



Planning Guide for Large Intakes

First Visit

- Make a first visit to assess the conditions of the home.
- Count the number of animals to the best of your ability.
- When possible, bring veterinary staff to observe/assess any medical concerns. Ringworm and upper respiratory infections (URIs) are very common in hoarding cases.
- Note any hazards or poor conditions that will impact your removal plan.
- Be prepared with personal protective equipment (PPE), if needed ([masks](#), [respirators](#), [Tyvek](#), [booties for shoes](#), [gloves](#), [bouffant](#)).
- Set expectations for communication style with the owner (email, text, or phone calls).
 - Make sure the owner has your phone number or email saved so that they know it is you calling, texting, or emailing them.
 - Use techniques like [motivational interviewing](#) to have the most open communication possible.
- Discuss goals with the client that are achievable.
 - Do not take in more animals.
 - Agree to spay/neuter animals that remain in the home.
 - Surrender animals that they're unable to care for.
 - Improve the environment by cleaning and removing unnecessary items from the home (include a timeline).
 - Answer any questions the owner may have so that they understand the process of the removal and spay/neuter.

Planning

- Create an action plan that includes roles, timing, emergency veterinary hospitals, people hospitals, and removal plan here. (See [sample plan](#).)
- Contact all stakeholders that will be involved in decision making (removal team, shelter staff, behavior staff, and veterinarian staff) for a planning meeting.
- Hold a team meeting to review steps and roles ([handlers](#), [floaters](#), [runners](#), [vet](#), [behavior](#), [loadmaster](#)) for the removal process.
- Secure and organize all equipment needed in advance of the removal day.
 - Transfer crates (large and small)

- Traps and food/treats
- Field ID cards ([dogs](#) and [cats](#))
- Blankets, sheets, and towels
- Headlamps
- Flashlights
- Dollies
- Zip ties
- Visual barriers for transport (sheets, towels, and bogus paper)
- [Handling gloves](#)
- Barrier boards
- Nets (last option for capture)
- Duct tape
- Pens and markers
- Scissors
- Surrender paperwork
- Garbage bags
- Tyvek, gloves (nitrile exam gloves), booties, and bouffant

Removal Day

- Hold a team meeting with removal participants to review the steps and roles for the removal process. (Note: This should be a review and include any adjustments based on evolving information.)
- Try to get animals in one room using these tips.
 - Enter and place carriers down quietly so as not to frighten the animals.
 - Request that animals are not fed the night prior to removal. On the day of the removal, place smelly wet food in the room where you're trying to corral them. (You can ask the owner to do this as well to prepare before you arrive.)
 - Block off all other rooms with doors or barriers.
- Use [low-stress](#) and [fear-free handling](#) as much as possible.
- Remove friendly animals first, then use barrier work for removal.
- Cover animals in crates with blankets, sheets, or towels.
- Once animals have been removed, set traps for possible hiding animals. Set traps in quiet rooms and create a plan to monitor traps with the pet owner.

Transport

- Secure animals in transport vehicles.
- Transport to vet hospital or shelter.
- Have an emergency transporter for animals that are found during removal and need immediate care.