



NEW HOPE PROGRAM

Purpose, Policy, Procedure and Partnership

Los Angeles Animal Services

NEW HOPE PROGRAM

Table of Contents

<i>LAAS Mission, Vision, Values, and Service Themes</i> _____	3
<i>The Purpose of New Hope</i> _____	4
<i>Eligibility Requirements</i> _____	4
<i>Animal Availability</i> _____	5
<i>The New Hope Alert</i> _____	6
<i>Redemption Procedures</i> _____	6
<i>24/7 Access</i> _____	6
<i>First Come-First Serve Exceptions</i> _____	8
<i>Program Policy and Procedures</i> _____	8
<i>On-Site Procedures</i> _____	11
<i>Monthly Reports</i> _____	12
<i>LAAS Employees, Chain of Command, and Partnerships</i> _____	12
<i>Notes</i> _____	13

NEW HOPE PROGRAM

Los Angeles Animal Services

Mission

To promote and protect the health, safety, and welfare of animals and people in the City of Los Angeles.

Vision

We envision the day when every pet born is ensured a good home and care all his/her natural life and no animal will suffer because of abuse, neglect or ignorance, and all citizens, their property and neighborhoods are safe from the dangers and nuisances of irresponsible pet guardianship.

Values

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.

Service Themes

- We create happiness by bringing pets and people together.
- Saving animals' lives.
- Creating a Humane LA

NEW HOPE PROGRAM

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

NEW HOPE PROGRAM

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

Stray Animals NOT on the Green or Red Alert List: The animal will be made available for adoption by the New Hope Partner at the Discounted Rate (see "Fees for New Hope Partners") following the review date + 1 day. Full price if adopted on the review date.

Owner Surrendered Animals NOT on the Green or Red Alert List: The animal will be made available for adoption by the New Hope Partner at the Discount Rate (see "Fees for New Hope Partners") following the intake date + 2 days (not business days). Full price if adopted prior to the 2 days and not red/green listed.

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.
- 2.) Fostered to a New Hope Partner who must return the kittens or puppies to the Department once they are weaned. The New Hope Partner may adopt the kittens or puppies at this time under Green List conditions. The kittens or puppies will be microchipped, vaccinated and spayed/neutered for the \$28 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.

NEW HOPE PROGRAM

The decision to New Hope an animal is solely at the discretion of LA Animal Services and is based on the following criteria:

- Space constraints
- Adoptability
- Behavioral and Physical Health

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

The New Hope Alert

New Hope Partners will receive a daily New Hope Alert by email. The New Hope Alert will list animals LAAS determines most at risk due to physical or mental health of the animal or space constraints within the Center. New Hope Partners are encouraged to focus their efforts on the animals on this list, as they are the most in need.

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:

NEW HOPE PROGRAM

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.

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 simply telephones their New Hope Alert animal adoption selection(s) to the New Hope Coordinator using the New Hope Hot Line 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

NEW HOPE PROGRAM

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. For New Hope Partners adopting animals from the New Hope Alert, all fees will be waived except applicable spay/neuter fees or deposits and licensing fees.
7. 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 ..
8. In the case of a New Hope Alert dog, cat, or rabbit that is being adopted with a medical release that requires immediate medical attention, whenever possible, the animal 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.

LAAS offers these timesaving, convenient, cost benefits to our New Hope Partners adopting animals from the New Hope Alert.

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.

A New Hope Partner that fails to adopt a New Hope Alert animal within 24 hours that they have placed an "Interested Party" hold on, or fails to obtain

NEW HOPE PROGRAM

permission from LAAS for a delay, may lose the holding privilege in the future. Due to space constraints, LAAS may not be able to hold animals for New Hope Partners for more than 24 hours.

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 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 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.
5. **Fees for New Hope Partners:**
 - A. New Hope Alert Animals (Green or Red List):
 1. For dogs and cats adopted by New Hope Partners from the New Hope Alert list, all adoption and microchip fees will be waived. The New Hope Partner will pay all spay/neuter fees or deposits and any applicable license fee required by law.

NEW HOPE PROGRAM

2. For rabbits adopted by New Hope Partners from the New Hope Alert, all care and feed fees and microchip fees will be waived. LAAS will not waive the spay/neuter fee, currently at \$40.00.

B. Available Animals Not on the New Hope Alert:

1. For owner surrendered dogs and cats that have been available for adoption to the public for two days following the impound date and/or for stray dogs or cats that have been available for adoption to the public for one day following the review date: New Hope Partners will pay all spay/neuter fees or deposits, microchip fees, and any applicable license fee required by law.
- C. 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 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.
- D. 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.
- E. Medical services, including lab testing rendered by LAAS prior to adoption, shall be at no cost to the New Hope Partner.
- F. Veterinarians providing spay/neuter services may impose additional fees on the New Hope Partner.
6. 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

NEW HOPE PROGRAM

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.

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 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 by 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.

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),
 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

NEW HOPE PROGRAM

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.

NOTES: