



Animal Care Centers of NYC's New Hope Program Eligibility & Application Requirements

ACC serves residents of New York City every day in various ways, including reuniting lost pets with their families, adopting pets into new homes, and providing resources and counseling to help people and pets stay together. ACC strives to find loving homes for homeless and abandoned cats, dogs, and rabbits, both by adopting animals directly to the public and by partnering with many dedicated animal placement organizations (our New Hope adoption partners). ACC's animal rescue team responds to calls from the public to help keep NYC communities safe and rescue animals in need. ACC has facilities in all five boroughs, including three full-service care centers and two resource centers.

The New Hope Program

The New Hope Program is ACC's proactive community initiative aimed at finding homes for New York City's homeless animal population, especially those that require specialized medical care or behavior training. New Hope Partners take ownership of ACC animals and either place them into permanent homes immediately through their own adoption processes, or care for them in shelters, foster homes, boarding facilities, or other facilities, prior to finding permanent homes.

Eligibility Requirements and 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. Interested organizations can obtain an application form on ACC's website or by contacting ACC at newhopeprogram@nycacc.org.

The organization must submit a completed application form along with all required documentation for review by ACC. ACC's New Hope Department will review the materials and contact the potential partner via email and phone with notification of its status.

A complete New Hope application will include:

1. A New Hope Partner Application Form. Application forms that are incomplete, not signed or illegible will not be considered
2. A copy of the organization's 501(c)(3) status, veterinary business license or wildlife license
3. A copy of the organization's articles of incorporation and by-laws, if applicable
4. A copy of the organization's adoption application and adoption agreement, together with a written description of the organization's adoption process
5. A list of all boarding facilities and trainers utilized by the organization, including name, address, and contact information
6. A list of shelters the organization currently pulls animals from including name, address, and contact information
7. If the organization is a 501(c)3 organized under the laws of the State of New York, proof of registration with the New York State Department of Agriculture and Markets. If the organization is organized under the laws of another state with a registration requirement, proof of such registration

Upon notification of acceptance into the New Hope Program, the organization must review and sign a New Hope Program Agreement.

Fostering as a New Hope Partner

New Hope Partners may be eligible to foster certain animals that have been identified by ACC as foster candidates. These animals may include:

- animals who are injured, young, ill, or whose behavioral needs ACC cannot meet; or
- species for which ACC does not have the proper accommodations to properly house or required expertise to provide humane care.

To be eligible to foster an animal, a New Hope Partner must:

- have been a New Hope Partner in good standing for the six-month period prior to the request;
- receive prior written approval from ACC's Senior Manager, Placement; and
- sign a Foster Agreement for the animal.

If the foster animal becomes eligible for adoption, the New Hope Partner may sign a New Hope Adoption Agreement and obtain ownership of the animal.

New Hope Partnership Status Review

ACC has the right to, for any reason and at any time, (i) investigate any placement of an animal made with a New Hope Partner, and (ii) review and reevaluate any New Hope Partner's status in the New Hope Program and placement privileges. ACC has the right to, at any time and for any reason, suspend or remove a New Hope Partner from the New Hope Program. ACC will conduct periodic audits of New Hope Partners.

Circumstances including but not limited to the following may result in ACC investigating a New Hope Partner and/or suspending or terminating a New Hope Partner from the New Hope Program:

- Evidence of involvement by a New Hope Partner and/or their respective foster homes or affiliates in situations involving animal hoarding or cruelty
- Evidence that the care of animals placed with the New Hope Partner has been compromised
- Failure to communicate in a polite, respectful manner with staff and volunteers at all times
- Returning animals to ACC without sufficient justification or cause
- Failure to provide information requested for animal(s) placed with the New Hope Partner
- Repeated failure to complete the transfer of animals in a timely manner
- Interference or disruption of the functions or protocols established within the ACC care centers
- Ignoring or circumventing ACC's or the New Hope Program's policies, procedures, eligibility requirements and practices
- Disclosing confidential information of ACC

Reinstatement of New Hope Partner Status

If a New Hope Partner is terminated from the New Hope Program and would like to be reinstated, the organization must:

1. Submit a complete New Hope application
2. Submit a written statement explaining the reason for requesting reinstatement
3. Provide proof of action taken to remedy the issues or circumstances that led to the termination
4. Agree to and satisfactorily pass a site visit inspection if required by ACC
5. Sign a New Hope Program Agreement

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

- Any neglect or cruelty complaints or convictions
- Complaints received from fosters, adopters, or partners of the organization
- Interactions with ACC staff, volunteers, and partners
- Adherence to ACC and New Hope Program policies and the spirit of partnership as outlined in the applicable documents