

PINAL COUNTY NEW HOPE PROGRAM – SHELTER PROGRAMS
Purpose, Policy, Procedure and Participant Guidelines

Table of Contents:

Purpose of the Pinal County New Hope Program

About Animal Care & Control

Animal Care & Control's Mission, Vision & Values

How to Become a New Hope Participant

Contact Information

Rules & Regulation

Animals that are Eligible for New Hope

Program Policies

Animal Care & Control's Commitments to the New Hope Program

Process on How to New Hope Animals from Pinal County Animal Care & Control

What is the Purpose of the Pinal County New Hope Program?

The purpose of the Pinal County New Hope Program is to find permanent homes for animals that are not adopted under regular shelter circumstances, and to acknowledge, cooperate with and support the efforts of other animal care, training, rescue, welfare and control organizations. The role of the Adoption / Rescue coordinator is to ensure that Pinal County New Hope participants understand applicable Pinal County Animal Care & Control policies and procedures and to ensure a positive experience for everyone involved. This manual will cover the policies and procedures associated with the Pinal County New Hope program.

The Pinal County New Hope program is a partnership of Animal Care and Control with animal welfare agencies to help ensure that as many adoptable animals as possible are placed into permanent adoptive homes. Pinal County New Hope Participants take those animals from Animal Care and Control that might otherwise have to be euthanized or not adopted. It is a partnership to help us all achieve our goal of becoming a no-kill community.

We want to develop a positive, collaborative working relationship with our agency & the rescue organizations. Honest, open communication helps us address issues and concerns to ensure clear communication and continued professionalism.

Pinal County will make every effort to provide all rescue organizations fair and equal access to animals on the euthanasia list or up for public adoption. Rescue organizations agree and acknowledge that access may be denied in crisis / emergency situations that require Animal Care & Control to place full focus on the welfare of the animals and staff.

About Pinal County Animal Care & Control

Animal Care & Control is mandated by State & County ordinances:

- All strays will be held for a 72 hour period prior to evaluation in order for an owner to have the opportunity to find their lost pet.
- Animals that come in with a Pinal County License will be held for six days prior to evaluation to allow time to notify their owners.
- Animals that have bitten a human & are under quarantine will not be New Hope available.
- In the case of owner-surrendered animals, they will be evaluated at the time of impound for adoptability or could be placed on a 24 hour hold to allow the animal time to calm down prior to adoptability. Pinal County retains discretion in these instances.

Pinal County Animal Care & Control's Mission, Vision & Values:

- The mission of Animal Care & Control is to promote and protect the health, safety, and welfare of people and pets in Pinal County.
- We envision the day when all citizens, their property and neighborhoods, are safe from the dangers and nuisances of irresponsible pet guardianship, and animals will not suffer because of abuse, neglect or ignorance, and every pet born is assured a good home and care for its natural life
- We value the integrity of each employee, volunteer and participant contributing to the professional delivery of excellent customer service and the humane treatment of animals, in an atmosphere of open, honest communication, predicated on our trust in and respect for each other.

How to Become a Pinal County New Hope Participant:

Animal Organizations that are established or recognized in their communities as animal shelters, animal welfare organizations, animal rescue organizations, and veterinary hospitals within the State of Arizona may be eligible to participate, subject to approval, by Pinal County Animal Care & Control.

1. Any group that is interested in becoming a New Hope Participant can make the request through the Pinal County New Hope Application, by contacting the Pinal County Animal Care & Control Rescue /Adoption Coordinator.
2. Complete and return the Pinal County New Hope Participant Information Form. The information you provide will assist us in processing your application. Be sure the following information is included.
 - Group Name
 - Group President or Director
 - Contact for Quarterly Reports
 - Contact for License Transfer of Ownership
 - List of Names of Individuals who are authorized under the group to be able to transport / remove animals from Pinal County Animal Care & Control.
 - Two Names of Veterinarians who indicate their willingness to participate with you in this program.
 - Description on where the animal (s) will go after they leave Pinal County Animal Care & Control, before they are placed into permanent homes.
 - Description of your adoption process & include how and where you perform adoptions.
 - List three references for your group & including one adopter who is not currently a governing member of the organization.
 - An official notice of a 501c3 status
 - Articles of Incorporation or Application for Employer Identification (Form ss-4), including your EIN.

- Non-profit Certificate of Disclosure (ARS Section 10-3202, D.)
 - Formal statement of income including gifts, grants, and contributions.
 - Any articles or published information regarding your organization
 - Any additional information you feel may be relevant in support of your application.
3. Read thoroughly the Pinal County New Hope Program Agreement in order to completely understand the purpose and mission of the Pinal County New Hope Program. Provide the following information on the New Hope Program Agreement:
 - The Group's Founder, President or Contact
 - Organization Name
 - Address
 - Phone
 - Signature of the President or Director of the Group
 - Date
 4. Once completed, return both the Information Form and the Agreement. These documents can be mailed, hand delivered or emailed to:

Pinal County Animal Care and Control
 1150 South Eleven Mile Corner Road
 P.O. Box 3061
 Casa Grande, AZ 85122

5. Once your application is received, it will be reviewed. Animal Care & Control may conduct site visits as part of the initial determination of participation or to evaluate on-going participation in the program. You will be notified of the Pinal County's acceptance when you receive your Pinal County New Hope contract that has been approved by the Pinal County Board of Supervisors. You will receive an original Pinal County New Hope Contract in the mail for your rescue group to have on file. After you have attended a New Hope Orientation, you will be added to the Pinal County New Hope list to begin removing eligible animals from Pinal County Animal Care & Control shelter.
6. It is the responsibility of the New Hope group to notify the Pinal County Rescue Adoption coordinator of any information updates (such as change of address primary contact, president, approved representatives, etc.) or to fill out a Pinal County New Hope application. It is also the responsibility of the President or director of the New Hope Participant to ensure that everyone that is allowed to rescue under your group understands the rules and polices of the Pinal County New Hope program.

7. All rescue groups requesting to become a Pinal County New Hope Participant with Pinal County Animal Care & Control, will need to complete the application. Once the information has been received, three copies of the Pinal County New Hope contract will be sent to the President of the Rescue Group. The President will then sign all three copies and return them to Pinal County Animal Care & Control, Rescue/Adoption Coordinator. See process:
- Request to apply for the Pinal County New Hope Contract to the Rescue/Adoption Coordinator.
 - Send back three signed copies of Pinal County New Hope Contract, to the Rescue/Adoption Coordinator
 - The Pinal County New Hope Contract, once received with signatures, will be added to the Pinal County Board of Supervisors' agenda for approval.
 - This process can take up to two months to get final approval from the Board of Supervisors.
 - A copy of the signed Pinal County New Hope Contract will be mailed to the Pinal County New Hope group to keep on file.
 - Once approved the contract will be good for one year from the date of approval for a new group or three years for an existing group. Pinal County New Hope participants should request the Pinal County New Hope contract two or three months in advance before your contract is due to expire. This way it will be approved prior to your current contract expiration.
 - It will be the responsibility of the Pinal County New Hope group to request to reapply for the Pinal County New Hope contract. The New Hope Contract needs to be renewed yearly or every three years to continue to be an approved Pinal County New Hope participant with Pinal County Animal Care & Control.

Pinal County Animal Care & Control may conduct site visits as part of the initial determination of participation or to evaluate on-going participation in this program.

Once a Pinal County New Hope Participant is approved to remove animals from Pinal County Animal Care & Control the following reports will be required:

Quarterly Reports

A quarterly report with the following information will be sent to the Animal Care & Control New Hope Rescue/Adoption Coordinator. Pinal County Animal Care & Control reserves the right to review this information at all times. All Pinal County New Hope groups are required to either mail or email this quarterly report every three months.

- The animal's Animal Care & Control Animal number
- Was the animal "adoptable" for your group at the time you removed the animal?

- Was the animal “treatable” at the time of removal, in other words, did you have to treat the animal for a medical issue prior to him or her becoming adoptable for your group?
- Was the animal euthanized after being removed from Pinal County Animal Care & Control Shelter?

Animals that are Eligible for New Hope

Stray/lost animals will be held at the shelter for 72 hours, excluding holidays and Sundays, unless the health of the animal is at extreme risk. Any decision to waive the legal holding period for humane reasons will be made by the recommendations of a contracted veterinarian, when available, and will be managed on a case-by-case basis by the Shelter Division Manager and Director.

Pinal County Animal Care & Control reserves the right to say no on a case-by-case basis. The decision to place an animal up for adoption or place through New Hope is solely at the discretion of Pinal County Animal Care & Control and is based on the following criteria:

- Space Constraints – summer intakes versus winter intakes
- Situational Needs
- Cruelty
- Adoptability
- Behavioral and Physical Health
- Off site pet adoption events
- Media
- Potential Adopter Available

Animal “Hold for Rescue” Requests

- Pinal County New Hope Participants will have to follow the Pinal County New Hope contract, policies and guidelines. Animals removed from the shelter by a Pinal County New Hope Participant will be assigned a person identification number.
- When contacted regarding an interest from a Pinal County New Hope group, Animal Care & Control staff will place a Hold on the animal, providing the Pinal County New Hope groups identifies the animal(s) with
 - The animal number and description,
 - Name of person and group requesting the hold with
 - A contact telephone number.
 - Estimated time of pick-up -- PICK-UP by rescue needs to be accomplished by 3:00 pm. Alternate arrangements can be made on a limited basis.
- Pinal County Animal Care & Control will contact a Pinal County New Hope group by phone if the group has expressed interest in rescuing an animal and the animal becomes sick. The Pinal County New Hope group must make

arrangements to remove the animal within a FOUR-hour period unless other arrangements have been approved by the Kennel supervisor, Rescue/Adoption Coordinator or Director.

- If arrangements cannot be made within FOUR hours or other arrangements have not been approved, Pinal County Animal Care & Control will make the final decision on the disposition of the animal.
- If a Pinal County New Hope group has an interest in an animal and Pinal County Animal Care & Control has attempted to make contact with the group, and received no response (call back or email) within a two-hour period, Pinal County Animal Care & Control will make the final decision as to the disposition of the animal.
- New Hope participants should place “rescue holds” only on those animals that they have a reasonable chance of removing from the shelter. Rescue organizations should not place holds on animals they are unable to adequately place in foster or appropriate housing. Rescue holds on multiple animals that are never rescued creates kennel space management problems for Animal Care & Control. Individuals who do not comply with this may jeopardize their ability to remain an active New Hope participant.
- Pregnant animals will be aborted per Pinal County Animal Care & Control policy; unless it is the recommendation of one of the contracted Pinal County Animal Care & Control veterinarians that it would be a health risk to abort the pregnancy. Pregnant animals that have “New Hope” holds past the 72 hour wait period will remain at Pinal County Animal Care & Control to be scheduled for the next clinic to be sterilized and abortion of unborn offspring, this cost will be passed onto the New Hope participant requesting hold. A contracted Pinal County Animal Care & Control Veterinarian has the final approval in determining to abort, whether animal’s health is a factor and if the animals will be euthanized.
- A contracted New Hope rescue MAY be allowed – at the discretion of Animal Care & Control -- to take a late term pregnant animal and place it into their foster care. New Hope participant MUST notify AC&C of number and sex of live birth kittens/puppies and provide vet records for newborns. The New Hope group will be responsible for ensuring all puppies/kittens are sterilized and proof of sterilization will be required on each individual puppy/kitten by 6 months.
- Proof of Sterilization shall be sent to the Rescue/Adoption coordinator. Pinal County Animal Care & Control records will be updated to reflect that proof of sterilization has been sent on each individual animal. All puppies and kittens must be sterilized prior to being placed up for adoption.

Once the Pinal County New Hope contract has been approved, this will allow our New Hope participants to remove animals un-altered from Pinal County Animal Care & Control. The New Hope participants will be responsible for ensuring each animal is sterilized and each animal received rabies vaccination prior to being placed for adoption and New Hope participant is also responsible for sending in a sterilization certificate and rabies certificate from their private veterinarian. Every animal removed from the Pinal County Animal Care & Control shelter will be implanted with a micro-chip registered to the New Hope rescue group, at no cost to

the rescue group. The chip identifier number must be present on both the sterilization and rabies certificate when paperwork is returned to our shelter.

Pinal County New Hope groups are encouraged to have a hold placed on any animal they are interested in rescuing. This is to be done by reply to email animalrescue@pinalcountyz.gov. You must be a contracted New Hope participant to hold animals, you must include your rescue name, transportation person and phone number, date and time of pick up on due out date, animal number and description. This does not mean that a specific animal will be on hold for any New Hope group. Any New Hope Participant on site that wishes to rescue said animal may be given priority.

- **Timely Pick-Up:** New Hope Participants that fail to pick up an animal(s) on hold for their rescue group and fails to notify us of a delay will lose the privilege of putting animals on rescue hold. Due to space constraints, Pinal County Animal Care & Control will not be able to hold animals for more than 24 hours. This is extremely important during our high intake season. Pick-up of Rescue Hold animals needs to be accomplished by 3 PM on the day following the due-out day.
- **Sick Animals:** Pinal County New Hope participants that are interested in an animal that is sick must be committed to removing this animal immediately from Pinal County Animal Care & Control. If you have expressed advance interest in this animal, Animal Care & Control will call you to let you know the animal needs to be picked up within a FOUR-hour window. Animal Care & Control does not have an isolation area in our current facility to maintain sick animals. Sick animals compromise the health of all animals that are sheltered in our kennels, to include quarantine and animals held on court cases and other special circumstances. Sick animals need to be either rescued immediately or Pinal County Animal Care & Control will do what is necessary to prevent the spread of illness within our kennel.
- **Public Adoptions take Priority:** Animals placed on hold for rescue but are not yet picked up may be adopted by a member of the public who is on premises seeking an adoptable pet. The rescue community and New Hope participants acknowledge and agree that a member of the public on premises and interested in a particular animal means that an adoption fee is paid to Animal Care & Control and the animal is no longer in need of rescue. Animal Care & Control will notify the New Hope participant who has asked for the animal to be placed on rescue hold.

PROGRAM POLICIES

1. Any of the Pinal County New Hope participants that are wishing to take pictures of the animals MUST get pre-approval from the Pinal County Animal Care & Control Adoption / Rescue Coordinator, Kennel Supervisor or Director BEFORE pictures can be taken.
2. If Pinal County New Hope Rescue groups are monitoring a specific animal and this animal is slotted for an adoption event, the New Hope Rescue will not be eligible to New Hope Rescue any of these animals until the following week if not adopted during the adoption event.
3. Adherence to all applicable laws and regulations pertaining to the housing and care of animal (s) is required. It is the responsibility of the leadership of each Pinal County New Hope group to ensure all requirements are met.
4. All homes housing animals removed from our centers through the Pinal County New Hope program must maintain current homeowner's insurance or, renter's insurance with permission from the landlord to participate in this program. All zoning laws must be followed with regard to the housing of animals.
5. Pinal County Animal Care & Control reserves the right to suspend a New Hope groups contract privileges at any time if there are any concerns regarding the health and well-being of an animal that has been rescued from Pinal County Animal Care & Control.
6. All applicable fees apply if a contracted New Hope Rescue participant elects to have an animal sterilized at the Pinal County Animal Care & Control low cost spay and neuter clinics. All contracted New Hope participants will pay the fee for any animal that is sterilized by Pinal County Animal Care & Control unless otherwise approved by the Director.
7. When a Pinal County New Hope rescue group adopts an animal to a new owner, a record of the adopter and the animal identification and micro-chip number, license number if applicable, and a description of the animal will be kept for a period of one year from the date the animal is placed into its permanent home by the New Hope Rescue.
8. In some instances, Pinal County New Hope rescue groups may accidentally take the wrong animal listed in a kennel; animals still on a stray hold; animals placed on hold to be adopted by the public; owned animals. In such cases the New Hope rescue group shall return the animal to Pinal County Animal Care & Control within 24 hours of request.

9. Pinal County Animal Care & Control will allow any New Hope Rescue group to adopt animals for the adoption price. New Hope Rescue groups cannot interfere with an adoption process.
10. Animals adopted by New Hope participants may not be offered for medical science or used for medical/scientific study.
11. New Hope participants will conduct their affairs in accordance with generally accepted practices in the rescue community.
12. All Pinal County Animal Care & Control employees and New Hope rescue groups are to be treated respectfully. When a problem with an employee or New Hope group occurs the issue is to be brought to the attention of the employee's supervisor or the Adoption/Rescue Coordinator.
13. Loud, disruptive or discourteous treatment of employees or other New Hope groups will result in termination of the New Hope rescue contract with Pinal County Animal Care & Control.
14. Pinal County Animal Care & Control appreciates the effort of every New Hope Rescue Group and we wish to develop our relationship in an atmosphere of open, honest communication. This would also include New Hope Rescue participants not remaining professional with other New Hope Rescue groups.
15. Our shared goal is to stop the euthanasia of adoptable pets. To this end, we require that no misleading or untruthful information be voiced about Pinal County Animal Care & Control and its staff and that our New Hope Rescue participants support the efforts of Pinal County Animal Care & Control, as we support the New Hope Rescue group efforts.

All problems with service, conditions, and animals are to be directed to the following individuals:

- Adoption/Rescue Coordinator
- Kennel Supervisor
- Director

Animal Care & Control's Commitments to our New Hope Rescue Participants

- We will send out evaluation lists/euthanasia lists by email. This list consists of animals that Pinal County Animal Care & Control has not been able to adopt out of our facilities and are scheduled to be evaluated for euthanasia.
- We are dedicated to developing appropriate communication tools and materials between Pinal County Animal Care & Control and New Hope Rescue groups.
- We will work closely with our New Hope Rescue Participants to discuss issues and concerns and come up with solutions that will be a benefit to Animal Care & Control and to all our New Hope Rescue groups, working to save the lives of animals in Pinal County.

PROCESS ON HOW TO NEW HOPE RESCUE ANIMALS FROM PINAL COUNTY ANIMAL CARE & CONTROL

Animal Evaluation & Release

All animals to include quarantine and court/confiscate or legal-hold cases are kenneled in the same location. A staff member or bona-fide volunteer must accompany all persons, groups, or organizations wanting to walk the kennels for possible pet recovery, adoption or rescue.

Once a selection of animal(s) is made the eligible participant will proceed to the business office to complete the New Hope Rescue paper transaction.

Once the transaction is complete, New Hope Rescue groups will be asked to drive to the west side of the adoption kennels, east of the main office.

An Animal Care employee or bona-fide volunteer will release the animal(s) to be loaded into the New Hope Rescue group's vehicle only AFTER the transaction has been completed and a receipt has been presented to the employee or bona-fide volunteer.

Animals will not be released if the New Hope Rescue transportation person or team does not have adequate crates, kennel, leashes, or transport carriers for the animals they wish to remove from the Pinal County Shelter.