



Community Cat Program FAQ

Thank you for caring about community cats! Please read below for information on how our community cat program works. If you have any questions or concerns, please contact us at communitycats@acctphilly.org, or (267) 385 - 3800 x 103.

Eligibility

Which cats are eligible for TNR services?

Healthy cats over 6 months of age that have been trapped in the city of Philadelphia.

What about cats that are not healthy?

If you are dropping off a cat that you believe is injured, sick, or hurt in some manner, ACCT will ask you to surrender the cat as a stray at intake. This is so that the cat can be examined immediately by our veterinary staff, who will determine if the cat is stable and treatable or if they are suffering and should be humanely euthanized.

What if a cat is found to be sick or injured during its pre-surgical exam?

All cats receive a brief physical exam prior to their surgery. If major signs of illness or injury are noted, the veterinary staff may recommend humane euthanasia. If your cat has been dropped off as a "clinic in" (caretaker pick up), we will contact you prior to proceeding with euthanasia.

* For more information about intakes, please see "Intake" section.

What about cats under 6 months of age?

We require that cats under 6 months of age are surrendered to ACCT as strays at the time of drop off. Our medical staff will make the determination whether the kittens are adoption candidates, and if so, they will be placed for adoption.

What if the kittens are not deemed adoption candidates?

If the kittens are fractious or otherwise determined not eligible for adoption, they will receive our community cat package and will be returned to their found location.

What if I don't want to surrender kittens to ACCT?

We recommend using another clinic, such as PAWS, the PSPCA, Emancipet, Forgotten Cats, or the Spayed Club, all of which offer low-cost services. The PSPCA, PAWS, and Forgotten Cats also accept our Snip n' Tip vouchers, which provide free spay/neuter and vaccines.

What if I trapped a cat outside of Philadelphia?

We recommend using another clinic, such as PAWS, the PSPCA, Emancipet, Forgotten Cats, or the Spayed club, all of which offer low-cost services.

Services

What services are provided as part of your free community cat care package?

All cats are spayed or neutered, vaccinated (rabies and FVRCP), flea treated, dewormed, and ear-tipped.

What happens to the cats after intake?

All cats remain in their traps during their stay. Their traps are cleaned daily and they receive fresh wet food daily. Any signs of illness or injury are reported to the medical staff. We aim for a 48 hour turnaround time once cats are dropped off, but occasionally we get behind due to the large number of animals entering the shelter every day. If you would like to be updated on the status of a cat you dropped off, please contact the CCP directly.

Intake Process

Do I need to make an appointment?

No, this is a walk-in service.

When can I drop off cats?

Cats can be dropped off any time during our lobby hours, which are M-F from 8am-8pm and Sat-Sun from 8am-6pm.

What do I need to bring?

Please bring a photo ID.

Are there different types of intakes?

Yes. There is a "stray" intake and a "clinic" intake. If you do not wish to pick your cat up when it is ready for return, you will do a stray intake. If you wish to pick your cat up, let the front desk know that you will do a "caretaker pick up", which is a clinic intake. If you are doing caretaker pickup, **the cats must be in humane cat traps**, not carriers. All cats are to be returned to their found location regardless of intake type.

What other differences are there in intake type?

When you do a “clinic” intake, this means that you are retaining ownership of this cat. If the cat is sick or injured and requires treatment, or is gravely ill and our medical staff determines that humane euthanasia is warranted, you will be notified. When you do a “stray” intake, you are relinquishing your rights to the cat, and “ownership” is passed onto ACCT. If medical treatments or humane euthanasia need to be considered, you will not be notified.

*Please see “**Eligibility**” section for more information about sick or injured cats

What else do I need to know?

You will be given a “stray cat form” to fill out. Please give us as much information you have about the cat, including an accurate found location.

Picking Up Cats

Can I pick the cat up after surgery?

Cats that are dropped off in humane cat traps can be picked up when they are ready for return following their surgery. If you drop a cat off in carrier, you cannot pick the cat up to return it (the cat will be returned to its found location by our staff). If you intend on picking the cat up, please notify the front desk at the time of drop off by telling them you are doing a “caretaker pick up”.

Do I have to pick my cat up after surgery?

No. If you are unable to pick the cat up, it will be returned to its found location by our staff.

If I am unable to pick the cat up myself, can someone do it on my behalf?

Yes, as long as you contact us ahead of time. Please let the front desk know at time of drop off that someone else will be picking up your cat. If you were intending on picking the cat up yourself and your plans have changed, please call or email us so that we can make a note in the file. We will not release cats to anyone without your prior authorization.

Trap Rentals

How do I rent a humane cat trap?

If you would like to rent a humane cat trap, please contact us and we will arrange a date and time for you to pick up a trap.

What if I have never trapped before?

No problem! We will walk you through a tutorial on how to set the trap, discuss best practices, and answer all of your questions. We will also send you home with informational packets and brochures.

Is there a fee to rent a trap?

No, there is no fee or deposit required.

Vouchers

How do I obtain and use vouchers?

Snip n' Tip vouchers provide free spay or neuter surgery and vaccines for community cats at select clinics (PAWS, the PSPCA, and Forgotten Cats). Vouchers can be picked up from ACCT or at any of the participating clinics. You will need to contact your preferred clinic to make an appointment for services.

Contacting the CCP

How do I contact you?

While you may call ACCT's direct line at any time, the quickest and surest way to get your message to the members of the CCP is to contact us directly: **communitycats@acctphilly.org**, or **(267) 385-3800 x 103 or x 222**

Voicemails are checked daily. If you call after our scheduled hours and leave a message, your call will be returned the next day. If you do not leave a message, you will not receive a call back. For the fastest response time, please send us an email.

Volunteering

How do I volunteer with the Community Cat Program?

We love volunteers! If you have never attended a general ACCT volunteer orientation, you will first need to do this. After you have attended an orientation, we will discuss volunteer opportunities specific to the CCP, and you can decide in what capacity you would like to volunteer. You can view upcoming orientation dates here: <http://www.acctphilly.org/mainsheltervolunteers/>

If you have a question about orientation, please contact our volunteer coordinator at volunteer@acctphilly.org.

What volunteer opportunities are there?

We currently utilize volunteers for trapping projects (setting and transporting traps), craft projects (such as trap cover making), caring for trapped cats while they are in the shelter (feeding, changing their trap lining), and assisting with various administrative tasks as needed.