



Spay/Neuter Clinic
TNR Policies and Guidelines

Introduction

Since 2013, the York County SPCA (YCSPCA) Spay/Neuter Clinic has aimed to be an easily available, affordable resource for Trap-Neuter-Return (TNR) in York County and the surrounding communities. Over the past 10 years, over 40,000 community cats have been spayed or neutered through our clinic. During the first five years, TNR surgeries comprised about 30% of our daily procedures. 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 so many others. As demand for TNR services continues to grow, we needed to update our TNR policies to ensure that our patients' safety and staff's physical and mental wellbeing are preserved. We want to continue to provide TNR services for many years to come, without compromising our safety procedures and patient care standards. To sustain the growing demand for our services, while prioritizing the wellbeing of our staff and volunteers, the following policy regarding our TNR program will be implemented and enforced.

The aim of this policy is 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 acknowledges 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 right away. The walk-in program is not intended to be used as the primary planning method of sterilizing an entire cat colony. Instead, when residents plan to trap more than one cat, we offer TNR appointments for multiple cat trapping efforts.

We value members of our community who remain steadfast in their dedication to spay/neuter and care 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 12,000 animals in 2024. To safely generate such incredible productivity given our limited space, time, and resources, and to avoid staff and volunteer burnout, we must adhere to very strict policies and procedures. 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 only for 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 of any kind. 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" in length.
 - Traps that are too small are not humane and will not be accepted. The cat must be able to stand up in the trap, and easily turn itself around.
 - Cats in traps that are oversized do not allow our staff to safely sedate the cat and will not be accepted.
 - A trap with more than one cat in it 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 prior to 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 not allowed. Transferring a cat from a carrier to a humane trap on property adjacent to YCSPCA property could compromise our relationships with our neighbors and violates 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 8:00-8:30AM.** Due to the nature of being a high volume spay/neuter clinic, we must adhere to a tightly regimented, highly efficient schedule.
 - Our staff will not begin helping TNR clients until 8:00AM, as we must first admit all owned dogs and cats.
 - On our busiest days, we spay and neuter 80 animals or more per day. For the health and safety of our staff, we must begin surgery at 9:00AM. Therefore, we cannot

accommodate late arrivals. Clients who arrive after 8:30AM will be asked to return the following day that walk-ins are accepted.

- **Clients must remain inside their vehicles during check-in.** Clients leaving their vehicles and moving through the parking lot causes chaos and confusion for our staff trying to safely admit all of the patients in a timely and efficient manner.
 - If you are not in your vehicle when a staff member approaches it to check you in, your vehicle will be skipped.
 - After being checked in by a veterinary technician, the client may exit their vehicle and bring their TNR cat to the front door of the clinic.
 - *Under no circumstances are clients admitted into the clinic facility.*
- **Payment for surgery and any additional services requested is due at the time of drop off.**
 - Cats will not be taken into the building if payment is not received.
 - If you are using a code from another organization to pay for TNR services, that code must be presented 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 person who has trapped a cat for another property owner/cat caretaker.** The transport form must be signed by the property owner/cat caretaker, authorizing the transporter to bring the cat to the clinic and giving them permission to sign the anesthesia and surgery consent form in their stead.
- **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 of it may lead to temporary or permanent suspension of clinic services.
- **We allow for one cat per person per day through our TNR walk-in program.**
 - This feature of the TNR program has been heavily abused in the past, with one person trapping several cats, and then bringing along several unrelated people to sign the cats into the building under their names. This is not acceptable due to the undue burden it places on our staff.
 - Abuse of this program has led to days where the clinic staff cannot safely house and perform surgery on all of the cats admitted on a given day.
 - From here on out, no more than two people with two cats in a vehicle may sign cats in as walk-ins. If you are trapping multiple cats, we require you to email clinic@ycspca.org to schedule appointments so that we may better control the number of cats in the clinic per day.
- **TNR appointments are a limited commodity.** Though there is no repercussion for not being able to fill all of the TNR appointments that have been requested, we ask that you not request more appointments that you will be reasonably able to fill. This allows us to ensure

that any client requesting TNR appointments has access to them in a reasonable time frame.

- TNR appointments can be booked up to three months in advance. Clients will be responsible for emailing clinic@ycspca.org monthly to book appointments for the following three months.
 - If a client repeatedly no shows for whole blocks of appointments, they may be declined appointments in the future.
 - A client may not bring more cats than they have appointments for, and are not eligible to utilize the “one cat per person” walk-in service on days that they have appointments.
 - Appointments may not be transferred from one individual or one group to another individual or group. If you are unable to keep your scheduled appointments, please email clinic@ycspca.org as soon as possible so that we may offer those appointments to someone else who can fill them.
- **Pick up time for TNR appointments is 3:30-4:00PM. Pick up time for TNR walk-ins is 8:00-8:30AM the following morning.** Failure to pick up TNR cats at the appropriate pick-up time will result in a \$25 late fee per cat. Abandoning TNR cats at our facility will result in permanent suspension of clinic services.
 - **Payment for any medically necessary treatment is due at the time of pick-up.** Part of our intake questionnaire asks if the client approves any medically recommended treatment that the cat might need up to a certain dollar amount. If the client answers yes to this question, and treatment is administered, this payment is due at the time of pick up.
 - **Discharge paperwork will be emailed to the address under which a cat has been signed in.** No exceptions.

We are grateful to the members of our community who utilize YCSPCA clinic services for their continued dedication to spay/neuter and the welfare of free-roaming cats, and 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.