

Lost and Found Reports

No matter what city a person has lost or found an animal, a report should be taken. Animals do travel large distances quickly and easily cross city borders. When people call in to report a lost or found animal be sure to:

1. First ask if the animal has been lost in the last day or so. If so, ask a dog/cat volunteer or ACO if a new one was brought in. Also, just doing a visual check of the kennels, quarantine room (DO NOT enter quarantine room without checking for signage if entry is not permitted or the Vet Room if animals are being treated) or outside dog runs might help find the animal. The main cat room will never have a NEW stray but the dog kennels, quarantine or adoption room or cat step-down or quarantine rooms could. Give them the ACO's number 440 885-8010 if they want to leave her a message.
2. Circle LOST or FOUND – very important! AND – be sure to put the form in the appropriate section of the dog or cat lost and found book afterwards. Lost in front, found in middle and returned to owner in back. Fill out every space on the form.
3. When filling out Lost and Found Reports, make sure everything you write is legible. Be sure to ask the pet's name (if lost) and for a description of any distinguishing marks, like "one black paw" or how long the hair is – short, medium or long. Get as much detail as possible. WHILE you are on the phone, please check the lost and found book to see if anybody called in to report an animal that might match the description. Ask them to send us a picture to info@pamashelter.org and scan and email the lost report to Shirl.
4. Don't forget to sign your name and the date of the report and file in Lost/Found Report notebook.
5. Always ask them to call us back if they find their pet so we can file the report in the back of the book! Advise owners to put a used item of clothing outside to draw their pet back to the scent, to speak to mail carriers, kids walking to school, delivery drivers etc. about their lost pet, put up flyers in vet offices and around town. If cat is lost, suggest for them to leave the litter box outside to draw the lost cat home. Give them the number of other local shelters to check.
6. When you ask for the address, ask what street it is near – for example if they say Grantwood, ask if it is near State or 54th or Broadview. This will help us if somebody has lost a pet or found one in that area to match the reports.
7. Please check the lost and found books to see if you can match up any reports. (Sometimes people forget) Call people with the reports that are the oldest to see if they found their pets. If they have,

mark them RTO and put them in the BACK of the book. *We will keep reports for six months; three months in the book, three months in the file cabinet.*

8. If someone comes into the Shelter with a picture and posting of a lost animal, either a dog or cat, please put it in the lost and found book and complete one of our lost reports with picture attached. Sometimes they do not have all the information we require like the date, etc.

9. Tell them to post the animal on Pawboost.com (this is for both lost AND found animals) or Finding Rover, which uses face recognition to search for look-alike animals posted on shelter petlists on the internet.

10. Tell them they can post information on several Facebook pages dedicated to reconciling lost/found pets and/or look at Craigslist regarding lost or found animals.

Always have our website open on the desk top so you can refer to “Need Help” to give them suggestions under “Lost or Found a Pet”