

OBG INTAKE PROCEDURES

<u>INTAKE VOLUNTEER HIGH-LEVEL RESPONSIBILITIES</u>	<u>1</u>
<u>INITIAL CONTACT</u>	<u>1</u>
<u>INFORMATION GATHERING</u>	<u>2</u>
<u>TRANSPORTATION</u>	<u>3</u>
<u>VET INFORMATION</u>	<u>3</u>
<u>ARRIVAL</u>	<u>4</u>
<u>ATTACHMENT A: INTAKE QUESTIONNAIRE</u>	<u>4</u>
<u>ATTACHMENT B: INTAKE INFORMATION</u>	<u>6</u>
<u>ATTACHMENT C: LONG DISTANCE TRANSPORTATION INFORMATION</u>	<u>7</u>

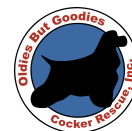
Intake Volunteer High-Level Responsibilities

As an intake volunteer, your responsibilities will include:

- Contacting the shelter/owner regarding a dog
- Gathering sufficient information to make a decision on whether OBG can accept the dog
- Submitting that information to the alias address for the Board to take a vote
- Arranging the transportation and arrival of the dog, including emailing the alias address for the dog to be input into the Rescue Group database

Initial Contact

- A request for an owner turn in (OTI) (aka owner surrender) or a shelter rescue comes in to OBG via email, phone call, Facebook or other means.
- The request will usually be directed to the Intake Coordinator via the alias address intake@cockerspanielrescue.com (or info@cockerspanielrescue.com)
- The Intake Coordinator will email the volunteer to request contact with the owner or shelter and provide the available contact info. When possible the first contact should be by phone.
- If contacting a shelter, ask for the rescue coordinator (if they have one).
- If you call a shelter or an owner, you might not hear back right away. Give it 24 hours and if you don't hear back, try again. Then if you still don't hear back, you do not need to keep trying. Sometimes you won't get calls back, particularly with owners. Intake coordinators do not need play by play of your attempts. We just need to know the resolution :).
- If you have any questions while working an intake, do not hesitate to email intake@cockerspanielrescue.com.



Information Gathering

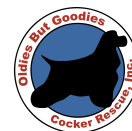
This is the link to the Intake Corner (which should only be used by OBG volunteers please)

<http://www.cockerspanielrescue.com/obg/intake-corner>

- You can find all sorts of valuable information at this site. It also provides the link to the page you complete to submit your intake request (the red button Intake Decision Request). When you click on that, it will ask you to input a number so the computer knows you are not a robot.
- Please note that when you use this form, there is no way to save a copy of it. However, I have had some success in filling in the information, going to the “Open Menu” button in the upper right hand corner of my browser and clicking on Print and then printing a copy to keep. Unfortunately if you have problems when inputting the information and the email doesn't send, there is a good possibility that you will have to input the information all over again if it is lost. (Sorry there is nothing that can be done about that.) So try to print a copy for your records in case there are any problems with your submission. It should be rare that you have any problems.
- In the case of an OTI who has completed an owner surrender request from the OBG home page, a copy of their submission will be forwarded to you to use when you contact the owner. Rather than input that information again on the intake corner, you are welcome to use that email to forward to intake@ with your additional notes or comments about the dog. Open the original email with the surrender request, hit the “forward” button, make your comments, address it to intake@ and send.

If additional information is needed, you will be contacted to follow up with the shelter or owner. As a matter of routine, you should ask for pictures and vet records (if available).

- **Use Attachment A as a guideline for gathering information about a dog.**
- Among some of the more important things to ask about are:
 - Does the dog get along with other dogs?
 - Have they lived with another dog or spent time at a doggie day care facility? Meeting a dog on a walk does not necessarily mean a dog will be good in a home with another dog.
 - Do they spend time with another dog while owner is away, at say a neighbor's or relative's house?
 - How recently have they spent time with another dog, was it years ago or more recently?
 - Does their dog try to play with another dog or just ignore it and want to be left alone?
 - How “dog savvy” (experienced with dogs) is the current owner in terms of being able to know if the dog is good with others?
 - *The answer to these questions really could help us decide what kind of foster home works best for a dog, i.e. will it fit in with lots of dogs or do better with one other calmer dog, is it ok with bigger dogs, does it want a playmate, is it a resource guarder on its time with owner, etc.*
 - Many of the shelters won't have this info but it is always useful to know the dog was kenneled with another dog.
 - Is the dog kenneled at the shelter with another dog?
 - Can the shelter do a dog-on-dog test?
 - Can the shelter provide us with any written evaluation notes?
 - Any major health issues? HW positive, cataracts, glaucoma, Cushings disease, thyroid disease
 - Is there a deadline for getting the dog out of the shelter or for the owner to turn in?
 - In the case of an owner, are they willing to drive the dog to one of our local vets? Or to meet someone to turn the dog over? How far can they drive? In the case of a shelter, do they have transportation help or know of a transport company that works in their area?



- Once the information is gathered and submitted, it is sent via the intake@ alias to the Coordinator (the President and Vice President too) who will forward to the Intake Decision Committee to vote. Once a decision is made, the intake volunteer notifies the owner or shelter of the decision.
- **Be prepared for the possibility that sometimes the answer will be no.** In some cases we may be able to offer another rescue group as an option for them to try. In some cases we may offer to do a courtesy post on the OBG website. They need to provide us with current pictures and a brief bio for a courtesy post (and please check first before offering this option).

Owners are required to sign a surrender form. This is in addition to the form they fill out for the initial surrender request). A form can be found under the "Forms" area on the intake corner.

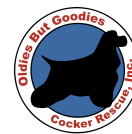
Transportation

- Once a dog has been accepted for intake, now the tricky part of getting them here begins. If the dog is a local dog (MD, VA, DE, WV) we can send an email blast to ask for a volunteer. Email the coordinator with the information of the transport (day, time, place of pick up) and an email will be sent out to ask for a volunteer. Your contact information will go out in the email so that the volunteer can communicate with you directly about arrangements.
- If a transport company is needed for a dog then you need to arrange the details with the shelter/owner, transport company and volunteer who is picking up. If it is a paid transport then requests for payment can be made to finance@cockerspanielrescue.com. Payments can be made via Paypal so you will need to get their Paypal info.
- A transportation "cheat sheet" is embedded here for your use. It is not all inclusive for options but these are the most used companies.
- Transports can be tricky and may take a lot of time. Ask for help right away if you need it. How they are handled can depend on a lot of factors such as where the dog is coming from, how it is coming, and when it will arrive. We use both paid and volunteer transports with volunteers being our first preference due to cost.
- The rules for transporting a dog vary with every company so it's important to know what they require to bring a dog. Many require the dog to be away from a shelter for a minimum of 2 weeks which may require us to board a dog to meet that requirement. Many also require a health certificate from a Vet to cross state lines which may require them to take the dog to a vet if one is not on staff. These rules can apply to both volunteer transports and paid transports.

See also Attachment C.

Vet Information

- Once the transportation details are set, you must contact one of our vets to arrange for drop off there. All dogs go to an intake vet on arrival unless a foster home is arranged prior (which is rare).
- We use Crosspointe Animal Hospital (CP) in Fairfax Station/Springfield, Hayfield Animal Hospital (HF) in Alexandria, VA, Fort Hunt Animal Hospital (FH) in Alexandria and Deepwood Vet Clinic (DW) in Centreville. We prefer to use Deepwood as a last resort however since they are open 8 to 8 daily including weekends, for a weekend transport they are usually the one we have to use unless the pickup person can house the dog until one of the other vets is open. The other vets have limited hours on Saturday (usually 7 or 8 until noon). Some transports from the south require pick up in the middle of the night or early morning (midnight to 6 am) before the vets open so people will need to hold the dogs until the AM.
- When you contact the vet to arrange for a new intake, inform them you are calling for OBG with a new intake, the date they are arriving, the dog's name, color and spay/neuter status. They may ask how long they are staying and usually you can tell them 2 weeks.



OBG's Intake Vet List

Crosspointe Animal Hospital
703-690-6600
8975 Village Shops Dr.
Fairfax Station, VA

Hayfield Animal Hospital
703-971-2127
7724 Telegraph Rd
Alexandria, VA

Fort Hunt Animal Hospital
703-360-6100
1900 Elkin Street
Alexandria, VA

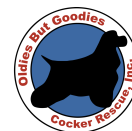
Deepwood Veterinary Clinic
703-631-9133
7300 Ordway Rd.
Centreville, VA

Arrival

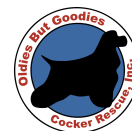
- Once the dog has arrived at the vet, the final piece to the process is to forward the intake information to the alias doginfo@cockerspanielrescue.com. This part is critical because the information related to the intake is input by a volunteer into the Rescue Groups database for tracking of all the dogs that come in.
- Pictures should be emailed to webpix@cockerspanielrescue.com
- Please be sure to indicate which vet the dog went to so that we know where the dog is. It is preferred that you send the original intake request information because there is certain information contained in that information that is needed for tracking purposes. For example, was this an OTI or shelter, which shelter and where, dog's age and other vital statistics etc. Because the intake info you submit is not saved to your computer, I can forward the email that I received from you back to you so that you can add comments and submit that to doginfo@cockerspanielrescue.com

ATTACHMENT A: Intake Questionnaire

1. Shelter or Owner Turn-In
2. Shelter or owner contact information, including address, phone number and email:
 - If an OTI, please find out if the owner is willing to transport their dog to an OBG vet. If a shelter that is not within the DC metropolitan area, please find out if there are any transports they work with that transport dogs to the DC area.
1. Basic information the dog
 - Name of Dog or Shelter ID number:
 - Breed:
 - Color:
 - Age (indicate if estimated or actual age):
 - Weight:
 - Microchipped:
2. Deadline for taking the dog from shelter or owner:



3. Health Information
 - Spayed or Neutered?
 - When Last Heartworm Test done:
 - Is dog on Heartworm preventative and if so, when last given:
 - Indicate when the following vaccines were given, if applicable: (Rabies, Distemper, Lepto, Bordatella)
 - Any known health issues? If so, please elaborate
4. Reason for Surrender
 - If a shelter dog, indicate if dog was a stray or owner turn-in. If an owner turn-in, find out why with as much detail as possible. If an owner turn-in to the shelter and it is a shelter that has owners complete a form on turn-in regarding health and behavior, find out if that form can be faxed or email to you.
 - If working an owner turn-in, find out why the dog needs to be surrendered to rescue with as much details as possible.
 - Ask if the dog is available for adoption and rescue, and if rescue, ask why the dog isn't adoptable
5. History of the Dog
 - If a shelter dog, find out what history the shelter has, if any, on the dog
 - If an owner, find out where the owner got the dog and how long the owner has had the dog
 - Picture
6. Whenever possible, please have a picture of the dog emailed
7. Temperament Information
 - Many of these questions are more relevant if an owner turn-in. If a shelter dog, the shelter should provide whatever information they can provide based on observations at the shelter or history on the dog when turned into the shelter. Some shelters will be able to provide more information than others.
 - If a shelter dog, please ask if there is any written behavior assessment or any notes on behavior. There often will not be any, but if there is, please get a copy.
 - Energy Level:
 - Is dog good with people:
 - Is dog good with kids and/or has the dog lived with kids? If so, what ages?
 - How does the dog react to strangers?
 - Is the dog good with other dogs and/or has the dog lived with other dogs?
 - Is the dog good with cats and/or has the dog lived with cats?
 - Is dog housebroken and if so, how many hours can the dog "hold it?"
 - Is the dog crate trained?
 - Does the dog bark? If so, why?
 - How does a dog walk on a leash?
 - How does the dog do with grooming?
 - How does the dog react when at the vet?
 - Any fears?
 - Where does the dog sleep?
 - Where does the dog stay when no one is home?
 - Does the dog like to ride in the car?
 - Does the dog have any aggression issues (human, dog, cat, food, territory, etc.)? If so, please have the aggression described in as much detail as possible
 - Does the dog have a bite history? If so, please describe in as much detail as possible
 - Does the dog have any separation anxiety? If so, please describe in as much detail as possible
8. Any additional comments?



ATTACHMENT B: Intake Information

(email to doginfo@)

- Dog name:
- Dog description, including color, age (DOB if available), weight, docked or full tail:
- Intake date and surrender info (shelter or OTI, reason if known):
- Intake vet and medical needs:
- Behavioral info (dogs, cats, kids ok?):
- Other relevant information (energy level if known, barks a lot or not, housebroken, etc.):
- Any known aggression (fear aggression, food aggression, resource guarder, bit someone, etc.):
- Any other relevant information:

Additional -

Pictures-

Send to webpix@cockerspanielrescue.com

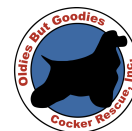
Surrender forms are emailed to:

Sue Cannon

sue.cannon21@gmail.com

Vet Records:

Leave at the vet office for the foster folder



ATTACHMENT C: Long Distance Transportation Information

OBG Long Distance Transport Options

OBG has successfully used all of these transport options. We are on the approved list of rescues for all of them.

Email intake@cockerspanielrescue.com with questions.

Dogs coming from:

[Virginia](#) (includes Southwest, VA; Southern, VA; Northeast TN)

[Carolinas](#) (North and South Carolina)

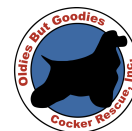
[Everywhere Else](#) (Tennessee and Georgia)

A dog being transported into Virginia from another state must have a health certificate issued in the originating state. **Use your home address for the health certificate** as they will not take our PO Box. Certificate cannot be older than 10 days so if the dog can't travel for 14 days, schedule the health certificate to be done to meet that 10 day requirement.

Coming from VIRGINIA

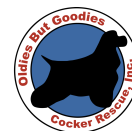
RURAL SHELTER TRANSPORTS (South Hill (Halifax), VA Route)	
POC	Erin Silks
Website	https://www.facebook.com/pages/Rural-Shelter-Transports/177977083829
Transport Type	Multi-legged, all volunteer
Cost	Free
Route	I85/I95 from South Hill, VA to Baltimore, MD  RST_RoutesAndStops.docx
Shelters Along Route	Halifax
Frequency	Every Saturday
Usual OBG Pickup Location	Centreville, VA
Usual OBG Pickup Date/Time	Saturday at 2:50 pm
Requirements (major "heads ups" highlighted. Details in attachment)	Dog must be out of shelter a full two weeks prior Dog must have a health certificate Dog must have two rounds of shots  Shelter Transport Guidelines 2013.docx
Notice Required	
How to Book	Email Erin Silks at tierbee@verizon.net , intake@cockerspanielrescue.com

Southwest VA Route	
POC	Lori Salyer, Diane Prout & Michelle Gunzelman
Website	n/a
Transport Type	Multi-legged, all volunteer





Cost	Free
Route	I81
Shelters Along Route	Lori: Tazwell, VA Diane: Roanoke, VA (might go as far north as Staunton if specially arranged for a weekday or Sunday run) Michelle: Charlottesville, VA Virginia: Tazewell, Wytheville, Bristol (TNVA), Pulaski, Blacksburg, Roanoke, Charlottesville
Frequency	Every Saturday
Usual OBG Pickup Location	Centreville, VA
Usual OBG Pickup Date/Time	Saturday at 3 pm
Requirements	Basic vetting
Notice Required	
How to Book	Email Lori, Diane and Michelle lsayer@4sw.us , dtrekrem@aol.com , redpaws8@aol.com ; intake@cockerspanielrescue.com

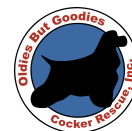
HART Rescue Transport from Abingdon	
POC	Arranged on our behalf by Happy Tails (Loni Willey and Kay Stewart) - *Use when we pull dogs from this group*
Website	n/a
Transport Type	Another Rescue (volunteer)
Cost	Free
Route	I81
Shelters Along Route	Abingdon (Happy Tails Group)
Frequency	Every Thursday
Usual OBG Pickup Location	Fairfax, VA (Greenbriar Shopping Center)
Usual OBG Pickup Date/Time	Thursday at 6 pm
Requirements	Basic vetting
Notice Required	
How to Book	Email Loni happytailsweekly@gmail.com



Coming from the CAROLINAS

RURAL SHELTER TRANSPORTS (NC/SC Route)	
POC	Erin Silks
Website	https://www.facebook.com/pages/Rural-Shelter-Transports/177977083829
Transport Type	Multi-legged, all volunteer
Cost	Free
Route	I85/I95 from NC/SC to New England  RST_RoutesAndStops.docx
Shelters Along Route	
Frequency	Every other Saturday
Usual OBG Pickup Location	Fairfax, VA
Usual OBG Pickup Date/Time	Saturday at 9 pm
Requirements (major "heads ups" highlighted. Details in attachment)	Dog must be out of shelter a full two weeks prior Dog must have a health certificate Dog must have two rounds of shots Surgery must be complete 5 days prior to transport  Shelter Transport Guidelines 2013.docx
Notice Required	
How to Book	Email Erin Silks at tierbee@verizon.net , intake@cockerspanielrescue.com

Life Savers Rescue Transport (formerly Wagging Dog Transport)	
POC	Mason K Hanger
Website	N/A – on Facebook
Transport Type	Paid
Cost	unknown
Route	I85/I95 (pick up all over NC and SC, do not go east of I95)
Shelters Along Route	Gaston (Charlotte, NC), Greenville (Greenville, SC)
Frequency	Every Friday night/Sat early
Usual OBG Pickup Location	N/A will drop off almost anywhere along I95
Usual OBG Pickup Date/Time	VERY LATE – Fredericksburg, VA approx. 2 am Sat, Edgewood, MD approx. 4:30 am Sat
Requirements	Dog must be out of shelter a full two weeks prior Dog must have a health certificate issued within 10 days Dog must have age appropriate vaccines (Will not load a dog that appears sick, even w/ health cert)
Notice Required	unknown
How to Book	Email Deb Farhi lifesaversrescuetransport@gmail.com



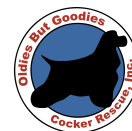
Other Contact Info

Mason Hanger-owner 843-480-6586 (area code may be 803???)
Lawrence Fisher-operations manager 803-603-3145 (M to F 9 am to 5 pm)
Deborah Farhi- Transport coordinator 803-605-9105 (Call/Text M to F 8 am to 4 pm; email 24/7)
Permanent phone Van 1 803-587-7134
Permanent phone Van 2 803-587-9179
Van lines only on during active transport and can be used during that time. Must call- will not accept text messages while driving

Additional southern transports:

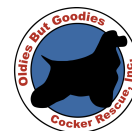
1. Save Them All Rescue Transport
Scott Cutting & Linda Smith
Paid transport to New England- located in Lexington, SC
Can use for Greenville, SC area
Contact via Facebook messenger or call 803-349-6176 to get a quote and schedule info. They may not run every week.
Will stop in Winnsboro, SC and Hendersonville, NC

PayPal payments
TEAM 1- Scott & Lynne save_them_all_pet_transport@aol.com
2. Carolina Babies Transport- from the south to New England-www.carolinababiestransport.weebly.com;
paid transport
Stops at:
Florence/ Myrtle Beach
Columbia SC
Bishopville SC
Chesterfield SC
Fairmont NC
Charlotte NC
Richburg SC
Hickory NC
Statesville NC
Newton NC
works in other places when possible; these are the weekly stops
3. Maverick Pet Transportation & Rescue, Inc.
Pet Service - Transportation Service
103A Devonshire Ln
Salisbury, North Carolina
Transport Request Form –
<https://www.facebook.com/notes/maverick-pet-transportation-rescue-inc/transport-request-form/537805986290970>
4. Keith Parnell
215-677-8588 (l or text)
packman676@gmail.com
<https://www.facebook.com/packmank9>
Have not used him before. Does not run every week.



Form is needed to request transportation. See last page of this document for the form.

5. Bob Breeden 1430 Pearidge Road, Bostic, NC 28018 : breedenb50@gmail.com; 828-247-6055
cell is (828)305-1643
6. Helen Jones (Rutherford County Humane Society): (h) 828-625-9361; (c) 828-351-8066
7. Taryn Gibson, Director
Day Before the Rainbow Rescue and Transport
Taylors, SC
www.daybeforetherainbow.com
daybeforetherainbow@yahoo.com
For Greenville, SC area dogs
8. Marybeth and Elliott Tepper – 910-454-8685 or ET's cell (on 24/7 for work) 703-501-3504
Southport, NC – on the coast south of Wilmington, NC
9. Grateful Doggies
Steve Quilliam
Grateful Doggies - Canine Freedom Transport
www.gratefuldoggies.net
gratefuldoggiesnj@gmail.com
(201)394-9047
Paid transport from Georgia and Tennessee
10. Packman's K9 concierge (see end of document for form)
 - a. packman676@gmail.com



Coming from EVERYWHERE ELSE

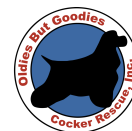
Martha's Mutt Movers	
POC	Martha Chandler
Website	http://marthasmuttmovers.org
Transport Type	Multi-legged, all volunteer
Cost	Free
Route	Almost anywhere
Shelters Along Route	One of our only options for Georgia and Tennessee
Frequency	Usually Saturday (very far distances span multiple days)
Usual OBG Pickup Location	N/A will drop off almost anywhere along I95
Usual OBG Pickup Date/Time	OBG is required to fill the last leg of the transport, which usually ends up being – Fredericksburg, VA to Centerville, VA (Deepwood).
Requirements (major "heads ups" highlighted. Details in link)	Dog must be out of shelter a full two weeks prior Dog must have a health certificate Dog must have shots one week prior (min) Surgery must be complete 5 days prior to transport Sender must fill first leg of transport and OBG must fill last leg (see above) http://marthasmuttmovers.org/protocol
Notice Required	Usually 2-3 weeks
How to Book	Submit a request: http://marthasmuttmovers.org/requesttransport

Martha depends on the first leg of the transport to be done by the sending rescue so they may need to find a volunteer to do that or we will have to find someone ourselves. As the receiving rescue, we are required to do the last leg. For example, if she has someone who can bring the dog to Richmond, then we have to provide the volunteer to do the pick up in Richmond to our intake vet.

Check Martha's website for transport requirements as she has instituted new rules such as the "Red Bag" rule and has numerous health requirements. If you need assistance with completing the request for a transport, let Erin know and she can assist.

Martha has very specific rules and isn't one to suffer fools gladly or put up with a lot of bulls**t so be mindful of that. She also is only doing 1 or 2 runs a weekend so it may be a little more difficult to book with her.

Pets LLC	
POC	Pets LLC
Website	http://www.petsllc.net/index.php
Transport Type	Paid, big truck with stacked crates
Cost	\$150 from TN or GA (max is \$175 AL, MI, AR)
Route	http://www.petsllc.net/routes.php
Shelters Along Route	
Frequency	Every Friday (some leave Thurs if very far west)
Usual OBG Pickup Location	Woodstock, VA
Usual OBG Pickup Date/Time	Friday 10:00 pm
Requirements	Health Certificate (valid on day of arrival at OBG) Basic Vetting Spayed/neutered

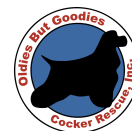


	Out of shelter a full two weeks http://www.petsllc.net/requirements.php
Notice Required	
How to Book	http://www.petsllc.net/schedule.php (email intake@cockerspanielrescue.com for our account info)

1. Bowling Green, KY to MD- Deana Wehr bgwchsrescue@gmail.com; [paid transport](#)
2. Teresa Cash- KY,WV, MD dontwant2beapie@aol.com; [paid transport](#)

Vet offices used in the south:

1. Forest City Animal Hospital- Dr. Pam Poteat
Carsen (or Beth) is the office person
828-229-3250
Trying to use this as a last resort for Gaston dogs as Carolina Babies goes about 45 minutes out of their way to pick up. Use for emergencies if possible.
2. North Star Animal Hospital, Parkton, NC
910-858-2525
Use for Fayetteville shelter dogs. Shelter should have a volunteer who can take the dog there. Carolina Babies can make a stop there without going too far out of the way.
3. Conover Vet Hospital (Dr. Judy Bumbarger)
Conover, NC
828-465-5720
conovervetscene@gmail.com
Angeline- office contact
Use for Gaston Area dogs
4. Lesslie Animal Hospital
Rock Hill, SC
803-324-8890
Julia is the office manager



Dog Rescue Transport

Safe - Reliable - Affordable

packman676@gmail.com

215-677-8588 or 215-327-3687



REQUEST A QUOTE

Your Contact Information:

First Name: _____ Last Name: _____

Organization: _____

Phone Number: _____ Email: _____

Pet Information: (fill out all applicable fields)

Number of Dogs: _____ Number of Cats: _____

Any special information about the dogs/cats (medical/other) that we should know?

Travel Information:

One Way Trip _____ Roundtrip _____

Date of Travel: _____ Date of Return: _____

ASAP: _____ Unsure: _____

Pick-up Address: _____

Destination Address: _____

Any additional information or requests?

Submit quote request to: packman676@gmail.com or fax to: (267)419-9089