

How to be a Pets for Life Transporter

Thank you for your interest in becoming an official transporter for the Pets for Life program. Our philosophy is simple - **we are non-judgmental and we treat all people with respect and kindness.**

Being a transporter for PFL is a rewarding volunteer experience. The pet owners have entrusted us with their family member to transport them to and from a spay/neuter appointment or veterinarian visit and we will honor that trust with respect, courtesy and safety.

Providing transportation is an important piece of our work as many people do not have personal transportation, have unreliable transportation or are unable for various reasons to get their pet to the spay/neuter or veterinarian appointment. Your help increases access to spay/neuter and veterinary care.

All transporters must adhere to the following:

- Individual /personal liability insurance, with current inspection and registration if personal vehicle is being used.
- Vehicle must be in good working order including but not limited to all safety-related components of the vehicle such as lights, brakes, windshield wipers, seat belts, etc.
- During all times that the vehicle is in motion:
 - The operator and all passengers in the vehicle wear a seatbelt.
 - The operator does not use a mobile device except in an emergency.
 - Animals are properly restrained using crates, leashes, and carriers.
- If multiple animals are being transported at once, all animals must be separated securely and safely.
- Animals should never be left unattended in vehicle regardless of temperature.
- Vehicles should be properly cleaned to prevent animal disease transmission.
- Vehicles should be equipped with supplies for proper animal handling – leashes, muzzles, towels, crates, etc.
- All clients must sign the transport waiver.
- In the case of an emergency - including but not limited to an animal biting a human, one animal biting another animal, an animal getting loose or injured - the transporter must contact the program manager immediately.
- If a transporter has concerns or questions about a situation, contact the program manager immediately. The transporter should NOT address concerns directly with the pet owner.

A typical day for a transporter

- You will be provided the details for transport – the client/pet information, address of the home you'll be picking up from and information for the service provider.
- In the morning you will arrive at the home to pick up the pet and in some cases, review the paperwork with the pet owner and have them sign the necessary documents. In other cases, you will receive the completed paperwork from PFL staff.
- You will let the pet owner know the plan for the day – when you will be back with the pet and other instructions you have been given to share.
- You should arrive at the home at a time that will allow you enough commute time to drop the pet off at the designated service provider – PFL staff will provide you with this information. You will follow all discussed procedures for properly restraining the animal and loading the animal into your car safely and securely.
- You will drive directly to pick up another animal or to the service provider.
- When you arrive at the service provider, you will follow the instructions given for that particular provider – some may ask for a sign in, for the pet to remain in the vehicle until called, etc. Supply the service provider with all necessary paperwork.
- In the afternoon, you should arrive to the service provider at the designated pickup time, again following all instructions given by that provider and for loading the animal into your car.

- You will drive directly to the animal's home. When you arrive, you go over any discharge or after care instructions and give the pet owner the opportunity to ask any questions. Make sure the pet owner has contact information for PFL staff.

Transporter Tips:

- Have a relaxed and kind attitude toward people
- Have enough area to easily open and close the crates/carriers
- Handle the animals with care and concern
- Be flexible with your schedule in case a pet owner is not ready at the time of home pick up, the pickup time from the service provider is running early or late, etc.
- Have all necessary equipment easily accessible
- Have the program manager's cell number and service provider contact information at the ready