Orange County Animal Services
Rescue Guidelines
# Table of Contents

<table>
<thead>
<tr>
<th>Section</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>Welcome Letter by Division Manager Dil Luther</td>
<td>3</td>
</tr>
<tr>
<td>Animal Services at a Glance</td>
<td>4</td>
</tr>
<tr>
<td>Animal Services Overview (Map)</td>
<td>5</td>
</tr>
<tr>
<td>Animal Services Overview (About the Division, Places to Know)</td>
<td>6</td>
</tr>
<tr>
<td>Meet the Communications Team</td>
<td>7</td>
</tr>
<tr>
<td>Rescue Partner Perks (Easy Communication, Financial Benefit)</td>
<td>8</td>
</tr>
<tr>
<td>Rescue Partner Perks (Candidate for Breed Rescue E-mails, Temperament Testing)</td>
<td>9</td>
</tr>
<tr>
<td>Rescue Process (Requests, Health/Temperament Concerns, Courtesy Pulls)</td>
<td>10</td>
</tr>
<tr>
<td>Rescue Process (E-mail Formatting)</td>
<td>11</td>
</tr>
<tr>
<td>Rescue Process (Holding Period, Pick Up)</td>
<td>12</td>
</tr>
<tr>
<td>File a Concern</td>
<td>13</td>
</tr>
<tr>
<td>Glossary Page</td>
<td>14</td>
</tr>
</tbody>
</table>

Revised July 2016
Dear Rescue Partner,

Welcome to the Orange County Animal Services Rescue Program! My name is Dil and I am the Division Manager here at the shelter. I am thrilled to have you on board and hope together we can save the lives of homeless shelter pets.

I’ve been an employee here at Animal Services for more than twenty-five years. Pet rescue has not only been my career, but my passion for the past few decades. I can attest to the fact that our Division is currently at a high point and is reaching a higher level of effectiveness with each passing year.

This year we’ve struck a record with more than 100 rescue partners in our program. I owe that success to our current partners, some of which have been with us for many years. It is through their continued dedication and hours of labor that more than 1,000 pets were saved last year by our rescue partners.

By joining this team, you join the ranks of some of the most loved and respected rescue groups in our state. We are so thankful you chose to partner with us and know that our four-legged friends will benefit greatly from this partnership.

The following guidelines are intended as a tool to walk you through our rescue program. Enclosed you will find information about our team, processes and more.

Our key to success with you is contingent on communication. If you have any questions or concerns at any time, please do not hesitate to reach out. We’re here to assist each other while sharing the same goal – to help place homeless pets in forever homes and reduce the number of pets in need.

Sincerely,

Dil Luther
Division Manager
Orange County Animal Services

Animal Services at a Glance
Hours

- Monday - Saturday: 10 a.m. – 6 p.m.
- Sunday: 1 p.m. – 5 p.m.

Address

- 2769 Conroy Road, Orlando, FL 32839

Mission

- To protect the citizens and animals of Orange County.

Adoption Fees

- Dogs - $55
- Cats - $40

Included in Each Adoption

- Spay/neuter
- Initial vaccinations
- Microchip identification
- First deworming
- Heartworm check (dogs over 6 months old)
- Feline leukemia and FIV test (cats)
- Rabies vaccination and tag
- Adoption Welcome Kit

Average Intake

- 20,000 each year

Advisory Board

- Animal Services is given recommendations by an Advisory Board which meets the third Tuesday of every month. More information and meeting details can be found at www.ocfl.net.

Area Handled

- Orange County, Florida which is approximately 1,000 square miles.
Animal Services Overview

We are located at 2769 Conroy Road in Orlando, zip code 32839. Below is a diagram of our shelter with main locations highlighted as well as pathways.
Animal Services Overview

About the Division

- Orange County Animal Services was founded in 1969 to help control the spread of the rabies virus.
- The shelter has grown to include the following programs:
  - Adoptions
  - Rescue
  - Lost and Found Services
    - Pet microchipping is available.
  - Volunteer
  - Foster Care
  - Enforcement Team
    - The Enforcement Team is on the road 24 hours a day, 7 days a week, and 365 days a year. They are responsible for Orange County in its entirety, both unincorporate and incorporated, and respond to citizen calls based on priority. Top priority calls include police assists and bite situations. Officers also pick up injured and stray pets.

- Animal Services receives approximately 53 dogs and cats each day which equates to around 20,000 each year.
- The agency is operated by approximately 90 staff members.
- Animal Services and the Pet Alliance of Greater Orlando (formerly the SPCA) are two separate organizations. Animal Services is an open admission shelter, the only in Orange County, which means no animal is turned away. The Pet Alliance focuses on pets surrendered by their families. Animal Services is tax payer funded while the Pet Alliance is donation funded. The two agencies share a parking lot.

Places to Know

- **General Dogs** – Select kennels are known as PODS, which stands for Pet of the Day Kennels. These house dogs that are spayed/neutered, vaccinated and microchipped and ready for immediate adoption/rescue. Kennels 1 – 50 house adult dogs typically 30 pounds and heavier. Kennels 51 – 65 house small dogs and puppies.
- **Extended General** – Houses dogs that have minor medical and/or temperament issues. These are kennels 66 – 80.
- **Cat Condo** – The Cat Condo houses kittens ready for immediate adoption. These have been spayed/neutered, vaccinated and microchipped. The Cat Condo includes cages and a free roaming room.
- **General Cats** – This area houses cats that have just arrived and are being held for their stray period. This includes kittens, adult, sick/injured and feral cats.
- **Dog Isolation** – This area predominantly houses owned animals which are being held for investigation and/or law enforcement request. There may also be dogs that are sick, injured, demonstrating aggression, or under quarantine. Due to the County’s responsibility for care during housing of owned animals and segregation of quarantine dogs, ISO remains locked. An employee escort is required to tour the building.
Meet the Communications Team

Joining the Team
Rescue partners will be assisted by shelter staff who are dedicated animal lovers willing to go above and beyond to help our shelter pets. The Rescue Coordinator is a position solely committed to helping the registered partners in a timely and effective manner. Meet your team below:

Diane Summers – Program Manager of Communications Team
Diane got her start at Animal Services while interning at the shelter prior to graduating from the University of Central Florida. Fall is her favorite time of the year because of Barktoberfest, the shelter’s rescue appreciation she brought to life in 2011. She has two rescued Mini Poodle mixes and one sassy black cat.

Kristin Tsukamoto – Rescue Coordinator
Kristin has worn many hats during her years with Animal Services. She originally started as an intern handling satellite adoptions then went on to work at the front desk, kennel and the enforcement side. From the moment Kristin impounded an animal she followed his or her progress through the shelter advocating for adoption or rescue every step of the way. She continues her dedication to the shelter pets by sharing them on Facebook in her spare time.

Alyssa Duross – Public Relations/Information Officer
Alyssa interned at Animal Services while completing her degree in Advertising and Public Relations at the University of Central Florida. Since joining the Communications Team full time she has been an asset to the shelter hosting live pet segments, promoting adoptable animals and everything in between.

Jacqueline Nanni – Program Coordinator of Adoptions
Jackie’s love of shelter animals has led her to us where she’s been a vital role holding various positions over the years. She has experience working at previous shelters and operating her own rescue group in her native New York. Jackie’s speciality is Pit Bulls as she has years of experience rescuing them.

Vianca Flores – Administrative Assistant
Thanks to her time at the front desk, Vianca is able to process paperwork and multitask with ease. Her love of animals shines through in her work and she serves as a vital asset to the team, assisting in all areas. She does not have pets of her own so her time at the shelter allows her to get her animal “fix.”
Rescue Partner Perks

Easy Communication
We’re just a phone call, e-mail or visit away! Any rescue personnel are welcome to stop by the communications office during work hours Monday through Friday between the hours of 7:30 a.m. and 6 p.m. Below are phone numbers and e-mail addresses for the team:

<table>
<thead>
<tr>
<th>Name</th>
<th>Desk Phone</th>
<th>E-mail Address</th>
</tr>
</thead>
<tbody>
<tr>
<td>Kristin Tsukamoto</td>
<td>407-254-9143</td>
<td><a href="mailto:Rescue.Coordinator@ocfl.net">Rescue.Coordinator@ocfl.net</a></td>
</tr>
<tr>
<td>Diane Summers</td>
<td>407-254-9141</td>
<td><a href="mailto:Diane.Summers@ocfl.net">Diane.Summers@ocfl.net</a></td>
</tr>
<tr>
<td>Jacqueline Nanni</td>
<td>407-254-9157</td>
<td><a href="mailto:Jacqueline.Nanni@ocfl.net">Jacqueline.Nanni@ocfl.net</a></td>
</tr>
<tr>
<td>Alyssa Duross</td>
<td>407-254-9249</td>
<td><a href="mailto:Alyssa.Duross@ocfl.net">Alyssa.Duross@ocfl.net</a></td>
</tr>
<tr>
<td>Vianca Flores</td>
<td>407-254-9399</td>
<td><a href="mailto:Vianca.Flores@ocfl.net">Vianca.Flores@ocfl.net</a></td>
</tr>
<tr>
<td>Any Team Member</td>
<td>407-836-PAWS</td>
<td></td>
</tr>
</tbody>
</table>

Financial Benefit
All pets from Animal Services are spayed/neutered, vaccinated and microchipped prior to departure with their their adopters or rescue groups, unless otherwise determined by the staff veterinarian or requested by the rescue group. In an effort to help our shelter pets and assist rescues with their life saving goals, we have waived the rescue pull fee. Below is a cost analysis comparing Animal Services fees to those of local veterinarians:

<table>
<thead>
<tr>
<th>Service</th>
<th>Average Cost at Local Vet</th>
<th>OCAS Adoption Fee</th>
<th>OCAS Rescue Pull Fee</th>
</tr>
</thead>
<tbody>
<tr>
<td>Rabies Vaccination</td>
<td>$17</td>
<td>Included</td>
<td>Included</td>
</tr>
<tr>
<td>Standard Vet Exam</td>
<td>$65</td>
<td>Included</td>
<td>Included</td>
</tr>
<tr>
<td>Microchip Identification</td>
<td>$84</td>
<td>Included</td>
<td>Included</td>
</tr>
<tr>
<td>Spay/Neuter*</td>
<td>$334</td>
<td>Included</td>
<td>Included</td>
</tr>
<tr>
<td>TOTAL</td>
<td>$500</td>
<td>$55 for dogs</td>
<td>$0</td>
</tr>
</tbody>
</table>

$40 for cats

*Quote received for an 80 lb. female dog.
Rescue Partner Perks

Rescue Postings
Individuals on the rescue roster with each group will receive e-mails advertising select pets available for rescue. The Rescue Coordinator typically sends these out multiple times per day to notify rescue groups of pets with temperament issues, health issues or those short on time. Due to the high volume of animals in the shelter’s care, not every pet will be included in a rescue posting. The postings serve to supplement the information on available shelter pets viewable at www.ocnetpets.com.

Please notice the date listed in the line “… needs to receive a rescue request by…” as this indicates the end of the hold time for the animal at the shelter. If your rescue group wishes to request, we recommend doing so immediately. If your rescue group is trying to locate a foster, working with an adopter or just needs more time to work out the rescue placement, please keep us in the loop.

Last Chance Animals
As of July 26, 2016, Animal Services will begin notifying rescue partners, similar to the efforts of other shelters, of “Last-Chance Animals.” This notification will let you know when a dog is nearing the time in which he or she is a candidate for humane euthanasia. These e-mails will be sent out Tuesday mornings with a deadline of 6 a.m. the following Wednesday morning to request any dog you are interested in pulling. This is an opt-in service so if you are interested in receiving this e-mail please notify Kristin Tsukamoto.

Now YOU Can Do Temperament Testing
Animal Services trusts you to handle our shelter pets and we welcome you to interact with them before requesting for your rescue group. We offer quarterly training sessions in which you will be instructed how to check out a kennel key from the front desk, take pets into play areas and more.

Once you’ve completed the training session you are ready to begin temperament testing the pets to ensure that each is a good fit for your group. While this is not required to request a pet, it is a procedure we highly recommend.

For information on training sessions, please reach out to Kristin Tsukamoto.
Rescue Process

Rescue Requests
Rescue partners can request any pet in our care once he/she has been available to the general public for 72 hours. Exceptions are made for animals that have health issues and animals that are surrendered by their owners. The Rescue Coordinator will identify pets that can be requested early in the e-mails to rescue partners. The below chart identifies when an animal may be requested:

<table>
<thead>
<tr>
<th>Day Pet Arrived</th>
<th>Day Pet Can Be Requested</th>
</tr>
</thead>
<tbody>
<tr>
<td>Sunday</td>
<td>Wednesday</td>
</tr>
<tr>
<td>Monday</td>
<td>Thursday</td>
</tr>
<tr>
<td>Tuesday</td>
<td>Friday</td>
</tr>
<tr>
<td>Wednesday</td>
<td>Saturday</td>
</tr>
<tr>
<td>Thursday</td>
<td>Sunday</td>
</tr>
<tr>
<td>Friday</td>
<td>Monday</td>
</tr>
<tr>
<td>Saturday</td>
<td>Tuesday</td>
</tr>
</tbody>
</table>

Rescue requests can be submitted beginning at 12 a.m. Requests are handled on a first come, first serve basis reliant on when the request is received by staff. Requests can be submitted in person or by e-mail. We recommend requesting by e-mail because it will be time stamped.

Medical and Temperament Concerns
The Rescue Coordinator, or delegate, will share medical and temperament issues, if applicable, in the rescue e-mailings and with groups as they request. It is our goal to equip each rescue with the necessary information so they are aware of any issues and can prepare accordingly.

If you have questions about an animal’s background, health and/or temperament, please don’t hesitate to ask. We feel the more information provided the more likely that animal is to be matched to a forever home.

For animals with extreme health or temperament issues, we may ask rescue groups to sign a waiver acknowledging such issues. Rescue groups taking intact animals, whether due to health or preference, will be asked to sign a waiver agreeing to have the animal brought back to our clinic at a later time or show proof the animal was sterilized at an outside veterinary office.

**If you would like to request an animal intact then please make the Rescue Coordinator aware and provisions will be made as necessary.**

Courtesy Pulls
We strive to make our rescue program as accessible is possible. We welcome groups from all over the Sunshine State and ask that rescue partners do not conduct courtesy pulls (definition can be found in glossary) for another rescue group within our state. Our goal is to build relationships with rescue groups in Florida and we prefer these groups register with us. We will allow courtesy pulls for out of state rescues and ask that you make staff aware of this when requesting.
Rescue Process

Requesting Via E-mail

To request an animal via e-mail, please follow the below example:

In the message please fill out the following:

<table>
<thead>
<tr>
<th>Requestor: Your Name</th>
</tr>
</thead>
<tbody>
<tr>
<td>Requesting Group: Rescue Name</td>
</tr>
<tr>
<td>Animal ID Number: Example: A123456</td>
</tr>
<tr>
<td>Animal Name: Example: Fluffy</td>
</tr>
<tr>
<td>Kennel Number: Example: WD46</td>
</tr>
<tr>
<td>Comments: Example: Jane Doe will be the transporter picking up Fluffy when he is ready.</td>
</tr>
</tbody>
</table>

Jacqueline Nanni and Diane Summers are back up for the Rescue Coordinator Kristin Tsukamoto in the event she is unavailable. Please address all e-mails to: Rescue.Coordinator@ocfl.net; Jacqueline.Nanni@ocfl.net; Diane.Summers@ocfl.net. The subject line should read “RESCUE REQUEST A123456” with the applicable animal ID number.

The Rescue Coordinator, or delegate, will respond as soon as possible notifying the rescue partner when the animal will be ready for pick up or if other groups have already requested.
Rescue Process

Holding Period

One of the primary goals of our agency was to help reunite lost pets with their families. We continue that mission today. All animals are scanned for a microchip at time of impound. The majority of animals we receive are strays.

All stray animals are held for a mandatory stray period to allow a possible owner an opportunity to reclaim. Animals displaying no signs of ownership (collar, tags, microchip) can be processed out three working days after their day of impoundment. Animals displaying signs of ownership can be processed out five working days after their day of impoundment if attempts to contact the owner have been unsuccessful.

We sometimes have an address for a possible owner. This could be from a microchip or potentially from neighbors identifying a particular house. In these cases we send a certified letter to make the home owner aware the pet is in our custody. We allow ten business days for this to process through the mail before processing the pet out for adoption or rescue.

Please note business days are Monday through Saturday.

Rescue Pick Up

The Rescue Coordinator, or delegate, will respond to each request and notify groups as to when animals will be processed through the clinic and available for pickup. Most animals will be ready for pickup from the Animal Services clinic with paperwork already prepared.

Transporters must come prepared knowing the animal identification numbers and rescue names for which they are picking up. Rescue groups who consistently utilize individual transporters are welcome to add them to the “Pre-Approved Transporter” list for quicker pick ups.

Animals processed through Animal Services’ clinic must be picked up by the rescue within 48 hours.

Rescue pets can be picked up during regular shelter hours (see page 4). The shelter is closed the following holidays:
- New Year’s Day
- Martin Luther King, Jr. Day
- Memorial Day
- Independence Day
- Thanksgiving (Includes Holiday and Friday Following)
- Christmas (Includes Christmas Eve and Day)
Share a Concern

While we strive to offer the best program possible, we realize differences may occur. If during your partnership with our shelter you feel a policy is in need of correction we want to know. In the event this occurs, we ask that you follow the proper chain of command for filing your concern so we can work to rectify the situation as soon as possible.

Below you will find a list of supervisors beginning with the Rescue Coordinator and ending with the Department Director of Health Services. We ask that concerns be made to one individual at a time and that you begin with the first person on the list and work your way down for a quick and satisfactory resolution.

<table>
<thead>
<tr>
<th>Name</th>
<th>Title</th>
<th>Contact Information</th>
</tr>
</thead>
<tbody>
<tr>
<td>Kristin Tsukamoto</td>
<td>Rescue Coordinator</td>
<td>407-254-9143&lt;br&gt;<a href="mailto:Rescue.Coordinator@ocfl.net">Rescue.Coordinator@ocfl.net</a></td>
</tr>
<tr>
<td>Diane Summers</td>
<td>Program Manager of Communications Team – Supervisor to Rescue Coordinator</td>
<td>407-254-9141&lt;br&gt;<a href="mailto:Diane.Summers@ocfl.net">Diane.Summers@ocfl.net</a></td>
</tr>
<tr>
<td>Dil Luther</td>
<td>Division Manager of Animal Services – Supervisor to Program Manager</td>
<td>407-254-9144&lt;br&gt;<a href="mailto:Dil.Luther@ocf.net">Dil.Luther@ocf.net</a></td>
</tr>
<tr>
<td>Dr. Hunter</td>
<td>Director of Health Services – Supervisor to Division Manager</td>
<td>Available upon request</td>
</tr>
</tbody>
</table>

Per the Rescue Agreement Section 3(a), rescue personnel are to avoid engaging in malicious activities that damage the reputation of Orange County Animal Services, its rescue partners, employees or volunteers. While we want to work together to develop the best rescue program possible, we will not tolerate personal and/or gratuitous negativity. When our shelter is criticized publicly we see a downturn in adoptions which affects our shelter guests.
Glossary

- **Adopter** – The person who intends to provide a forever home for a pet.
- **Animals That Need Rescue** – This is the name of the e-mails that go out to all rescue partners. These e-mails include available pets as well as all information on health and temperament.
- **Clinic** – The Animal Services clinic provides the spay/neuter surgery, microchip and vaccinations to all adopted and rescued pets prior to departure.
- **Courtesy Pull** – A courtesy pull is when one rescue group pulls a pet from a shelter for another rescue group.
- **Crossposting** – Crossposters are individuals who network the shelter pets in the hopes of matching them with adopting families or rescue groups. The shelter encourages crossposters to connect with a rescue partner to most effectively help the shelter pets.
- **Final Disposition** – Per the Rescue Agreement, partners must provide the final dispositions of animals pulled from the shelter when asked. Final dispositions can be adopted, in foster care, died, etc.
- **Foster** – A foster parent is the individual providing care for an animal on a temporary basis until that animal is adopted.
- **Foster to Rescue** – The foster to rescue program is available for animals with severe injuries needing the care of a full service veterinarian’s office prior to completion of their stray hold time. These animals can be taken in by rescue groups as fosters until the hold time is satisfied at which point they are the property of the rescue group. If an owner comes forward during the designated hold time the expectation is the owner will be able to reclaim the animal from the rescue group. A waiver is necessary for these situations to make rescue groups aware of their responsibilities.
- **Heartworm Disease** – All dogs are tested for heartworm disease prior to departure with an adopter or rescue. We will notify the recipient if the test is positive.
- **Microchip** - A microchip implant is an identifying integrated circuit placed under the skin of a pet. The chip, about the size of a grain of rice, displays a number when scanned and helps reunite lost pets with their families.
- **NetPets** – The shelter’s website is www.ocnetpets.com and displays all available animals.
- **Offsite Adoptions** – Shelter cats are housed at offsite adoption locations in Petsmart and PETCO locations throughout the county. These same stores offer a venue for dog offsite adoptions each weekend. A calendar of offsite adoptions can be viewed at www.ocnetpets.com.
- **Pull** – To pull an animal means to rescue it from the shelter.
- **Pull Fee** – The standard pull fee is $15 which includes the spay/neuter, vaccinations and microchip.
- **Spay/Neuter** – Female pets are spayed and male pets are neutered. This surgery sterilizes the animal so they can no longer reproduce.
- **Transporter** – The individual picking up the pet and transporting them to their next destination. We ask that rescues notify the Communications Team as to who will be transporting which animal so the front desk can be prepared.
- **Quarantine** – Any animal that has broken the skin of a human must be quarantined for a ten day period to be observed for possible signs of rabies. Animal Services has a quarantine area for both dogs and cats. Animals undergoing quarantine are not available for interaction.