



SPCA Pet Legacy Plan – Intake Policy

Our mission is to never turn away an animal in need of our help. Subject to capacity, we will open our doors to all animals in need of protection and care from abuse, neglect, and abandonment. We will do all we can to either reunite animals with their owners or to rehome them into loving new homes.

We are very proud to look after every animal that comes to SPCA. Our team of highly skilled staff and volunteers is key in providing the best possible care for all animals to prepare them for their next home. Our facilities, including our veterinary hospitals and centres, allow us to care for thousands of animals every year, and our dedicated team of foster carers look after stressed animals in their own homes when they cannot cope with Centre life.

Our main aim is to ensure that all animals receive the care and attention (including medical) they need to move into their new homes. We do everything we can to give them the best possible chance at a new life beyond the Centre. For more information, please read our **Pet Plan Policy Terms and Conditions**

Non-Selective

Our intake policy is increasingly rare in the animal rescue sector and it's at the heart of everything we stand for.

There is a downside to this non-selective approach however, in that we deal with a wide range of animals arriving to SPCA and as a result, we regularly receive animals with serious medical conditions and/or behavioural problems. This means our dedicated team treats each animal on a case-by-case basis and does everything we possibly can to give them the best chance of a happy future.

We care deeply for all the animals we look after, and such decisions are never taken lightly or in isolation. SPCA offers hope and the chance of a happy life to many animals who, if not for SPCA, would have nowhere else to go.

Rehoming Assessments

Dogs

Every dog that comes to SPCA is checked over by a member of our highly experienced veterinary team as well as trained behavioural assessors.

Our expert team will take the time to assess each dog to understand their individual needs, motivations and behaviours towards other animals and people, they will also identify any areas where undesirable behaviours can be resolved with time, training, and care.

After a thorough assessment process and any required medical treatment, if the dog is suitable for rehoming, we will look for an adopter match for them. In some cases, this can take a matter of days but for others it may be many months. We have lots of great homes waiting for puppies and dogs.

Cats

Every cat that comes in SPCA is treated with compassion and dignity and is assessed by a member of our highly experienced veterinary team as well as trained behavioural assessors.

From the first day, we make every effort to help each cat feel safe and secure in their new environment. We give them the opportunity to hide and never force interactions unless for necessary care. We allow the cat to initiate interaction when they are ready and ensure this happens in a calm and stable environment. Once they are ready, we assess them to determine what home would be suited for their needs – our main concern is the cat's welfare.

If, after assessment, the cat is suitable for rehoming, we will care for it for as long as it takes to find the right owner. In some cases, this can take a matter of days but for others it may be many more months before they find a suitable new home. We have lots of great homes waiting for kittens and cats.

The Process

Contacting the Pet Legacy Team regarding the passing of a family member/friend (the Client) can obviously be a very emotional experience. We understand this and will do what we can to make the process as easy and stress-free as possible. The following points provide some important information about how this process works.:

- Please be completely open and honest. The more we know about the Pet, the easier it is for us to understand the best way to proceed. Please remember we are not here to judge or criticise anyone, we are here to help the Pet after the death of their owner.
- If you call and are diverted to an answer machine, please leave only one message. We appreciate that calls are urgent but please be assured that every call we receive is logged and will be responded to, usually within 24 hours (weekdays). Or you can contact us by email: PetLegacy@spca.nz
- If you are not a family member/friend of the deceased, but a lawyer; please email us: legacy@spca.nz
- Arrangements will be made between you and the nearest SPCA Centre with regards to the Pet being brought in or picked up. **But please contact the Pet Legacy Team first on 021 598 313 or email petlegacy@spca.nz**
- We will require a signed Transfer of Ownership form upon the passing over of the Pet.