



## Field Services/Animal 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 database (if applicable, enlist assistance from dispatch)
- If a chip is detected, run the chip in the chip lookup 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, texts, and emails

### Check Lost and 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 These Steps

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 ASO truck, and make visible on the public-facing website
- File a found report with Petco Love Lost
- 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 ASO-specific Facebook page for immediate posting of found animals in the field, if applicable, post a photo, description, and location

### Neighborhood Work

- 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