

2015

# Rescue Partner Guidelines



Moreno Valley  
Animal Shelter

4/1/2015

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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 lives of homeless shelter animals.

The Moreno Valley Animal Shelter is an open admission 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. The dedicated efforts and many hours of hard work by animal rescue volunteers have resulted in over 2,000 dogs and cats saved in 2014 by our rescue partners. This is an increase of 22% in the number of animals transferred to rescue organizations as compared to calendar year 2013.

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 and 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. We look forward to a cooperative and long working relationship with your organization and working together to help homeless animals in need.

Respectfully,

Your Moreno Valley Animal Shelter Staff

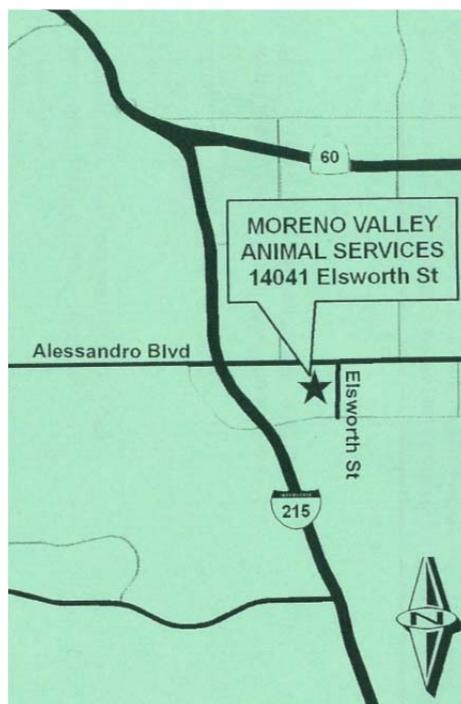
## Moreno Valley Animal Shelter

### Operating Hours:

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

### Moreno Valley Animal Shelter Location:

- 14041 Elsworth Street, Moreno Valley, CA 92552



### Rescue Pull Fees:

- Dogs & Cats \$10 – Includes intake vaccinations (5in1 or 3 in 1), Bordetella intranasal (dogs only) & HomeAgain Microchip

### Average Intake:

- 9,000 each year

## **Areas Served:**

- City of Moreno Valley – 52 square miles with a population of 193,000
- City of Perris (Shelter only) – 31 square miles with a population of 76,000

## **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
  - Lost & Found
  - Pet micro-chipping
  - Pet Licensing
  - Volunteer Opportunities
  - Foster Care
  - Field Services Enforcement
- The Animal Services Division is staffed by 19 full-time and 4 part-time employees.
- 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 operate a spay/neuter clinic. Our service provider is Pedley Square Veterinary Clinic, Inc. owned and operated by Dr. Marshall E. Scott, DVM. Dr. Scott has two associate veterinarians along with one Registered

Veterinary Technician, 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](mailto: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 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 groups 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 HomeAgain 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 Process - PetHarbor.com guide

The process to place an interest on a homeless or owner surrendered pet via petharbor.com is fast and easy. **Please note that this process works when using the search function for lost and adoptable pets, it does not work if you search by animal ID number.** Following is a step by step guideline:



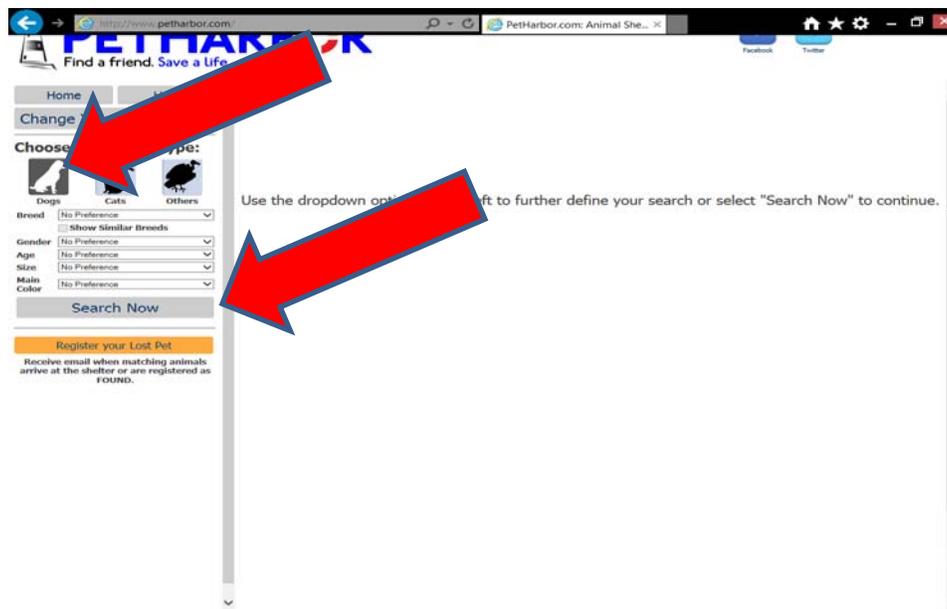
**Enter Moreno Valley zip code: 92553**

**Click on “Lost my Pet”**



Check the box “Moreno Valley Animal Shelter

Click on Search Selected Shelters



Chose Animal Type – Example Dog

Click Search Now

**Current Searches: LOST OR FOUND DOGS**

We found 145 matching animals. Click on the column header to sort by that column.

**View detailed information:**

Picture	Name (ID)	Sex	Color	Breed	Age	Brought to the Shelter	Located At
	TYSON (A400513)	Male	Black	German Shepherd Dog	04 Years 05 Months 28 Days	2014.12.21	Moreno Valley Animal Shelter
	PEPE (A432450)	Male (Neutered)	Black	Terrier mix mix	02 Years 05 Months 25 Days	2014.12.27	Moreno Valley Animal Shelter
	MASETAS (A433689)	Female (Spayed)	Tan	Pit Bull Terrier mix	04 Years 09 Months 14 Days	2014.12.08	Moreno Valley Animal Shelter
	POLO (A434922)	Male (Neutered)	Yellow	Labrador Retriever mix	02 Years 08 Months 08 Days	2015.01.01	Moreno Valley Animal Shelter
	A443548	Male	Black	Pit Bull Terrier mix	02 Years 01 Months 00 Days	2014.12.09	Moreno Valley Animal Shelter
	BELLA				00 Years		Moreno Valley Shelter

<http://www.petharbor.com/detail.asp?ID=A400513&LOCATION=MRVL&searchtype=LOST&st...>

Click on the picture of the animal that interests you

**TYSON - ID#A400513**

Shelter staff named me TYSON and I am a male, black and tan German Shepherd Dog.

The shelter thinks I am about 4 years old.

I have been at the shelter since Dec 21, 2014 and I may be available for adoption on Dec 31, 2014 at 4:41PM. If you are interested in me, please visit me before this date.

If you think I am your missing pet, please call or visit right away. Otherwise, please visit me in person as shelter staff are busy caring for my needs.

This information is 1 hour old.

For more information about this animal, call: [Moreno Valley Animal Shelter](tel:(951)413-3790) at (951) 413-3790  
Ask for information about animal ID number A400513

[Click here to Indicate an Interest in this animal](#)

**Email This Animal's Info to a Friend**

Your Email:   
 Friend's Email:   
 A Message (optional):

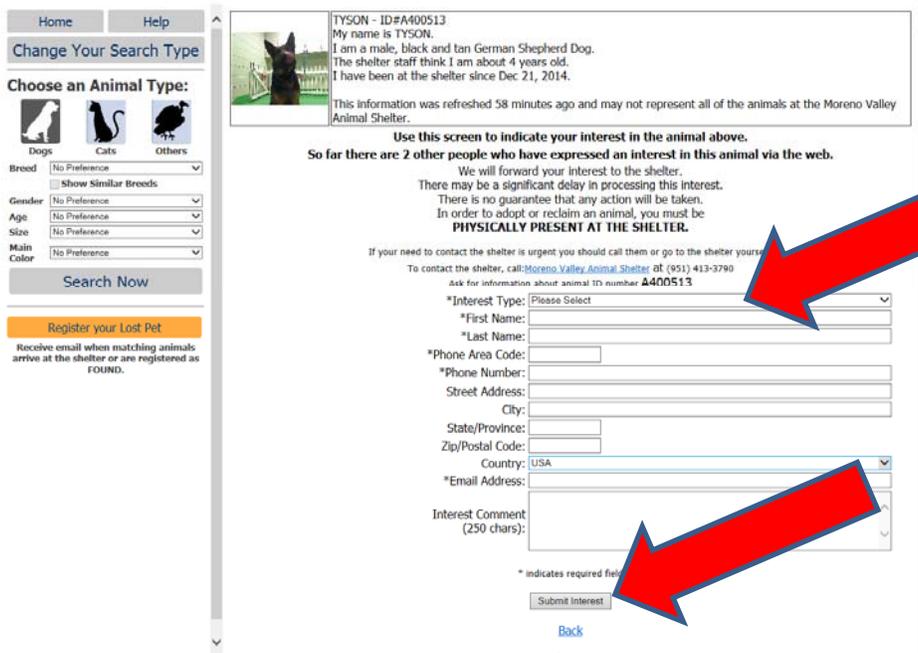
It is a violation of this site's policy to enter any email address other than your own as the sender.  
**Use of this service implies your agreement with this condition.**

[Back](#)

[Click here to Indicate an Interest in this animal](#)

Internet Explorer has modified this page to help prevent cross-site scripting.

Click on "Click here to Indicate an Interest in this Animal"



Home Help

Change Your Search Type

Choose an Animal Type:

Dogs  Cats  Others

Breed:  No Preference  Show Similar Breeds

Gender:  No Preference

Age:  No Preference

Size:  No Preference

Main Color:  No Preference

Search Now

Register your Lost Pet

Receive email when matching animals arrive at the shelter or are registered as FOUND.

**TYSON - ID#A400513**  
My name is TYSON.  
I am a male, black and tan German Shepherd Dog.  
The shelter staff think I am about 4 years old.  
I have been at the shelter since Dec. 21, 2014.  
This information was refreshed 58 minutes ago and may not represent all of the animals at the Moreno Valley Animal Shelter.

Use this screen to indicate your interest in the animal above.  
So far there are 2 other people who have expressed an interest in this animal via the web.  
We will forward your interest to the shelter.  
There may be a significant delay in processing this interest.  
There is no guarantee that any action will be taken.  
In order to adopt or reclaim an animal, you must be **PHYSICALLY PRESENT AT THE SHELTER.**  
If your need to contact the shelter is urgent you should call them or go to the shelter yourself.  
To contact the shelter, call: **Moreno Valley Animal Shelter**, at (951) 413-3790  
Ask for information about animal ID number **A400513**

\*Interest Type:  Please Select

\*First Name:

\*Last Name:

\*Phone Area Code:

\*Phone Number:

Street Address:

City:

State/Province:

Zip/Postal Code:

Country:  USA

\*Email Address:

Interest Comment (250 chars):

\* indicates required fields

Submit Interest

Back

**Fill out the online form with your rescue's information**

**Click on "Submit Interest" button**

**Your rescue interest will be posted to the pet's kennel card at the Animal Shelter**

### **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 10:00 a.m. and no one from the public adopts the animal then rescue can pull at 11:00 a.m. on the same day; likewise on days preceding a closure day and 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](mailto:rescue@moval.org) **no later than 10:00 a.m. PST** on the day the pet becomes available for adoption. Pets that become available for public adoption will be available to the Rescue Group after one (1) hour if the pet was not adopted by the public.

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 identify the pets on one pull request form.

Pull forms are available to our rescue partners at [www.moval.org](http://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 the first IP to the pet’s kennel card will have first option to rescue if the animal had 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 on the same day that the transferred animal(s) are scheduled for alter surgery at the Moreno Valley Animal Clinic between the hours of 2:30 p.m. to 4:00 p.m. and on Wednesdays between 2:00 p.m. to 3:00 p.m. Alter surgeries are not performed on weekends. 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 any and 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 of time 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.
- 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.