



The Pet Surrender Process

- The pet surrender process, called managed intake, went in to effect in 2017.
- An appointment is required for all pet surrenders; citizens cannot just bring their animals to the shelter for surrender at any time.
- Through this process appointments with citizens are set as needed.
- Through this process, we can maintain a safer shelter, free from overcrowding.
- When we operate over our capacity for care, the number of pets that can receive our full attention decreases. The animals are subjected to more stress, leading to a greater likelihood of disease, and higher potential for negative outcomes.

The process

- The citizen completes the surrender request form located on our website at the following page; <https://www.osceolacountypets.com/our-services/pet-retention/>
- Through the form, you will send us information on the animal or animals that you would wish to surrender.
- The shelter will receive a copy of the form and someone will contact you for further details.
- If it is decided that the pet must be surrendered, an appointment will be set. Appointment dates vary.

Rehome attempt request

We request that you attempt to rehome the animal yourself, if possible. We have assembled a Pet Rehome Resource page to help you with this task. [Please click here to visit that resource page.](#)

We can only accept surrendered pets from citizens of Osceola County, Florida.