



TRANSFER PARTNER PROGRAM: SUMMARY AND GUIDELINES

ABOUT

Voorhees Animal Orphanage (“VAO”) provides sheltering services for 11 municipalities in Camden County, as well as functioning as an adoption center for the surrounding area. We partner with rescue organizations to improve our capacity to save the lives of sheltered animals. Through our Transport Partner Program, animals at risk are voluntarily accepted into approved partner organization’s adoption, rehabilitation, or similar programs. Transfer Partners (“Partners”) undertake an application and approval process, and subsequently assume ownership and all responsibility for the care and placement of the animals they select and transfer.

ELIGIBLE ANIMALS

VAO prioritizes which animals based on their rehabilitative medical or behavioral housing needs.

LEVEL 1 PRIORITY: URGENT

- URGENT animals are those undergoing critical behavioral, physical, or mental deterioration.
- Euthanasia may be under consideration.
- URGENT animals are available immediately upon completion of any mandatory hold periods, or when otherwise released by authorization of VAO administrative staff or veterinarian of record.
- There is no fee for an URGENT animal transfer to an approved Partner.

LEVEL 2 PRIORITY: AT-RISK

- AT-RISK animals are those undergoing behavioral, physical, or mental deterioration due to length of stay, generally defined as six months or longer.
- AT-RISK animals are available immediately upon completion of any mandatory hold periods.
- There is no fee for an AT-RISK animal transfer to an approved Partner.

LEVEL 3 PRIORITY: GENERAL POPULATION

- Dogs over 40 lbs and all cats are available to Partners on the same day they are to the public.
- GENERAL POPULATION animals are available immediately upon completion of mandatory hold periods.
- There is no fee for a GENERAL POPULATION animal transfer to an approved Partner.

LEVEL 4 PRIORITY: SMALL BREEDS

- Dogs 39 pounds and under are available to the public for adoption first.
- After having been available (but not adopted) for at least 2 full weeks, SMALL BREED dogs may be selected by an approved Partner.
- There is a fee for a SMALL BREEDS animal transfer to an approved Partner.

ELIGIBLE PARTNERS

Organizations eligible to become Transfer Partners may include nonprofit animal shelters, humane or SPCA organizations, nonprofit animal rescue and adoption organizations, and animal-related for-profit businesses who have a specific focus on animal rehabilitation and adoption (veterinary hospitals, pet supply retailers, etc.)

501(C)(3) STATUS

VAO nonprofit transfer partners must be nonprofit organizations or private foundations with tax exempt status granted by the IRS. If an organization is accepting donations from the public, the organization must be a 501(c)(3) or in the process of obtaining 501(c)(3) status, and obtain the status within one year Partner approval with VAO. A letter of determination (approved) or a Form 1023 (in process) should accompany the Partner application.

For-profit Transfer Partners must have a physical facility (store, office), have been in business for at least 3 years before applying for partnership, and operate with a specific animal-related purpose in support of a charitable mission targeted at adoption and lifesaving. For-profit partners may not represent themselves as nonprofits.

VETERINARIAN OF RECORD & PRE-ADOPTION SPAY/NEUTER POLICY

All Partners must have a veterinarian of record or relationship with a veterinarian who acts as the primary medical provider for the animals in the organization's care. Furthermore, VAO Transfer Partners must provide pre-adoption spay/neuter for all animals, including pre-natal cats. Exceptions are allowed only when specifically recommended by a veterinarian for the health of the animal. A veterinarian opinion in opposition to pediatric surgery may not be used to exempt pediatric animals from spay/neuter.

COMPLETED AND APPROVED PARTNER APPLICATION

Organizations wishing to become Partners must complete and submit an application package for approval. New Partners who are established and recognized in their community may receive temporary, immediate approval to transfer LEVEL 1 and LEVEL 2 population animals, but must submit a completed application within 30 days of the initial transfer to become an approved partner.

PARTNER REQUIREMENTS

VAO Transfer Partners agree to:

- Assume all care, responsibility, and liability associated with transferred animals.
- Spay/neuter all animals prior to adoption (Partners are responsible for completion of spay/neuter surgeries at their veterinarian or a low-cost provider).
- Maintain a veterinarian of record and provide ongoing health care for transferred animals.
- Maintain an accurate and updated "authorized agents" list on file with VAO.
- Address concerns or complaints through appropriate communication channels.
- Insure that all authorized agents and associated supporters behave professionally when representing the Partner and VAO, including while participating on social media.
- Provide records relating to the care, medical treatment, or spay/neuter of transferred animals upon request.
- Pick up animals in a timely manner, adhering to arranged transfer times.
- Abide by all applicable local, state, and other laws, statutes, and regulations.
- Participate in an annual recertification process to renew Partner status.

SELECTION OF ANIMALS

VAO makes every effort to adhere to a first come/first served practice with respect to determining which animals got to which Partners, with the following exceptions:

- A Partner that first and foremost serves the community and members of the public who wish to reclaim or adopt – such as the finder of a stray animal, potential adopter, or a family member reclaiming a surrendered animal – have the right of first refusal.
- Should there be any dispute between partners over who selected an animal first, VAO staff will resolve the situation using the best information available. Decisions made by VAO staff are final.

COMMUNICATION

VAO staff are available to address any problems or concerns Partners may have with any process, employee, or volunteer. To resolve issues, we ask that Partners use appropriate channels by speaking directly to the following individuals until the problem is addressed:

1. Kennel or Cattery Manager Laurie Ballard, Kennel; Bill Romaine, Cattery
2. Operations Manager Dawn Mason
3. Executive Director Don Jennings

The effort of our Partners is greatly appreciated, and VAO is committed to developing long-lasting, mutually cooperative relationships for the benefit of Camden County's homeless animals. VAO asks that all partners and authorized agents value each other's employees and volunteers as we work together to provide the professional delivery of exceptional customer service and animal care in an atmosphere of respect and trust.

REPORTING

Partners are asked to notify VAO in the following circumstances:

- If a partner concludes that euthanasia is appropriate for an animal, VAO staff must be notified prior to euthanasia and may request the animal be returned to the shelter. Emergency euthanasia must be reported to VAO within 48 hours.
- Change of veterinarian of record/primary veterinarian must be reported to VAO within 30 days.
- Any abnormal medical finding regarding a transferred animal should be reported immediately to VAO staff. In the case of diagnosis of contagious illness other than an upper respiratory infection, veterinary reports and test results should be provided to VAO in order to support the monitoring of the animals in our care.
- VAO must be notified immediately if an authorized agent of a Partner is no longer with the organization.

SEPARATION

Any violation of the terms of this transfer agreement or Partner policies may result in suspension or termination of the organization's Partner status. Partners may appeal terminations or suspensions. Any appeal must be addressed to the Executive Director within 15 days of suspension or termination of Partner status. The Executive Director's decision on the matter will be final.