



NEW HOPE PROGRAM

Purpose, Policy, Procedure and Partnership

Los Angeles Animal Services

NEW HOPE PROGRAM

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Los Angeles Animal Services

Our Mission

To promote and protect the health, safety and welfare of animals and people.

Our Vision

We envision the day when every pet born has a good home and is cared for all its life, and no person is ever endangered by an animal.

Our Values

We value 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 respect for and trust in each other. Our values depict the highest standards of:

- Respect – We pledge to treat each person thoughtfully, politely and kindly regardless of rank or relationship.
- Trust – We strive to conduct ourselves in an honest, ethical, say, inspiring confidence in our abilities and our honesty.
- Open and Honest Communication – We commit to complete transparency in all forms of communication and to carefully listen to the communications of one another.
- Customer Service – We pledge to provide our best service to every customer, whether an internal or an external customer, every time.
- Humane Treatment – At all times and in all places, we vow to care compassionately, advocate actively and work tirelessly to insure the best possible environment for all animals.

Our Service Theme

Creating a Humane LA

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The Purpose of New Hope

The purpose of the New Hope Program is to expand opportunities for Los Angeles Animal Services (LAAS)' dogs, cats, and rabbits to find permanent homes by partnering with qualified 501 (c) 3 organizations. The New Hope Program is the means by which LAAS acknowledges, cooperates with, and supports the efforts of partnering animal care, training, rescue, welfare and law enforcement organizations as we all try to find homes for the City's homeless dogs, cats, and rabbits.

A New Hope Coordinator is assigned to each Animal Care Center to serve the needs of our New Hope Partners. The role of the New Hope Coordinator is to expedite and facilitate the adoption of New Hope animals to New Hope Partners. The Coordinator will be available to answer all questions pertaining to LAAS' policies and procedures. The New Hope Coordinator should be the first person contacted for any need or concern a New Hope Partner may have. LAAS will provide New Hope Partners 24/7 access to all LAAS Animal Care Centers and daily emailed New Hope Alerts designed to assist partners in identifying animals in need of their expertise.

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:

1. 501(c)(3) status or veterinary business license (including license to treat exotics if applicable);
2. A current copy of the organization's articles of incorporation and by-laws;
3. Organization's statement of purpose, indicating the primary breed the organization rescues. (Note that rabbits can only be adopted by approved rabbit New Hope Partner organizations);
4. A current copy of the adoption agreement used by the organization;
5. A written description of how and where animals will be housed when they leave an Animal Care Center;
6. A list of all individuals, their California Driver's License, contact phone numbers and e-mail addresses of persons authorized to enter into an agreement for a New Hope adoption from LAAS and to remove the animal once formally adopted on behalf of the organization. Individuals must be bona fide members of the group;
7. The name, phone number, e-mail address, and California Driver's License of the group President or Director responsible

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for accurate completion of all forms and for providing updates or changes in writing;

8. A valid phone number and email address for the organization's adopters and LAAS, that is monitored and will be responded to with 24 hours;
9. The name of a licensed veterinarian indicating a willingness to provide veterinary services to the organization; and
10. Willingness to provide adopters with appropriate license application forms and to provide LAAS with the name and address of dog adopters that reside within the City of Los Angeles for license follow-up purposes and the zip code of dog and cat adopters who reside outside of the City for statistical use.

Please refer to the application materials for complete requirements.

Animal Availability

There will be two levels of availability at which New Hope Rescue Partners will receive discounted pricing of \$40 sterilization fee plus \$5.50 license tax (only dogs over 4 months to City of LA-based organizations).

- Animals on the New Hope Rescue Alert will be available at the New Hope Rescue price the same day that they become available to the public (i.e., impound day plus four days for strays, and same day as impound day for owner-surrendered).
- With limited exceptions described below, most dogs and cats are available to a New Hope Rescue Partner at the New Hope Rescue price one day after they become available to the public (i.e., impound day + five days for strays, impound day plus one day for owner-surrendered animals).

Kittens/Puppies Under 8-weeks or Unweaned: At the discretion of the Department, unweaned kittens or puppies may be:

- 1.) Adopted to a New Hope Partner who pays the spay/neuter fee and deposit at the time of the adoption, with the understanding that State law prohibits the adoption of an animal that is under 8 weeks and/or unweaned to a new owner. (New Hope Partners in good standing may be eligible for a waiver of the spay/neuter fee – see p.10)
- 2.) Fostered to a New Hope Partner who must return the kittens or puppies to the Department once they are weaned.

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The New Hope Partner may adopt the kittens or puppies at this time under at the New Hope Rescue price above. The kittens or puppies will be microchipped, vaccinated and spayed/neutered for the \$40 spay/neuter fee.

3.) Fostered to a New Hope Partner who may spay/neuter and microchip the weaned kitten at their private veterinarian. The New Hope Partner must still adopt the kittens from the Department and show proof of sterilization and microchip, but there is no charge for the adoption.

Animals determined to be irremediably suffering by the LAAS medical team will not be eligible for New Hope.

The New Hope Rescue Alert

The New Hope Rescue Alert list is intended to communicate to the New Hope Partners which animals are most in need of help, to flag them for special consideration by rescuers. Animal Care Technician Supervisors (ACTS) are responsible for determining which animals will be placed on the Alert list.

Criteria for consideration for placement on the New Hope Rescue Alert list:

- Medical – Animals are not irremediably suffering, but according to medical staff, are not responding well to a standard course of treatment or have illnesses or injuries that need treatment beyond stabilization.
- Age – Neonates which need feeding and support, as well as geriatric animals.
- Lactation – Animal is lactating with young.
- Behavioral – Animals have demonstrated non-socialized behavior (aggression) or extreme fear or fear biting, as observed and reported by staff.

Any dog, cat, or rabbit meeting the above criteria may be placed on the New Hope Rescue Alert as soon as the condition or behavior is noted, whether the animal is yet available or still under hold. Unavailable animals may be listed on the New Hope Rescue Alert to give advance notice to the New Hope Rescue Partners.

There are no time limits or deadlines relative to the animals listed on the New Hope Rescue Alert. Any animal listed on the Rescue Alert may be euthanized as conditions dictate.

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Adoptions Procedures for New Hope Animals

Any New Hope Partner wanting to adopt dogs, cats, or rabbits from the New Hope Alert must notify the appropriate New Hope Coordinator, appropriate Center Manager or leave a message on the appropriate New Hope Hotline. At no time and under no circumstances shall a New Hope Partner adopt an animal for a non-member.

After regular business hours, New Hope Partners may leave messages for the New Hope Coordinator on the New Hope Hot Line voicemail system at the Animal Care Center where the animal is located.

When leaving a message for the New Hope Coordinator for an animal or animals on the New Hope Alert, *always provide*:

1. The name of the organization;
2. The name, call-back number, and person identification number (P#) of the person leaving the message;
3. The animal's identification number (A#); and
4. The animal's description from the New Hope Alert.

After Business Hours Animal Care Center Access for New Hope Alert Evaluations

When a New Hope Partner places a proper New Hope Message as described above for an animal on the New Hope Alert, LAAS will provide the following benefits:

1. The New Hope Partner may access the Animal Care Center at any time to evaluate animals on the New Hope Alert. However, only one New Hope Partner is provided access to an Animal Care Center at any one time after business hours due to reduced staff scheduling.
2. Any New Hope Partner wanting to visit an Animal Care Center after business hours must telephone the Animal Care Center prior to their arrival to avoid any conflict between visiting New Hope Partners and ensure staff awareness of their pending arrival.

Should any emergency be occurring at the Animal Care Center requiring the attention of all Animal Care Center staff when the New Hope Partner arrives, the New Hope Partner may be directed to wait or reschedule their visit.

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New Hope Partner Adoption Paperwork Processing

1. All New Hope Partners will be provided “no waiting” adoption paperwork processing with telephonic notification. The New Hope Partner telephones their New Hope Alert animal adoption selection(s) to the New Hope Coordinator before 4:00 p.m. on the day they want to adopt the animal(s) and the paperwork will be ready for signature by 7:00 p.m. that evening.
2. Any requests received after 4:00 p.m. will be processed the following morning and will be ready for signature by 11:00 a.m. the following day.
3. New Hope Partners using the “no waiting” processing may use a credit card to complete the transaction for the applicable licensing fees and/or spay/neuter fees. All signatures required for the adoption process, i.e. credit card receipt, adoption contract, any necessary waiver, must be provided in person by midnight that day, in order to send the adopted dog or cat for sterilization.
4. If the credit card holder is unable to present himself or herself in person, any other “identified” member of their New Hope organization may sign for the transaction. “Identified” members are persons listed as a member of such organization and have been listed as an authorized “signature” by the credit card holder in the New Hope Partner’s agreement. Additionally, should the credit card bank reject such signature as not authorized, it is the responsibility of the credit card holder to make good the adoption fees. No “in lieu of” signature will then be permitted until the credit card holder presents bank authorization for such a signature.
5. Before completing the adoption transaction, the New Hope Partner must fully complete and submit to LAAS each adopted animal’s microchip registration. The New Hope Partner must register as either the animal’s primary or the animal’s secondary registered name on the microchip.
6. Any dog, cat, or rabbit adopted by a New Hope Partner that does not require sterilization or is being released with a medical release (D300), must be picked up by the close of public business hours within 24hrs of the adoption transaction.
7. In the case of a New Hope Rescue Alert dog, cat, or rabbit that is being adopted with a medical release that requires immediate medical attention, whenever possible, the animal

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will be transported to the veterinarian of the New Hope Partner's choice by a Department animal control officer as long as the New Hope Partner, able to sign for such an adoption, (see credit card adoption) meets the officer at the location for adoption paperwork completion.

First Come – First Served Exceptions

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

1. When a member of the public and a New Hope Partner are present to adopt at the same time, the private citizen will have the right of first refusal.
2. When more than one New Hope Partner is present to adopt at the same time, the New Hope Partner with the earliest request for the animal will have the right of first refusal.
 - a. When more than one New Hope Partner is present to adopt at the same time and neither has made a request for the animal, the New Hope Partners will be given an opportunity to work out amongst themselves which organization will adopt the animal. If the Partners cannot come to a decision on their own, the Director of Shelter operations will make the decision based on the best interest of the animal. The decision of the Director of Shelter Operations shall be deemed final.

Program Policies and Procedures

LAAS is committed to developing and maintaining positive, productive relationships with our New Hope Partners, all other rescue organizations, and the communities we serve. LAAS is equally intent on ensuring animals adopted from our Animal Care Centers are afforded appropriate care. For this reason:

1. New Hope Partners are not exempt in any way from any applicable laws, ordinances, or LAAS rules and regulations regarding animals and animal care.
2. LAAS requires all documentation listed in the Eligibility Requirements section of this document to be updated and current, and may require any other reasonable information.
3. LAAS forbids New Hope Partners from adopting animals in the name of any non-member of the New Hope Program. New Hope partners may not extend adoption privileges in the name

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of their organization to any person adopting for private or other purposes. If any New Hope Partner transfers any animal adopted from LAAS to any person not a member of the New Hope Partner organization, and if the transfer is not a paid adoption to a private party with a signed Adoption Agreement, then the New Hope Partner shall, within five days of the date of transfer, submit to the New Hope Coordinator the animal's LAAS impound number, the name, group name if any, phone number, and street address of the person to whom the animal was transferred, and the date of transfer.

4. New Hope Partners who have been suspended or terminated or are members of a group that has been suspended or terminated must obtain a new P# for future adoptions and may not use the P# associated with the suspended or terminated group.
5. New Hope Partners shall retain copies of Adoption Contracts for paid adoptions of LAAS animals to private parties for no less than three years from the date of adoption. LAAS may ask to see copies of these files for animals adopted under the New Hope Program from LA Animal Services' Care Centers at any time.
6. **Fees for New Hope Partners:**
 - A. All New Hope Rescue Partners will pay a single price for a dog, cat, or rabbit as follows:
 1. \$40 – for spay/neuter, whether the surgery can be performed immediately or must be deferred for later. This fee will not be charged if the animal has already been sterilized prior to intake.
 2. Plus \$5.50 – for dog license tax if applicable to the New Hope Rescue Partner's location.

B. Availability:

There will be two levels of availability at which New Hope Rescue Partners receive the price above:

- Animals on the New Hope Rescue Alert will be available at the New Hope Rescue price **the same day that they become available to the public** (i.e., impound day plus four days for strays, and same day as impound day for owner-surrendered).
- With limited exceptions described below, most dogs and cats are available to a New Hope Rescue Partner at the New Hope Rescue price **one day after they become available**

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to the public (i.e., impound day + five days for strays, impound day plus one day for owner-surrendered animals).

C. **Waiver of Spay/Neuter fee:**

New Hope Rescue Partners in good standing who have turned in monthly reports and certificates of sterilization for the three most recent consecutive months that reports were due will be eligible to adopt animals under the New Hope Rescue Program without having to pay the \$40 spay/neuter charge when the animal (including a neonate) is deferred because of medical condition.

The New Hope Rescue Partner will be required to timely report on the animal and send the sterilization certificate to the Department upon completion of the surgery (within 30 days after the surgery is performed) unless performed by a veterinarian under the Department's program. New Hope Rescue Partners will retain the option of using the Department's spay/neuter program and paying the \$40 fee.

This provision does not apply to healthy animals ready for spay/neuter and adopted by New Hope Rescue Partners whether at the regular or discount price.

- D. New Hope Rescue Partners will be permitted to place Interested Person (IP) holds for three days on an animal on the Alert list; the animal will not be euthanized during the three day hold unless the condition degrades so that the animal is irremediably suffering. The IP information in the Chameleon memo should include the name of the New Hope Rescue Partner group. ACTS have discretion to review and refuse placement of an IP if it appears to be other than a genuine interest for an animal the group intends to adopt if possible. The New Hope Rescue Partners are solely responsible to follow-up on their IP holds, and no telephone calls will be made by the Department to the IP.

A New Hope Partner that fails to adopt a New Hope Alert animal that they have placed an "Interested Party" hold on, or fails to obtain permission from LAAS for a delay, may lose the holding privilege in the future.

- E. Until adopted from the New Hope organization by a private party, New Hope Partners shall register an animal in their organization's name and will be responsible for all redemption fees should the animal be impounded by LAAS. New Hope Partners shall add the name of the animal's adopter to the animal's microchip registration within 30 days of a legal adoption by a new owner from the New Hope Partner organization. The Department requires that both the adopter

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and New Hope Partner be listed as registrants on the microchip and prefers that the adopter be listed as the primary registrant and the New Hope Partner as the secondary registrant, but will not require it.

- F. New Hope Partners will provide dog license forms to new adopters of dogs who live in the City of Los Angeles and are required to report the name and mailing addresses of adopters of dogs who live in the City of Los Angeles to LAAS for licensing follow-up purposes; otherwise, for dogs whose owners do not reside in the City of Los Angeles, and for cat adopters, just the zip code of the adopter's residence. LAAS may provide a list of New Hope adoptions by the organization and a form for providing this information.
 - G. Medical services, including lab testing rendered by LAAS prior to adoption, shall be at no cost to the New Hope Partner.
 - H. Veterinarians providing spay/neuter services may impose additional fees on the New Hope Partner.
7. Every dog, cat, and rabbit of any age adopted from LAAS is required to be spayed/neutered before release from LAAS, unless it is unsafe for the animal to undergo surgery in the animal's present condition. Only the LAAS veterinary team or LAAS contract veterinarians are authorized to postpone spay/neuter for medical reasons. When any LAAS cat, or dog of any age is released to a New Hope Partner unsterilized, the New Hope Partner agrees to provide LAAS proof of the animal's sterilization within 30 days from the date of adoption, or to provide a statement of further spay/neuter deferral from a licensed California veterinarian every 30 days, until proof of the animal's sterilization is provided or until a licensed California veterinarian recommends permanent spay/neuter deferral, or until the animal is deceased. Under no circumstances will any animal adopted from LAAS through the New Hope Program be allowed to breed.
8. Any violation of the terms of the New Hope Agreement may result in suspension or termination from the New Hope Partner Program. In the event a New Hope Partner does not comply with any of the above, the Director of Shelter Operations, following an investigation of the incident, may suspend or terminate all New Hope privileges. New Hope Partners may appeal the suspension or termination of privileges. Any appeal for termination of the New Hope Partner's privileges must be addressed to the General Manager within 15 days of the suspension or termination. A committee comprised of the General Manager or the General Manager's designee, one

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member of the Animal Services Commission and two representatives from the animal rescue community shall have the final discretion on whether to reinstate the New Hope Partner's privileges.

On-Site Procedures

New Hope Partners are permitted to view all animals in the Animal Care Centers with the exception of animals placed in quarantine pursuant to order or regulations from the Los Angeles County Department of Health.

Each member of a New Hope organization will receive a New Hope identification number from a New Hope Coordinator, presentation of which is required for access to New Hope benefits. A California driver's license or California ID also may be required.

Once a New Hope Partner makes a decision to accept an animal into their program, they are asked to:

1. Take the A#, or other location information of the animal in the Animal Care Center, to the business counter to initiate the adoption transaction.
2. Understand that all New Hope animals will be sterilized before release, subject to the exceptions set forth above under "Program Policies and Procedures," Item #6.
3. Receive a date and time to pick-up the animal if the animal is remaining for spay/neuter. It is vital that all animals, whether or not from the New Hope Alert, are picked up from the spay/neuter veterinarian on the specified date and time. Any New Hope Partner that does not pick-up their animal at the specified date and time and fails to obtain permission from the clinic for a delay may be suspended or terminated from the New Hope Program.

Monthly Reports

- A New Hope Partner Monthly Report will be sent electronically to the LAAS New Hope Coordinator within **10 days of the end of each month**. New Hope Partners who fail to submit their completed monthly reports by the date requested two months in a row will be suspended until their reporting is brought up to date.
- Reports shall require the following necessary information:
 1. Spay/neuter report for all unsterilized animals released from LAAS (with deferral letters if applicable),

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2. Status report on all animals adopted from LAAS under the New Hope Program, including medical and third-party adoption status, and
3. Name and Address information of adopters of dogs who reside within the City of Los Angeles and transferee organizations, and the zip codes of adopters of dogs and cats obtained through the New Hope Program who reside outside the City,
4. LAAS may ask to see receipts for medical and/or boarding costs incurred, at any time for reasonable cause, for animals adopted by the organization through LAAS' New Hope Program.

LAAS may provide a list of adoptions by the organization and a form for providing the above requested information. LAAS reserves the right to request an up-to-date report at any time.

Reminder: New Hope Partners are to promote a LAAS dog license to new owner/guardians living in the City of Los Angeles.

LAAS Employees, Chain of Command, and Partnerships

If a New Hope Partner encounters a problem with any LAAS process, employee, or volunteer, the problem is to be discussed with the following individuals in the order listed until the problem is resolved:

1. New Hope Coordinator
2. Animal Care Technician Supervisor
3. Center Manager
4. New Hope Program Manager
5. Director of Shelter Operations
6. Assistant General Manager
7. General Manager

LAAS appreciates the efforts of every New Hope Partner and is committed to developing relationships consistent with our organizational values. LAAS 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.