



# ***Back Where They Belong***

***Empowering Dispatch With Training,  
Support and Resources for the Public to  
Get Animals Back Where They Belong***

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CARE - Companions and Animals  
for Reform and Equity



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



# Agenda

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- Leveraging Dispatch - Training on Purpose
- Dispatch Approaches - We have something in Common
- RTO Culture - Get Animals Back Where They Belong
- Community Resources - Being Proactive



## Leveraging Dispatch - Training on Purpose

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Training should consist of:

- Standard Operating Procedures (SOPs)
- Document should outline detailed processes for response to scenarios that dispatch may encounter on a regular basis.
- It should include call types, scripts, and guided questions.





## Leveraging Dispatch - Training on Purpose

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Training should consist of:

- 6-12 week on-the-job training (OJT)
- SOPs outline how to respond, but every event may be different than the one before.
- OJT allows for dispatchers to master skills, such as active listening and critical thinking, needed to ensure the information supplied is clear and thorough.



## Leveraging Dispatch - Training on Purpose

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Training should consist of:

- Lost or found pet calls
- SOPs generally outline every call type received on a regular basis.
- Knowing what questions to ask and resources to provide can be the determining factor if a pet makes it back home.



# Dispatch Approaches - We Have Something in Common

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## Types of Dispatch:

- **On-site**
  - Shelter or agency
    - Calls are taken and dispatched internally.
    - Each call is screened and may be resolved during the screening process.





# Dispatch Approaches - We Have Something in Common

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## Types of Dispatch:

- **Central**
  - 311 or local E911 service
    - Calls are taken by an off-site entity that likely handles calls for multiple agencies; where each agency represented has a separate SOP.
    - Calls are likely to be screened sufficiently enough to gather information for a general response.
    - May need additional follow up to determine the appropriate action to take.

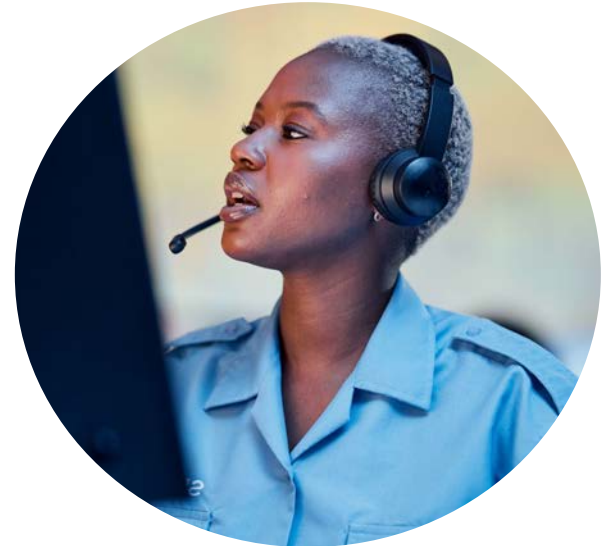


# Dispatch Approaches - We Have Something in Common

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## Types of Dispatch:

- **Central and On-site**
  - May involve 2 separate records management systems that do not interact
  - Central and On-site personnel must work together to ensure information is recorded for both entities to have access.







# Dispatch Approaches - We Have Something in Common

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How dispatch approaches should align:

## **Objective**

- Determine appropriate information to provide to the public according to reason for call.

## **Active Listening**

- Listen to the public's request. They are calling because they need assistance. If necessary, request caller to repeat any pertinent information needed to provide feedback and support.





## Dispatch Approaches - We Have Something in Common (Cont.)

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How dispatch approaches should align:

### **Message Relayed and Received**

- The response provided to the public should be consistent and aligned with the SOP in place.

### **Additional Resources and Support**

- SOPs should include information on who to reach out to in the event your agency cannot handle a request. Ensure that this information is updated regularly.





# RTO Culture - Get Animals Back Where They Belong

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Pets are lost every day; what can we do to get them back home?

- **Tone should be professional, neutral, calm, and impartial**
  - Finders and pet owners of a lost/found pet may have a heightened sense of anxiety.
  - They are seeking assistance and it is our job to provide the assistance needed in the best way possible.
- **Microchip scan/Tag tracing**
  - Always recommend scanning first.
  - At a shelter, veterinarian office, or in the field, microchip scanning and/or tag tracing is one way to reunite a pet with its owner.





# RTO Culture - Get Animals Back Where They Belong

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Pets are lost every day; what can we do to get them back home?

- **Neighborhood canvas**
  - Remind finders to check with neighbors to see if they lost their pet or are familiar with the lost pet. Remind owners to check with neighbors and local businesses in the area. Both may also post flyers as well.
- **Suggest short-term neighborhood fostering (STF)**
  - Gather as many details on the pet and finder as possible. If the finder is ok with STF provide with supportive supplies; and if possible, request that they post to neighborhood apps and social media, and at local shelters just in case the owner shows up. Ensure them that they may reach back out in the case the owner is not located for options available to them.





# Community Resources - Being Proactive

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Ensuring Pets Make it Back to Where They Belong:

- **Microchipping/Licensing/Information Tag**
  - Pet Identification is everything when affixed to the pet and registered properly.
- **Community Building**
  - Use opportunities of engagement to building trusting relationships with the community. Be the bridge that brings people and their pets together.
- **Compliance Awareness**
  - Raise awareness to laws that govern the communities that are served without penalty.





# Thank You!

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