

# ADOPTION PARTNER MANUAL



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# **OC Animal Care General Information**

### LOCATION

### **OC Animal Care**

1630 Victory Rd, Tustin, CA, 92782

### OC Animal Care HOURS OF OPERATION

Monday – Sunday

11:00 am - 5:00 pm

The Care Center is closed, except for stray animal drop-off, on all major and several minor holidays.

### **MAIN PHONE NUMBER**

(714) 935-6848 (Call Center open 8:00 am- 5:00 pm daily)

Website: www.ocpetinfo.com

### ADOPTION PARTNER CONTACT INFORMATION

Tammy Osborn – (714) 796-6425 tammy.osborn@occr.ocgov.com

Alexina Estrada – (714) 796-6424 alexina.estrada@occr.ocgov.com

# **Adoption Partner Program Contacts**

OC Animal Care has a special website created exclusively for our partners. If you are wanting to contact everyone at once in regards to a special needs pet and your intention to adopt, please do so with our **OC Rescue Track** web page <a href="http://petadoption.ocpetinfo.com/rescuetrackportal/#/home">http://petadoption.ocpetinfo.com/rescuetrackportal/#/home</a>. This website will contact the Adoption Partner team and provide you the fastest service.

If you have any adoption partner related questions or need assistance, please contact the following people in the order they are listed:

<b>Adoption Partner Coordinators</b>	(714) 796-6424
	(714) 796-6425
<b>Community Outreach Team Supervisor</b>	(714) 796-6428
<b>Volunteer Program Coordinator</b>	(714) 796-6427
Foster Program Coordinators	(714) 796-6443
	(714) 796-6455
OC Animal Care Main Phone line	(714) 935-6848

➤ If you are unable to reach anyone, please leave a voicemail message, and someone will return your call as soon as possible. Please leave your name, phone number and the pet's ID#.

# **Adoption Partner Reminders**

Thank you for applying to be part of our Adoption Partner team. As one of our valued team members we ask that you work with us to be sure that we are always updated on any changes that occur in your organization. Our application lists the items we are most concerned about. Please see below for examples of information that is pertinent.

- In order for your organization to remain a partner with us, your 501c3 status must be in good standing with the IRS. If you are a California based organization, you must also be in good standing with the state and the franchise tax board. If your status is listed as revoked or delinquent with any of these agencies you cannot operate as a charity. We will verify this at the time you apply to be a partner. We may also audit our partners at any time and your organization will be suspended from adoptions if OC Animal Care determines your organization is not in good standing. You will be able to reactivate your account when appropriate documentation verifying a change in status is submitted. Please notify us immediately if your status changes.
- Please notify OC Animal Care if you would like any members removed from your pull list. Each organization is responsible to monitor their members who adopt and foster pets and ensure that they are being cared for and placed according to California law. If a member of your organization is suspected of any type of animal cruelty, your organization could be suspended while any claims are being investigated.
- ➤ If you adopt pets on spay/neuter waivers, you are expected to send in sterility certificates to OC Animal Care staff so we can update your account. If we do not receive proof of sterility or death certificates in a timely manner, your organization could be at risk of being suspended from adoptions until we receive the requested documents.
- OC Animal Care does correspond with other agencies regarding partner applications. Information about your organization could be shared if requested.
- Please keep copies of all documents you receive from OC Animal Care. If you later need additional copies of records, you may be asked to request them from our Custodian of Records Department: https://orangecounty.nextrequest.com/requests/new?dept\_id=2

# **Current Laws Regarding Shelters and Rescue Organizations Adopting Pets with Bite Histories**

Assembly Bill No. 588 CHAPTER 430

[ Approved by Governor October 02, 2019. Filed with Secretary of State October 02, 2019. ]

SECTION 1. Section 30503.5 is added to the Food and Agricultural Code, to read:

30503.5. (a) For purposes of this section:

- (1) "Animal shelter" means a public animal control agency or shelter, society for the prevention of cruelty to animals shelter, humane society shelter, or rescue group.
- (2) "Rescue group" means a for-profit or not-for-profit entity or a collaboration of individuals that removes dogs from a public animal control agency or shelter, society for the prevention of cruelty to animals shelter, or humane shelter, or rehomes a dog that has been previously owned by any person other than the original breeder of that dog.
- (b) If an animal shelter or rescue group knows, to the best of the knowledge of the shelter or rescue group, that a dog, at the age of four months or older, bit a person and broke that person's skin, thus requiring a state-mandated bite quarantine, the animal shelter or rescue group shall, before selling, giving away, or otherwise releasing the dog, do both of the following:
- (1) Disclose in writing to the person to whom the dog is sold, given away, or transferred, the dog's known bite history and the circumstances related to the bite.
- (2) Obtain a signed acknowledgment from the person to whom the dog is sold, given away, or transferred that the person has been provided information about the dog as required by this section. The animal shelter or rescue group shall provide the person with a copy of the signed acknowledgment and retain the original copy in its files.
- (c) These documentation and disclosure requirements are for the purpose of public safety and the appropriate placement of dogs. A documented bite history does not necessarily preclude a dog from being available for adoption, release, or transfer, notwithstanding any other law or local ordinance related to biting dogs.
- (d) Notwithstanding Sections 31401 and 31402, any violation of this section shall be punished by a civil fine not to exceed five hundred dollars (\$500), imposed by the city or county in which the animal shelter or rescue group is located. If the person who violates this section is a society for the prevention of cruelty to animals shelter, humane society shelter, or rescue group, the proceeds of the civil fine shall be paid to the local public animal control agency or shelter. If a public animal control agency or shelter violates this section, the proceeds of the

civil fine shall be deposited into the treasury of the city or county in which the public animal control agency or shelter is located.

- SEC. 2. Section 30526 is added to the Food and Agricultural Code, to read: 30526. (a) For purposes of this section:
- (1) "Animal shelter" means a public animal control agency or shelter, society for the prevention of cruelty to animals shelter, humane society shelter, or rescue group.
- (2) "Rescue group" means a for-profit or not-for-profit entity or a collaboration of individuals that removes dogs from a public animal control agency or shelter, society for the prevention of cruelty to animals shelter, or humane shelter, or rehomes a dog that has been previously owned by any person other than the original breeder of that dog.
- (b) If an animal shelter or rescue group knows, to the best of the knowledge of the shelter or rescue group, that a dog, at the age of four months or older, bit a person and broke that person's skin, thus requiring a state-mandated bite quarantine, the animal shelter or rescue group shall, before selling, giving away, or otherwise releasing the dog, do both of the following:
- (1) Disclose in writing to the person to whom the dog is sold, given away, or transferred, the dog's known bite history and the circumstances related to the bite.
- (2) Obtain a signed acknowledgment from the person to whom the dog is sold, given away, or transferred that the person has been provided information about the dog as required by this section. The animal shelter or rescue group shall provide the person with a copy of the signed acknowledgment and retain the original copy in its files.
- (c) These documentation and disclosure requirements are for the purpose of public safety and the appropriate placement of dogs. A documented bite history does not necessarily preclude a dog from being available for adoption, release, or transfer, notwithstanding any other law or local ordinance related to biting dogs.
- (d) Notwithstanding Sections 31401 and 31402, any violation of this section shall be punished by a civil fine not to exceed five hundred dollars
- (\$500), imposed by the city or county in which the animal shelter or rescue group is located. If the person who violates this section is a society for the prevention of cruelty to animals shelter, humane society shelter, or rescue group, the proceeds of the civil fine shall be paid to the local public animal control agency or shelter. If a public animal control agency or shelter violates this section, the proceeds of the civil fine shall be deposited into the treasury of the city or county in which the public animal control agency or shelter is located.

# **OC Animal Care Licensing/Permit Information**

In the County of Orange, three (3) adult dogs and/or three (3) adult cats are the maximum number of animals allowed at each residence without an Animal Permit. Orange County Codified Ordinance 4-1-76, Animal Permit Required states:

"Every person owning or having custody of four (4) or more licensed dogs or four (4) or more cats, over the age of four (4) months, for any purpose other than a commercial purpose shall procure an animal permit from the Director. The Director shall issue a permit for the keeping of such animals upon receipt of the fee established by the Board of Supervisors and when, in his opinion, such animals may be kept or maintained without endangering the safety and comfort of such animals and the inhabitants of the neighborhood, and the owner or custodian has complied with any other applicable laws, including zoning regulations. Each such animal shall be individually licensed. The permit shall specify the number and types of animals authorized to be kept thereunder and may contain any conditions regarding the keeping of animals thereunder deemed necessary by the Director. Animal permits shall be nontransferable and must be renewed annually. The Board of Supervisors may, by resolution, adopt regulations governing the keeping of animals under permit, including facility construction and maintenance standards. Failure to comply with such regulations or any conditions imposed by the Director shall constitute cause for denial or revocation of such permit."

This means that any person that is fostering animals in Orange County, whether or not that person has their own personal animals, may not exceed the total legal limit of three (3) dogs and/or three (3) cats on a property unless they obtain an animal permit from the County of Orange. There are six cities under the jurisdiction of the County of Orange that do not allow ownership or custody of more than three (3) adult dogs and/or three (3) adult cats upon a property. These cities are: Orange, Tustin, Cypress, Fountain Valley and Huntington Beach.

Please make sure your fosters are aware that they may be contacted by us in regard to the number of animals they are housing and that they are required to license any dog (over 4 months old) that they have for more than 30 days.

# **Animal Retention Periods**

State law (F&A §31108; F&A §31752; F&A §31753) requires a retention period be met for all animals impounded by a shelter prior to any further action with that animal.

NOTE: Since OC Animal Care is closed on all major holidays and some minor holidays, a holiday is not counted during an animal's retention period.

# Stray Animal - Without Identification

Animals impounded by OC Animal Care (from most contract cities) with NO identification will be held for three days, not including the day of impound. On the fourth day, the animal will be evaluated for adoption and may be scheduled for spay/neuter prior to being made available.

NOTE: Orphaned animals not yet 8 weeks of age may be immediately transferred to a 501 (c) (3) organization with a spay/neuter waiver. Please advise the Adoption Partner Coordinator if your group is interested in adopting underage animals.

# **Stray Animal - With Identification**

Animals impounded wearing owner identification tags or found to have an ID Microchip (from most contract cities) will be held for seven days, not including the day of impound. On the eighth day, the animal will be evaluated for adoption and may be scheduled for spay/neuter prior to being made available.

NOTE: If OC Animal Care is contacted by an animal owner during the retention period, further days may be added to allow for owner redemption.

### Owner Surrendered Animals

Owner Surrendered animals are held for one day, not including the day of impound. On the second day the animal will be evaluated for adoption and may be scheduled for spay/neuter prior to being made available.

NOTE: OC Animal Care is an **open-admission** shelter. When an owner makes the difficult decision to surrender their animal, we will respect their wishes. **Adoption** 

Partners should never interfere with this process. Due to the sensitive nature of these situations, please ensure that you and others from your group adhere to this policy. Failure to adhere to this policy may result in the suspension of your adoption partner privileges. Inquiries about these animals should be made with the Adoption Partner Coordinator after the owner has completed their transaction and left the shelter.

When an impounded animal has met their retention period, the animal is reviewed by OC Animal Care staff for suitable temperament and any significant medical issues. Following this review, the animal is scheduled for spay/neuter surgery, made available for adoption, made an Adoption Partner candidate, or may be scheduled for euthanasia.

➤ NOTE: All OC Animal Care animals are given individual consideration during their reviews. OC Animal Care does not base animal reviews on breed, sex, age or size of the animal. Every effort is made to accommodate Adoption Partners interested in adopting any animal from OC Animal Care.

# **OC Animal Care Euthanasia Policy**

OC Animal Care is an open-admission shelter. We offer refuge, medical care, nourishment, and a second chance at adoption to thousands of stray, abused or unwanted animals. We also protect animals from cruelty, neglect, carelessness, and irresponsibility. Because we have no maximum holding periods for the animals that come to our shelter, some stay with us for several months before the right person falls in love with them and takes them home.

OC Animal Care is proud to offer the residents of Orange County and their pets a humane shelter that promotes life and promotes adoptions. Every decision we make, policy we implement, and program we develop is done with our pro-life/pro-adoption philosophy in mind. All the dedicated OC Animal Care staff members embrace our values of providing exceptional customer service and outstanding animal care. Our goal is to find a loving home for every animal that comes to our shelter.

All euthanasia decisions are made by a committee of experienced staff members and a number of factors are considered **before** an animal is euthanized. This section is designed to help Adoption Partners understand how euthanasia decisions are made. These decisions are taken very seriously by the staff at OC Animal Care.

The following criteria is used to consider potential candidates for euthanasia:

### Medical Conditions

- > Severe conditions may be cause for immediate euthanasia
- ➤ All animals impounded with injuries or illness are medically treated during their retention period, however upon retention these animals may be considered for euthanasia depending on the medical concerns.

# Behavioral/Temperament Issues

- An inability to be handled
- ➤ Observation of aggression toward people
- ➤ Observation of aggression toward other animals
- ➤ Observation of food/resource-related aggression
- ➤ Unsocial/not safe with people

# Animals History

- > Prior attacks or bites on humans
- > Prior attacks or bites on animals
- ➤ Dislike of specific gender, ethnic origin or age
- > Multiple failed adoptions due to behaviors in the home.

# • During times of high animal intake, euthanasia may be based on:

- ➤ Space
- Length of time the animal has been at OC Animal Care

# **General Public Adoption Process**

Currently OC Animal Care is open to the public from 11 am to 5 pm daily. Walk throughs for visitors wanting to meet available dogs and cats in person are from 2pm to 5 pm. Visitors may make an appointment or walk in to meet animals from 11 am to 4:30 pm. Animals that are in the shelter usually fall into three categories. 1) The animal has not met retention. 2) The animal is available for adoption to the public.

### Animals That Have Not Met Retention

The general public may place a reservation on the animal and adopt when retention is met if the animal has not been redeemed by its owner and is deemed adoptable. Up to three reservations are placed for each pet.

# Animals Available for Adoption

These animals have met retention and may be adopted immediately. All OC Animal Care animals are adopted on a first-come, first-served basis. Animals that are spayed/neutered may go home the same day. For those animals requiring spay/neuter surgery, surgery will be scheduled the next available surgery date. Animals are scheduled for surgery in the order adopted. The animal will be able to go home the day after surgery is completed. A staff member will contact the new owner to pick up their animal.

## Animals Not Recommended For Adoption To The Public

These animals are generally under quarantine, are temperamentally or medically unsuitable for adoption, or are affected by other extenuating circumstances. The kennel office will provide any necessary information to interested parties. If such a determination is made, public adoptions will need to be authorized by a Kennels department supervisor.

# Adoption Partner Process – A Start-to-Finish Guide

# **Adoption Partner Contact Information**

When OC Animal Care receives your group's primary contact information from the Adoption Partner application (email and telephone numbers), you will begin to receive information on OC Animal Care special needs animals from our Adoption Partner Coordinator. If you are not receiving these correspondences, please contact the Adoption Partner Coordinator to verify your information.

The OC Animal Care Adoption Partner Coordinator proactively works to include all Adoption Partner groups in emails and correspondences related to special needs animals at OC Animal Care. With that in mind, it is also recommended that your group maintain a regular schedule of reviewing animals on the OC Rescue Track website (<a href="http://petadoption.ocpetinfo.com/rescuetrackportal/#/home">http://petadoption.ocpetinfo.com/rescuetrackportal/#/home</a> to identify those you may wish to adopt.

# **Adoption Partner Adoption Information**

### Adoptable Animals

All OC Animal Care animals are adopted on a first-come, first-served basis. Animals adopted by Adoption Partners that are not listed as special needs, will be at full adoption price. Adoption Partners may request to be contacted if an identified animal is being considered for euthanasia. This request must be made through the Adoption Partner Coordinator or a Supervisor.

### **Special Needs Animals**

Certain animals may be deemed RESQ, RESQ-BHV or MEDICAL meaning they may not be recommended for public adoption for various reason.

Every effort will be made by OC Animal Care's Adoption Partner Coordinator and staff to contact Adoption Partner's in reference to the adoption of these animals. If your group is interested in adoption, communication with OC Animal Care is essential to ensure that the animal is adopted.

Adoption Partners may be asked to sign a waiver of responsibility when adopting animals with contagious diseases, behavioral issues, or medical conditions, or when adopting animals that may be too young to adopt to the public.

# **Adoption Partner Adoptions**

OC Rescue Track is our Adoption Partner tool for adopting special needs pets. To find out information on pets in need of rescue assistance, please go to <a href="http://petadoption.ocpetinfo.com/rescuetrackportal/#/home">http://petadoption.ocpetinfo.com/rescuetrackportal/#/home</a> . You can request a login or go directly to the General Special Needs List.

- Not all pets listed on OC Rescue Track are immediately available for rescue. Some pets are still waiting for their legal stray hold period to end. You may still inquire about these pets and place commitments to adopt them during the waiting period.
- ➤ All pets on this webpage will be free to our partners as long as their status remains RESQ, RESQ-BHV or MEDICAL.

Home page for OC Rescue Track



Select the type of pet you are interested in.



# Pets are divided into categories based on urgency.



# Click on a pet to find out more details. You may also submit requests for more information.



If you have multiple members in your organization, please include them so everyone able to get the information. You may also ask questions about the pet.



If you register for a login account you can have access to behavior notes, medical notes, video links and additional images. You can do so at this link. <a href="http://petadoption.ocpetinfo.com/rescuetrackportal/#/register">http://petadoption.ocpetinfo.com/rescuetrackportal/#/register</a>.



# Steps to picking up pets:

- 1) Identify pet you wish to help.
- 2) Send in request through OC Rescue Track
  - a. If the pet is not listed on the special needs page, contact the Adoption Partner Coordinator directly.
- 3) Submit any requested documents
  - a. Documents can be scanned, emailed or faxed to (714) 259-1089
- 4) Make an appointment for pick up.
- 5) Please bring an appropriate carrier for the pet you are picking up. Be sure the carrier is secure and strong enough to hold the pet. Carriers for transport are required for all pets with behavior concerns.

# **Spaying and Neutering**

State Law (F&A §30503 and F&A §31751.3) requires that all dogs and cats adopted from OC Animal Care be spayed or neutered prior to leaving the facility. There are only a few exceptions, and most require a spay/neuter waiver. These exceptions include:

- Exotic or domestic animals other than dogs and cats
- Kittens or puppies under eight weeks or under two pounds
- Animals with injuries or illnesses that need further treatment
- Animals with aggressive or unsocial temperaments
- Animals with conditions that are contagious to people or other animals

Any person or group that receives an unaltered animal will be required to sign a waiver agreeing to alter the animal prior to placement. Groups are asked to submit proof of spay/neuter surgery to OC Animal Care. Your group may receive follow-up phone calls or letters by OC Animal Care staff to ensure compliance.

# **Veterinary Services**

The following services will be provided to animals adopted from OC Animal Care unless the pet is too ill or too fractious to be handled. Services may include the following:

Cats

FVRCP vaccination
Rabies vaccination (1 year)
Avid Microchip
Dewormer
Flea Control

Rabbits

**Avid Microchip** 

Dogs

DHPP/Bordetella vaccinations Rabies Vaccination (1 year) Avid Microchip Dewormer Flea Control

# **Animal Pick-up**

Adoption Partners must make arrangements to pick up their animals immediately following an adoption unless otherwise advised by OC Animal Care. *Animals must be picked up in the time allotted or boarding fees may be charged.* 

# **Multiple Animal Adoptions**

In an effort to streamline multiple animal adoptions and assist groups with time constraints at the shelter, OC Animal Care requires that Adoption Partners notify us 24 hours in advance if they are pulling six or more animals. If an Adoption Partner requests a pull of six or more animals, a list of animals (including their ID numbers) must be provided to the Adoption Partner Coordinator or Community Outreach Team Supervisor at least 24 hours in advance of the planned pickup time. In addition, the Adoption Partner must provide a two hour window (between 11 am – 4 pm) for when they plan to pick up the animals. This will ensure that shelter staff is able to get the animals vetted and paperwork completed prior to arrival and that staff will be available to release the animals to your representative. Once your request is reviewed by a staff member, you will receive confirmation of your pull, the animals will be held for your group, requested services will be provided and the office will complete your paperwork prior to your arrival. OC Animal Care reserves the right to request same day pickup of animals based on shelter space and needs. *Animals must be picked up in the time allotted or boarding fees may be charged.* 

NOTE: You MUST verify all pick-up persons through the Adoption Partner Coordinator prior to animal pick-up. For security purposes, anyone not authorized by your group to adopt and/or pick-up animals will be refused AP services.

# **Frequently Asked Questions**

# Q: May I authorize a one-time puller to pick up an animal?

A: In order to maintain and accurate list of authorized adopters for your agency, OC Animal Care requires that you submit a list of authorized adopters on your application. If you need to add additional pullers to your group's list, please contact the Adoption Partner Coordinator to request an application change form. Authorized adopters will remain active with your group until you complete an additional application change form to have them removed.

### Q: Can I send someone to the shelter to evaluate an animal?

A: Any person that you designate as an authorized adopter may make an appointment with the Adoption Partner Coordinator to evaluate an animal. Appointments must be made in advance and prior to the animal being scheduled for euthanasia. Animals that can be safely handled will be taken out of the cage. If the animal is exhibiting aggression, a visit at the cage door may be the only option. Animals that are scheduled for euthanasia require an immediate commitment by a registered Adoption Partner.

# Q: If an animal is scheduled for euthanasia, what do I do if I want to pull it?

A: It is important to remember that any animal at the shelter may be considered for euthanasia at any time. If you are concerned that an animal that your organization wants is scheduled for euthanasia, you must contact us (OC Rescue Track, phone, email) immediately and be prepared to commit to adoption of that animal and pickup during that business day. In order to ensure that your pull request is received, you must receive a response from OC Animal Care or speak with a live person. Please be advised that extensions may not be granted for animals that are scheduled for euthanasia and that contact must be made with the shelter prior to the posted deadline

# Q: What if I know I can take an animal but am not able to pull by the scheduled euthanasia time?

OC Animal Care considers several factors when granting extensions for animals that have met the legally required holding period that are scheduled for euthanasia.

Extensions for animals that are scheduled for euthanasia are generally granted to 501(c)(3) non-profit animal rescues that have committed to taking the animal prior to its scheduled euthanasia date and time. These extensions are granted to allow the committing rescue an additional day or two to make pickup arrangements for the animal. Animals that do not have a commitment to pick up from a 501(c)(3) non-profit animal rescue will generally not be extended without a commitment.

# Q: Can I be contacted to pull prior to an animal being euthanized?

A: If you are interested in being contacted prior to an animal being euthanized, you must contact the Adoption Partner Coordinator to express interest and place an IP on that animal. An IP can be placed on an animal as soon as it arrives at the shelter and must be placed prior to it being scheduled for euthanasia. If the animal becomes unadoptable at any time, the Adoption Partner Coordinator may contact you to arrange pickup. Please be advised that you will be asked to make a commitment and pickup arrangements immediately for any animal that you place an IP on that becomes unadoptable.

# **OC Animal Care**

# Adoption Partner Manual Acknowledgement

I certify that I have received and read the OC Animal Care Adoption Partner Manual. I understand the contents and I agree to abide by the policies and guidelines as they apply to my participation as an OC Animal Care Adoption Partner.

Date:	
Name of Organization: _	
Printed Name:	
Signature:	

### **Please Return To:**

OC Animal Care
Adoption Partner Coordinator
1630 Victory Blvd.
Tustin, CA. 92782
Or Fax to: 714-259-1089

