

IMPACT – AniMall Adoption and Outreach Center

RESCUE PARTNER POLICIES AND PROCEDURES MANUAL

Cary Towne Center
1105 Walnut Street, Suite 103
Cary, NC 27511

Effective June 2005
Most Recent Revision: June 2010

Hours of Operation:
Monday - Saturday 10:00 a.m. to 9:00 p.m.
Sunday 12:00 p.m. to 6:00 p.m.

This Statement is intended to be a “living” document and is by no means all-inclusive. The intent is to put onto paper how we function. Through the appreciation and understanding of these basic tenets, it is hoped that conflicts and miscommunication can be avoided.

For the purposes of this document, “RESCUE PARTNER” refers to any bona fide animal rescue organization, animal shelter or other similar type animal welfare organization. Rescue Partner encompasses all members of the organization whether it consists of a single individual or many individuals.

AniMall does not work with breeders, puppy mills or animal hoarders. AniMall will terminate its relationship with any Rescue Partner found breeding companion animals, operating a puppy mill or hoarding.

SERVICES OFFERED BY ANIMALL

AniMall offers local Rescue Partners a location to hold their adoption events. AniMall will work with the Rescue Partner to choose the best date and time for their event.

Rescue Partners/Shelters pay a **\$10** use fee for their weekend adoption events.

AniMall will include the Rescue Partner in all weekly marketing, including our email newsletters, and our website. Rescue Partners are encouraged to let us know specific animals that are attending adoption events by **3pm the Wednesday** before the event so that we can market more efficiently.

AniMall will provide tables and chairs for events. If a Rescue Partner needs more than three tables or ten chairs they must let an AniMall Staff member know a week prior to their event so AniMall can make other arrangements.

AniMall has three exercise pens and one large enclosure for use by the Rescue Partners. The Rescue Partner must let the Rescue Coordinator know when they schedule their event if they will need to use any of these enclosures.

AniMall staff and volunteers sweep, mop, and disinfect after every adoption event. We use veterinary grade disinfectants: Trifectant, Nolvasan, Roccol and Triple Two. If you believe that any of your animals may be susceptible to any of these chemicals please notify an AniMall staff member a week before your event.

Additional Programs Offered

AniMall welcomes foster parents to bring foster pets during the week to get exposure. There is no charge for this program, but the foster must be over 18 and stay with the pet during its time at AniMall.

Rescue Partners are also welcome to arrange go homes, foster swaps, adopter/pet meetings, and rescue staff or BOD meetings at AniMall. Please notify AniMall (if possible) beforehand. There is no cost for this program.

It is not AniMall's responsibility to provide "go home" carriers, crates, containers etc. for rescue groups or their adopters.

AniMall is also happy to host fundraisers or other events (educational, bake sale, etc.). If an event requires us to reserve the facility for the sole use of the Rescue Partner, we ask for the normal facility use fee of \$10.

Borrow a Volunteer Program

Rescue Partners can borrow volunteers from AniMall if needed for their adoption event. AniMall volunteers can assist the Rescue Partner by holding dogs on leashes, removing cats from condos, and supervising any animals in crates. Rescue Partners must provide AniMall with the number of volunteers and tasks needed when scheduling an event. The Rescue Partner must have at least one person of authority present at all times to answer questions about their animals, accept applications and represent the Rescue Partner. To request volunteers Rescue Partners should contact AniMall's Volunteer Coordinator Dan Richards at dan@animall.org.

PARTICIPATING RESCUE PARTNERS GENERAL RULES

All groups and individuals using AniMall must abide by all AniMall rules, policies and procedures. Those not complying with AniMall staff requests may be required to leave the facility/activity and may forfeit future participation. All decisions regarding these matters are made by the BOD/Staff and are final.

Upon request, all Rescue Partners shall provide copies of their articles of incorporation, mission statement and adoption policies including adoption fees and adopter screening criteria. AniMall reserves the right to deny participation to a Rescue Partner as they see fit.

Each Rescue Partner will be responsible for providing volunteers, forms, and any other equipment/supplies not specifically provided by AniMall.

Rescue Partners are responsible for insuring that their volunteers and leadership respect all other Rescue Partners and the AniMall leadership. Negative remarks (whether verbal or written), argumentative or unprofessional behavior, shouting, uncooperative attitudes, and similar problems at AniMall will not be tolerated. All concerns should be brought to a member of the BOD or the AniMall Director in a private confidential setting.

If unable to attend a scheduled event Rescue Partners should give AniMall ample notice so that the space can be filled. AniMall reserves the right to charge the facility use fee to the Rescue Partner if AniMall is not notified of a **cancellation 48 hours** prior to the event.

AniMall has slat wall hooks that Rescue Partners may borrow for hanging posters and banners. Cary Towne Center does not allow signs to be taped to the window or hand written. AniMall reserves the right to ask the Rescue Partner to remove any displays that it deems inappropriate.

Rescue Partners are encouraged to bring donation jars for their events. They are also allowed to bring merchandise and fundraising items in which to sell during their event. Any questions about merchandise should be brought to an AniMall staff member.

If a volunteer for a Rescue Partner brings children to the adoption event, that volunteer must keep their children supervised throughout their event. AniMall reserves the right to enforce a "you touch it, you buy it" policy when it comes to unsupervised children playing with AniMall's merchandise.

Rescue Partners taking advantage of the Cat Shack and Rodent Resort must follow the Policies and Procedures Manual for those programs.

ADMISSIONS TO AniMall

Every animal must go through a TWO WEEK quarantine prior to coming to AniMall. This is absolutely crucial to ensure that only healthy animals are brought into the facility. **AniMall reserves the right to ask Rescue Partners to remove animals for reasons including but not limited to signs of aggression or illness.** Failure to comply with removal of such animals will forfeit future participation at AniMall events.

Every animal at AniMall must be current on vaccinations for their species. Puppies must be at least 7 weeks old and have their first Parvo vaccination 7-10 days before coming to AniMall. Kittens must be at least 7 weeks old and have had a distemper shot 7-10 days before coming to AniMall. Birds should be vaccinated against the Polyoma Virus. Rabies vaccinations (for appropriate animals) are required for all adoptable pets 3 months old or older

FIV+ cats are allowed in the facility as long as proper separation and protection is taken. An AniMall Staff member should be notified when an FIV+ cat is brought into the center.

ADOPTIONS

The adoption fees at AniMall are set by and paid to the Rescue Partner. All adoption fees are handled by the Rescue Partner and they shall supply their own adoption applications and contracts.

All animals adopted from AniMall must be spayed or neutered prior to being placed in the adoptive home. Exceptions are allowed for puppies and kittens, however, the Rescue Partner is required to ensure, through written documentation, that spay/neuter is completed before 6 months of age. Medical exceptions may be considered with written documentation from a licensed Veterinarian. Exceptions also include small animals and other species that do not require spay/neuter or it is medically unwise. These decisions will be left to the Rescue Partner with approval from the BOD or AniMall Director

Same-day adoptions are not encouraged. Rescue Partners who wish to do same day adoptions must get prior approval from an AniMall Staff Member.

ANIMAL CARE

All animals brought into AniMall shall be either in a carrier/crate or on a leash. It is required that Rescue Partners to use the back service entrance to AniMall. After unloading, all cars must be moved from the back entrance area.

Mall management has made it clear that excessive barking cannot be tolerated. Excessive barking is defined as continuous and frequent barking. Rescue Partners must quiet barking dogs IMMEDIATELY. Walks, treats, and bark collars are encouraged. **If a dog continues to bark excessively AniMall will require that the dog be removed from AniMall.**

All Rescue Partners with dogs shall have a one-to-one ratio of person to dog if dogs are leashed. This is to allow good control over the dogs, quick clean up of messes and allow some one to remove the dog if barking becomes an issue. If dogs are kept in pens or kennels then they must have enough volunteers to control them and remove one if necessary.

Dogs are not be within 4ft of the Cat Shack area. It is NOT acceptable to temperament test a dog's reaction to cats by bringing them into the Cat Shack.

Dog accidents should be cleaned up immediately. AniMall provides paper towels and spray bottles of cleaners for this use. Please deposit animal waste in the large trash can in the back area of AniMall.

Dogs should be walked in the designated area behind the service entrance. You must scoop any solid waste that your animal deposits with provided plastic bags and dispose of it in trash.

Do not allow customers under the age of 18 to handle animals without a parent or guardian present. Rescue Partners are responsible for monitoring the safety of both the animals and customers.

If you wish to assist someone with another Rescue Partner's animal, please ask for permission first.

SAFETY & SECURITY

AniMall does not have a public restroom. Please direct customers to the restrooms located in the mall. Rescue Partners and their volunteers may use our restroom located in back area.

No animals may be surrendered to AniMall. If any person attempts to abandon an animal at AniMall, Mall security should immediately be notified. Return adoptions will not be accepted at AniMall unless prior arrangements have been made by the Rescue Partner and AniMall has been notified. Mall security should be notified in the event of any theft or other disturbance.

In the event of an accident or injury an AniMall staff member must be notified immediately. For **cat, dog** or **ferret** bites that break the skin, AniMall will notify Animal Control immediately. (Cary falls within Wake County jurisdiction. Designation of select species listed previous complies with Wake County regulations for animal bites).

A first-aid kit is provided for self-administration or Good Samaritan use. Major medical care should be left to responding Mall Security or 911 staff.

Inclement Weather/Emergency Closings:

AniMall shall close in keeping with Mall management decisions which are announced on local radio and TV programs. Rescue Partners canceling an event due to inclement weather/emergency should notify AniMall as soon as possible prior to event. Please call Dan Richards at 919-624-3075. AniMall may also elect to close the center and would likewise notify affected Rescue Partners.

AniMall Staff/Board

Talena Chavis – Executive Director,
Board Member

Dan Richards – Board Chair
Arielle Schecter – Board Member

Contact Info:

Phone 919-465-2500

Email - info@animall.org

Emergency Contact – Dan Richards 919-624-3075

Rescue/Event Scheduling – Dan Richards – dan@animall.org

Cat Shack Scheduling – Dan Richards – dan@animall.org

Rodent Resort Scheduling – Talena Chavis – talena@animall.org

General – Dan, Talena, - info@animall.org

ACKNOWLEDGEMENT

I acknowledge that I have read and understood IMPACT – AniMall Pet Adoption and Outreach Center’s “*POLICIES AND PROCEDURES MANUAL*”.

I understand that if I, or any member of our organization, have any questions or concerns, that we are encouraged and expected to bring them to the attention of the IMPACT Board of Directors or AniMall Staff Members.

I further understand, and agree, that our group shall comply with the provisions of this Manual and that failure to do so could result in corrective actions up to and including forfeiting of rights to use AniMall.

I understand the following key provisions:

- Every animal must go through a **TWO WEEK** quarantine at the rescue before coming to AniMall.
- It is **NOT** acceptable to temperament test a dog’s reaction to cats by bringing them into or near the Cat Shack.
- AniMall will not accept any animal that is aggressive or is showing signs of illness.
- If a dog continues to bark excessively AniMall will require that the dog be removed from AniMall.
- If a volunteer for a Rescue Partner brings their children to the adoption event, that volunteer must keep their children supervised throughout their event.
- Rescue Partners are responsible for insuring that their volunteers and leadership respect all other Rescue Partners and the AniMall leadership. Negative comments or remarks about another Rescue Partner will not be tolerated.

Name of Group (Rescue Partner): _____

Name of Authorized Representative: _____

Signature: _____ Date: _____