

RESCUE PARTNER GUIDELINES

Moreno Valley Animal Shelter

2022

May 2022

Dear Rescue Partner,

Welcome to the Moreno Valley Animal Shelter. Our organization is very excited to have you join us in our shared goal of saving more homeless shelter animals' lives.

The Moreno Valley Animal Shelter is an open admissions animal care facility accepting all domestic animals regardless of their temperament, age, or medical condition. While the Animal Shelter accepts strays, many of which are highly adoptable, we consequently also impound very old and very young animals (unweaned and without maternal care), animals that are ill or injured, and animals that have behavioral issues which can limit their opportunities for final placement.

We look forward to having another successful year with helping homeless animals find their forever homes. By joining our team of approved animal rescue organizations, you are joining the ranks of many well respected organizations throughout the United States. Many of the animals from Moreno Valley are placed in various regions throughout the United States and Canada.

The following guidelines are to assist you in your efforts. This is a living document so as we journey down the road together to save more homeless animals, we encourage your feedback to allow us the opportunity to make our processes more efficient and user friendly. Enclosed you will find useful information about our organization, processes, and more.

Our shared success will be achieved through effective communications. If you have any questions or concerns, please reach out to us so we may assist you. Our Animal Rescue Coordinator can be contacted at rescue@moval.org or by calling 951-413-3790. We look forward to a cooperative and long working relationship with your organization and working together to help homeless animals in need.

Respectfully,

Moreno Valley Animal Shelter Staff

Moreno Valley Animal Shelter

Operating Hours – Animal Shelter: 951-413-3790

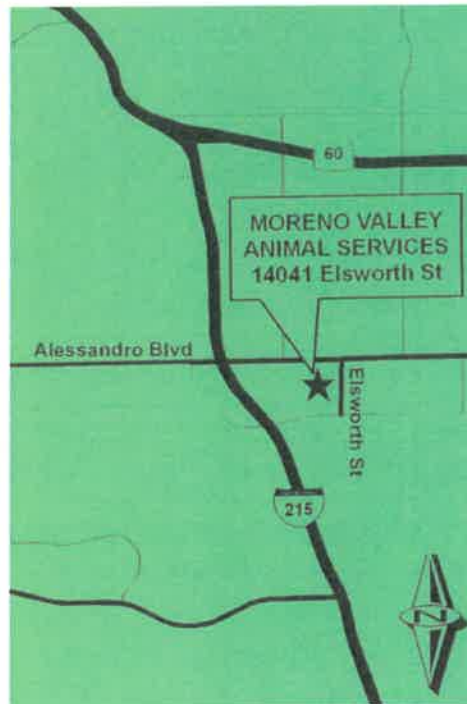
- Tuesday to Friday 9:30 a.m. – 6:00 p.m. (Pull hours 10:00 a.m. – 5:30 p.m.)
- Saturday 10:00 a.m. – 4:00 p.m.
- Closed Sunday & Monday & Most Major Holidays

Operating Hours – Animal Clinic (Dr. Storey, DVM & Associates – Moreno Valley Community Vet Care): 951-413-3780

- Walk-In Vaccination Clinic: Thursday & Saturday – 8:00 a.m. – 11:45 a.m. & 1:00 p.m. – 4:00 p.m.
- Adopted Pets are Altered on Tuesday, Thursday & Saturday – * Note: Public surgeries are currently limited via grant funded voucher programs.

Moreno Valley Animal Shelter Location:

- 14041 Elsworth Street, Moreno Valley, CA 92552



Rescue Pull Fees:

- Dogs & Cats \$10 – Includes intake vaccinations (5 in 1 or 3 in 1), Bordetella intranasal (dogs only) & microchip

Three Year Average (2019 – 2021) Annual Live Intake:

- 4,200 - Dogs, Cats, and Other animals

Area Served:

- City of Moreno Valley – 51.5 square miles serving 217,197 residents

Animal Services Division Overview

About the Division

- In 1990 the City of Moreno Valley formed the Animal Services Division and opened the City's first animal shelter on Sunnymead Blvd. by converting a warehouse to hold stray companion animals.
- On February 14, 2000, the City opened their new Moreno Valley Animal Shelter at its current location, 14041 Elsworth Street, Moreno Valley, CA
- The Animal Shelter provides the following services:
 - Adoptions
 - Rescues & Transfers
 - TNR Cat Program
 - Lost & Found
 - Pet micro-chipping
 - Pet Licensing
 - Volunteer Opportunities
 - Foster Care
 - Field Services Enforcement
- The Animal Services Division is staffed by 23 full-time employees providing animal care and control services to the community.
- The Moreno Valley Animal Shelter is an open admissions municipal animal shelter and is funded through the City's general fund.
- The Moreno Valley Animal Clinic is operated under an independent contractor's agreement with the city to provide veterinary care to shelter pets and provide spay/neuter services to pets adopted by the public. Our service provider, Moreno Valley Community Vet Care, Inc. is owned and operated by Dr. Nicholas Storey, DVM, associate veterinarians along with Registered Veterinary Technicians, clerical staff and animal care attendants assigned at the clinic.

Becoming a Rescue Partner – Qualifications & Application Process

Eligibility requirements of Animal Rescue organizations to become an Adoption partner with the Moreno Valley Animal Shelter are:

1. Be a non-profit animal rescue organization as defined in Section 501 (c) (3) of the Internal Revenue Code.
2. Operate for the purpose of promoting animal adoptions.
3. Comply with all laws and have no violations, criminal or administrative, regarding animals.

The application process is very simple and has easy to follow guidelines:

1. Complete the Rescue Application Form.
2. Include a copy of your group's Letter of Determination from the IRS that identifies your group as a 501 (c) (3) organization.
3. Provide a letter of intent that summarizes your group's mission statement and purpose.
4. Provide any additional information including references and other associations with other animal care and control agencies or open admission facilities which the group has conducted business with.
5. Fax completed copies to 951-413-3769 or email to rescue@moval.org

Completed applications will be reviewed and approved within 14 days.

Rescue Partner Responsibilities

In an effort for the rescue group program to work as effectively and as efficiently as possible, the Moreno Valley Animal Shelter requires the following reasonable expectations of all Rescue Partners:

1. Work cooperatively with Moreno Valley Animal Services staff in a professional manner and maintain positive and open communications in person, via telephone or email.
2. Provide updates as needed on changes regarding authorized pullers and/or transporters, or other changes with the group's authorized representatives.
3. Provide documentation that animals are spayed or neutered prior to transfer to another rescue group or individual.
4. Provide microchip documentation that the microchip has been registered to the new owner.

5. Provide animals a healthy, clean, and safe environment with proper nutrition, shelter, and necessary and prompt veterinary care.
6. Allow unannounced inspections of facilities used by the animal rescue partner by Moreno Valley Animal Services.
7. Maintain accurate records of animals transferred from the Moreno Valley Animal Shelter to the animal rescue partner.

Rescue Pleas

As an open admissions municipal animal shelter, The Moreno Valley Animal Shelter often receives stray and unwanted pets that are in need of immediate and long-term medical care that is beyond our capacity to provide. In these instances, rather than euthanasia, and based on case-by-case circumstances, shelter staff will reach out to our rescue partners and networkers for assistance. Please ensure your contact information for authorized pullers remains current allowing us to reach all parties in a timely manner. Updates can be sent to rescue@moval.org

Rescue Process – Pull Form

Rather than waiting one full day for the public to adopt before making animals available to rescue, we have reduced the timeline to the same day 1 (one) hour after an animal becomes available for public adoption. For instance, if an animal becomes available at 11:00 a.m. and no one from the public adopts the animal then rescue can pull at 12:00 p.m. on the same day. In cases where an animal becomes available during the last hour the facility is open, rescue partners can pull the following business day (e.g., pet becomes available for adoption at 3:15 p.m. on Saturday and we close at 4:00 p.m. If the pet is not adopted, then rescue can pull on Tuesday morning). This effort is designed to facilitate shorter stay times for shelter animals along with maintaining a healthy population of homeless animals at the Animal Shelter.

An approved representative who has identified an animal they wish to transfer into their Rescue Group shall email a completed **Pull request form** to: rescue@moval.org **no later than 10:00 a.m. PST** on the day the pet becomes available for adoption. Rescues agree that if an animal is still on site at the Moreno Valley Animal Shelter and an approved adopter is interested in the animal, that animal may be adopted by the approved adopter. The intent is to rehome a pet as soon as possible. The rescue will be given credit for the animal if the pull fee has already been remitted.

No animals will be approved or processed after 10:00 a.m. unless the approved representative is on site at the Animal Shelter. All pull requests are to be in written form only unless the approved representative is on site. No pull request will be approved via telephone. All pets that the Rescue Group has committed to pull on a given day will be identified on one pull request form.

Pull forms are available to our rescue partners at www.moval.org on the Animal Services "Become A Rescue Partner" tab.

The \$10 rescue pull payment can be made in person or by phone once the pull request has been approved. Rescues posting as the first IP (interested party) to the pet's kennel card and send in their pull request by 10:00 am on the day the animal is available will have first option to rescue if the animal has not been adopted or reclaimed by the owner. The front desk will call the authorized representative for payment by phone. Payment can be made by a Visa, MasterCard, or Discover card. Proper ID is required for phone payment.

Rescued Animals – When to Pick Up

The Rescue Group requesting transfer and agreeing to take a specific animal(s) agrees to pick up the animal(s) from the City's Animal Shelter on the agreed time and date within 24 hours of the request. Failure to follow through with the transfer of the animal(s) may result in transferring the animal(s) to another Rescue Group or may result in the humane euthanasia of the animal(s) and may result in the City's denial of transfers to the Rescue Group or any of its representatives.

The Rescue Group shall arrange all transportation of the animal(s) no later than 4:00 p.m. so that the best possible customer service can be provided.

The Rescue Group must pick up all transferred animal(s) that are scheduled for alter surgery at the Moreno Valley Animal Clinic on the same day surgery is performed. Alter surgeries are performed 3 days a week, Tuesday, Thursday & Saturday. The Rescue Group is responsible to ensure they coordinate the afternoon time to pick up the altered pet(s) and in no case should the pickup time from the Veterinary Clinic be after 4:00 p.m. The Moreno Valley Animal Clinic cannot board altered animals overnight. In cases where any animal(s) are left overnight at the Moreno Valley Animal Shelter, the Rescue Group is responsible for all fees assessed by the Moreno Valley Animal Clinic.

Suspension or Revocation of Animal Rescue Partner

This section is designed to inform our rescue partners that our intent is to work cooperatively together and ensure that the best interests of the animals are addressed. Pull privileges can be suspended for a period or permanently revoked in the event a rescue partner falls short of adhering to the program requirements. The following are examples where a suspension or the permanent revoking of pull rights to a rescue partner would be founded:

- Failure to provide the proper care to all animals.
- Failure to spay or neuter all animals unless documented by a licensed veterinarian that the animal is incapable of breeding, or the animal has a medical condition that would cause the animal greater suffering or death, and provide documentation of such.
- Failure to provide required documentation that accurately describes all animals transferred to the rescue partner.
- Failure to monitor the placement of transferred animals in the rescue group's approved foster homes and/or boarding facilities.
- Failure to comply with the Rescue/Adoption Partner Organization Agreement.

Thanks for Joining!!

The Moreno Valley Animal Shelter continues to work at attracting new and reputable animal rescue partners while continuing to maintain a positive working relationship with our current and long-term animal rescue partners where we share the common goal to end the euthanasia of healthy adoptable animals. Maintaining a healthy population of homeless animals during their stay at the Animal Shelter is paramount to being able to transfer healthy animals to our adoption partners.

Thank you for your hard work, dedication, and passion with helping us help homeless and displaced animals get a second chance.