



YORK COUNTY SPCA
BROUGHER COMPANION ANIMAL SHELTER
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York County SPCA Spay/Neuter Clinic TNR Policies and Guidelines

Updated: January 2024

Since 2013, the York County SPCA (YCSPCA) Spay/Neuter Clinic has aimed to be a readily available, affordable resource for Trap-Neuter-Return (TNR) in York County and the surrounding communities. Over the past ten years, more than 40,000 community cats have been spayed or neutered through our clinic. TNR surgeries comprised about 30% of our daily procedures during the first five years. Since those early days, we have grown our TNR program to nearly 70% of the surgeries performed. We are very proud to support healthy communities in York County through our efforts in vaccinating community cats and helping to control the feline population growth rate through a humane and aggressive spay/neuter program. Managing and caring for the community cat population is a collaborative effort among veterinary and animal care professionals, cat trappers, transporters, colony caretakers, animal welfare advocates, municipal leaders, donors, volunteers, and others. As demand for TNR services continues to grow, we need to update our TNR policies to ensure that our patient's safety and staff's physical and mental well-being are preserved. We want to continue providing TNR services for many years, without compromising our safety procedures and patient care standards. To sustain the growing demand for our services while prioritizing the well-being of our staff and volunteers, the following policy regarding our TNR program will be implemented and enforced.

This policy aims to preserve the spirit and goal of the York County SPCA's TNR walk-in program. The York County SPCA Spay/Neuter Clinic is unique in our area because we allow clients to bring community cats to our facility without an appointment via the TNR walk-in program. The intention of our walk-in program is to acknowledge that there are no guarantees when or if a cat can be trapped. If a cat arrives on someone's property and is trapped by the property owner, we don't want residents to wait several months for an appointment; we want to spay or neuter a trapped cat immediately. The walk-in program is not intended as the primary planning method for sterilizing an entire cat colony. Instead, we offer TNR appointments for multiple cat-trapping efforts when residents plan to trap more than one cat.

We value members of our community who remain steadfast in their dedication to spaying/neutering and caring for unowned, free-roaming cats. To ensure our trapping community receives equal access to our high-quality TNR program and to respect the health and safety of our staff and volunteers, we ask that all residents respect the following policies and procedures.

Note: The York County SPCA clinic staff and volunteers spayed and neutered over 11,800 animals in 2023. Given our limited space, time, and resources, we must adhere to strict policies and procedures to



safely generate such incredible productivity and avoid staff and volunteer burnout. To ensure clinic services continue to thrive, we ask all customers utilizing this service to respect the following rules.

- The Trap-Neuter-Return program is for unowned, free-roaming community cats. This program is heavily subsidized by our fundraising efforts so that we can reduce the likelihood that TNR fees become a barrier to spaying and neutering community cats. The TNR program is not to be used for indoor or owned cats. If a YCSPCA staff member is made aware that a client is diverting an owned or foster cat through the TNR program, the client will be turned away, and future clinic services may be temporarily or permanently suspended. Appointments for *owned* cats can be made on our website at www.ycspca.org.
- All TNR cats must arrive in a separate, appropriately sized humane trap.
 - We recommend humane box traps made by Havahart or Tomahawk, as they are sturdy and secure. An appropriately sized trap is 9-11" wide, 11-12" tall, and 26-36" long.
 - Traps that are too small are inhumane and will not be accepted. The cat must be able to stand up in the trap and easily turn itself around.
 - Cats in oversized traps do not allow our staff to sedate the cat safely and will not be accepted.
 - A trap with more than one cat will not be accepted.
 - Humane traps are available to rent through the YCSPCA. Please contact the front desk to reserve a trap by calling 717-764-6109 ext. 101 or emailing info@ycspca.org. A refundable \$60 cash deposit will be required before renting the trap. Please use our traps only for their intended purpose of catching community cats for the TNR program.
 - Transferring cats from a carrier to a humane trap on YCSPCA property is prohibited. Additionally, transferring a cat from a carrier to a humane trap on property adjacent to YCSPCA property could compromise our relationships with our neighbors and violate the spirit of this policy. We ask that all clients wishing to utilize the YCSPCA TNR program come prepared and conduct themselves professionally to ensure a smooth check-in process.
- Members of the public wishing to drop off a cat for TNR must arrive Monday through Thursday between 8:00 and 8:30 a.m. Due to the nature of being a high-volume spay/neuter clinic, we must remain disciplined to a tightly controlled, highly efficient schedule.
 - Our staff will not begin helping TNR clients until 8:00 a.m. We must first admit all owned dogs and cats.
 - On our busiest days, we spay and neuter 65 animals or more per day. For the health and safety of our staff, we must begin surgery at 9:00 a.m. Therefore, we cannot accommodate late arrivals. Clients who arrive after 8:30 a.m. will be asked to return the next day that TNR walk-ins are accepted.



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- Clients must remain inside their vehicles during check-in. Clients leaving their vehicles and moving through the parking area creates a safety risk for our staff and volunteers working to admit patients promptly and efficiently.
 - If clients are not in their vehicle when a staff member approaches it to conduct check-in, that vehicle will be skipped, and the customer may be denied service for the day.
 - After being checked in by a veterinary technician, the client may exit their vehicle and bring their TNR cat to the clinic's front door.
 - Clients may not enter the clinic facility.
- Payment for surgery and any additional services requested is due at the time of drop off.
 - Cats will not be admitted into the building if payment is not received.
 - Clients using a discount code from another organization to pay for TNR services must present the code at the time of drop-off.
- Clients must be 18 years of age or older to sign an anesthesia and surgery consent form for a patient.
- Transport forms are required from any client who has trapped a cat for another property owner or cat caretaker. The transport form must be signed by the property owner or cat caretaker, authorizing the transporter to utilize clinic services and to authorize consent for anesthesia and surgery.
- A client code of conduct has been instituted and is part of every clinic consent form. Adherence to the client code of conduct is required, and any violation may lead to temporary or permanent suspension of clinic services.
- We allow clients to bring in **one** unowned, free-roaming community cat to utilize the TNR walk-in program **per day**. This means no prescheduled appointment is necessary.
 - In the past, the York County SPCA staff did not strictly enforce this policy. However, due to the growing demand for our TNR walk-in program, we will begin to strictly enforce this policy and the spirit of the program per the description above. For example, the practice of one person trapping several cats and then recruiting several people to sign the cats into the building under different names violates the program's intended purpose, places an unsustainable burden on our staff, and will not be allowed.
 - No more than two people with one cat each in a vehicle may admit cats into the TNR walk-in program on a given day. More than two clients in a single car causes confusion when obtaining client and patient information during check in. Clients wishing to trap multiple cats must email clinic@ycspca.org to schedule appointments so YCSPCA staff can adequately and safely prepare for their appointment.
- TNR appointments are limited and in high demand. To better ensure equal access to this vital service, we ask clients only to schedule TNR appointments that can be reasonably utilized. This allows us to ensure that any client requesting TNR appointments has access to them in a reasonable time frame.
 - We ask that clients notify clinic staff beforehand if they are unable to utilize their TNR appointments by emailing clinic@ycspca.org. If clients do not arrive for their scheduled



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- block of TNR appointments and have not notified the YCSPCA staff, they may be declined future access to TNR appointments.
- Scheduled clients can only bring in up to the number of cats for whom they have booked appointments. Scheduled clients are not eligible to utilize the “one cat per person” walk-in service on days that they have scheduled appointments.
 - Pick up time for TNR appointments is 3:30-4:00 p.m. Pick up time for TNR walk-ins is 8:00-8:30 a.m. the following morning. Failure to pick up TNR cats at the appropriate pick-up time will incur a \$20 boarding fee per cat. Abandoning TNR cats at our facility will result in permanent suspension of clinic services.
 - The intake questionnaire asks if the client approves any medically necessary treatment that the cat might need up to a certain dollar amount. If the client answers yes to this question, and treatment is administered, payment is due at the time of pick up.
 - The name and email address under which a cat has been signed into the clinic is the name and email address to which official discharge paperwork will be emailed. No exceptions.

We are grateful to the members of our community who utilize YCSPCA clinic services and for their continued dedication to spay/neuter and the welfare of free-roaming cats. We appreciate the essential role they play in helping us achieve our mission.

If you have any questions or concerns regarding the policies above, please email clinic@ycspca.org for further information.