

37-04: ANIMAL PROCESSING	POLICY TITLE:	37-04-009: Rescue Program
	EFFECTIVE DATE:	12/21/2012
	REVISED DATE:	7/31/2014
POLICY SUMMARY:	Provides the guidelines and parameters of the department's rescue partner program.	
PURPOSE:	To describe the rescue application process, rescue conduct, the care of rescue animals, and the department and rescue responsibilities.	
DESIRED OUTCOME:	To successfully transfer animals that do not have another live release option to approved rescue partners. To ensure rescue partners provide adequate shelter and care for transferred animals.	
RESPONSIBLE PARTY:	Rescue/Foster Team	
POLICY OWNER:	Live Release Manager	

POLICY DETAILS

Ultimately, the ideal final disposition of animals transferred to a rescue partner is permanent placement via adoption. The objective of the ACS Rescue Program is to allow rescue partners to provide care and shelter while seeking adopters for the animals they pull from ACS.

TYPES OF RESCUE PARTERS

Traditional Rescue Program Partners

The Traditional Rescue Program is an important component of the department's live release strategic goals. Although, traditional rescue partners do not receive incentives for pulling animals from Animal Care Services, the dogs and cats they choose to pull do receive medical workups and sterilization surgery if they are medically fit.

Rescue Partner Incentive Program Partners

The Rescue Partner Incentive Program is controlled by contractual obligations and can be modified each fiscal year. Incentives are conditional upon funding availability a baseline number of animals that each participating rescue pulled the prior year. For each animal beyond that baseline number pulled during the current year, the rescue will receive financial compensation as well as the traditional services provided for the animal being pulled. Contracts remain valid for a period of one fiscal year and should be negotiated and agreed upon prior to the start of the fiscal year.

High Volume Pet Partner Program Partners

The High Volume Pet Partner Program is controlled by contractual obligations and may be revised each fiscal year. Incentives are based on a baseline number of animals that each participating High Volume Pet Partner. High Volume Pet Partners may receive financial compensation or other incentives for each animal pulled beyond the baseline set the prior year.

TRANSPORT POLICY

ACS does not have a transport program and all transports are to be completed by ACS rescue partners.

POLICY GUIDELINES:

The following policy guidelines shall apply in all rescue situations.

1. ACS retains all rights and ownership of the animal until transfer of ownership to a rescue partner, as well as the final say in disposition decisions (adoption, rescue, euthanasia, rescue, or return to owner).
2. Pets shall be disposition in accordance with Policy 37-04-004: Holding period.
3. Any animal transferred to a rescue partner must be outcomed in the Chameleon system to the rescue.
4. Transfer of ownership to the rescue partner occurs once the animal has left the ACS staff-operated kennels and has been outcomed in the Chameleon system.
5. While in rescue care, ACS is not liable for any injury or damage caused by a rescued animal (to include spread of disease to other rescue/owned animals).
6. Adoption or return to owner placement shall take precedence over animals transferred to rescue care.
7. Rescues requesting animal transfers must complete an application, and be approved by ACS.
8. Any Rescue Application can be denied at the discretion of Rescue/Foster staff. The applicant may appeal the application decision in writing first to the Live Release Manager, and secondly to the Office of the Director.
9. ACS is free at any time, with or without notice or cause, to end the rescue relationship.
10. A rescue partner's primary places of business (as listed on the rescue partner's application) are subject to inspection by ACS staff. Types of inspections may include, but are not be limited to:
 - a. Initial inspection upon submitting an application, generally performed by ACS shelter staff, at a mutually agreed upon time.
 - b. Periodic inspection for an established rescue partner, generally performed by ACS shelter staff, at a mutually agreed upon time.
 - c. Inspection due to an animal-related complaint received by the ACS Field Enforcement Team, performed by ACS Field Enforcement.
11. The number and frequency of animals the rescue partner may transfer can be established and restricted using, but not limited to, the following criteria: the Rescue Application, any inspection performed on the rescue partner's primary places of business, length of rescue partnership with ACS, and the discretion of the Rescue/Foster team.

RESCUE CRITERIA AND PROCEDURES:

1. Acceptance as a Rescue requires the following criteria:
 - a. Rescue group to be able to provide government issued identification (i.e., valid driver's license) and a copy of their 501(c)3 classification or EIN unless authorized by the Live Release Manager.
 - b. Complete an ACS Rescue application, available for pick up at the ACS Rescue/Foster office. Applications will be reviewed within three (3) business days by the Rescue/Foster team.
 - c. Agree to and sign the ACS Rescue Agreement and Application.
 - d. Once approved, discuss and agree to general guidelines, policies, and procedures with the Rescue/Foster staff, which includes receiving a copy of this rescue policy.
 - e. Additional documentation from a rescue group may be requested at the discretion of the Rescue/Foster Supervisor or Live Release Manager.

A rescue group that has entered into contract with ACS will be considered an approved ACS rescue group and any provisions noted in contract may supersede that of the rescue group application and agreement.

2. Criteria for selection of rescue animals shall include but are not limited to the following:

- a. Any animal that does not have an active adoption hold or is being returned to owner. Rescue partners must understand that return to owner and adoption may trump a rescue pulling a pet as outlined in 37-04-007 Hierarchy of Disposition.
 - b. Temperament and overall disposition of the animal will be considered. Any animals associated with a bite/investigation must follow the procedures outlined for rescue partners requesting the release of a bite animal, as stated in ACS policy "37-04-007 Hierarchy of Animal Disposition."
 - c. The age of an animal shall not exclude it from being rescued, provided it meets one or more of the other criteria for selection. Puppies and kittens under the age of 8 weeks may be transferred to a rescue partner as they are too young for adoption.
3. Transfer of an animal into rescue care shall occur in the following manner:
- a. The rescue partner must contact the Rescue/Foster team (via phone, email, or in-person) and request a rescue hold be placed on the animal.
 - b. Requests for rescue holds are honored in the order received, and at the discretion of Rescue/Foster staff. If a rescue group is interested in pulling a pet that already has another group's rescue hold, the Rescue/Foster staff may contact the group with the hold to see if they are interested in removing their hold to allow another group to pull. The original group's hold cannot be removed and a new rescue hold placed until the original group gives permissions to ACS to remove the hold, or the pet has not been picked up by the original group within the allocated time frame found below.
 - c. ACS encourages all rescue groups to place holds as early in the stray holding period as possible. Once the pet becomes eligible for surgery the rescue will have 24 hours from the time of contact by Rescue/Staff to pick up their pet. If a rescue group places a hold on a pet after the release date and the pet cannot get into surgery the same day, ACS may ask the rescue to pull the pet and return it for scheduled surgery. If the rescue group fails to pick up their pet in the allocated time frame the rescue hold will be removed and the pet will become eligible for other disposition.
 - d. With the exception of certain permitted rescue partners, the animals must remain in ACS possession throughout the duration of any stray wait period.
 - e. Certain rescue partners may pull a dog or cat that has not completed its stray hold time. It's the responsibility of the those rescue partners to hold the animal for the duration of their stray hold time in the event an owner is looking to reclaim their pet.
 - f. The rescue partner shall be advised by the Rescue/Foster or Clinic teams on any specific medical needs of the animal.
4. ACS will attempt to contact and return any stray animal that is known (via microchip or previous transfer) to have been transferred to a rescue partner. If a rescue partner is solely identified in this manner, they will be treated as the animal's owner. Injured animals impounded in this manner may be humanely euthanized at the discretion of ACS veterinary staff.
5. If an animal surrendered by an owner can be identified as previously transferred to a rescue partner, the rescue partner will be contacted in an attempt to return the animal.
6. A rescue partner may enter and walk through the publicly-accessible areas of ACS facilities at any time the facility is open to the public but this may be limited if need arises and with the approval of a live release manager.
7. A rescue partner must obtain permission from the Live Release Manager or Rescue/Foster Supervisor and the Shelter Operations Manager or Kennel Supervisor prior to entering the euthanasia ward or

any observation kennel. The rescue partner will be escorted by ACS staff at all time while in the euthanasia ward or any observation kennel.

RESPONSIBILITY OF THE RESCUE PARTNER

1. To provide a safe and secure environment:
 - a. Ensure humane living environment for the animal
 - b. At the rescue partner's expense, provide any required medical treatment for the animal while in the rescue partner's care. ACS may require proof of medical treatment of animals while in the rescue partner's care.
 - c. Provide reliable transportation for the animal from the ACS facility
 - d. Report any communicable disease the pulled animal broke with within 72 of being pulled from ACS.
2. Unless authorized by ACS Veterinary staff or contractual agreement, all animals will be sterilized and vaccinated prior to transfer to the rescue partner. The rescue partner agrees to sterilize any unsterilized animals transferred into their care.
3. Maintain an adoption program that includes marketing the animal with the intent of finding permanent placement, an adoption application, and adoption applicant screening.
4. Compliance with the Excess Animal ordinances in the City Code. ACS will waive the Excess Animal permit fees for any approved rescue partner. Rescuers must maintain a current Excess Animal permit when they have an excess number of animals on the primary place of business or in their care. Any ACS staff performing a site inspection may issue/make current an Excess Animal permit for the rescue partner. Each primary place of business must maintain its own Excess Animal Permit.
5. Any transferred animal returned to ACS must first be approved by the Live Release Manager or Rescue/Foster Supervisor.
6. Rescues interested in adopting animals are subject to the all applicable ACS adoption policies and procedures.
7. If a rescue partner notices concerns, they should be first brought to the attention of the Rescue/Foster Team, secondly, the Live Release Manager, and, finally, the Director's Office.
8. Adherence to the department's patron code of conduct policy entitled, "37-15-006 Patron Policy."
9. The above items in this section, "Responsibility of Rescue," also apply to any members of the rescue partner's Foster network.
10. Transfer a minimum of four (4) ACS animals per year in order to maintain rescue partner status.

POLICY AUTHORIZATION

Signature:  Date: 7/31/14
Name: **Kathy Davis**
Title: ACS Director