Foster Coordinator is responsible for managing the housing of the animal and facilitating a communication plan with the owner and the emergency foster if the animal is being placed in a foster home.

If the animal is being housed in the shelter, the Pet Support Center is responsible for managing the housing of the animal in collaboration with the appropriate animal care department, and communicating with the owner.

All new applications received will be entered into Trello as a new card under the Case Management Communications board. A new card should be created using the **CREATE NEW EMERGENCY BOARDING REQUEST (EBP) TEMPLATE** and all information entered into the card. The case manager, secondary case manager, and appropriate foster team member must be added to the card and all appropriate labels assigned (Emergency Boarding Request, EBP Foster Placement Pending, etc.)

Recordkeeping

When an animal arrives for boarding, a file will be created with the animal's name. The files are to be kept in the Canine Foster Manager's office away from shelter animals' files and clearly marked as "Boarded Animal." on the front cover.

When the animal arrives, an **Emergency Boarding Program – Agreement and Release of Liability Form** must be filled out.

Vaccination records must be kept in the animal's file. *See Medical Care and Required Vaccinations for appropriate vaccines.*

A wellness exam must be completed prior to animal being released into the foster home. The Veterinary Clinic is responsible for noting all health care for any boarded animal, as well as the cost of any care administered.

Entering Emergency Boarding Program information into PetPoint

- All medical information, treatments, medications, etc., should be entered into PetPoint as we would do for any other animal in care.
- Boarded animals should be added to PetPoint as an owner surrender with the sub-type "**safety net**" and with the stage of "**safety net hold**".
- The animal should be listed as a "**KETPET**" by selecting "KETPET" as the animal hold reason. • All memos and notes regarding the application receipt, review and approval should be entered into PetPoint.
- All notes regarding the animal, including discussions with the owner, should be entered into PetPoint as an exam. The record type should be entered as an "**exam**" with the record sub-type "**case notes.**"
- If the animal is being placed into an emergency foster home, the animal's location should be listed in PetPoint as an "**emergency boarding program**" with the sub location "**emergency foster home**" or "**boarding**"

- The foster's contact information should be added as a memo to the animal profile.

Medical care and required vaccinations

The owner must provide vaccination records for the animal. Vaccination records must include:

- For dogs: Appropriate and up to date DA2PP, Bordetella and Rabies vaccinations

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- For cats: Appropriate and up to date FVRCP and Rabies vaccinations

If it is not possible for the owner to provide these documents, it should be explained to the owner that the vaccinations will be given to their animals by a licensed veterinarian, and the owner is responsible for all costs associated with these vaccines, payable when the animal is reclaimed.

If possible, animals will be altered and microchipped at the owner's expense prior to being returned.

Pet Support Center staff shall explain the **Agreement and Release of Liability** line by line and request the owner initial each line. This way we confirm that they have read and understand the instructions and what they are agreeing to and those instructions are consistent regardless of which KCPP staff member is working with the owner. KC Pet Project will make reasonable attempts to contact the owner by phone if the animal needs medical attention. If the owner cannot be reached, the owner agrees to allow KC Pet Project's medical staff to make decisions on their behalf and provide medical care for their animal.

It must also be explained that any medication the animal is taking must be provided by the owner. If the owner is unable to provide the medication, a KC Pet Project veterinarian will see the animal and issue a new prescription. The owner is responsible for the cost of the exam and any medications given.

Holding and Housing Animals

Animals may be held in foster homes or at the Kansas City Campus for Animal Care. Each boarded animal's housing in the shelter should be clearly labeled as not available for adoption because of boarding.

The foster team is responsible for making any foster home that is housing a boarded animal aware of the fact that the animal is boarding. The foster family may be placed in contact with the owners if all parties agree. The owners may visit the animal at the foster home if the fosters are amenable to it. The owners may coordinate meeting the foster at the shelter for scheduled time with the pet(s).

The owners may visit their boarded animal in the shelter at any time during open hours. They may take their pet off site for the day if they wish but must understand that the animal must be back at the shelter before the close of business. Animals not returned when going on a day outing will be considered reclaimed by the owner and will not be allowed re-entry to the Emergency Boarding Program.

Under no circumstances should the animal be made available for adoption while the animal is boarding.

Unclaimed Animals

The **Emergency Boarding Program – Agreement and Release of Liability** includes a beginning and end date. If the owner fails to contact KC Pet Project when the animal is due to be picked up, then the Foster Coordinator should attempt to contact the owner by both phone and email, and then note the times and dates of contact in PetPoint.

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If the owner does not respond within ten (10) days, the Foster Coordinator shall send a certified letter, return receipt requested, to the address listed on the application stating that since the animal has not been reclaimed, KC Pet Project is assuming the animal has been abandoned and making the animal available for adoption. This should also be noted in PetPoint. Should this occur the animal will also be placed on a stray hold beginning after the date of the letter's arrival in accordance with the law. If the letter is returned undeliverable, the stray hold count begins the day of the letter's arrival back to KCPP.

If no response is received by the owners by the expiration of the stray hold after the letter's arrival, then the animal may be made available for adoption.

