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|  |  | **City of Memphis Animal Services** | |
|  |  | **Standard Operating Procedure** | |
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| **Task:** | Pet Food Pantry & Supply Assistance | | |
| **Revision Date:** | 09/13/22 | **Reference Number:** | PM 5.6b |
| **Purpose/ Description:** | Provide guidance on fulfilling requests for pet food and/ or supplies | | |
| **Responsibility:** | Pet Resource Specialists | | |
| **Frequency:** | Daily Request Processing | **Timing:** | Daily pick-ups, Friday deliveries |
| **Equipment Needed (if applicable):** | Computer, Access to Shelterluv and [MAS.PetResourceCenter@memphistn.gov](mailto:MAS.PetResourceCenter@memphistn.gov) | | |

**Managing Requests for Food Pantry/Supply Pick-up and Delivery**

1. Pet Resource Specialists will review all new service requests and respond in the order the request was received. A memo will be entered when the call back is completed with any additional details and the confirmed delivery or pickup date.

1. If more information is needed before adding the caller to a pick-up or delivery list and the caller does not answer and a voicemail is left, the Pet Resource Specialist will indicate that in a memo then close the call with the outcome type: Left Voicemail.
2. Otherwise, Pet Resource Specialist will leave the activity status as Open until the Food Pantry or Supply Request is filled.
3. Requests for dog houses specifically will be recorded as supplies and all information, including the Activity number should be sent to the Field Supervisors. Pet Resource Specialist should include a copy of their email sent in the memos for that activity. Then, the call may be closed as complete.
4. Minor fence repair requests should be forwarded to the Facility Specialist after photos are received to determine if it is within our scope/ if chicken wire can solve the containment issue. If so, the FS will schedule a time to provide the needed repairs with assistance from a PRS.

**Filling a Food Pantry/Supply Pick-up and Delivery List**

1. Access the Field and Community Services Home Screen.
2. Click the User’s name in the top right-hand corner of the screen and click Reporting.
3. Choose a Report: Current Activity View.
4. Click Download Detailed Report.
5. Download .xls.
6. Sort the spreadsheet by Activity Subtype.
7. Select the appropriate Subtype you are wanting to isolate for a list.
8. Sort those by Due Date to obtain a list of requests for that date.
9. Pet Resource Specialist will work with the assigned Animals Services Officer to ensure deliveries are packaged and delivered for that date. Once deliveries go out, Pet Resource Specialist will close the activities that were due that date.
10. Once pantry food has been prepared for delivery and the list printed and given to the assigned officer, the Pet Resource Specialist will close the calls associated with this due date.
11. Pet Resource Specialist will also update Metrics for how much food was distributed.