

DALLAS ANIMAL SERVICES

RESCUE AFFILIATE HANDBOOK AND GUIDELINES

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ABOUT DALLAS ANIMAL SERVICES

Hello, and welcome!

Our mission at Dallas Animal Services (DAS) is to help Dallas be a safe, compassionate, and healthy place for people and animals. We work to control the loose animal population, as well as increase the positive outcomes for homeless animals in the city.

Dallas Animal Services is the only open admission shelter in the City of Dallas. As we expand our life-saving programs, working collaboratively is more crucial than ever, both in the shelter and outside of our front doors.

Our work in the community is guided by these four strategic pillars:

1. Performance Transparency
2. Increasing Positive Outcomes for Animals
3. Community Partnerships
4. Education

Main Location
1818 N. Westmoreland Road
Dallas, Texas 75212
(214) 670 - 6800

Everyday Adoption Center
16821 N. Coit Road
Dallas, Texas 75248
(972) 381- 2588

Dallas Animal Services
Transfer Team Contact Information
Email: DASRESCUE@DALLASCITYHALL.COM
Phone: (214) 671-1586

ABOUT THE HANDBOOK

This handbook summarizes many of Dallas Animal Services' policies and procedures, including the ones that you, as a rescue group and affiliate serving Dallas Animal Services (DAS), ("Rescue Affiliates") and your representatives ("Rescue Affiliate Representatives") must follow. A Rescue Affiliate's failure to comply with the policies and procedures contained in this handbook may result in a termination of the relationship between the Rescue Affiliate and DAS (the "Relationship"). All DAS staff members are responsible for administering the policies described in this handbook. We are happy to provide further information or clarification on this Handbook if needed. Please note that Dallas Animal Services managers and their designees may modify, rescind, delete, or add to the provisions of this handbook at any time. If any changes are made, DAS will be sure to notify our Rescue Affiliates as soon as possible.

RESCUE AFFILIATES ROLE AND RESPONSIBILITIES

DAS works with approved Rescue Affiliates that are local, regional and national animal welfare organizations that are both other municipal animal shelters or non-profit organizations. Our Rescue Affiliates transfer animals into their organization from DAS that are most in need, and they work through adoptions or transport to other organizations to find these pets permanent placement through adoption. This is a vital supportive role for DAS as it creates a safety net for the animals that have come into DAS.

GUIDING PRINCIPLES

The staff members at DAS truly appreciate Rescue Affiliates' service and dedication to help save the lives of animals in our Dallas community. We want to ensure a good experience each time a Rescue Affiliate comes to a DAS shelter. Together, DAS and our Rescue Affiliates work is guided by the following values and principles:

Lead with Innovation: develop, promote, and collaborate to create new ideas geared towards better lifesaving techniques and increasing the quality of life for all animals.

Demonstrate Empathy, Compassion, and Kindness: by understanding and respecting each other, we can collectively identify how we can become a voice for those who cannot speak for themselves.

Provide Success through Support: ensure that every animal and person is set up for success by providing information, training, and assistance with appropriate dialogue.

Safety through Transparency: provide open and honest communication to ensure all humans and animals thrive within a safe environment.

Using Positive and Forward-Thinking: look towards challenges with an open and positive mind-set, as well as creative solutions.

By working together within these principles, we can impact everything from the animals in DAS's facility, to the individuals who take them home.

AMBASSADORS FOR THE CAUSE

When working with DAS as a Rescue Affiliate, you become an ambassador of our shared mission. We understand that individuals have a variety of beliefs and values when it comes to animal welfare issues and support this diversity. It is through diversity that innovation is created. Nonetheless, our conduct impacts our community and our ability to help save lives. We expect all DAS staff members and our ambassadors to maintain respect and professionalism when voicing opinions on issues pertaining to DAS in any way.

SOCIAL MEDIA

Online communication tools are a necessary force in DAS's efforts to reach as many individuals as possible. Social media (Facebook, Twitter, Instagram, etc.) are now go-to channels for people who are interested in keeping up with Dallas Animal Services and our collaborative efforts. For that reason, we ask and expect Rescue Affiliates to use good judgment when contributing to these social media pages. We encourage sharing of stories and promotion of the DAS mission through social media, but assert that Rescue Affiliates cannot speak as official representatives of Dallas Animal Services.

When engaging with others via social media regarding situations related to Dallas Animal Services, our events, efforts, or animals, we have the following expectations:

Be accurate. Rescue Affiliates must check facts before posting, taking every precaution to gather the most current information available.

Need to know information: Protecting confidential and proprietary information is crucial to maintaining public trust; owner or surrender information should remain private regardless of the situation. Information shared with Rescue Affiliates is, often times, not appropriate for public sharing. Failure to maintain confidentiality could result in termination of a Rescue Affiliate's Relationship with DAS. If Rescue Affiliates are unsure if the information they wish to share is confidential, please consult DAS (at DASPIO@dallascityhall.com) before posting.

Maintain professionalism: Do not allow legitimate online explanations of a position or debate to devolve into personal attacks, fights, or flame wars that would reflect poorly on other Rescue Affiliates and DAS; any doubts about the appropriateness of a post should be passed along to the Rescue Affiliate's DAS Coordinator for evaluation. If a Rescue Affiliate feels that an individual's comments need to be addressed by DAS, please reach out to DASPIO@dallascityhall.com.

No bash, no trash: Rescue Affiliate of DAS commit to helping DAS with our collective mission. To achieve this shared mission, Rescue Affiliates and DAS must work together and support one another. Words have power and the words we use can affect public perception. Please keep this in mind as a Rescue Affiliate and ensure that when sharing the stories of animals, a negative perception of DAS, a specific breed, or the community that we serve is not affected.

Again, if a Rescue Affiliate is unsure of the appropriateness of a story, please contact a DAS staff or manager. Rescue Affiliates are encouraged and welcome to use their own social media platforms to help promote adoptable animals, events, volunteer opportunities, advocacy, outreach, and more. However, Rescue Affiliates are prohibited from starting any new social media pages that represent the organization.

STANDARDS OF CONDUCT AND CUSTOMER SERVICE

DAS upholds the highest standards of conduct and service. This is not only for the benefit of the citizens we serve, but also to maximize the number of animals' lives saved and the quality of how DAS addresses this. Our Standard of Conduct is a statement of expectations.

Rescue Affiliates working with Dallas Animal Services in any capacity, are expected to do the following:

Be polite and professional.

When at DAS or a DAS event, Rescue Affiliates should present an image that is both professional and appropriate to the working conditions. First impressions are lasting; keep the following in mind:

- Rescue Affiliates should have a well-groomed appearance when on DAS premises and in their capacity as a Rescue Affiliate. Closed-toed shoes are required when handling animals (unless instructed otherwise) and pants or capris are strongly recommended.
- Proper identification tags, shirts, or aprons should be worn and visible always to be identifiable as a Rescue Affiliate.
- Smoking, drinking (alcohol), and drug use are not permitted by Rescue Affiliates onsite at DAS's facility or at any offsite DAS events.

Be responsible.

Service begins and ends with individuals. While Rescue Affiliates cannot control what others do, Rescue Affiliates can guarantee the quality of their own work. Rescue Affiliates should strive to be a positive role model and never be afraid to ask DAS staff for help when needed.

Be positive.

Positivity is contagious. Fulfilling Rescue Affiliate duties with enthusiasm and dedication will positively impact other supporters, potential supporters, and DAS staff. Some other tips:

- Raise concerns and share ideas in a positive fashion; focus on solutions, not problems.
- Keep an open mind when given constructive criticism; try to avoid automatic dismissal or someone's point of view.
- Add value to each interaction.

Be friendly, courteous, and helpful.

Common courtesy goes a long way toward making a favorable impression on DAS's current and potential

partners, volunteers, adopters, donors, corporate partners, the public, and DAS staff. Please remember the following:

- A smile goes a long way.
- Use a person's name whenever possible.
- Practice active listening, giving someone your undivided attention.
- Treat each person with kindness.
- Avoid slang or technical jargon/terms that a person may not understand.

The above are only guidelines to providing great service. Of course, no written standards can ever take the place of good judgment.

REQUESTS FOR ANIMAL HELP

Rescue Affiliate may be asked by people in the community for help with specific animal situations. Here are some ways to handle these requests:

- To help people find solutions to common problems, direct them to DAS's website at dallasanimalservices.org.
- If the person has witnessed animal abuse or neglect, tell him or her to call 911 or 311 to file a report.
- If a Rescue Affiliate anticipates that a situation will become very public or a Rescue Affiliate is contacted by the media or a high-ranking official, please notify the DAS staff contact to get further instructions.

CONFIDENTIALITY POLICY

Working with DAS, Rescue Affiliates are responsible for maintaining the confidentiality of all proprietary or privileged information, including but not limited to history or prior owner information of an animal, changes in internal structuring or policy, etc., of DAS to which you are exposed. All Rescue Affiliates are required to sign a "Rescue Affiliate Form" and "Rescue Registration Form". Failure on a Rescue Affiliate's part, or on the part of a Rescue Affiliate Representative to comply with DAS Confidentiality Policy, may result in termination of the Rescue Affiliate's Relationship with DAS.

CONFLICTS OF INTEREST

As a supporter of DAS, Rescue Affiliates should avoid any outside activity that could negatively affect the independence and objectivity of your judgment, interfere with timely and effective performance of your duties and responsibilities, discredit DAS, or conflict/appear to conflict with DAS' best interest. The success of DAS rests on its reputation and the goodwill of the community.

Unless expressly authorized, no outside activity should involve the use of DAS assets, funds, materials, facilities, time or services of other DAS affiliates. Violations of this policy may result in release from the Rescue Affiliate's relationship with DAS.

If a Rescue Affiliate is asked to take part in an activity that conflicts with the vision and philosophies of DAS, or if a potential or actual conflict of interest arises, please reach out to a DAS staff.

ANTI-HARASSMENT POLICY

DAS's anti-harassment policy expresses our commitment to maintain a workplace that is free of harassment so our employees and guests can feel safe and happy. DAS strives to create and maintain a work environment in which people are treated with dignity, decency and respect.

In accordance with all federal, state, and local laws, DAS expressly prohibits discrimination or harassment based on race, color, religion, creed, gender, pregnancy, age, national origin, ancestry, physical or mental disability or handicap, citizenship, marital status, sexual orientation, military or veteran's status, or any other protected classification.

DAS expressly forbids and will not tolerate any actions (e.g., words, jokes, comments, or gestures) that unreasonably create an intimidating, hostile, or offensive environment. DAS will take appropriate and immediate action in response to complaints or knowledge of violations of this policy. For purposes of this policy, harassment is any verbal or physical conduct designed to threaten, intimidate or coerce an employee, co-worker, client, volunteer, or any person working for or on behalf of DAS.

Anyone engaged in sexual or other unlawful harassment will be subject to release from the Rescue Affiliate Relationship with DAS. If a Rescue Affiliate Representative or other employee of a Rescue Affiliate believes they are the victim of harassment or have witnessed harassment of any kind, immediately notify the DAS staff contact with the Transfer Team.

DAS will not tolerate any retaliation, harassment, or intimidation of any supporter who makes a complaint under this policy or who assists in a complaint investigation. Any retaliation, harassment, or intimidation by a Rescue Affiliate may result in release from the Rescue Affiliate's Relationship with DAS.

Investigation of reports of harassment will be conducted, and these investigations will be kept as confidential as is practical. Following the investigation, the Rescue Affiliate who filed the complaint will be informed of the findings and the action taken. If, as a result of the investigation, DAS determines that an employee of DAS or affiliate and ambassador has engaged in harassment or illegal discrimination in violation of this policy, DAS will take appropriate corrective measures. Such action may range from counseling to immediate termination of employment and release from the Rescue Affiliate Relationship with DAS, or possible legal action.

TRANSFERRING ANIMALS INTO YOUR ORGANIZATION

DAS takes in a diverse population of animals with unknown backgrounds. Therefore, DAS makes no guarantees (express or implied) as to the health, fitness, demeanor, or well-being of animals transferred to

Rescue Affiliates. Animals may have received an examination from DAS veterinary personnel and appeared to be in good health and of sound temperament at the time of the examination. However, because of variable signs and incubation periods of diseases, it is highly recommended that the animal is initially separated from other animals and examined by a licensed veterinarian as soon as possible post transfer to a Rescue Affiliate. When animals come into DAS badly injured or seriously ill, Rescue Affiliates may be given an opportunity to take an animal prior to the review date as an "Emergency Medical Transfer" for critical medical attention. If an owner were to come forward during the designated stray hold period and DAS, at its discretion, deemed that the animal should be returned to the owner, the Rescue Affiliate must return the pet to the DAS facility within 24 hours. In these cases, DAS cannot guarantee that the expenses incurred by the Rescue Affiliates will be reimbursed.

DAS may deny or remove a Rescue Affiliate's request to place a hold or transfer an animal at any time.

TRANSFER RESCUE AFFILIATE PERFORMANCE SUPPORT

To help DAS maximize the number of lives saved, we ask that Rescue Affiliates focus on the animals that are most in need of help. With your support, our life-saving programs can thrive, and we can save more lives than ever.

MAINTAINING RESCUE AFFILIATE STATUS

DAS relies heavily on Rescue Affiliates' engagement and commitment. To maintain your status as a Rescue Affiliate, Rescue Affiliates must:

- Maintain 503(c)-tax exempt status.
 - Any changes in status must be reported immediately to the DAS staff contact.
 - Rescue Affiliates with revoked tax-exempt status will be suspended from pulling animals with an opportunity to reapply once reinstated.
 - Failure to report a change in tax exempt status may lead to termination of the Rescue Affiliate Relationship.
 - Actions that could lead to losing tax-exempt status by a Rescue Affiliates or its members are grounds for suspension or termination of Rescue Affiliate Relationship.
- Actively save lives with DAS.
 - Minimum of one animal per fiscal year must be transferred into the Rescue Affiliate's organization?.
 - Failure maintain active status may result in grounds for termination of the Rescue Affiliate Relationship and a need to reapply.
- Engage in creating a better community.
 - DAS recommends attending at least one Rescue Affiliates Meeting each year. These are also shared via Facebook live.
- Inform DAS of any pertinent personnel or policy changes that may affect the Rescue Affiliate Relationship.

- Keep transferred animals in good health and in compliance with the law according to the below:
 - In accordance with Texas State Health & Safety Code Ch. 828, adopted pets must be sterilized.
 - Rescue Affiliates must send DAS proof of sterilization within 30 days of transfer.

Additionally, communication is key. Always contact DAS with any concerns or questions. If overwhelmed or in need of assistance, please reach out. DAS's resources are limited, but we are a team and will support our Rescue Affiliates whenever possible.

POTENTIAL CAUSES FOR THE TERMINATION OF THE RESCUE AFFILIATE RELATIONSHIP WITH DAS

- Breaking of confidentiality
- Failure to adhere to policies or follow procedures outlined in this Handbook
- Inactivity
- Inappropriate drug or alcohol use
- Inappropriate or unprofessional conduct
- Not fulfilling the duties of the Transfer Partnership
- Theft
- Violence or implication of violence

GRIEVANCE PROCEDURE

Any questions or challenges regarding responsibilities as a Rescue Affiliate, please bring them to the attention of the DAS staff contact.

The DAS shelter managers make every effort to provide you with an opportunity to raise your questions in confidence and without fear of reprisal or discrimination. Every effort will be made to investigate in a timely manner and settle the issue on a fair and equitable basis.

THANK YOU!

Supporters like you are how DAS will reach our ultimate goals. Thank you so much for caring about the animals and for giving them your time, energy and affection. The community is stronger for it and countless lives are saved through your efforts. We wish you a long, happy and rewarding relationship with DAS!

RESCUE AFFILIATE FORM

DATE OF AGREEMENT: _____ / _____ / _____

RESCUE AFFILIATE RELATIONSHIP WITH DALLAS ANIMAL SERVICES

Between Dallas Animal Services, hereby known as "DAS" and the Rescue Affiliate _____, hereby known as "the RA". Any violation of this agreement may result in disqualification of the RG to transfer animals from DAS. The RA agrees to the following conditions:

- 1. REGISTRATION** - Prior to the transfer of any animals from DAS, provide completed registration packet via email, fax or post mail:
 - a. Completed rescue application and documents.
 - b. Signed Rescue Affiliate Form.
 - c. Letter/email from an animal control agency responsible for enforcing animal control laws where the rescue is located.

- 2. STAY CURRENT** - Keep registration current by providing DAS updated information whenever:
 - a. Transport or authorized representative relationships change.
 - b. Requested to do so by DAS.

Failure to keep registration current may cause delays in transfers and/or result in termination of Rescue Affiliate Relationship (as set forth in the Dallas Animal Services Recuse Affiliate Handbook and Guidelines).

- 3. TRANSPORTER/AUTHORIZED REPRESENTATIVE** - Only authorized representatives of the Rescue Affiliate may make rescue decisions on behalf of the RA. Transporters from the RA are only permitted to pick up animals. Only a RA's authorized representative can delegate pick up of animals or make changes to the status of transporters. It is the RA's responsibility to ensure that approved transporters have valid Driver's License.

- 4. INSPECTIONS** – The RA and all its affiliates, representatives, transporters, and any other employees must fully cooperate with any local agency responsible for enforcing animal ordinances during investigations of complaints and inspections of animal areas.

- 5. COMMUNICATION** – RAs are to communicate via email whenever possible about registration, individual animals, evaluation appointments, pick-up information, etc. Review the Rescue Lists and Transfer Partner Facebook page daily prior to requesting information about an animal. Email request(s) about animals by 7:00 pm Monday-Saturday and 5:00 pm Sunday, the day of the animal's deadline. Do not contact the Emergency Line or Dispatch center for rescue assistance. Come into the shelter for urgent matters.

- 6. SELECTION** – Animals routed Adopt/Rescue will be eligible for the RA to tag with a pick-up expectation of within 24 hours once off hold. Animals that have been available for adoption only for at least one full weekend (Saturday and Sunday) will become available for rescue. DAS reserves the right to keep animals longer than one full weekend to meet public adoption demands. The RA is not required to evaluate each

animal in person, however, if an RA tags animal prior to evaluation, the RA is committing to the animal's rescue pull. The RA must make a rescue commitment prior to requesting additional medical treatments. The RA is not permitted to purchase animals available for adoption. However, should the RA need to find other placement with a different organization for an animal rescued from DAS, it is permitted to do so.

7. **ACCESS** – The RA may evaluate and transport animals during normal business hours without an appointment. To evaluate or transport animals outside of normal business hours, contact a rescue team member via email to request an appointment. Regular business hours are subject to change. Currently, regular business hours are Monday through Friday, 11:00 a.m. – 7:00 p.m., Saturday 10:00 a.m.-7:00 p.m. and Sunday 10:00 a.m. – 5:00 p.m. Transporters and authorized representatives must be escorted in all non-public areas of the shelter by a DAS staff member at all times, including DAS volunteers doing business on behalf of the RA. Evaluations that occur with the RA that are outside of standard meeting the animal must be approved by DAS management.
8. **TAGGING** – The RA may place a tag on an animal for pick-up for the following day during normal business hours (within 24 hours). Holds expire after 24 hours. Animals may have multiple holds. Animals may be given to the next agency listed for hold if not picked up by the RA. All tags should be made via email to DASRESCUE@DALLASCITYHALL.COM. Extensions are granted only on a case by case basis as kennel space and the animal's health allows. Rescues may not work cooperatively to artificially extend dates for animals. The RA may only tag and transport those animals that it has the resources to care for.
9. **EXTRA SERVICES** – Services are at low or no cost to the RA. Any requests for services (treatments, testing, spay/neuter, microchipping, continued medications, etc.) must be made to the DAS Rescue Team via email. Medical services and treatment plans are at the discretion of the DAS veterinarians and as resources allow. The RA should not impose a treatment plan on DAS. The RA is not assessed fees for procedures/treatments already given to animals prior to requesting the animal. Spay and neuter services are only available prior to pick up if space and in-house surgery schedule allows. For spay and neuter services requested after animal has been picked up, please contact DASRESCUE@DALLASCITYHALL.COM to schedule.
10. **POST TRANSFER RESPONSIBILITIES** – Once an animal has been transferred to the RA, all medical and behavior issues are the RA's responsibility. DAS does not guarantee the behavior and/or health of any animal. Any animal transferred to the RGA must be spayed or neutered prior to placement in a permanent home and within 30 days of transfer from DAS, if animals are 6 months of age or older. Proof of sterilization should be emailed to DASRESCUE@DALLASCITYHALL.COM. If animal is not eligible for spay and neuter due to a medical condition, please supply a letter from a licensed veterinarian stating animals condition(s) that inhibit sterilization within 30 days of transfer from DAS. Under no circumstances shall a rescue animal be permitted to breed. The RA is expected to reclaim all animals from DAS that were at one time transferred into their care if an owner does not come forward during the stray hold.
11. **SOCIAL MEDIA** - The RA should only post in a collaborative manner. All social media communications should remain professional and respectful. The RA should not post any information in a speculative manner or in a defamatory context of DAS or other participating transfer partners. Any information or photographs

shared on DAS closed group transfer Facebook pages is property of DAS and cannot be shared if graphic in natures on private pages without consent. Any disagreement(s) or issues should be handled directly with DAS via email, phone or in person. Failure to adhere to requested social media etiquette, could result in suspension or termination in membership to various DAS social media(s). Finally, it is the responsibility of the RA to add or request individuals for the transfer Facebook page, Dallas Animal Services Animals in Need of Transfer.

Rescue Affiliate Primary Contact

Print Name

Rescue Affiliate Primary Contact Signature

Date