

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 its natural life, 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.

The Purpose of New Hope

The purpose of the New Hope Program is to expand opportunities for LAAS rabbits to find permanent homes by partnering with qualified 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 well all try to find homes for LAAS' homeless animals.

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 rabbits 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. Upon request, LAAS will provide New Hope Partners with "Top View," an animal management software program. Also upon request, LAAS will provide New

Hope Partners with daily emailed New Hope Alerts designed to assist New Hope Partners in identifying animals in need.

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:

- 501(c)(3) status or veterinary business license;
- statement of purpose that indicates rabbits as the primary species of animal the organization rescues; or, if a veterinarian, a license to treat exotics;
- The name of a licensed veterinarian indicating a willingness to provide veterinary services to the organization;
- A current copy of the organization's articles of incorporation and by-laws, unless currently on file with LAAS;
- A current copy of the adoption agreement used by the organization, unless on file with LAAS;
- A list of all individuals, contact phone numbers and e-mail addresses of each of the organization's members that will be working directly or indirectly with LAAS employees;
- The names, phone numbers and e-mail addresses of two officers or board members of the organization;
- A hotline phone number in case of emergencies.

Animal Availability

All animals that have completed the legal hold period and are not yet adopted or redeemed may be available to New Hope Partners. However, animals scheduled for euthanasia due to irremediable suffering as determined by an LAAS veterinarian will not be eligible for New Hope. If a New Hope Partner requests an animal in need of immediate medical treatment but not irremediably suffering, then LAAS may transport the animal to a veterinarian; see "New Hope Partner Adoption Paperwork Processing" below.

The New Hope Alert

New Hope Partners with an e-mail service may receive a daily evaluation list. This list is called the New Hope Alert and will include animals LAAS determines most at risk. New Hope Partners are encouraged to focus their efforts on the animals on this list, as they are the most in need.

Adoption Procedures for New Hope Animals

Any New Hope Partner wanting to adopt rabbits from the New Hope Alert must notify the appropriate New Hope Coordinator, appropriate Animal Care Center Manager or leave a message on the appropriate New Hope Hotline. All New Hope Partner adoptions from LAAS shall be in the name of an approved New Hope Partner group by its authorized member.

After regular Animal Care Center business hours, New Hope Partners may leave messages for the New Hope Coordinator on the New Hope Hotline 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:*

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

After Business Hours Animal Care Center Access for New Hope Alert List 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:

- 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 the reduced staff scheduling.
- Any New Hope Partner wishing to visit an Animal Care Center during these "closed for public" hours must first telephone the Animal Care Center prior to their arrival to ensure staff awareness of the Partner's pending arrival.
- Due to reduced staff scheduling after business hours, New Hope Partners are asked to be patient should any emergency be occurring at the Animal Care Center after business hours requiring the attention of all staff at the time that the New Hope Partner desires to visit or is visiting. This may

include asking the New Hope Partner to visit or return at a time when the emergency has been resolved.

New Hope Partner Adoption Paperwork Processing

- All New Hope Partners will be provided “no waiting” adoption paperwork processing when the New Hope Partner adopts a rabbit from the New Hope Alert and gives proper telephonic notification as described above. The New Hope Partner simply telephone their rabbit adoption selection(s) to the New Hope Coordinator using the New Hope Hotline before 4:00 p.m. on the day the New Hope Partner wishes the animal(s) adopted and the paperwork will be ready for signature by 7:00 p.m. that evening.
- Any requests received after 4:00 p.m. will be processed and ready for signature by 11:00 a.m. the following morning.
- New Hope Partners using the “no waiting” processing may use a credit card or check to pay for the applicable fees.
- “No waiting” processing is available for rabbits on the New Hope Alert. When adopting a rabbit from the New Hope Alert, “no waiting” processing is also available for other rabbits being adopted by the New Hope Partner at the same time.
- All signatures required for the adoption process, including any signatures required for payment, adoption contract, and any necessary waiver, must be provided in person by midnight in order for an unsterilized adopted rabbit to be spayed/neutered on the next day or as soon as possible by a veterinarian on contract with LAAS to perform neuter surgeries on rabbits.
- However, if the credit card holder or check writer is unavailable to present himself or herself in person, another “identified” member of their New Hope Partner organization may sign for such transactions.
- Before completing any adoption transaction, the New Hope Partner must fully complete and submit to LAAS each adopted animal’s microchip registration. The New Hope Partner organization must register either as the animal’s primary or the animal’s secondary registered name on the microchip.
- If a New Hope Partner adopts any rabbit who is already spayed/neutered or is adopted with a spay/neuter medical deferral, then the New Hope Partner must pick up the rabbit from the Animal Care Center by the start of business the following day.
- If a New Hope Partner adopts a rabbit from the New Hope Alert, and the rabbit requires immediate medical attention, then whenever possible the

rabbit will be transported to the veterinarian of the New Hope Partner's choice by an LAAS Animal Control Officer as long as a New Hope Partner authorized to adopt from LAAS on behalf of the group meets the Officer at the veterinarian's location and completes the adoption transaction.

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 adoptions, 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 member of the public 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.
3. 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 same procedure followed for simultaneous adoption requests by the public shall be followed.
4. If a New Hope Partner gives proper notice to the New Hope Coordinator that the New Hope Partner will adopt a rabbit, and if the New Hope Partner fails to adopt that rabbit within 24 hours, fails to cancel the notice, and fails to obtain permission from LAAS for a delay, then the New Hope Partner may lose the holding privilege in the future. LAAS may not be able to hold animals for New Hope Partners for more than 24 hours.

Program Policies and Procedures

LAAS is determined to develop and maintain 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. Other than as set forth to develop and maintain positive, productive relationships with our 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 from LAAS in name or any person or entity that is not an authorized member of their New Hope Partner group.
4. If, after adopting any rabbit from LAAS in the New Hope Partner's name, such New Hope Partner transfers the rabbit to any person or entity not an authorized member of the New Hope Program, 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.
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.
6. Fees for New Hope Partners:
 - A. New Hope Alert Animals: For rabbits adopted by New Hope Partners from the New Hope Alert, all care and feed fees and microchip fees will be waived (Fee waivers will be reimbursed through a foundation or Department trust funds). LAAS will not waive the standard rabbit adoption fee.
 - B. Available Animals Not on the New Hope Alert: New Hope Partners will pay as follows:
 - i. If not adopting a rabbit at the same time from the New Hope Alert, the standard rabbit adoption fee and care and feed fees, if any. LAAS will waive microchip fees; or
 - ii. If also adopting a rabbit at the same time from the New Hope Alert, LAAS will waive microchip and care fees but not the standard rabbit adoption fee.
 - C. Veterinarians providing spay/neuter services may impose additional fees on the New Hope Partner.
7. If a New Hope Partner adopts a rabbit with a spay/neuter medical deferral, the New Hope Partner will be responsible for the animal's spay/neuter costs, subject to the following:

- A. If the New Hope Partner elects to take the rabbit to an LAAS authorized veterinarian for spay/neuter, and the New Hope Partner presents proper documentation to the veterinarian before picking up the rabbit from spay/neuter, then the spay/neuter surgery will be without additional charge to the New Hope Partner.
 - B. If the New Hope Partner elects to take the rabbit to a veterinarian not authorized by LAAS for spay/neuter, then the New Hope Partner will be responsible for any and all costs associated with the neuter surgery.
 - C. Every rabbit of any age adopted from LAAS is required to be 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 rabbit of any age is released to a New Hope Partner unsterilized, the New Hope Partner shall provide LAAS proof of the animal's sterilization within 60 days from the date of adoption, or provide a statement of further spay/neuter deferral from a licensed California veterinarian every 60 days, until proof of the animal's sterilization is provided, 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 by a New Hope Partner be allowed to breed.
8. No rabbit adoption will be completed unless the New Hope Partner first registers the rabbit's microchip, naming the New Hope Partner organization as either primary or secondary owner. This rule shall not apply if the animal is too young or otherwise medically unfit to be microchipped. The New Hope Partner shall be responsible for all redemption fees should the animal be impounded by LAAS.

Any violation of the terms of the New Hope Agreement may result in termination of the organization's New Hope Partner privileges. 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 revoke the New Hope Partner's New Hope privileges. New Hope Partners may appeal the 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 termination. If the General Manager does not reinstate the New Hope Partner's privileges, then the New Hope Partner may further appeal to the New Hope Committee, comprised of the General Manager, one member of the Animal Services Commission and two representatives from the animal rescue community; the New Hope Committee 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 rabbits in the Animal Care Centers.

Each member of a New Hope organization will receive a New Hope picture identification badge from a New Hope Coordinator to permit easy access to New Hope benefits. New Hope Partners are asked to wear their picture identification while in the Animal Care Centers.

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

1. Take the A#, 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.”
3. Receive a date and time to pick up the animal if the animal is remaining for spay/neuter. All animals, whether or not from the New Hope Alert, must be 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.

Quarterly Reports

A New Hope Partner Quarterly Report will be sent electronically to the LAAS New Hope Coordinator within **10 days of the end of each quarter** and shall include the following necessary information:

1. Any changes to organizational policy or procedure.
2. Any changes to the information contained in the New Hope Partner’s original application materials.
3. The spay/neuter status of every animal released from LAAS without first having been spayed/neutered. Animals released from LAAS unsterilized must be on this list quarterly until reported to LAAS as having been spayed/neutered, as having received permanent spay/neuter deferral by a licensed California veterinarian, or as deceased.

Quarterly periods are: January-March, April-June, July-September, and October-December. LAAS reserves the right to request an up-to-date report at any time.

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 or Officer-in-Charge
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.

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