



# LOVE LOCAL PARTNER PROGRAM

*POLICY AND PROCEDURES - FINAL 4/5/18*

## ABOUT

The Animal Care and Control Team of Philadelphia (ACCT Philly) performs both animal care and control for the City of Philadelphia, and partners with other organization to improve our community's capacity to save the lives of sheltered animals. Through the Love Local Program, animals at risk of euthanasia are voluntarily accepted into the foster, adoption, rehabilitation, or hospice programs of partnering organizations. Love Local Partners (Partners) pass through an approval process and subsequently assume ownership and all responsibility for care and placement of the animals they select and transfer. ACCT Philly expects all Love Local Partners to make a lifetime commitment to the wellbeing and placement of animals transferred into their programs.

## ELIGIBLE ANIMALS

ACCT Philly prioritizes which animals are in need of resources beyond the scope and capacity of the shelter, based on medical prognosis, behavior, housing needs, and risk of humane euthanasia. ACCT Philly staff operates in good faith as to the best outcome available to any individual animal.

## URGENT ANIMALS

- Urgent animals refer to those selected for imminent euthanasia.
- Euthanasia reasons may include medical or behavioral conditions which cannot be treated or managed appropriately in the shelter environment.
- These animals may have a scheduled rescue-by and euthanasia date and time.
- Urgent animals are available immediately upon completion of any mandatory hold period, unless otherwise released by authorization of ACCT Philly staff veterinarians.
- Animals whose prognosis for recovery is poor, but whose decline and pain can be managed through appropriate housing and veterinary care, are available for transfer to organizations who have established hospice programs.

### AT-RISK ANIMALS

- At-Risk animals refer to those who may be selected for humane euthanasia based on various factors, including lack of housing space, declining medical condition, or declining behavioral condition.
- These animals do not have a scheduled rescue-by or euthanasia date and time, but could become urgent or placed for humane euthanasia at any time, given the changing daily conditions at the shelter.
- At-Risk animals are available immediately upon completion of any mandatory hold period.

### ADOPTION PROGRAM ANIMALS - MAIN SHELTER GENERAL POPULATION

- Dogs over 40 pounds, cats, and all other animals are available to Partners on the same day they become available to the public.
- These animals may become At Risk or Urgent at any time in the future as their length of stay increases, but are not currently at risk for euthanasia (barring unforeseen circumstances or developments).

### ADOPTION PROGRAM ANIMALS— ONSITE, OFFSITE, AND EVENT

- Social and friendly small breed dogs or puppies who weigh under 39 pounds and with no known behavioral or medical condition are selected for Onsite, Offsite, and Event Adoptions Programs, and not available through the Love Local Programs.
- These animals may become available through the Love Local Partnership Program, pending changing circumstances in the shelter.

### INELIGIBLE ANIMALS

- ACCT Philly will not knowingly place an animal who is believed to be a threat to the community or whose quality of life and prognosis for recovery is poor. Animals who cannot be managed in the shelter environment or placed responsibly back into the community, due to extreme behavior, critical medical condition, and/or highly concerning history, will not be made available through the Love Local Program.
- Animals who have a known history of harming or displaying dangerous behavior towards the public, who are displaying extreme and concerning reactive behavior in the shelter environment, or who are actively and repeatedly placing the safety of staff at risk, are not available through the Love Local Programs.
- Animals who are actively dying, who are rapidly declining and have a poor prognosis for recovery, or who are in extreme and unmanageable pain are not available through the Love Local Programs.
- Pregnant animals are not immediately available through the Love Local Programs. These animals will be assessed medically, and will either be spayed onsite or released for medical care. Pregnant animals may be selected for offsite and event placement, post operation.

- Community Cats who are cleared to be returned to the field are enrolled in the Community Cat Program, and are not available through the Love Local Program. These animals may become available through the Love Local Program, pending changing circumstances in the shelter.

## ELIGIBLE PARTNERS

Organizations eligible to become Love Local Partners may include nonprofit animal sheltering, humane, or SPCA organizations, as well as nonprofit animal rescue and adoption organizations.

### NONPROFIT STATUS

ACCT Philly Love Local Partners must be nonprofit organizations or private foundations with tax exempt status granted by the IRS. If an organization is accepting donations from the public, the organization must be a 501c3 or in the process of obtaining 501c3 status and obtain that status within one calendar year from your Partner approval date, in order to partner with ACCT Philly. Documentation of nonprofit status must be in the Love Local Partner organization's name, and Partners are not permitted to act as a subsidiary of another organization. A determination letter (approved) or Form 1023 (in process) should accompany the Partner application. If the organization is a private foundation, a copy of the most recent 990-PF should accompany the Partner application.

### VETERINARIAN OF RECORD & PRE-ADOPTION STERILIZATION POLICY

All Partners must have a veterinarian of record, or relationship with a veterinarian who acts as the primary medical provider for the animals in the organization's care. Furthermore, ACCT Philly Love Local Partners must provide pre-adoption sterilization of all dogs, cats, and rabbits, including pediatric surgeries for dogs and cats. All Partners must provide spay/neuter surgery for all animals, prior to adoption. Exceptions are allowed only when specifically recommended by a veterinarian for the health of an individual animal. A veterinary opinion in opposition to pediatric surgery may not be used to exempt pediatric animals from sterilization.

### COMPLETED AND APPROVED PARTNER APPLICATION

Organizations wishing to become Partners must submit an application package for approval. All application packages must be completed, per the application guidelines. It is the sole responsibility of the applicant to ensure that their application package adheres to the application standards and guidelines.

All applicants must submit an application package consisting of:

- Completed Love Local Partner Application
- Evidence of nonprofit status (IRS determination letter or completed Form 1023)
- One letter of recommendation from the primary veterinarian providing care for your organization's animals
- Two letters of recommendation from shelter/rescue from which your organization currently admits animals
- Your organization's pre-adoptive spay/neuter contract or statement
- Your organization's foster/adoption applications and foster/adoption contracts
- Kennel License (if applicable)
- Signed Love Local Partner Manual Acknowledgement and Code of Conduct Form
  - ✓ please submit one form for every authorized representative listed (max 3)

Completed application and supporting documents should be sent using one of the following methods:

- Emailed to [lifesaving@acctphilly.org](mailto:lifesaving@acctphilly.org)
- Mailed to ACCT Philly, Attn: Lifesaving. 111 W. Hunting Park Ave. Philadelphia, PA 19140

**Application packages that do not adhere to the application standards and guidelines will not be reviewed or processed for approval.**

### **AUTHORIZED REPRESENTATIVES AND PRIMARY VETERINARIAN**

ACCT Philly requires Love Local Partners to provide the Lifesaving department with their organization's updated contact information, including the contact information of all authorized representatives, and of primary veterinarian providing care for transferred animals.

Authorized Representatives refer to individuals who are authorized to act and speak on behalf of the partnering organization. Authorized representatives will receive communication of transfer eligible animals, and are authorized to make transfer decision and enter transfer agreements with ACCT Philly on behalf of the partnering organization. Love Local Partners may have up to three authorized representatives active at any given time.

The President/Director of the partnering organization must contact ACCT Philly's Lifesaving Manager immediately with any requests to have individuals added or removed as an Authorized Representative of their organization or any changes made to the Partner's primary veterinarian. It is solely the responsibility of the Love Local Partner to communicate all updated contact information to the Lifesaving Department Lifesaving Manager in a timely fashion.

## SELECTION OF ANIMALS

The Lifesaving department at ACCT Philly communicates on a regular basis with Love Local Partners, sharing information of animals in need of transfer. If your organization is able to accommodate an eligible animal, please communicate with Lifesaving staff directly, via email or phone call, to confirm a definite transfer and pick-up of the animal.

Upon receiving transfer confirmation from your organization, Lifesaving staff will place a "Love Local Hold" on the animal in the Love Local Partner's name. The Partner will have 24 hours to accommodate a physical exit from the shelter, once the hold has been placed. If physical exit cannot be accommodated within 24 hours of confirmation, the hold will be removed, and the animal will become available for immediate transfer to other Partners. If a Partner's decision to accommodate an animal is dependent upon further information, such as an evaluation, a memo indicating interest will be entered under the animal's profile, but the animal will remain available for immediate transfer to other Partners until a final confirmation has been received.

As an organization that is an Agent of the City of Philadelphia by contract and serves the residents of the city, members of the public who wish to reclaim or adopt (such as the finder of a stray animal, a potential adopter, or a family member claiming a surrendered animal) have the first right of refusal. ACCT Philly makes every effort to adhere to a first-come/first-serve practice in instances where multiple Partners are confirming for the same animal. Should there be any dispute between Love Local Partners over the selection of an animal, the decision of the Lifesaving Manager shall be final.

**In all instances, ACCT Philly retains the right of first refusal for all animals.**

### PROTOCOLS WHEN SELECTING ANIMALS AT THE SHELTER

- Love Local Partners may only arrive at shelter during designated Lifesaving hours to select animals, unless an appointment has been made with and confirmed by Lifesaving Management.
- Upon arrival, Love Local Partners must sign in at the Lifesaving department, and obtain a Love Local lanyard. Upon departure, Love Local Partners must sign out at the Lifesaving department, and return the Love Local lanyard.
- Authorized Representatives of the Love Local Partner are the only individuals permitted to evaluate and select animals for transfer.

- Authorized Representatives of the Love Local Partner must communicate directly with Lifesaving staff when confirming to accommodate an animal. Communication with ACCT volunteers does not substitute for communication with Lifesaving staff.
- Authorized Representatives of the Love Local Partner must accommodate and supervise their foster parents and volunteers when visiting ACCT Philly to evaluate, select, and transport animals.
- Authorized Representatives of the Love Local Partner must receive approval from Lifesaving Manager, prior to removing any animal who has not been transferred from the shelter grounds.
- Love Local Partners are not permitted to handle unvaccinated animals, animals being held for a court case (designated by a “HOLD - COURT CASE” sign), or animals on rabies quarantine (indicated with “Bite Case” stamp on kennel card).
- Love Local Partner must receive approval from Lifesaving Management to handle any animal previously on quarantine or marked as “staff only”.
- Love Local Partner will not remove any paperwork from an animals kennel unless directed to by Lifesaving staff.
- Love Local Partner will only perform dogs meets upon receiving confirmation from Lifesaving staff. In all other instances, all dogs must be kept 4 feet apart while being walked through the shelter or on the ground.
- No choke, prong, or shock collars are allowed to be placed on dogs in ACCT Philly’s care.

### TRANSFER SERVICES

To accommodate an informed transfer decision, ACCT Philly offers a selection of services for Love Local Partners. It is the responsibility of the Love Local Partner to communicate any request of services to the Lifesaving department. Lifesaving staff is happy to perform requested services, and update Love Local Partners with results. ACCT Philly may implement and adjust a fee structure for these services at any point, and will provide this information to partners in a timely fashion, and at all times will confirm with an authorized representative prior to incurring a charge for any services.

ACCT Philly is able to provide the following services for Love Local Partners:

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| • Dog meets for canines                   | • FeLV/FIV Combo test (fee waived per litter) |
| • Food tests for canines                  | • Heartworm test (\$15 fee)                   |
| • Evaluation for canines                  | • 4DX test (\$25 fee)                         |
| • Feline spay/neuter surgery              | • Microchip implant (\$10 fee)                |
| • Large dog (40+ lbs) spay/neuter surgery | • Transport Assistance (as resources allow)   |

*Services and fees may be subject to adjustment, pending changing circumstances in the shelter or with the program.*

## PARTNER REQUIREMENTS

As partnering animal welfare organizations, ACCT Philly Love Local Partners are expected to behave in alignment with ACCT Philly's core values of Transparency, Respect, Innovation, Commitment, Empathy, and Professionalism.

As such, Love Local Partners understand and agree to the following guidelines:

### TRANSPARENCY

Partner acknowledges that The Animal Care and Control Team of Philadelphia will provide all animal information currently available, but makes no express or implied warranties about the health or soundness of the animals transferred and makes no guarantees to the behavior or disposition of animals transferred.

Partner will openly disclose the full, available history of transferred animals to the public.

Partner will maintain a veterinarian of record, or a relationship with a veterinarian or veterinary practice and provide ongoing health care for animals transferred while in the Partner's care.

Partner will facilitate and authorize the sharing of medical information between organization's veterinarians of record, and that of ACCT Philly veterinarians.

Partner will notify Lifesaving Manager when a transferred animal is to be or has been euthanised or placed with another organization and will provide ACCT Philly with any and all records relating to the care, placement, treatment, and sterilization of transferred animals upon request.

Partner will notify Lifesaving Manager, with 24 hours notice, if a transferred animal must be returned and disclose full history of animal.

Partner will maintain an accurate "Authorized Representative" list on file with ACCT Philly of those who are authorized to select animals for transfer and act on behalf of their organization.

Partner will maintain accurate and appropriate adoption and veterinary records of all animals transferred from ACCT Philly for a minimum of 3 years.

Partner will permit the Animal Care and Control Team of Philadelphia to inspect Love Local Partner Organization facilities, with reasonable notice, during business hours.

## RESPECT AND EMPATHY

Partner will value each others' volunteers, employees, and representatives, treating everyone with respect and professional courtesy.

Partner will follow the designated chain of command to immediately address all concerns or complaints to the Lifesaving Manager rather than with Frontline Staff.

Partner will sign medical waivers when transferring medically urgent animals, and pursue immediate veterinary treatment to assess all animals transferred and to provide remedial and veterinary care, as needed.

Partner will sign behavior waivers when transferring animals with known behavioral concerns or issues, and pursue immediate behavioral support and management for the animal through a certified trainer or veterinary behaviorist.

Partner will address any medical or behavioral problems that the animals transferred may have, and ensure that animals are housed and cared for in an environment that is suitable to their needs.

Partner will provide animals transferred with nutritionally adequate food, clean water, and exercise sufficient to maintain the health and well-being of the animal.

## INNOVATION AND COMMITMENT

Partner will ensure that all animals are surgically sterilized, prior to placement for adoption.

Partner will pay for any expenses incurred relating to the veterinary care and basic husbandry needs of the animals transferred, and waive any rights to claim reimbursement of said costs and expenses from the Animal Care and Control Team of Philadelphia.

Partner may surrender animals to ACCT Philly, given extenuating circumstances. The act of surrendering an animal is taken as admission of inability to provide adequate care through the partnering organization, and Partner will not be eligible to transfer that same animal, and may be restricted in future transfer privileges.

Partner will pick up, or arrange pick up for, transferred animals within 24 hours of committing, unless otherwise arranged by Lifesaving management.

Partner will participate in an annual recertification review to renew Partner status.

Partner will make a lifelong commitment to animals transferred into their programs, and will accommodate all animals at ACCT Philly who were previously owned by or transferred to their organization.



## PROFESSIONALISM

Partner assumes all legal responsibility and liability associated with animals transferred, and of any incidents pertaining to that animal.

Partner may not engage in transfer activities while involved in a criminal case involving cruelty or neglect.

Partner will provide for the sale of a dog license to any resident of Philadelphia who is adopting a dog.

Partner must transfer animals for care and adoption through their own programs. Partner will not transfer animals from ACCT Philly with the specific intent of placing that animal with another organization.

Partner will visit ACCT Philly during Lifesaving hours of operation, with the sole intent of selecting animals to accommodate through the Love Local Program, and will not loiter on shelter grounds, coerce ACCT Philly clientele, or engage in activities otherwise unrelated to the transfer of an animal.

Partner will comply with any federal, state, and local laws, applicable to transferred animals, including the renewal of applicable kennel licensing for the Love Local Partner organization, as well as representatives and foster parents of the organization.

Partner does hereby indemnify, release, and forever discharge and hold harmless ACCT Philly and its successors and assigns from any and all liability, claims, and demands of whatever kind or nature, either in law or in equity, which arise or may hereafter arise from Love Local Program activities with ACCT Philly.

Partner will waive and forfeit any and all claims that the Love Local Partner Organization or representatives may have in the future against the Animal Care and Control Team of Philadelphia.

Partner ensures that all Authorized Representatives have read through the Love Local Partner Manual, and have filled out and submit a Love Local Partner Manual Acknowledgement and Code of Conduct form to the Lifesaving Manager.

Partners who wish to engage in ACCT Philly volunteer activities must do so through the appropriate volunteering process. Group events may be scheduled through the ACCT Philly Volunteer Coordinator.

## COMMUNICATIONS

### GENERAL COMMUNICATIONS

#### **ACCT Philly Lifesaving Department Hours of Operation**

Weekdays: 1PM – 8PM

Weekends: 10AM – 5PM

Major Holidays: 10AM – 5PM

Please reach out to our Lifesaving staff with questions, inquiries, or requests regarding urgent animals at the shelter, or regarding ACCT Philly's Love Local Partnership program. The Lifesaving department at ACCT Philly can be reached via email ([lifesaving@acctphilly.org](mailto:lifesaving@acctphilly.org)) and phone (267-385-3800 x500) during hours of operation. When leaving an email or voice-message, please allow for an adequate amount of time for staff to provide a response to your communication.

### REPORTING

Partners are asked to notify Lifesaving Management, via email, in the following circumstances:

- If a Partner concludes that euthanasia is appropriate for an animal, Lifesaving Manager must be notified prior to euthanasia and may request the animal be returned in certain cases. Emergency euthanasia should be reported to ACCT Philly within 48 hours.
- Any change of primary veterinarian or veterinarian of record must be reported within thirty days.
- Any additions to the list of Authorized Representatives must be communicated to ACCT Philly immediately, and a Love Local Partner Manual Acknowledgement Form must be filled out and submit to the Lifesaving Manager.
- If an Authorized Representative of the Partner is no longer with the organization and is no longer eligible to act on behalf of the organization, ACCT Philly must be notified immediately.
- Any abnormal medical finding regarding an animal transferred should be reported immediately and in the case of diagnosed contagious illness, veterinary reports and test results should be provided to ACCT Philly in order to continually monitor the health of all animals passing through our care.
- Any concerning behavior displayed by ACCT Philly staff or volunteers, or of other Love Local Partners, must be reported to the Lifesaving Manager immediately.

## LOVE LOCAL PARTNER CIRD REPORTING CONSENT FORMS

To improve our efforts in managing Canine Upper Respiratory Disease (CIRD) in the shelter environment, ACCT Philly requests that all Partners who transfer canines into their care complete a reporting form for each individual dog that is treated for CIRD. These records provide valuable data which assist veterinary staff in monitoring the effectiveness of operational and medical protocols within the shelter environment. Reporting forms are attached to this manual, and also available upon request.

## SEPARATION

Any violation of the terms of the transfer agreement or Partner policies and requirements may result in termination or suspension from the Partner program. If evidence of violation is brought to the attention of Lifesaving management, the Partner in question may be placed on transfer hold, pending suspension/termination, for the duration of a fifteen day reviewal process. The Lifesaving Manager will review all evidence of violation of the transfer agreement to determine Partner's ongoing status with ACCT Philly.

Partners may appeal suspensions or terminations. Any appeal should be addressed to the Operations Director within fifteen days of the suspension or termination action. The Love Local Partner may be required to meet on-site to attend the appeal process with the Operations Director, and agree to comply with all requests and disclose necessary information to accommodate an objective and informed decision. The Lifesaving Manager, in consultation with the Operations Director, shall have final discretion on whether to reinstate the Partner's privileges.

In cases where documentation evidencing neglect or abuse of an animal is brought to the attention of ACCT Philly management, an Animal Control Officer may be dispatched to examine the property and condition of the animals to determine necessity for intervention.

## ADDRESSING CONCERNS

ACCT Philly staff is available to address any problems or concerns Partners may have with any program, process, employee, volunteer, or other partnering organizations. To resolve issues, we ask that Partners submit a "Love Local Partner Complaint/Concern Form" to the Lifesaving Manager, and refer to the appropriate chain of command by speaking with the following individuals in the order listed until the problem is addressed:

1. Lifesaving Manager
2. Medical Director
3. Operations Director
4. Executive Director

The efforts of Partners are greatly appreciated, and ACCT Philly is committed to developing long lasting, mutually cooperative relationships for the benefit of all Philadelphia's homeless animals. ACCT Philly emphasizes that Love Local Partner communications reflect our partnerships and the needs of animals in a positive way. ACCT Philly asks that all Partners value each others' employees and volunteers as we contribute to the professional delivery of customer service and animal care in an atmosphere of respect and trust.