



Back Where They Belong

***Working with Finders to Help Get
Animals Back Where They Belong:
Finder Foster/First 48 Program***

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City of Cabot - Cabot Animal Support Services

Maddie's® Million Pet Challenge
UC Davis Koret Shelter Medicine Program





The Why

Stray intake is the #1 reason animals are brought into most public shelters.

In Cabot Arkansas only 18% of animals that come into the shelter as strays are returned home. **The majority of those are returned within the first 48 hours and were found within 3 blocks of their home.**





The How

When a person calls the office or brings an animal in stating they have found the animal we immediately go into our **“First 48 Talking Points.”**





First 48 Protocol
Created May 5, 2021

Purpose:

This document defines the policy and procedures for helping community members find a pet's owner within the first 48 hours of finding the pet.

Materials, definitions, and references:

- ACO - Animal Control Officer
- CASS - Cabot Animal Support Services

Scope and Responsibilities:

This policy applies to all CASS staff and volunteers responsible for speaking with community members in the lobby.

Policy:

CASS employees and volunteers will provide guidance on how to find a found pet's home in accordance to the following procedures.

Procedures:

- Ask if the finder would be interested in fostering if the owner cannot be found. If so, have the finder fill out the foster information form on the iPad. You can then refer to the [Finder Foster Protocol](#). If they cannot foster, schedule an appointment for them to bring the pet back after 48 hours.
- Take pictures of the pet and record the pet information and the information of the finder in the "Found Pet" binder.
- Have the finder fill out the [Found Pet form](#) on the iPad before leaving the lobby.
- Refer them to the [Found Pets](#) page of our website for resources such as PetCo Love Lost, other places to post, and a flyer template to try to find the owner before their intake appointment.
- We can provide anything they need for those 48 hours including a kennel, food, toys, etc.
 - Fill out the [Equipment Rental](#) form so we can keep track of what needs to be returned.
 - If the finder does check out equipment, add them as a person on the shelter software.
- If they come to the intake appointment, intake as usual. Fill out the [After the First 48](#) form.
 - Make sure all equipment is returned
- If they do not come to intake appointment, call the finder and determine if the owner was found, if they are continuing to look, if they decided to keep, or if they rehomed. Fill out the [After the First 48](#) form.
 - Set up a time for the finder to return equipment

Finder Foster/ First 48 Protocol



<http://tinyurl.com/D1B2Resources>

Finder Foster/First 48 Talking Points



<http://tinyurl.com/D1B2Resources>



First 48 Talking Points

Created June 20, 2021

Purpose:

This document defines the suggested verbiage and flow for helping community members find a pet's owner within the first 48 hours of finding the pet.

Materials, definitions, and references:

- ASO - Animal Service Officer
- CASS - Cabot Animal Support Services

Scope and Responsibilities:

This policy applies to all CASS staff and volunteers responsible for speaking with community members in the lobby and on the phone.

Policy:

Do not read this verbatim to the public. It is expected that you read this, embrace these philosophies, and use these talking points to hold a mutual conversation with our compassionate public.

Conversation starter:

1. Thank you for your compassion, we greatly appreciate you taking care of this pet. How is the pet doing (if injured bring in immediately)? Where did you find the pet? Have you seen the pet before?
2. We would really love to help this pet get back home. So if you are interested in helping us get the pet home I am wondering if you could do us a favor and hold onto the pet for the next 48 hours. We can provide you with a crate, food, toys, and anything else you might need. I know this might be asking a lot but if I could explain,
3. Data shows that if the pet stays in the neighborhood where it was found then over 70% are returned to their families; however, if they are brought into the shelter only 17% are returned home.

CLOSE:

1. You have done a very wonderful thing by picking up this pet. Can they count on you to help find their home over the next 48 hours?
2. If the owner is not found in the next 48 hours, then please bring the pet into the shelter on (date) at either 1pm or 3pm – which time is better for you.

ALTERNATE NEIGHBOR

1. Do you have a neighbor that might be interested in keeping the dog for 48 hours so it doesn't leave the neighborhood?
2. CLOSE



**After First 48
Discussion Form**
Created May 17, 2022

Purpose:

This document defines the suggested verbiage and flow for follow up discussion with community members who willingly agree to participate in the First 48 program.

Scope and Responsibilities:

This form applies to all CASS staff and volunteers responsible for speaking with community members in the lobby and on the phone.

Policy:

Do not read this verbatim to the public. It is expected that you read this, embrace these philosophies, and use these talking points to hold a mutual conversation with our compassionate public to determine the success of the first 48 program and the abilities of our community to provide this service.

Conversation starter:

1. Good Morning/Afternoon. Thank you for your compassion, we greatly appreciate you taking care of this pet for the last few days. We noticed you did not come in for your appointment did you happen to find the owner (if yes go to found owner section) (if "no" then go to did not find owner)?

YES NO

Found Owner:

1. That is amazing. You have truly made a difference in not only this pet's life but also in the life of that family. We are very thankful for what you did.
2. Did you happen to get the owners name and maybe where the dog lives so if this happens again, we will know where they live?

Did not find owner:

1. Thank you for all you did for this pet. Please know that you gave this pet the best chance at getting home. Do you still have the pet?
2. If "yes" move to Still has pet section
3. If "no" move to no longer has pet section

After First 48 Discussion Form

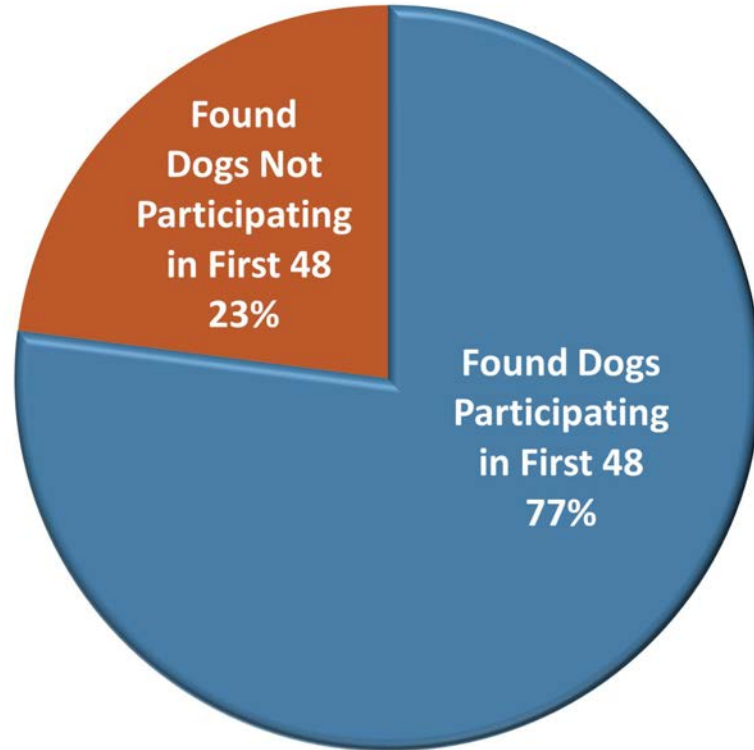


<http://tinyurl.com/D1B2Resources>

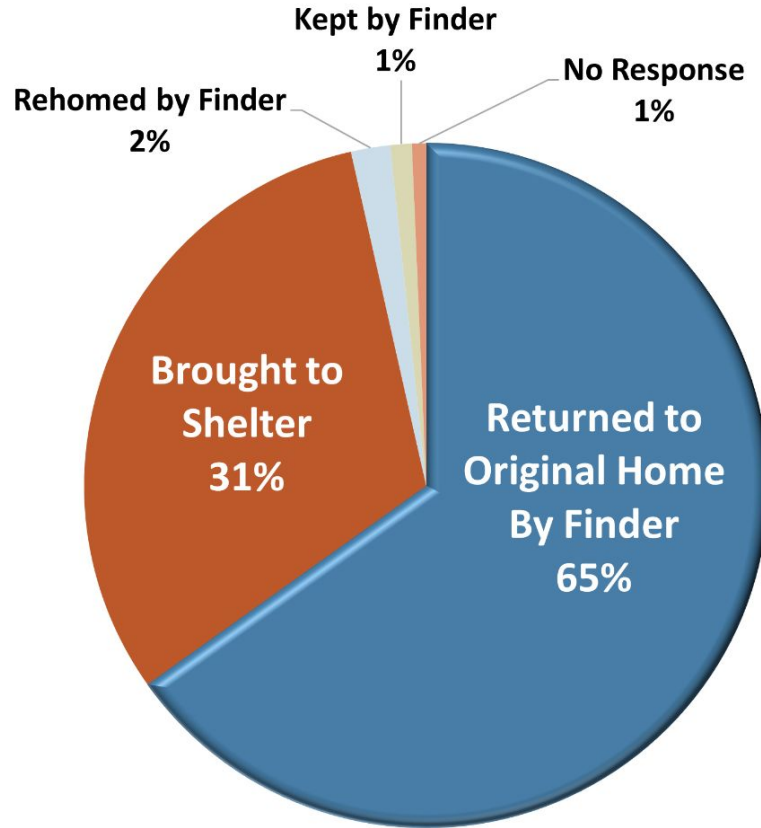


Creating Programs, Messaging to the Public, Getting Buy-in From Staff

Found Dogs Participating in First 48 Program



Outcomes for Dogs Participating in First 48 Program





Why the First 48 Program works

1. Compassion
2. Community Empowerment
3. Redefining the term “shelter” and its role



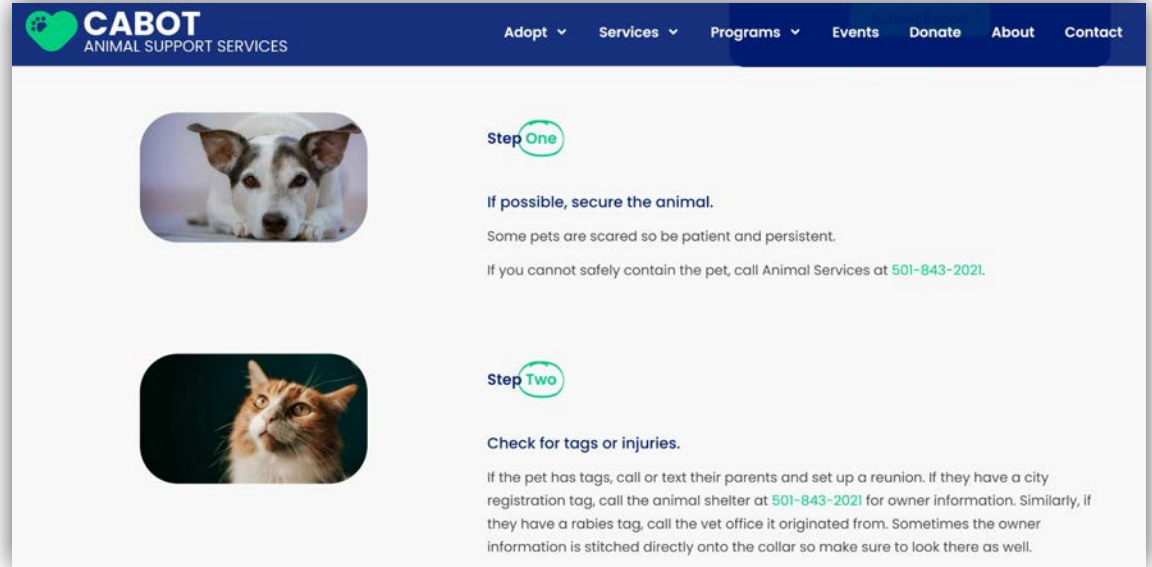
Simple Messaging - Step by Step

1. Secure the Animal
2. Check for tag or injuries
3. Take pet to one of our microchip scanner locations
4. Hold pet for “48” hours
5. Spread the word

Example: First 48 Webpage




<http://tinyurl.com/D1B2Resources>



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Step One

If possible, secure the animal.

Some pets are scared so be patient and persistent.

If you cannot safely contain the pet, call Animal Services at [501-843-2021](tel:501-843-2021).



Step Two

Check for tags or injuries.

If the pet has tags, call or text their parents and set up a reunion. If they have a city registration tag, call the animal shelter at [501-843-2021](tel:501-843-2021) for owner information. Similarly, if they have a rabies tag, call the vet office it originated from. Sometimes the owner information is stitched directly onto the collar so make sure to look there as well.

Resources

1. Finder Foster/First 48 Protocol
2. Finder Foster/ First 48 Talking Points
3. After First 48 Discussion Form
4. First 48 Webpage



<http://tinyurl.com/D1B2Resources>

Thank You!

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