



Adoption Partner Manual



Table of contents

Page

- 2. Table of Contents
- 3. General Information & Hours of Operation
- 5. Adoption Partner Contacts
- 6. Adoption Partner Licensing/Permits
- 7. Animal Retention Periods
- 8. Animal Reviews
- 9. Euthanasia Policy
- 11. General Public Adoption Process
- 13. Adoption Process - A Start-to-Finish Guide
- 18. Frequently Asked Questions
- 19. Prior to Issuing a Complaint
- 20. Adoption Partner Manual Acknowledgement **Print & Sign*

OC Animal Care General Information

OC Animal Care

561 The City Drive, South

Orange, CA 92868

(714) 935-6848

Website: www.ocpetinfo.com

OC Animal Care HOURS OF OPERATION

Animal Care Center

Monday – Sunday 10:00 am - 5:00 pm

Wednesday 10:00 am – 7:00 pm

The Care Center is closed, except for stray animal drop-off, on all major and several minor holidays.

Window 1 (Adoption Partner Transactions)

Monday – Friday 11:00 am – 4:00 pm

Wednesdays 11:00 am – 6:00 pm

Saturday and Sunday – closed but may adopt with general public by number system.

Adoption Partners may still complete transactions between 10:00am – 11:00 am and up to general closing, but will need to wait in the main queue line after getting a number.

Animal Drop Off

Stray Animal Drop Off

Owner Surrender Animal Drop Off

Seven Days A Week

7:00 am – 11:00 pm

7:00 am – 11:00 pm (if accepting animals)

Animal Control Services

(714) 935-6848 or (949) 249-5160

(714) 935-7158 emergency only

Seven Days A Week / 24 Hours A Day

8:00 am – 5:00 pm

5:00 pm – 8:00 am

Pet Licensing

Monday – Friday

Pet licensing can be done at the Care Center on Saturday and Sunday

(714) 935-6848

8:00 am – 5:00 pm

OC Animal Care General Information

Rabies Control (Animal Bites) (714) 796-6421
Monday – Friday 8:00 am – 5:00 pm

*Any bite to a human by an animal **must** be reported to OC Animal Care.*

Bite reports can be taken at any time by calling the main line.

Low-Cost Rabies Vaccination Clinics at OC Animal Care Center.

First Tuesday of every month 7:00 pm – 8:30 pm

Adoption Partner Contacts

If you have any adoption partner related questions or need assistance, please contact the following people in the order they are listed:

Adoption Partner Coordinator	(714) 796-6425
Community Outreach Team Supervisor	(714) 796-6428
Volunteer Program Coordinator	(714) 796-6427
Public Education Officer	(714) 796-6426
Supervising Kennel Lieutenants	(714) 796-6456
	(714) 796-6457
Chief of Shelter Services	(714) 796-6458
OC Animal Care Main Phone line	(714) 935-6848

If you are unable to reach anyone, please leave a voicemail message, and someone will return your call as soon as possible. You may also have questions about specific animals answered in person at the Animal Care Center. Go to window 1 of the kennel office prior to 4:00 pm (6:00 pm on Wednesdays) with the animal ID number (A#####), and inquire there. If you choose to adopt, it is important that you have your group's personal OC Animal Care ID number (P#####) on hand as well.

*Note – Window 1 is only available until 4:00 pm most days and 6:00 pm on Wednesdays. **Please advise your group members** that if they arrive at the Care Center after these times, without prior authorization from the Adoption Partner Coordinator, they must wait in the main queue line to complete their transaction. Office staff and Kennel staff are not available after 5:00 pm (7 pm on Wednesdays) to process transactions or release animals. If there is not a staff member at Window 1, please take a number and wait to be assisted.*

If you live in Orange County and need to utilize OC Animal Care's general services (i.e. – barking dog complaints, stray or deceased animal pick-up, wildlife issues, etc.), please call the main line, 714-935-6848, for assistance.

OC Animal Care Licensing/Permit Information

In the County of Orange, three (3) adult dogs and/or three (3) adult cats are the maximum number of animals allowed at each residence without an Animal Permit. Orange County Codified Ordinance 4-1-76, Animal Permit Required states:

“Every person owning or having custody of four (4) or more licensed dogs or four (4) or more cats, over the age of four (4) months, for any purpose other than a commercial purpose shall procure an animal permit from the Director. The Director shall issue a permit for the keeping of such animals upon receipt of the fee established by the Board of Supervisors and when, in his opinion, such animals may be kept or maintained without endangering the safety and comfort of such animals and the inhabitants of the neighborhood, and the owner or custodian has complied with any other applicable laws, including zoning regulations. Each such animal shall be individually licensed. The permit shall specify the number and types of animals authorized to be kept thereunder and may contain any conditions regarding the keeping of animals thereunder deemed necessary by the Director. Animal permits shall be nontransferable and must be renewed annually. The Board of Supervisors may, by resolution, adopt regulations governing the keeping of animals under permit, including facility construction and maintenance standards. Failure to comply with such regulations or any conditions imposed by the Director shall constitute cause for denial or revocation of such permit.”

This means that any person that is fostering animals in Orange County, whether or not that person has their own personal animals, may not exceed the total legal limit of three (3) dogs and/or three (3) cats on a property unless they obtain an animal permit from the County of Orange. There are six cities under the jurisdiction of the County of Orange that do not allow ownership or custody of more than three (3) adult dogs and/or three (3) adult cats upon a property. These cities are: Orange, Tustin, Cypress, Stanton, Fountain Valley and Huntington Beach.

Please make sure your fosters are aware that they may be contacted by us in regards to the number of animals they are housing and that they are required to license any dog (over 4 months old) that they have for more than two weeks.

Animal Retention Periods

State law (F&A §31108; F&A §31752; F&A §31753) requires a retention period be met for all animals impounded by a shelter prior to any further action with that animal.

NOTE: Since OC Animal Care is closed on all major holidays and some minor holidays, a holiday is not counted during an animal's retention period.

Stray Animal - Without Identification

Animals impounded by OC Animal Care (from most contract cities) with NO identification will be held for three days, not including the day of impound. On the fourth day, the animal will be evaluated for adoption and may be scheduled for spay/neuter prior to being made available.

NOTE: Orphaned animals not yet 8 weeks of age may be immediately transferred to a 501 (c) (3) organization with a spay/neuter waiver. Please advise the Adoption Partner Coordinator (pg.5) if your group is interested in adopting underage animals.

Stray Animal - With Identification

Animals impounded wearing owner identification tags or found to have an ID Microchip (from most contract cities) will be held for seven days, not including the day of impound. On the eighth day, the animal will be evaluated for adoption and may be scheduled for spay/neuter prior to being made available.

NOTE: If OC Animal Care is contacted by an animal owner during the retention period, further days may be added to allow for owner redemption.

Owner Surrendered Animals

Owner Surrendered animals are held for one day, not including the day of impound. On the second day the animal will be evaluated for adoption and may be scheduled for spay/neuter prior to being made available.

*NOTE: OC Animal Care is an **open-admission** shelter. When an owner makes the difficult decision to surrender their animal, we will respect their wishes. **Adoption Partners should never interfere with this process. Due to the sensitive nature of these situations, please ensure that you and others from your group adhere to this policy. Failure to adhere to this policy may result in the suspension of your adoption partner privileges.** Inquiries about these animals should be made at window 1 after the owner has completed their transaction and left the shelter.*

Animal Reviews

When an impounded animal has met their retention period, the animal is reviewed by OC Animal Care staff for suitable temperament and any significant medical issues. Following this review, the animal is scheduled for spay/neuter surgery, made available for adoption, made an Adoption Partner candidate, or is euthanized.

NOTE: All OC Animal Care animals are given individual consideration during their reviews. OC Animal Care does not base animal reviews on breed, sex, age or size of the animal. Every effort is made to accommodate Adoption Partners interested in adopting any animal from OC Animal Care.

Summary: OC Animal Care Euthanasia Policy

OC Animal Care is an open-admission shelter, which means no stray animal is ever turned away. We offer refuge, medical care, nourishment, and a second chance at adoption to more than 33,000 stray, abused or unwanted animals. We also protect animals from cruelty, neglect, carelessness, and irresponsibility. Because we have no maximum holding periods for the animals that come to our shelter, some stay with us for several months before the right person falls in love with them and takes them home.

OC Animal Care is proud to offer the residents of Orange County and their pets a humane shelter that promotes life and promotes adoptions. Every decision we make, policy we implement, and program we develop is done with our pro-life/pro-adoption philosophy in mind. All 145 dedicated OC Animal Care staff members embrace our values of providing exceptional customer service and outstanding animal care. Our goal is to find a loving home for every animal that comes to our shelter.

All euthanasia decisions are made by a committee of experienced staff members and a number of factors are considered **before** an animal is euthanized. This section is designed to help Adoption Partners understand how euthanasia decisions are made. These decisions are taken very seriously by the staff at OC Animal Care.

Continued on next page..

Summary: OC Animal Care Euthanasia Policy

The following criteria is used to consider potential candidates for euthanasia:

- **Medical Conditions**

- Severe conditions may be cause for immediate euthanasia
- All animals impounded with injuries or illness are medically treated during their retention period, however upon retention these animals may be considered for euthanasia depending on the medical concerns.

- **Behavioral/Temperament Issues**

- An inability to be handled
- Observation of aggression toward people
- Observation of aggression toward other animals
- Observation of food-related aggression
- Unsocial with people

- **Animals History**

- Prior attacks or bites on humans
- Prior attacks or bites on animals
- Dislike of specific gender, ethnic origin or age
- Multiple failed adoptions
- Owner-provided information about recent or previous behavioral problems:
 - Animal Aggression
 - Chronic Fence Jumping
 - Excessive Barking
 - Destructive Behavior, e.g., chewing, digging, shredding

- **During times of high animal intake, euthanasia may be based on:**

- Space
- Length of time the animal has been at OC Animal Care
- Lack of adoption interest

General Public Adoption Process

When a citizen identifies an animal that they'd like to adopt, they must note the kennel number located on the front of the cage and proceed to the Kennel office. At the kennel office, a staff member provides the status of the animal. Generally, most animals fall into one of four categories: 1) The animal has not met retention. 2) The animal is available for adoption. 3) The animal is not available for adoption to the public. 4) The animal is classified as an exotic animal and will be available for adoption through a weekly drawing.

- **Animals That Have Not Met Retention**

The only reservations accepted by OC Animal Care is for citizens that have confined a stray animal and contacted OC Animal Care for impound. They may place a reservation on the animal and adopt when retention is met if the animal has not been redeemed by its owner.

All OC Animal Care animals are adopted on a first-come, first-served basis.

*NOTE: During the first five days of availability, dogs have the highest adoption fee. The initial adoption fee decreases on the sixth day and again on the thirtieth day. **After the first day of availability, the adoption fee will be waived for Adoption Partners.***

- **Animals Available for Adoption**

These animals have met retention and may be adopted immediately. All OC Animal Care animals are adopted on a first-come, first-served basis. Animals that are spayed/neutered may go home the same day. For those animals requiring spay/neuter surgery, surgery will be scheduled the next available surgery date. Animals are scheduled for surgery in the order adopted. The animal will be able to go home the day after surgery is completed. A staff member will contact the new owner to pick up their animal.

- **Animals Not Recommended For Adoption To The Public**

These animals are generally under quarantine, are temperamentally or medically unsuitable for adoption, or are affected by other extenuating circumstances. The kennel office will provide any necessary information to interested parties. If such a determination is made, public adoptions will need to be authorized by a Kennels department supervisor.

General Adoption Process

- **Exotic Animals**

OC Animal Care frequently receives animals other than dogs, cats, and rabbits that become available for adoption. These exotic animals, such as non-venomous reptiles and exotic birds, are held for a minimum of seven (7) days to allow owner redemptions. A drawing is held every Wednesday afternoon at 5:30 PM for those that have become available for adoption. To be included, an interested party must arrive at the Care Center by 5:00 PM to place their name in the drawing. Should their name be drawn for the animal, they will be required to pay all fees at the time of adoption.

Adoption Process - A Start-to-Finish Guide

Adoption Partner Contact Information

When OC Animal Care receives your group's primary contact information from the Adoption Partner application (email and telephone numbers), you will begin to receive information on OC Animal Care special needs animals from our Adoption Partner Coordinator. If you are not receiving these correspondences, please contact the Adoption Partner Coordinator to verify your information.

The OC Animal Care Adoption Partner Coordinator proactively works to include all Adoption Partner groups in emails and correspondences related to special needs animals at OC Animal Care. With that in mind, it is also recommended that your group maintain a regular schedule of reviewing animals on the OC Animal Care website (www.ocpetinfo.com), or in person at the Care Center, to identify those you may wish to adopt.

NOTE: Clear and consistent communication with OC Animal Care's Adoption Partner Coordinator, or available contact, will better ensure that your group receives information on animals that need immediate attention as well as the information you need to complete your adoptions.

Adoption Partner Adoption Information

Adoptable Animals

All OC Animal Care animals are adopted on a first-come, first-served basis. Animals adopted by Adoption Partners on the first available day, will be at full adoption price. Adoption Partners may request to be contacted if an identified animal is being considered for euthanasia. This request must be made through the Adoption Partner Coordinator or a Supervisor (see Adoption Partner Contacts pg. 5).

Special Needs Animals

Certain animals may be deemed "Adoption Partner Candidates," meaning they are not recommended for public adoption for various reasons (see ACS Euthanasia Policy – pg. 9).

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Adoption Process - A Start-to-finish Guide

Every effort will be made by OC Animal Care's Adoption Partner Coordinator and staff to contact Adoption Partner's in reference to the adoption of these animals. If your group is interested in adoption, communication with OC Animal Care is essential to ensure that the animal is adopted.

Adoption Partners may be asked to sign a waiver of responsibility when adopting animals with contagious diseases, behavioral issues, or medical conditions, or when adopting animals that may be too young to adopt to the public.

Exotic Animals

Animals considered to be exotic are frequently impounded by OC Animal Care. These animals can be reptiles, birds, chinchillas, rodents, etc. If the animals are in good health and are legal to own, they will be held for their retention period and then will be available for drawing (see General Adoption Process, pg. 11). Adoption Partners may participate in the drawing. Animals that are deemed Adoption Partner Candidates will not be placed in the drawing and will be immediately available for AP adoption.

Adoption Partner Adoptions

Window # 1

To assist in reducing time spent in the main kennel office queue line, OC Animal Care has designated service window 1 for service to Adoption Partners. To inquire about a specific animal, please have your group's assigned Person ID (P#####) and the Animal ID (A#####) handy. If someone is being assisted at the window, please be patient. This window may also be used for general service when no Adoption Partner's require assistance. In the event that that Window #1 is closed, Adoption Partners may pull a number and wait for the next available staff member to assist them.

OC Animal Care Clerical staff will only be able to assist those persons who are authorized to adopt for your organization. These authorizations are given on the application and are listed in the database we use, so it is important to verify those who are eligible to adopt with the Adoption Partner Coordinator.

NOTE: For security purposes, anyone not authorized by your group to adopt and/or pick-up animals will be refused Adoption Partner services.

Adoption Process - A Start-to-finish Guide

Spaying and Neutering

State Law (F&A §30503 and F&A §31751.3) requires that all dogs and cats adopted from OC Animal Care be spayed or neutered prior to leaving the facility. There are only a few exceptions, and most require a spay/neuter waiver. These exceptions include:

- Exotic or domestic animals other than dogs and cats
- Kittens or puppies under eight weeks or under two pounds
- Animals with injuries or illnesses that need further treatment
- Animals with aggressive or unsocial temperaments
- Animals with conditions that are contagious to people or other animals

Any person or group that receives an unaltered animal will be required to sign a waiver agreeing to alter the animal prior to placement. Groups are asked to submit proof of spay/neuter surgery to OC Animal Care. Your group may receive follow-up phone calls or letters by OC Animal Care staff to ensure compliance.

Veterinary Services

The following services will be provided to animals adopted from OC Animal Care unless the Adoption Partner chooses to waive the services (see pg 16). Services already provided to the animal cannot be waived. Services may include the following:

Cats

FVRCP vaccination
Rabies vaccination (1 year)
Avid Microchip
FELV/FIV testing
Drontal dewormer
Advantage flea control
Spaying or Neutering

Dogs

DHPP/Bordetella vaccinations
Rabies Vaccination (1 year)
Avid Microchip
Drontal dewormer
Advantage flea control
Spaying or neutering

Rabbits

Avid Microchip
Spaying or Neutering

Adoption Process - A Start-to-finish Guide

Veterinary Services continued

Adoption Partner's may request to waive certain veterinary services in order to accommodate Adoption Partners that utilize their own veterinarian for these services.

NOTE: These requests MUST be made to the Adoption Partner Coordinator or applicable staff PRIOR to the adoption transaction.

The following veterinary services may not be waived:

- Any vaccines, deworming or flea treatment already received
- AVID Microchip
- Spay/Neuter on animals with NO health or severe temperament issues
 - o All healthy cats that require spay/neuter must have an FELV/FIV test.

Adoption Partners that wish to waive FELV/FIV testing must adopt on a spay/neuter waiver.

- Refunds will not be available for Adoption Partners that choose to waive FELV/FIV testing.

Adoption Fee Payment

Adoption Partners may make their adoption fee payment while at Window 1, or they may pay before pick-up using their Credit Card.

Credit Card Transactions:

OC Animal Care offers the convenience of phone sales for Adoption Partners. Adoption Partners may provide a contact number where they can be reached to provide their credit card number over the phone, which allows them to adopt animals without being present at the Kennel Office. This is very useful for adopting animals that will remain at OC Animal Care for spay or neuter surgery. It can also speed up transaction time at the kennel office. Adoption Partners must contact the Adoption Partner Coordinator or the Community Outreach Team Supervisor for this type of transaction. There may be circumstances where phone sales may not be available. In this case, the Adoption Partner is responsible for completing payment in person at OC Animal Care. All animals that will not remain for spay or neuter surgery must be picked up on the day of adoption unless other arrangements have been made.

Adoption Process - A Start-to-finish Guide

Animal Pick-up

Adoption Partners must make arrangements to pick up their animals immediately following an adoption unless otherwise advised by OC Animal Care. If the animal(s) is staying for spay or neuter surgery, OC Animal Care will call the primary phone number of the Adoption Partner when the animal has had surgery and is available for pick-up. ***Animals must be picked up in the time allotted or additional boarding fees may be charged.***

Multiple Animal Adoptions

In an effort to streamline multiple animal adoptions and assist groups with time constraints at the shelter, OC Animal Care requires that Adoption Partners notify us 24 hours in advance if they are pulling six or more animals. If an Adoption Partner requests a pull of six or more animals, a list of animals (including their ID numbers) must be provided to the Adoption Partner Coordinator or Community Outreach Team Supervisor at least 24 hours in advance of the planned pickup time. In addition, the Adoption Partner must provide a two hour window (between 11 am – 4 pm) for when they plan to pick up the animals. This will ensure that shelter staff is able to get the animals vetted and paperwork completed prior to arrival and that staff will be available to release the animals to your representative. Once your request is reviewed by a staff member, you will receive confirmation of your pull, the animals will be held for your group (including animals scheduled for euthanasia), requested services will be provided and the office will complete your paperwork prior to your arrival. OC Animal Care reserves the right to request same day pickup of animals based on shelter space and needs. ***Animals must be picked up in the time allotted or additional boarding fees may be charged.***

NOTE: You MUST verify all pick-up persons through the Adoption Partner Coordinator prior to animal pick-up. For security purposes, anyone not authorized by your group to adopt and/or pick-up animals will be refused AP services.

Frequently Asked Questions

Q: May I authorize a one-time puller to pickup an animal?

A: In order to maintain an accurate list of authorized adopters for your agency, OC Animal Care requires that you submit a list of authorized adopters on your application. If you need to add additional pullers to your group's list, please contact the Adoption Partner Coordinator to request an application change form. Authorized adopters will remain active with your group until you complete an additional application change form to have them removed.

Q: Can I send someone to the shelter to evaluate an animal?

A: Any person that you designate as an authorized adopter may make an appointment with the Adoption Partner Coordinator to evaluate an animal. Appointments must be made in advance and prior to the animal being scheduled for euthanasia. Animals that can be safely handled will be taken out of the cage. If the animal is exhibiting aggression, a visit at the cage door may be the only option. Animals that are scheduled for euthanasia require an immediate commitment by a registered Adoption Partner.

Q: If an animal is scheduled for euthanasia, what do I do if I want to pull it?

A: It is important to remember that any animal at the shelter may be considered for euthanasia at any time. Please refer to page 9 for more information on euthanasia decisions. If you are concerned that an animal that your organization wants is scheduled for euthanasia, you must contact us (phone, email, in person) immediately and be prepared to commit to adoption of that animal and pickup during that business day. In order to ensure that your pull request is received, you must receive a response from OC Animal Care or speak with a live person. Please be advised that extensions may not be granted for animals that are scheduled for euthanasia and that contact must be made with the shelter prior to 8:30 am.

Q: Can I be contacted to pull prior to an animal being euthanized?

A: If you are interested in being contacted prior to an animal being euthanized, you must contact the Adoption Partner Coordinator to express interest and place an IP on that animal. An IP can be placed on an animal as soon as it arrives at the shelter and must be placed prior to it being scheduled for euthanasia. If the animal becomes unadoptable at any time, the Adoption Partner Coordinator may contact you to arrange pickup. Please be advised that you will be asked to make a commitment and pickup arrangements immediately for any animal that you place an IP on that becomes unadoptable.

Prior to issuing a complaint

It is easy to misinterpret or misunderstand what you observe in or hear about an animal shelter. The following are some common occurrences that can be easily misinterpreted by visitors. On the other hand, these can also be valid complaints. In either case, before you speak to someone, take a moment to talk with the Adoption Partner Coordinator or shelter management and find out more about the daily operation at the shelter.

For example, it's easy to misconstrue:

No water: Many dogs and cats tip over their water bowls on a regular basis. Sometimes animals are not given water due to a surgical procedure performed that day. Kennel attendants check regularly to be sure the animals are provided with water.

No food: Animals fed on a free feed basis often overeat and get diarrhea. Shelter animals are fed once a day (more for sick, younger or special needs animals), so you won't necessarily see food in their cages. Young dogs have food available to them at all times. The older dogs are fed in the evening and their food dish is left with them overnight.

Euthanasia: Yes, we euthanize animals. Our shelter has formulated guidelines on euthanasia decision-making (see pg. 9). The decision to euthanize is taken very seriously and is made by a committee of trained staff members.

Dirty cages: No matter how often or how well a shelter cleans there will be some dirty cages at any one time. Cages are cleaned and rinsed out on a regular basis throughout the day.

Sick animals: No matter how comprehensive the shelter health program, there will always be some sick animals. Most animals arrive unvaccinated and many harbor contagious diseases. Our shelter isolates and treats sick animals as soon as possible or euthanizes them for humane reasons.

Long wait times at the kennel office: Afternoons, weekends and event days are the busiest times at the OC Animal Care kennel office. There may be times when long lines require that even Window 1 (see pg. 14) be used for the general public. Please plan ahead, especially during peak times, and be sure to have all of your information in order to expedite your transaction time.

OC Animal Care

Adoption Partner Manual Acknowledgement

I certify that I have received and read the OC Animal Care Adoption Partner Manual. I understand the contents and I agree to abide by the policies and guidelines as they apply to my participation as an OC Animal Care Adoption Partner.

Date: _____

Name of Organization: _____

Printed Name: _____

Signature: _____



Please Return To:
OC Animal Care
Adoption Partner Coordinator
561 The City Drive South
Orange, CA. 92868
Or Fax to: 714-935-6373