

# Wood County Dog Shelter

**Andrew Snyder, Chief Dog Warden**

*A department under the Board of County Commissioners*

*Doris I. Herringshaw, Ed.D.      Craig LaHote      Dr. Theodore H. Bowlus*

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## **Hold Policy**

### **Submitting Holds**

Individuals shall submit holds in person.

Organizations shall submit holds in person or over the phone.

Holds submitted via email or voicemails will **NOT** be accepted.

Holds shall include the animal's name or Intake ID, the requestor's name and phone number and the name of the person claiming the dog if not being claimed by the requestor.

### **Hold Order**

Holds submitted by an individual on the day the dog is impounded or the first business day thereafter are placed on the hold list prior to holds submitted by an organization. All other holds shall be placed on the hold list in the order they are received.

### **Requestor Obligations & Claim Time Frames**

The requestor having submitted the first valid hold is the primary requestor and shall be entitled to claim the dog. Requestors shall contact the shelter each day starting on the dog's available date to determine if they are the primary requestor or if the dog has been claimed by the primary requestor. Employees may, but are not required to contact requestors.

The primary requestor shall claim the dog during shelter hours within the following time frames as applicable:

- 1) On the dog's available date, if the hold was submitted on or prior to the available date.
- 2) On the next business day after the hold was submitted, if the hold was submitted after the available date.

If the dog is not picked up within the time frames above, the next requestor having submitted a valid hold shall become the primary requestor and shall be entitled to claim the dog.

The primary requestor shall claim the dog during shelter hours on the next business day after the last primary requestor failed to claim the dog. This step repeats until the dog is claimed or until all requestors have been afforded the opportunity to claim the dog.

Requestors shall cancel holds by phone or in person at least one day prior to the claim date if they no longer intend to claim the dog. Dogs may be redeemed to their owners at any time regardless of any submitted holds. Dogs may be adopted or transferred at any time on or after the dog's available date if no adoption or transfer holds have been submitted.

Requestors that do not comply with any portion of this policy may not be permitted to submit holds in the future.

### **Definitions**

- Available date: The available date is listed on the dog's intake record and printed on the dog's kennel card. If the dog's available date falls on a holiday or any day that the shelter is closed, the dog's available date shall be considered the next business day the shelter is open to the public.
- Claim date: The date the dog shall be claimed by the primary requestor.
- Individual: A person adopting the dog for a person, not for an organization.
- Organization: A person adopting or transferring the dog for an organization including but not limited to a humane society, dog rescue, animal shelter or county operated dog shelter.
- Primary requestor: The requestor entitled to claim the dog.
- Requestor: An individual or organization having submitted a valid hold.