

Eastham's Hill Small Animal Rescue



Intake Policy

ADMISSIONS

- Our aim is to take in any animal in need of care regardless of circumstances and to rehabilitate and rehome them into their new forever homes, we provide the best possible care and love to them to give them the best chance in preparation for the new chapter of their life.
- We are unable to take dogs into our shelter as we don't have the space or provisions to accommodate them for our rehoming programme, however we are happy to take in any stray dog found if it is in immediate danger and you are unable to take them anywhere else, we would then take them to the local vet practice and post onto our social media so the owner can be notified, If it is outside vet practice hours we can accommodate until the following day.
- Any wildlife that is brought into us we will endeavour to get them back to their natural environment as quickly and safely as possible, should we not be able to do this they will be transferred to a specialist organisation for that species to ensure the best possible care and outcome.
- We will never turn away an animal in need, we will take them in to help them find their forever home and stay with us until this is

found, or to reunite them with owners if found as a stray/lost.

REHOMING ASSESSMENTS

- Every animal that comes to us is treated with respect and compassion, We gather all information possible from the previous owner for us to build a background history of the animal from a medical and behavioural perspective in order to be able to give the individual care needed to help the animal thrive.
- During their stay we observe their behaviour towards other animals and people and any other individual needs to build a good picture in order to match them with the right forever home.
- We have no time limit on how long an animal can stay with us. We understand every animal has different needs and some may need more time and encouragement than others.

SURRENDERING PROCESS

- We know that a decision to give up your pet is not an easy one and can be a very emotional experience, we will support you in your decision and treat you with respect and compassion, we are not here to judge you, we have the same goal of wanting the best outcome for your pet.
- Please contact us via phone or email in the first instance to discuss your situation, please be open and honest so we can know the best way to go forward.
- We will arrange a time and day suitable for you and give you a surrender form to complete. you can complete this on the day or before coming to us, please make sure the registered owner signs this form or if they are unable to, provide a letter or email to us

before bringing your pet to us.

- Once your pet has been surrendered, we would not be able to return them to you, so please think carefully about the decision to surrender your pet before bringing them to us.
- You may ask for updates about your surrendered pet whilst they are still with us however there may be times when we are unable to disclose any information if we deem it unsuitable. Once the pet has gone to their forever home we will be unable to disclose any information about their new home or updates about them.