

# Rescue Partner Contract & Policies

Thank you for applying to become a rescue partner with San Antonio Pets Alive! We appreciate all of our partners and look forward to working with you.

**San Antonio Pets Alive is a no-kill, 501c3, non-profit rescue.** We are a separate organization from ACS (the city shelter) but we have a unique partnership with them. We market dogs on the city's euthanasia list to adopters, fosters and rescue partners. SAPA! is the last resort option for dogs at risk of euthanasia. We operate 25 kennels in SAPA! building 1 at the 151/ACS campus, these transition kennels allow us to hold released dogs to give them more time to find placement. Space is limited and that is why we partner with other rescues to save as many lives as possible. We create our policies to function alongside ACS policies and operations.

The SAPA! Placement team is your point of contact for all inquiries, pulls & paperwork through SAPA!:

[Placement@sanantoniopetsalive.org](mailto:Placement@sanantoniopetsalive.org)

## PROVISIONS FOR RESCUE PARTNERS- SERVICES INCLUDED IN YOUR PULL

- HW test on dogs 6 months or older – Exception: dogs that are fractious may not be tested to avoid any risk of injuries to SAPA! Staff. **\*See behavioral evaluations policy below.**
- Observed temperament and basic medical information – Diagnostic abilities are limited at SAPA!/ACS. Medical treatments are limited to basic triage until rescue can take to your private veterinarian for a more thorough evaluation.
- Microchip – Paperwork for chip registration will be sent with pick-up, bundled with other hard-copy paperwork. Exception: Dogs that are fractious may not be microchipped to avoid any risk of injuries to SAPA! staff. **\*See behavioral evaluations policy below.**
- Vaccinations (BORD\ADEN\PAR\DHPP\RABIES) – Vaccines given are age-appropriate, boosters etc., must be continued at your private vet.
- Preventatives are brought current (flea/tick/heartworm/de-wormer) – You may follow up with your private vet for continuation of HW preventative and de-worming. Exception: SAPA! staff may not be able to safely administer these preventatives, they may be sent with the pick-up for rescue to administer. **\*See behavioral evaluations policy below.**
- Spay/Neuter – Exceptions: if the dog is denied surgery by the shelter veterinarian due to, space limitations, illness, age or physical condition, then dog may leave with a surgery waiver and you may have altered at your private vet, you may also schedule surgery at ACS/151 as space is available. **\*See surgery policy below.**

## RESCUE RESPONSIBILITIES

All vetting beyond the aforementioned services will be the responsibility of the rescue. Including HW treatment, transportation, foster/boarding coordination, health certs and all current/future medical needs.

If your dog is heart worm positive, your rescue is responsible for cost of HW treatment at your preferred veterinary clinic. We can recommend Callaghan Road Animal clinic in the San Antonio area for treatment. Contact info is included in the last page "Resources".

Your rescue is responsible for finding and coordinating temporary fosters, boarding and transport arrangements.

If an animal pulled through SAPA! needs to be humanely euthanized for any reason, other than medically untreatable or for severe behavior cases, your rescue will need to contact SAPA! immediately and allow SAPA! the option of pulling back into our care.

It is important before agreeing to rescue a dog from ACS's euthanasia list, that there is an understanding on the risks of pulling dogs with unknown medical or behavioral history. It is strongly recommended, that new rescue organizations with extremely limited funds and volunteer/staff support, truly evaluate their ability to support the care of dogs that often have unknown medical and behavior issues.

## BEHAVIOR EVALUATIONS

We have an extremely limited medical & behavioral history on the dogs that we are marketing to rescues, adopters and fosters. Notes provided for these dogs, can be from ACS staff, SAPA! staff, volunteers or observations of meet and greets with potential adopters. SAPA! does not have a dog behaviorist to perform these evaluations. The dogs are also under stress in a loud and overwhelming environment, we cannot simulate a home environment onsite, so we do not know how the dog will behave once in a different environment.

As stated in the previous provisions section for rescue partners, if the dog you are tagging is fractious and poses a risk to staff, services such as HW testing, microchipping and preventatives will NOT be performed/administered by staff. You will also be required to sign a behavioral waiver. HW testing and microchipping will need to be done by the rescue ASAP and keep SAPA! updated on the status of those two items (positive or negative / chip number) for our records. The preventatives can be sent home with the pick-up person to give at their own discretion.

## MEDICAL COLLECTION

The urgent dogs are being pulled directly from the municipal shelter, via SAPA!, to our rescue partners. The city shelter and SAPA! have limited diagnostic abilities onsite and lack extensive medical capabilities. Medical treatments are generally limited to triage until rescue can take to personal vet for more thorough evaluation. There are many animals that come in with trauma and/or in poor body condition, we are not able to provide x-rays, blood work, or other tests, therefore we cannot fully diagnose any animal or determine a specific course of treatment. SAPA! rescue partners will be expected to assume the costs and full responsibility of the dogs after the rescue medical release waiver is signed and the dog has left SAPA!'s care.

## SURGERY POLICIES

To maintain the most responsible operations and decrease overpopulation, SAPA! ensures that all animals pulled through us have been or will be spayed or neutered.

- SAPA! will ALWAYS have a vet evaluate each tagged dog for surgery, if denied then a surgery waiver may be granted.
- If a rescue partner would rather complete the spay/neuter surgery at their private Veterinarian, this must be approved by SAPA! and the shelter veterinarian, prior to pull.
- If the unaltered animal cannot ever receive spay/neuter due to age, or medical risks you must provide the documentation from the licensed vet in lieu of spay/neuter proof.

## UNALTERED ANIMALS

If your tagged animal was denied surgery, and you have been granted a surgery waiver you are agreeing to provide proofs of surgery to the SAPA! Placement team within the timelines listed on the waiver (subject to change).

- No space- within 2 weeks.
- Medical/URI- within 30 days.
- Mom and pups- up to 60 days when mom has weaned her puppies and they are old enough for surgery.
- Geriatric animals must be evaluated by a vet for surgery within 30 days. If your vet determines that this dog cannot have surgery due to age or health reasons, you must submit those vet notes for our records.

### **Failure to supply prompt proof of spay/neuter completion within the above time frame or at request may result in:**

- Your rescue being limited to only pulling altered animals.
- Your rescue being placed on hold with the inability to pull dogs.
- Up to termination of the rescue partnership.

SAPA! will be sending over a monthly list of animals that were pulled unaltered to each rescue. And has limitations on how many unaltered animals a rescue can have at one time. We do take each animal's case into consideration.

## **SCHEDULING SURGERY WITH SAPA! AT ACS/151**

You may schedule surgery with SAPA! to be done at ACS. To schedule you must email SAPA! via [Schedulemedical@sanantoniopetsalive.org](mailto:Schedulemedical@sanantoniopetsalive.org)

SAPA! is given a certain amount of slots in a given time period. The large space is most limited, if you schedule with us, keep in mind that there may be a wait for surgery openings. Dogs in foster care have priority. Please ensure you have funds to cover spay/neuter if you are working on a deadline for transport, and you cannot get scheduled in time. Also for any other unforeseeable circumstances where the dog cannot return for spay/neuter.

**Only original tagging rescues can bring back to ACS/151 for alters.**

## **TRANSFER FROM SAPA! TO RESCUE PARTNER OR ADOPTER**

Until the dogs are picked up and officially outcomed to a rescue partner, they still belong to the city shelter (ACS). The city can trump SAPA! placement. i.e., the unfortunate passing of a dog during surgery, return of dog to owners, finding of a chip during surgery thus starting a 3-day stray hold for reclaim, placement of the dog through the city shelter.

Once the dog has left SAPA!'s care, he/she is under the ownership of the rescue partner, and SAPA! will not be liable for any medical or behavioral training costs acquired. This also includes the animals that are pulled under your rescue's name by an authorized tagger, if applicable. **Unaltered Animals can NOT be transfered to other partners OR adopted out prior to alter and provision of proof to SAPA, violation will result in inability to pull unaltered animals through SAPA on first offense.**

## **THIRD PARTY TAGGING & COURTESY TAGS**

We know that many of our dedicated partners alleviate the heavy pull loads by having their own transfer partners.

We fully support our partners in transferring dogs to their own responsible partners.

We will not allow courtesy tags, which include pulling for unvetted rescues, banned rescue partners, or adopters that have not completed the adoption process through your rescue. Potential partners who inquire about dogs must apply to pull through SAPA! and cannot have an approved partner courtesy tag for them. Rescue partners will be responsible for the animals they have pulled through SAPA!, should any issues arise in the future with your transfer.

Please keep in mind you can only tag for your own rescue and not for other SAPA! Rescue Partners.

Partner Transferred Animals: rescues are still responsible for providing proof of surgery for all animals they have pulled including dogs they have transferred. Transferred animals cannot come back for surgery though SAPA!/ACS.

**Only original tagging rescues can bring back to ACS/151 for alters**

## **CODE OF CONDUCT**

The following code of conduct was developed to ensure that exchanges of emails, phone conversations and in person contact with onsite staff remains professional and courteous during all exchanges.

- Rescue personnel, volunteers, pick up, fosters must also be courteous and professional when evaluating, or picking up dogs onsite.
- Rescue Partners are expected to respect all SAPA! policies and procedures. If you disagree with decisions made by SAPA!, a professional exchange is still expected. We will not tolerate belittling, threats, or unprofessional language. Demands for services outside of our policies will be denied.
- Rescue partners are expected to remain positive when posting on SAPA! Urgent's and Adoptables Facebook threads as they are for positive networking only.

In the event that a violation occurs, SAPA! staff are authorized to courteously, but firmly, enforce the following procedure:

1. SAPA! staff will remind the individual of the above policy, requesting professional conduct.
2. If the behavior persists, or we see a pattern of behavior over time, SAPA! staff may terminate the rescue partnership.

## PLACING A TAG/HOLD

**EMAIL FOR INFO:** When you email us ([placement@sanantoniopetsalive.org](mailto:placement@sanantoniopetsalive.org)) about a dog you are interested in we will give you the info we have on the dog, (HW if possible, medical, temp, dog temp) or request it for you.

**TAGGING:** If you want to tag, you must have a committed person ready to pick up when the dog is ready. It can be the same day. Once we receive your email to tag, we will send the dog to surgery (unless already altered), give you an est. pick up time and get him/her ready for pick up - you will need to let us know who is authorized to pick the dog for you. If the dog is denied surgery, we will have you complete a surgery waiver which must be signed before pick-up.

Since SAPA! has limited space, we cannot hold or grant extensions on a dog's deadline.

**TEMP FOSTERS:** If you don't have pick up and a temp foster is needed until your transport, we can post a temp foster plea on their Facebook threads up to 8 weeks. However, we ask that you have a back-up plan (ie: boarding) set in place within a couple of days or we can't guarantee the safety off the dog. (Tag/Plea Policy when we are full is 48 hours for HW negative dogs & 72 hours for HW positive dogs)

When there is no confirmed pick up and a temp foster plea is posted, the dog is not safe from euthanasia and can be adopted, fostered, rescued in the meantime. Also, if the dog is not picked up within a few days of tagging we can remove the temp foster plea.

**SCREENING FOSTERS:** We send inquirers the dog's info, and then CC' them in with you or pass on their contact info to you. These offers are from volunteers that email in, **your rescue will need to screen them though your foster process and approve them to pick-up & foster the dog for you.**

**PLEDGES:** Once your dog leaves the building, you can post your rescues' donation link on the SAPA! FB thread for your dog, and/or collect pledges that are on the FB thread. We do not get involved in collecting pledges or enforcing the honoring of pledges posted in the threads.

**WHEN TAGGING AN SOS/EBI/RELEASED DOG:** We send out a SOS email to rescue partners and post an SOS header on released dogs on our FB page. Tagging a dog that has already been released to euthanasia must be done quickly. Released dogs can be new to the urgents list and there is limited info on them. Dogs that are released are no longer in their kennels but moved to another building, so we are unable to hold them to collect information on them for you.

You cannot put a last resort hold on dogs that have been released, as they are already requiring immediate placement. They have as little as 10 minutes to get a tag.

Released dogs need a blind commitment, with confirmed pick up the same day. As soon as we get a tag with confirmed same day pick up your dog goes directly to surgery, we can try get you heartworm status during surgery post your tag, you cannot back out of blind tags. You must be willing to take the dog as is.

**HOW SURGERY WORKS:** We utilize the City Shelter's Clinic, which does spay/neuter in the mornings Mon-Sat! SAPA! tran kennels are limited, so when a dog leaves their kennel opens up for another urgent dog, so we need immediate pick up upon tagging. Once your dog goes to surgery it MUST be picked up the same day when a dog goes to surgery, its kennel space is given to another urgent dog.

Surgery pick-up during the weekdays is between 5:30-6:30pm, Saturday pick-up is at 4-4:45pm since we close early at 5pm. So please keep pick up times in mind with boarding closure times.

**PICK-UP:** Please ensure you have relayed the pick-up name and time, at tag. Please make sure your pick-up person brings their own leash/harness and/or crate that is large enough for the animal to fit comfortably.

**As a reminder, if your tagged animal has behavioral issues, a waiver will be filled out, but PLEASE MAKE SURE all parties (pick-up, boarding, fosters) are aware of temperament and can prepare and plan accordingly. We do not have the space to hold animals if the pick-up cannot take the animal.**

**If you have read and agree to the contract and policies above, please "sign" below & date.  
By emailing and pulling animals through SAPA you will be held to the above policies & rules.**

I \_\_\_\_\_, have read and agree to the terms of the agreement above. I understand that signing and submitting this application to SAPA! is my acknowledgment of accepting the terms of a SAPA! partnership. I am also confirming that I am an approved contract signee and/or director for the organization.

DATE:

## PICK UP LOCATION DIRECTIONS

### **SAPA Building 1! at the 151/ACS location**

**Animal Care Services is Next Door to the San Antonio Food Bank on the 151 Access Road!**

[Click Here for Directions](#)

4710 Highway 151  
San Antonio, Texas 78227

#### **Hours:**

Monday- Friday 11am- 7pm  
Saturday & Sunday 11am-5pm

**Once you are onsite, walk through the main gates and SAPA Building 1 will be on the left past the Annex. Have the ID number ready and SAPA Staff can assist you!**

## AVAILABLE DOGS

Here is the link to our Facebook urgent album with all the current urgent dogs:

[Today's Urgent Dogs @ The 151/ACS Campus In San Antonio, TX!](#)

Note: links don't always work from mobile if you are not directed to the above album follow the directions below to see all the urgent dogs.

#### **To access the Albums, (desktop)**

- 1) start on our main page.
- 2) look to the left of the page at the "menu"
- 3) click photos
- 4) click albums
- 5) click "Today's Urgent Dogs @ The 151/ACS Campus In San Antonio, TX!"

#### **(Mobile)**

- 1) start on our main page.
- 2) look top of the page, below our banner and page name, you should see a band of options, "home", "posts", "about", "photos"
- 3) click photos
- 4) at the top you will see some of the albums
- 5) click "Today's Urgent Dogs @ The 151/ACS Campus In San Antonio, TX!"
  - the album "[Today's Urgent Dogs @ The 151/ACS Campus In San Antonio, TX!](#)" is the ONLY album where we post the current dogs that are at risk, or available for placement (placement = adoption/rescue/foster)

## HELPFUL SAPA! CONTACTS

[Placement@sanantoniopetsalive.org](mailto:Placement@sanantoniopetsalive.org)

- Animal Inquiries
- Copies of Paperwork
- Questions Regarding Current or Previous Pulls
- Proofs of Spay & Neuters for Animals That Left with Surgery Waivers
- Reporting Distemper Cases

*Paperwork@ is no longer in use, please email [placement@sanantoniopetsalive.org](mailto:placement@sanantoniopetsalive.org) and we will assist!*

[Schedulemedical@sanantoniopetsalive.org](mailto:Schedulemedical@sanantoniopetsalive.org)

- Scheduling spay/neuters to be done at ACS/151

## RESOURCES

### **Health Certs and Boarding:**

#### **Callaghan Road Animal Hospital**

Address: 5739 Callaghan Rd #101, San Antonio, TX 78228

Phone: [\(210\) 647-1101](tel:(210)647-1101)

<http://callaghanroadanimalhospital.com/>

#### **Dodd Animal Hospital**

Address: 2940 Rigsby Ave, San Antonio, TX 78222

Phone: [\(210\) 333-5753](tel:(210)333-5753)

<http://dodданimalhospital.com/>

### **Boarding Only:**

#### **Pets Inn**

Address: 123 W Rhapsody Drive, San Antonio, TX 78216

Phone: [\(210\) 971-6033](tel:(210)971-6033)

[www.thepetsinnsa.com](http://www.thepetsinnsa.com)

#### **Yayas' Bow-wow House**

Address: 6746 Poss Rd, Leon Valley, TX 78238

Phone: (254) 661-7689

<https://www.facebook.com/yayasbowwowhouse/>

### **Vet/Health Certs:**

#### **My Pet's Vet- San Antonio**

Address: 9702 Huebner Rd Suite 104, San Antonio, TX 78240

Phone: [\(210\) 331-7100](tel:(210)331-7100)

<https://www.mypetsvetgroup.com/locations/san-antonio/>

### **Emergency Vet:**

#### **Animal Emergency Room (AER)**

Address: 4315 Fredericksburg Rd #2, San Antonio, TX 78201

Phone: [\(210\) 737-7380](tel:(210)737-7380)

Hours:

Monday	6PM-7AM
Tuesday	6PM-7AM
Wednesday	6PM-7AM
Thursday	6PM-7AM
Friday	6PM-12AM
Saturday	Open 24 hours
Sunday	Open 24 hours

<https://www.animaler.net/>