



VOSD IS THE WORLD'S LARGEST CITYWIDE DOG RESCUE

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About 'The Voice of Stray Dogs' Rescue

'The Voice of Stray Dogs' (VoSD) is a privately run, not for profit organization. We run the world's largest rescue in any city and India's largest run and the most efficient and sophisticated rescue service. We also publish the world's largest information site on the Indian Stray Dog on www.vosd.in to help form legal, civic and media opinion through data analysis, investigation and legal reporting. But please remember we're a rescue service we're not a shelter.

This document describes your relationship with VoSD while seeking medical help for a dog in distress on the streets of Bangalore.

Reporting a stray dog in distress in Bangalore

Generating a rescue service request

You can generate a rescue request for a dog within the city limits of Bangalore in any of the following ways from your computer or smartphone. Please remember that you are

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making a financial transaction and hence you need to have your credit card, net-banking or debit card information ready to log a rescue call.

1. From your computer or smartphone you can click on the 'VoSD Rescue' button on www.vosd.in, that will take you to <http://store.vosd.in>. You are required to fill in the details required to log the call. OR
2. From your computer or smartphone you press on the 'Rescue or Donate' tab (or see under apps) on the VoSD Facebook Page. This takes you to a store integrated within the Facebook page and you can complete the transaction from within Facebook.

Please remember

1. During the term of the Beta service the service will be provided 9AM – 6PM, Mon-Sat on working days, post Beta period service will be provided 9AM – 6PM, 7 days a week except on government holidays. The period of the beta service is clearly mentioned where you log the call.
2. Once a call is registered with VoSD, you will get a call back from our dispatchers requiring full details for the dispatch.
3. At this point you will receive a case no. from VoSD CRM 2.1 system. You will thereafter receive all updates on the dog via mail, sms through this system

What type of dogs would VoSD rescue:

We will only pick up dogs that require critical care and will not survive on the street. This is limited to

1. Indian stray dogs or pups with trauma (i.e. road accidents or other accidents) or
2. Indian stray dogs with other critical conditions such as tumours etc. or
3. Pedigreed abandoned dogs i.e. now stray dogs, that have no home and can't survive on the street
4. A dog reported for old age or any disability that does not allow it to survive on the road.
5. A dog reported with extreme skin disease.

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Other categories such as if you want to surrender your pet dog etc are covered under different appropriate SOPs.

What type of dog(s) will VoSD **NOT** take

Please do not register a call for,

1. Pups or a litter with their mother. We believe that the best place for a litter with its mother is where they are. Unless you have a plan on rehoming the dogs – do not 'rescue' a litter. Pups need to be rescued from a critical situation not the road – which is their home
2. If the dogs is showing symptoms of Parvo or Distemper (as determined by the rescue team in consultation with vets on phone at the time of rescue) we will NOT pick up the dog. We're fully aware that they need critical care but both Parvo and Distemper are highly contagious and our large population of dogs that are themselves in critical condition can't be endangered for 1 dog.

When & how are dogs picked up by VoSD's rescue team

VoSD is not an abstract service or NGO. You need to stay involved and see the dog through. You need to be with the dog through the rescue.

1. Dogs are picked up from 9AM – 6PM on working days.
2. We're committed to picking up dogs reported upto 4pm the same day. Dogs reported later will be picked up the next working day.
3. On receiving the VoSD call back from VoSD dispatch
 - You need to pick this call back to confirm that you have the dog in front of you – not receiving this call back will nullify your request.
 - You can't provide a different number for the rescue team to coordinate with – providing alternate/ friend/ relative's number will nullify the rescue request. This is to prevent dispatches on prank calls which is a frequent occurrence.
4. When you get this call back – you can ask for your rescue request number for future reference and tracking the progress of the dog. If you don't get this number – you can always call in and identify yourself and request for this number. This is typically

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in the form of ####.mm.dd.yy. This number is generated by the VoSD Rescue CRM software and is the confirmation that a rescue request has been generated.

5. On call back you will get an approximate time of pick up. Since each dog is treated as critical for each dog the vehicle is dispatched individually and the dog brought back to VoSD's medical care. VoSD covers 1300 sq km of greater Bangalore. Driving to the dog through the traffic, driving back and then waiting at the vets means that each vehicle may not be able to service 2 dogs in one day. **Note:** There are 500+ dogs in our care – sometimes all vehicles may be busy - if you're not OK with it and if it's critical for the dog - volunteer to pick up and take the dog to help to a vet near you for immediate attention.
6. For the rescue team to arrive on scene you **NEED** to be available on location. There are multiple pressing priorities and the rescue team can't be dispatched if you are not on location. This allows us to ensure that the dog can be identified, is in plain sight and is with at least one friendly/known individual. **Note:** Your inability to be on location will nullify the rescue request.
7. Before the dog is taken in VoSD's possession – you will need to sign a handover document that states that this is a stray animal and you relinquish all claims on this animal. This is a legally binding document so please read it before signing. We need this document to pursue all possible courses of action to bring the dog to health including radical surgery, and should the dog not have a chance of euthanasia. **Note:** Not signing this document will nullify the rescue request.

How do I track the animal after VoSD has taken it?

All dogs reported with us are tracked through the VoSD Rescue CRM. We've given limited access to you. Use a little bit of your own effort and time in finding what's happening - it helps the team concentrate on the dogs not you.

- **VoSD website:** You can search for the status of the dog with the email or mobile number that you logged the call with - see the box on the top on the right panel of www.vosd.in. This is a feature of the software we've made to manage our rescue called the VoSD Rescue CRM 2.0

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- **Email & SMS updates:** If you gave an email ID while logging the call you will get update on each status change of the dog from pick up throughout its movement, medication and release etc. This is a feature of the software we've made to manage our rescue called the VoSD Rescue CRM 2.1
- **VoSD Facebook page:** Cases are reported on the VoSD Facebook page as well and that's a great way to meet these and other dogs through candid photographs.

Treatment by VoSD once the dog is picked up

VoSD's medical infrastructure includes – 4 rescue vehicles to pick up dogs, a Trauma Centre where dogs are kept throughout their treatment, 2 leading vet hospitals to which we've outsourced all out veterinary care to.

- The dog that is taken will be taken by this vehicle to either the VoSD Trauma Centre or one of the 2 assigned vet hospitals. There after the dog will move between 2 facilities till it is cured and is ready for release. With 500+ dogs in our care it is a complex and large logistics operation.
- We provide the best medical care money can buy for even the most pampered pet anywhere in India – including all diagnostics (x-rays. Sonography, MRIs, ECG, biopsies, blood work etc), complicated surgery and treatments for heart, liver, kidney failure etc. for dogs in our care. All that care will be available for this dog as well.
- If the dogs suffering can't be eased and the dog needs to be put to sleep we reserve the right to do so. **Note:** This is only the last resort and while any of our vets can recommend the decision – this can't be implemented without the explicit consent of VoSD's Founder in each individual case on a specific request from the Founder/ Head of each hospital.
- Once the dog is fit to be released it will be released at the same location it was picked up from.
- Some dogs that will survive but will need extended medical care for instance suffering paralysis, or pups with amputations etc. that are deemed unfit to be released to their home on the road stay in VoSD's permanent care/ are adopted by us. **Note:** You can't request for such dogs back. Neither can you meet these dogs. However they will be available on Facebook pages.

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What you can't do while pursuing VoSD's intervention:

1. You can't bring in a dog to any VoSD facility. We need a return to address that's possible only if we pick up the dog.
2. You can't come in with dog in the vehicle, or enter any of our facilities with the dog. These are restricted to those with valid VoSD Photo ID's.
3. You can't pay for a pick up or ask for treatment to be provided that does not fall under the *VoSD Rescue: Standard Operating Procedure*.
4. You can't come to meet our dogs at either the trauma centre or the vet locations.

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