



NYC Animal  
Care & Control

Module

12

## **NEW HOPE PROGRAM – SHELTER PROGRAMS**

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Purpose, Policy, Procedure, and Partnership

Animal Care &  
Control

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# **Animal Care & Control Of New York City**

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## **Animal Care & Control**

### **Mission, Vision, Values and Service Theme**

- 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 envision the day when all citizens, their property and neighborhoods, are safe from the dangers and nuisances of irresponsible pet ownership, and animals will not suffer because of abuse, neglect or ignorance, and every pet born is assured a good home and care all its natural life.
- 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.
- We create happiness by bringing pets and people together.

### **The Purpose of New Hope**

The purpose of the New Hope Program is to find permanent homes for animals that AC&C is unable to place through its Adoption Program. The New Hope Program is the means by which AC&C acknowledges, cooperates with, and supports the efforts of partnering animal care, training, rescue, welfare, and control organizations to find homes for AC&C's adoptable, homeless animals.

As such, AC&C will provide a New Hope Coordinator at each Animal Care Center to serve the needs of New Hope partners. The role of the Coordinator is to ensure the New Hope partners understand applicable AC&C policies and procedures and to ensure a positive experience for everyone involved. AC&C will also provide our New Hope partners personal attention by providing special hours with a guide to the Centers.

## **Eligibility Requirements**

Organizations that are established or recognized in their community as an animal shelter, animal welfare organization, animal rescue organization, or veterinary hospital may be eligible to participate in The New Hope Program.

Eligibility requirements include but are not limited to:

- 501(c)(3) status or veterinary business license (AC&C has the right to waive this requirement under certain circumstances).
- The name of a licensed veterinarian indicating a willingness to provide veterinary services to the organization.
- A copy of the organization's articles of incorporation and by-laws unless currently on file with The Mayor's Alliance of NYC's Animals,
- A copy of the adoption agreement used by the organization unless on file with The Mayor's Alliance of NYC's Animals,
- A list of all individuals in the organization that will be working directly or indirectly with AC&C employees,
- The name and phone number of the president and treasurer of the organization.
- A hotline number in case of emergencies,
- A written description of how and where animals will be housed when they leave an Animal Care Center.

If an organization wishes to utilize its own veterinarian for spay/neuter of New Hope animals, an Agency Spay/Neuter Agreement must be on file with AC&C.

Please refer to the application materials for complete requirements.

## **Eligible Animals**

All animals scheduled for euthanasia are eligible for New Hope. "Bite" animals or those deemed "aggressive to humans" are

eligible for New Hope after authorization is obtained from the Department of Health. The New Hope partner must sign a waiver in cases where the animal has been involved in a confirmed bite. Any animal may be available for New Hope. The decision to New Hope an animal is solely at the discretion of Animal Care & Control and is based on the following criteria:

- Space constraints
- Adoptability
- Behavioral and Physical Health

### **Animal Availability**

Any animal that is or can be placed for adoption may be available to New Hope. Stray animals will be held in the shelter for 72 business hours unless the health of the animal is at extreme risk. Any decision to waive the legal holding period for humane reasons will be made solely by the AC&C veterinary team. Other types of holds of varying lengths exist and will be managed on a case by case basis by the Animal Care Center Supervisor.

New Hope Partners with brick and mortar shelters may be permitted to complete certain holding periods of animals they intend to New Hope, with the approval of the AC&C New Hope Coordinator. DOH holds are not eligible for this provision.

### **Animal Requests**

New Hope Partners with an e-mail service may receive a daily evaluation list. This list will include animals AC&C determines most at risk due to physical or mental health of the animal or space constraints within the Center.

Any New Hope partner wishing to remove an animal from the euthanasia list must notify the Animal Care Center Supervisor or New Hope Coordinator. Always note the date/time and name of the person and to whom a request is made. After hours messages may be left for the Center Supervisor on the voicemail system. When leaving a message always include:

- Organization name,
- Name of the person leaving the message,

- Kennel number,
- A# and,
- Description of the animal.

## **Hot Line**

All New Hope partners are required to provide AC&C an emergency “hotline” phone number to ensure the needs of the animals in our Centers and the needs of the New Hope Partner can promptly be met to avoid adversely affecting the operational needs of the organization.

## **First Come – First Served Exceptions**

While AC&C tries to adhere to a first-come/first-serve practice with respect to deciding which animals will go to which organization, the following exceptions may apply:

- a. If there is a memo in the system indicating a specific group, including breed specific partners, will New Hope an animal, that partner has first right of refusal.
- b. If another New Hope partner is in a Center wanting to immediately New Hope an animal that was previously selected by another New Hope partner, an AC&C business office clerk will contact the first New Hope partner noted in the memo using the required Hot Line number to obtain permission to New Hope the animal to the second on site New Hope partner. If the AC&C business office is unable to make contact with the New Hope partner listed in the system memo, the animal will be held until close of adoptions and released to the eligible New Hope partner.
- c. If a New Hope partner is on site and expresses interest in an animal and a second New Hope partner expresses interest by phone on the same day the first New Hope partner which is on site will be given priority.
- d. A New Hope partner that fails to pick up an animal(s) that has been held for them within 48 hours or fails to notify AC&C of a delay may lose the holding privilege in the future. Due to space constraints, AC&C may not be able to hold animals for

partners for more than 48 hours. Participating Mayor's Alliance organizations are subject to the MOU and the Operational Protocol.

- e. If a New Hope Partner has previously expressed an interest in an animal that has been re-evaluated as adoptable, AC&C will call the New Hope Partner for permission to adopt.

## **Program Policies and Procedures**

AC&C is determined to develop and maintain positive, productive relationships with our partnering organizations as well as with other people and organizations in our community. AC&C is equally intent on ensuring any animal we release from our Centers is afforded the care we believe to be appropriate. For this reason AC&C:

1. May conduct site visits as part of the initial determination of participation or to evaluate on-going participation in the New Hope Program.
2. Requires all current documentation listed in the Eligibility Requirements section of this document and any other information reasonably required by AC&C.
3. Requires all dogs owned by any New Hope partner to be licensed at the New Hope partners expense.
4. Requires all applicable laws and regulations pertaining to the housing and care of animals are complied with. It is the responsibility of the leadership of each New Hope organization to ensure all requirements are met.
5. Will not charge a fee for animals placed with New Hope partners.
6. Requires the New Hope Partner to pay the actual cost of:
  - Spay/Neuter if provided by AC&C
  - Microchip Identification
  - Rabies Vaccination
  - Medication
  - Licensing fees unless removed from New York City within 24 hours.
  - Lab Testing
  - Any additional medical services provided

7. Requires all animals to be sterilized before release from AC&C unless it is unsafe for the animal to undergo surgery in its present condition or an Agency Spay/Neuter Agreement is on file for the New Hope Partner. Only the AC&C veterinary team is authorized to postpone the sterilization for medical reasons. When the AC&C veterinary team authorizes an animal to be released to a New Hope Partner unaltered, the New Hope partner agrees to provide AC&C proof of sterilization. Under no circumstances will any animal from AC&C be allowed to breed.

In the event a New Hope Partner does not comply with any of the above stipulations, all New Hope privileges may be revoked following an investigation of the incident provided that all New Hope Partners who are Alliance Participating Organizations shall remain subject to the Memorandum of Understanding and the Operational Protocol.

## **On Site Procedure**

New Hope partners are permitted to view all animals in the Centers but must be escorted by an AC&C employee through the non-adoption areas of the shelter. Each member of a New Hope organization must check in and receive an ID badge at the front counter. Once a New Hope partner makes a decision to accept an animal into their program they must:

1. Note the A# and location of the animal in the Center,
2. Report to the Center Business Office to initiate the adoption process,
3. Understand that all New Hope animals generally will be sterilized before release from the Center, subject to the exceptions set forth above under "Program Policies and Procedures," and
4. Be sure they receive a date to return to pick up the animal. It is vital that all animals that are New Hoped are picked up from the shelter at the specified time. Any group that does not pick up their animals at the agreed time or fails to notify AC&C of a delay may be suspended from the New Hope program until they can demonstrate to AC&C their ability to comply with this condition.

## **Reports**

A quarterly report with the following information will be sent to the AC&C New Hope Coordinator within 10 days of the end of each quarter. Quarterly periods are: January/March, April/June, July/September, and October/December. AC&C reserves the right to request an up-to-date report at any time. A quarterly report must include:

1. Any changes to organizational policy or procedure.
2. Any changes to the information contained in the New Hope partner's original application materials.

## **AC&C Employees, Chain of Command and Partnerships**

If a New Hope partner encounters a problem with any AC&C process, employee, or volunteer the problem is to be discussed with the following individuals in the order listed:

1. New Hope Coordinator
2. Animal Care Center Supervisor
3. Director of Operations or the Medical Director
4. Executive Director

AC&C appreciates the efforts of every New Hope partner and is committed to developing relationships consistent with our organizational values. AC&C asks all our New Hope partners to value each other's employees and volunteers as we all contribute 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.

# NOTES: