



NEW HOPE PROGRAM

NEW HOPE PARTNER ELIGIBILITY REQUIREMENTS, POLICIES, PROCEDURES, & AGREEMENT

March 2011

Animal Care & Control Mission, Vision, Values and Service Theme

Animal Care & Control of New York City (AC&C) is the largest companion animal organization in the Northeast, caring for more than 40,000 animals each year. As a not-for-profit organization AC&C has been under contract with the Department of Health and Mental Hygiene to be responsible for New York City's municipal shelter system since 1995, rescuing, caring for, and finding loving homes for homeless and abandoned animals in New York City. AC&C operates facilities in all five boroughs, with care centers located in Manhattan, Brooklyn and Staten Island and pet receiving centers in Queens and the Bronx.

The mission of Animal Care & Control is to promote and protect the health, safety, and welfare of pets and people in New York City.

We value the integrity of each employee, volunteer, and partner 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.

AC&C appreciates the efforts of every New Hope partner and is committed to developing relationships consistent with our organizational values.

The Purpose of New Hope

The New Hope program is AC&C's proactive community initiative aimed at finding homes for New York City's unwanted pet population. To accomplish this, AC&C establishes and cultivates mutually-beneficial and productive relationships with cat, dog and exotic animal placement organizations that assist and partner with AC&C in placing animals, many of which may require specialized medical care or behavior training. New Hope partners take ownership of AC&C animals and care for them in shelters, foster homes, boarding facilities, and/or their own private facilities prior to placing them in permanent homes through their own adoption processes.

AC&C employs New Hope staff to serve as direct contacts for New Hope partners, to respond to inquires about animals of interest, to communicate information about animals most in need of placement, and to ultimately process the final placement of animals with partner organizations. The Placement Supervisor oversees, develops and updates the New Hope program placement guidelines & processes, responds to questions regarding the New Hope program, reviews and approves New Hope partner applications, and serves as the point person for communicating and responding to any problems.

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The New Hope placement process is truly an interdepartmental effort involving all members of the AC&C team. AC&C employees participate in the daily activities necessary to care for the animals and prepare them for placement in permanent homes or with New Hope partners. Shelter supervisors, animal care officers, and volunteers work to provide the best care possible, including feeding, cleaning, walking and socialization, and to provide information regarding the status of animals available to New Hope partners. Veterinarians, veterinary technicians and veterinary assistants provide exams, vaccinations, spay/neuter surgery and treatment for animals. Field Officers rescue lost and injured animals, transporting them safely to AC&C facilities and in some instances later to New Hope partners, foster homes, other shelters, veterinary hospitals, and boarding facilities.

New Hope partners and other interested parties may contact the New Hope department with questions or to inquire about the New Hope application process by emailing newhopeprogram@nycacc.org.

Current New Hope partners should contact the New Hope staff directly about animals at or from the AC&C care centers:

The New Hope department at the Brooklyn Care Center can be reached by calling (718) 272-6348 or by emailing newhopebrooklyn1@nycacc.org and newhopebrooklyn2@nycacc.org.

The New Hope department at the Manhattan Care Center can be reached by calling (212) 722-5839 or by emailing newhopemanhattan1@nycacc.org, newhopemanhattan2@nycacc.org, and newhopemanhattan3@nycacc.org.

The New Hope department at the Staten Island Care Center can be reached by calling (718) 984-4024 or by emailing newhopestatenisland@nycacc.org.

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Eligibility Requirements & Application Process

Organizations that are established as an animal shelter, animal welfare organization, animal rescue organization, or veterinary hospital may be eligible to participate in the New Hope program. Organizations must contact the New Hope department at newhopeprogram@nycacc.org to receive an application packet. The organization must submit a completed application and agreement along with all required documentation for review by AC&C. The New Hope department will review the materials and contact the potential partner via email and phone with notification of its status. If approved, a P# will be created for the organization and the contact information will be added to the New Hope program database.

Interested parties must provide the following information and documentation as part of the application process:

1. A completed New Hope Partner Application Form. Any applications that are not signed or that are illegible will not be considered.
2. A copy of the organization's 501(c)(3) status or veterinary business license.
 - a. While 501(c)(3) status or documentation or a submitted 501(c)(3) application is required for all new organizations seeking New Hope partner approval, AC&C may waive this requirement for current New Hope partners in good standing as of March 1, 2011. However, AC&C strongly encourages all existing New Hope partners to incorporate as a 501(c)(3) organization and update AC&C accordingly.
3. A copy of the organization's articles of incorporation and by-laws if applicable.
4. The names, addresses, phone numbers and email addresses of any individuals in the organization (president/director and a maximum of four others) who will be working with AC&C.
5. A copy of the organization's adoption application and agreement.
6. A copy of the organization's foster application and agreement, if applicable.
7. A written description of the organization's adoption process and how and where animals will be housed after they leave AC&C.
8. The name, address, and phone number of the licensed veterinarian who serves as the organization's primary provider.
9. The names, addresses, phone numbers, and email addresses of three professional references as follows:
 - At least one reference must be for individual who has adopted an animal from the organization within the last six months.
 - Organizations that work with foster homes must provide at least one foster provider reference.

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- The third reference may be another adopter, a volunteer, other shelter/rescue organization, or other animal welfare-related organization that has worked closely with organization applying for the New Hope program.
10. The name, address, phone number, and email address of the individual in the organization for AC&C to contact to arrange a site visit to the organization's main shelter facility or foster homes.
- The organization must consent to and facilitate an initial in-person site visit and periodic visits of the primary facility, foster homes, and/or boarding facilities. Site visits will be conducted by AC&C employees or designees and are arranged to assess the facilities where the animals will be housed and the care provided.

Animal Eligibility for New Hope Placement

The decision to place an animal with a New Hope partner is solely at the discretion of AC&C. AC&C will consider the best interest of the animal and the community, the individual animal's needs, and the needs and goals of AC&C and the safety of our community.

AC&C recommends that New Hope partners carefully consider all medical and behavior information that is available prior to deciding whether to accept an animal for placement. AC&C does not guarantee the condition of the animal or exact age/information/behavior and does not warranty any medical/behavior problems/complications/illnesses that may arise with a particular animal.

Animal eligibility for placement through the New Hope program is as follows:

1. Animals that are candidates for public adoption through AC&C may be eligible for New Hope placement under the following circumstances:
 - There is no prior interest by public adopters
 - The animal's holding period is complete
 - AC&C determines the animal would benefit from New Hope placement. Such a determination would be made based on the animal's medical and behavioral condition as well as the length of stay in the shelter.
 - AC&C does not have other placement opportunities for the animal.

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2. Animals that have completed their holding period(s) but are not candidates for public adoption through AC&C due to medical and/or behavioral conditions may be eligible for New Hope placement provided that the animal:

- Does not have a medical condition deemed to pose a significant risk to public health
- Does not have a behavioral condition deemed to pose a significant risk to public safety
- Does not have medical and/or behavior conditions that significantly compromise the animal's quality of life

3. Animals still within a holding period may be placed in foster with New Hope partners in good standing, provided they have completed a Foster Agreement and have been approved by AC&C to foster. Animals who are injured, too young, too sick or exhibiting behaviors such that they should not remain in the shelter for the duration of the holding period are candidates for such placement; legal and cruelty holds are evaluated on a case-by-case basis.

- The New Hope partner signs a foster agreement and AC&C retains legal custody of the animal(s) until the hold is released. The hold will not be released until all holding requirements have been met.
- Any animal released to a New Hope partner as a foster must be returned immediately to AC&C upon request.
- AC&C will release the hold once all requirements pertaining to the hold have been satisfied, including a New Hope Agreement signed by the parties, and the placement will be finalized to a New Hope adoption.

4. Animals with a bite history may be eligible for New Hope placement after authorization is obtained from the New York City Department of Health and Mental Hygiene (DOHMH). The New Hope partner must sign a behavior/bite waiver for any animal with a history of a bite or other significant history of aggression. The New Hope partner may also be required to sign additional waivers depending on the circumstances pertaining to a specific animal.

5. Animals scheduled for euthanasia may be available for placement with New Hope partners subject to AC&C's determination that the animal's behavior and/or health status does not preclude placement, as follows:

- The animal does not have a medical condition deemed to pose a significant risk to public health or the health of other animals.
- The animal does not have a behavioral condition deemed to pose a significant risk to public safety
- The animal does not have medical and/or behavior conditions that significantly compromise the animal's quality of life

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6. New Hope partners who are interested in personally adopting an animal available at an AC&C care center that have generated high interest from the public are subject to the same AC&C procedures as a member of the public, including adoption policies and fees. Adoptions are handled in person on a first-come, first-serve basis. The adopter must be physically present, adopting for his/herself, be at least 18 years of age and have a valid photo ID and proof of current address.

Every animal adopted must be spayed or neutered and it may not be possible for the animal to leave the same day that the adoption is processed.

Feline leukemia/feline immunodeficiency virus testing for cats and heartworm testing for dogs is provided on request and for a fee.

New Hope Program Policies and Procedures

AC&C is determined to develop and maintain positive, productive relationships with our partnering organizations as well as with individuals and organizations in our community.

It is the responsibility of the leadership of each New Hope organization to ensure all requirements, applicable laws and regulations pertaining to the housing and care of animals are complied with.

AC&C requires that all New Hope partners agree to follow the program policies and procedures outlined below. By signing this New Hope Agreement, the New Hope partner understands and agrees to the following:

1. AC&C reserves the right to decide which animals are candidates for New Hope placement . AC&C reserves the right to deny already confirmed placement to a New Hope partner if an animal in AC&C's care, custody, or control has been re-evaluated as unsuitable for placement and/or a candidate for euthanasia due to severe medical issues. In such instances the New Hope staff will attempt to contact the partner to inform them of the status. However, if the New Hope partner is not able to be reached and an urgent decision needs to be made, AC&C retains the right to make this decision and act accordingly.

2. New Hope partners or outside parties directed by New Hope partners are requested not to surrender animals to AC&C with the intent to immediately request transfer of those animals once veterinary services have been provided. Any animal surrendered to AC&C will receive the same evaluation and assessment in order to determine his or her eligibility for adoption, foster care, or New Hope placement.

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3. A listing of animals on the euthanasia list is emailed to approved New Hope partners who have chosen to receive this information via the "New Hope Alert". This alert is made available only for approved New Hope partners and may not be forwarded or posted in part or entirety. If a New Hope partner decides they are committing to placement for that animal and would like him/her removed from the list, they must call the "New Hope Alert" hotline to leave a message no later than 7am on the day the animal is scheduled for euthanasia. The message must include their name, the organization name, P# (identifier in Chameleon), and phone number or AC&C may not be able to honor the request. Hotline messages are checked every morning and staff follows-up by phone to confirm the details of placement.

4. New Hope partners must speak with a New Hope staff member regarding interest in any animal to discuss availability, medical and behavior status. If the New Hope partner is physically in the shelter, they must check in with the New Hope office and work with the staff to initiate placement. New Hope partners are not permitted to pull animals on behalf of other organizations or with the intent to immediately transfer the animal(s) to another organization.

5. New Hope partners are required to pick up or accept transport for an animal in a timely manner after placement has been confirmed. Please note that AC&C may require immediate transport for certain animals with significant health problems and/or in the event of an emergency.

6. New Hope partners are required to provide proper care, including adequate food, water, shelter, safe containment, appropriate veterinary care, and humane treatment for all animal(s) in their care at all times.

7. Ownership of and full legal responsibility for the animal will transfer to the New Hope partner at the time of physical transfer, including full liability for any further/future costs associated with the care, health and behavior, and/or recuperation from damage or injury associated with the animal(s). AC&C provides records containing a preliminary assessment of the animal's health and behavior. Neither these records nor any written or verbal communications from AC&C shall be considered to be a guarantee or warranty of the condition of the animal, its exact age, health, or temperament and behavior. AC&C does not warranty any medical or behavior problems, complications, and/or illnesses that were not detected or that may arise with a particular animal. Animals placed with New Hope partners cannot be returned to AC&C for medical treatment, including booster vaccinations and diagnostic testing. Spay/neuter surgery prior to placement with an adopter is the only exception, as explained fully below (see point 9).

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- AC&C recommends that any sick animal as well as any apparently healthy animal be kept separate from other animals at the receiving home or facility for a minimum of 14 days to reduce the risk of introducing several highly infectious, often fatal illnesses such as panleukopenia or parvovirus, to an existing population. AC&C does not take any responsibility for other animals becoming ill.

8. All animals will be sterilized prior to release from AC&C in accordance with the New York City Administrative Code. Only when an AC&C veterinarian determines that an animal's health would be endangered by surgery will that animal be released to a New Hope Partner unaltered. In such cases, the New Hope partner agrees to alter that animal at their expense prior to adoption and to provide AC&C with proof of sterilization upon request and in accordance with Article 161 of the New York City Health Code. Under no circumstances will any animal from AC&C be allowed to breed. Failure to comply with this requirement may subject the New Hope partner to liability, including but not limited to revocation of New Hope status, legal and administrative fees.

9. New Hope partners may schedule an appointment for spay/neuter surgery for animals originating from AC&C but released without being altered because of their previous health status. An AC&C veterinarian will make the final determination as to whether surgery can be performed at the time that the animal is returned to the shelter. Partner organizations should make contingency plans, including transport preparations, for animals that are rejected from surgery. In order to minimize the chances an animal will be rejected from surgery, it is strongly recommended that any animal is examined by a licensed veterinarian to determine whether or not he/she is well enough for surgery to be performed before the appointment is scheduled at AC&C and arrangements made for transportation.

10. New Hope partners must make arrangements for transport to and from AC&C for surgical appointments. New Hope partners seeking assistance with transport animals for surgery appointments may contact the Mayor's Alliance at transport@animalallianceny.org to inquire about availability.

11. New Hope partners must ensure, to the best of their ability, that any individual adopting dogs from their organization within the five boroughs of New York City has purchased licenses for such dogs. Documentation of their efforts must be provided to AC&C upon request. It is strongly recommended that the license application be provided with all application and be incorporate into normal adoption procedures for the organization. New Hope partners operating within New York City must obtain a license at their expense for any dog still in their care for six months or longer.

12. New Hope partners will be contacted whenever an animal arrives at AC&C with identification that traces back to that partner. It is strongly recommended although not required that the New Hope partner reclaim custody of that animal. AC&C will adhere to its customary holding times and policies.

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13. New Hope partners returning an animal to AC&C that had been previously placed with them must provide a thorough explanation and description (in writing) of the reasons for the return upon request by AC&C.

14. New Hope partners will receive and must review on a monthly basis an AC&C-provided report of all animals transferred to their organization in the preceding 30 days. The New Hope partner must provide, upon request and in a format provided as a template by AC&C, the status on each animal, including the names, addresses, and phone numbers of the adoptive or foster parents, shelter, boarding facility or veterinary facility where the animal resides at the time of the request as well as proof of spay/neuter and dog licensure, if applicable and in accordance with New York City law.

15. New Hope partners are required to maintain their own medical records, including rabies and microchip tags and vaccination certificates initially provided by AC&C. Copies should be retained and these materials provided to adopters or fosters as needed.

16. Communication between New Hope partners and AC&C staff and volunteers must at all times be respectful and polite, whether expressing requests, concerns, or comments. Rude, demanding or abusive behavior by either party will not be tolerated.

17. Derogatory criticism or harassment in public, in person, in print or online with harsh or inappropriate language directed at or about any AC&C employees or volunteers will not be tolerated.

18. New Hope partners shall agree that during and after their status as a partner they (individually or as a group) shall not disclose confidential or sensitive information that New Hope partners learn about AC&C, including: information about specific animals' medical, behavioral, or other records, including information about euthanasia decisions; information about the compensation, qualifications, abilities, or personal information of any AC&C employee; the identity or personal information of a foster, adopter, potential adopter, or person whose record is otherwise accessible to me or my New Hope group, or individually identifiable financial information, including credit card information.

19. AC&C requires that New Hope partners refrain from posting or forwarding New Hope email alerts and communications on animals to any other parties outside of their organization. The photos and information are the property of AC&C and cannot be used without express written permission from a Director of AC&C. Partners may not forward the alerts, pleas, or emails to any other parties or post any portions thereof on any external website. Only approved New Hope partners are authorized to receive AC&C alerts, to communicate with New Hope staff regarding animal placements, and to call the New Hope hotline.

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20. New Hope partners should communicate directly with their foster volunteers and adopters. AC&C will not respond to any inquiries from New Hope partners' fosters or adopters regarding animals placed with the partner and will communicate directly with the New Hope partner only.

21. If a New Hope partner encounters a problem with or has a question about any AC&C process, policy or procedure, the New Hope partner should email the New Hope program manager at newhopeprogram@nycacc.org.

New Hope Partnership Status Review

Should AC&C discover evidence or allegations of inappropriate or insufficient care or shelter of an animal placed with a New Hope partner foster home, boarding or private facility, AC&C reserves the right to investigate the situation and revoke all New Hope privileges in its sole discretion and reclaim any animals in that partner's custody. AC&C further reserves the right to review and reevaluate a New Hope partner's status and placement privileges at any time if AC&C feels that any policies have been put in question or violated.

A New Hope partner in turn may make inquiries to AC&C regarding their status and may opt to withdraw from the New Hope program at any time.

Circumstances including but not limited to the following may result in a New Hope partner being evaluated by AC&C and suspended or removed from the program:

- Suspicion or evidence of involvement by a partner and/or their respective foster homes or affiliates in animal hoarding or cruelty.
- Evidence that the care of animals placed with the New Hope partner has been substantially compromised.
- Returning three or more animals to AC&C within a three month time period without sufficient justification or cause
- Failure to provide information requested for animal(s) placed with the partner group.
- Repeated failure to complete the transfer of animals in a timely manner
- Interference or disruption of the functions or protocols established within the AC&C care centers.

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- Ignoring or circumventing New Hope and AC&C policies, procedures, eligibility requirements and practices.
- Disclosing confidential information as set forth in greater detail in paragraph 18 above.
- Failure to communicate in a polite and respectful manner with staff and employees at all times.

Reinstatement of New Hope Partner Status

If a New Hope partner is suspended or from the New Hope program and would like to be reinstated, the partner must adhere to the following procedures:

1. Submit a new New Hope application
2. Submit a written statement explaining the reason for requesting reinstatement
3. If you feel that your original suspension or termination was not warranted, provide documentation and clarify in support of your reinstatement
4. Provide proof of action steps taken to remedy the issues or circumstances that initially caused the suspension or termination to be enforced
5. Agree to and sign the New Hope agreement and policy and procedure documents
6. Agree to and satisfactorily pass the site visit inspection as part of the application process

AC&C will carefully review all materials and will provide a written response with the decision regarding reinstatement. In addition to the information provided by the partner organization, other factors, including but not limited to the following, will be considered:

- Any neglect or cruelty complaints or convictions within the last ten years
- Complaints received from fosters, adopters, or partners of the organization
- Interactions with AC&C staff, volunteers, and partners
- General adherence to AC&C and New Hope policies and the spirit of partnership as outlined in this document

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New Hope Agreement

I, the undersigned New Hope Partner, have read and understand the terms of the New Hope program as set forth in this document and agree to abide by and be bound those terms and conditions. I understand that in the event I and/or anyone in my organization does not comply with any of the above terms and conditions all New Hope privileges may be revoked.

Printed Name

Name of Organization

Signature

Date

___ Please check here if you would like to receive the First Alerts that are emailed everyday to notify you of animals that have come into the AC&C shelters that day. Should you wish to have more information about the animals that appear on the First Alert, you need to contact a New Hope staff member so that they can provide information on availability and status of the animal.

___ Please check here if you would like to receive the Breed Alerts that are emailed everyday to notify you of animals specific to the breed you note interest in. Should you wish to have more information about the animals that appear on the alert, you need to contact a New Hope staff member so that they can provide information on availability and status of the animal. Please note breed here: _____

___ Please check here if you would like to receive the New Hope Alerts that are emailed daily at 5pm to be notified of cats and dogs that are scheduled to be euthanized the following day. By receiving these alerts, you understand that should your organization wish to place an animal from the euthanasia list, you must call the New Hope alert hotline number by 7am the following day and make arrangements to have the animal picked up or transported within 48 hours.

AC&C approval: The above organization and individual are hereby approved by AC&C to participate in the AC&C New Hope program.

Printed Name

Signature

Date

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