



CLAY COUNTY
ANIMAL SERVICES

RESCUE GUIDELINES





Dear Rescue Partner,

Welcome to the Clay County Animal Services Rescue Program! We are thrilled to have you on board and hope that together, we can save the lives of homeless shelter pets.

By joining this team, you will have an opportunity to make a significant impact in the lives of every animal that comes through our doors. We are so thankful you chose to partner with us and know that our four-legged friends will benefit greatly from this partnership.

The following guidelines are meant to help you through our rescue program. Enclosed you will find information about our team, processes, and more.

Our key to success is contingent on open lines of communication. If you have any questions or concerns at any time, please feel free to let me know. We're here to assist each other while sharing the same goal – to help place homeless pets in forever homes and reduce the number of needy pets.

Sincerely,

Clay County Animal Services Staff



AT A GLANCE



Hours: Tuesday-Saturday: 11:00 a.m. - 5:00 p.m. and Sunday-Monday: Closed

Address: 3984 S.R. 16 W, Green Cove Springs, FL 32043

Website: <https://www.claycountygov.com/community/animal-services>

Facebook: <https://www.facebook.com/ClayCtyAnimals>

Instagram: <https://www.instagram.com/claycountyanimals/>

Phone Number: 904-269-6342

Email: animalrescue@claycountygov.com

Easy Communication:

We're just a phone call, e-mail or visit away! Any rescue personnel are welcome to stop by the office any time during work hours. Below are phone numbers and e-mail addresses for the team:

Name	Phone	Email Address
Courtney Sumner Shelter Manager	904-529-5878	Courtney.Sumner@claycountygov.com
Aymie Hellard Shelter Operations Coordinator	904-529-5298	Aymie.Hellard@claycountygov.com
Tabitha Boyett Adoption Rescue Specialist	904-529-4107	Tabitha.Boyett@claycountygov.com



ADOPTION INFO

Adoption Fees

- Adult Dogs (6 months and older) - \$20.00
- Puppies (less than six months old) - \$100.00
- Adult Cats (6 months and older) - \$20.00
- Kittens \$25.00

Included in Each Dog/ Puppy Adoption

- Heartworm Test (over six months)
- Distemper/Parvo Vaccination
- Kennel Cough Vaccination
- Rabies Vaccination (over six months)
- Deworming/Flea Prevention
- Spay/Neuter Package
- Microchip Implantation

Included in Each Cat/Kitten Adoption

- Feline Distemper Vaccine
- Rabies Vaccination (3 months or as determined by a veterinarian)
- Deworming/Flea Prevention
- Spay/Neuter package
- Microchip Implantation



PERKS: DOGS



Financial Benefit

Our shelter pets are spayed/neutered, vaccinated, and microchipped before they leave with adopters or rescue groups. We've waived the rescue pull fee to help our pets and support life-saving efforts. Check out our cost analysis to compare our fees with those of local veterinarians.

Dog Services	*Average Cost	Adoption Fee	Rescue Pull Fee
Heartworm Test (6 months)	\$20.00	No Charge	No Charge
Distemper/Parvo Vaccination	\$15.00	No Charge	No Charge
Kennel Cough Vaccination	\$15.00	No Charge	No Charge
Rabies Vaccination	\$10.00	No Charge	No Charge
Deworming/Flea Prevention	\$30.00	No Charge	No Charge
Spay/Neuter Package	\$100.00	No Charge	No Charge
Microchip Implantation	\$15.00	\$15.00	No Charge
Total Fees:	\$205.00	*Dogs: \$20.00 Puppies: \$100.00	\$0

*Average cost at a local low-cost clinic.

*Adult Dogs are six months plus.



PERKS: CATS



Cat Services	*Average Cost	Adoption Fee	Rescue Pull Fee
Feline Distemper Vaccination	\$15.00	No Charge	No Charge
*Rabies Vaccination (3 months or as determined by veterinarian)	\$10.00	No Charge	No Charge
Deworming/Flea Prevention	\$30.00	No Charge	No Charge
Spay/Neuter Package	\$55.00	No Charge	No Charge
Microchip Implantation	\$15.00	No Charge	No Charge
Total Fees:	\$125.00	Adult Cats: \$20.00 Kittens: \$25.00	\$0

*Average cost at a local low-cost clinic.



Rescue Process



Rescue Postings

Rescue groups get weekly emails about select pets with temperament or health issues available for rescue. Not all pets are included, but the information supplements our website's information.

Animals that “Need a Plan”

Some animals need placement immediately, as they are close to being euthanized. These animals are in the "Need a Plan" category, and email messages will indicate their deadline for adoption or rescue. Animal Services will notify rescue partners one week before the deadline, and requests must be made by 4 p.m. the following Tuesday.

If your rescue group needs a pull, please let us know immediately. Please tell us if you're still looking for a foster, working with an adopter, or need more time to determine the placement.

Rescue Requests

Rescue partners can request any pet in our care once it has been available to the general public for 72 hours. Exceptions are made for animals with health or behavioral issues or for any reason deemed necessary by Clay County Animal Services staff. The Rescue Coordinator will identify pets that can be requested early in the e-mails sent to rescue partners. Information on when an animal may be asked: Sunday- the following Tuesday, Monday- the following Tuesday, Wednesday- the following Wednesday, Thursday- the following Thursday, Friday- the following Friday, and Saturday, the following Saturday.



Rescue Process



Requests

Requests are handled on a first-come, first-served basis according to when the request was received by staff. Submissions can be submitted in person or by e-mail. We recommend you request through e-mail because it will be time/ date stamped. Holiday schedules may change availability dates. In this case, we will reply to your rescue e-mail with the date the animal will be available.

Medical and Temperament Concerns

The Rescue Coordinator or designee, will include any pertinent medical or temperament issues in the e-mail messages to rescue groups. Our goal is to equip each rescue with the necessary information so they know any issues and can prepare accordingly.

If you have questions about an animal's background, health, and temperament, please don't hesitate to ask. We want to provide as much information as possible to increase the chance that the animal is matched to a forever home.

For animals with extreme health or temperament issues, we may ask rescue groups to sign a waiver acknowledging such issues.

Courtesy Pulls

We strive to make our rescue program as accessible as possible. We welcome groups from all over the Sunshine State and ask rescue partners to refrain from conducting courtesy pulls (definition in the glossary) for another rescue group within our state. We aim to build relationships with rescue groups in Florida and prefer these groups register with us. We'll allow courtesy pulls for out-of-state rescues and ask that you inform staff about this when requesting.



Rescue Process



Requesting via Email

To request an animal via e-mail, please follow the below example:

In the message please fill out the following:

Requestor: Your Name

Requesting Group: Rescue Name

Animal ID Number: Example- A123456

Animal Name: Example-Fluffy

Comments: Example- Jane Doe will be the transporter picking up Fluffy when he is ready.

Please address all e-mails to: animalrescue@claycountygov.com

The subject line should read “RESCUE REQUEST A123456” with the applicable animal ID number.

The Rescue Coordinator or designee, will respond as soon as possible notifying the rescue partner when the animal will be ready for pick up or if other groups have already requested that particular animal.



Rescue Process



Holding Period

One of the primary goals of our agency is to help reunite lost pets with their families. All animals are scanned for a microchip at time of impound.

The majority of animals we receive are strays. All stray animals are held for a mandatory stray period to allow a possible owner an opportunity to reclaim. Animals displaying no signs of ownership (collar, tags and microchip) can be processed out in three business days.

Rescue Pick Up

The Rescue Coordinator or designee, will respond to each request and notify groups when animals are available for pickup. Animal Services will have paperwork already prepared at the time of pick up.

Transporters must come prepared with the identification numbers of the animals they are picking up. Rescue groups who consistently utilize individual transporters are welcome to add them to the “Pre-Approved Transporter” list for quicker pickups. Please ensure that your transporter has appropriate crates/ carriers for transportation. If you are using anyone other than your approved transporter, please provide that individual’s name so the front desk knows whom to expect.

Rescue pets can be picked up during regular shelter hours.



Share a Concern

If you have any policy concerns while working with us at Clay County Animals Services, please follow the appropriate chain of command to file your concern. This will allow us to address the issue promptly and find a solution.

Here's a list of supervisors in order: Rescue Coordinator, Shelter Operations Coordinator, Program Manager, and Department Director. Address your concerns to one supervisor at a time, starting with the Rescue Coordinator, for a quick resolution. If needed, contact the others in the listed order.

Name	Title	Contact Info
Tabitha Boyett	Adoption/Rescue Specialist	Tabitha.Boyett@claycountygov.com
Courtney Sumner	Shelter Operations Coordinator	Courtney.Sumner@claycountygov.com
Aymie Hellard	Animal Services Manager	Aymie.Hellard@claycountygov.com
Ernest Hagan	Animal Services Director	Ernest.Hagan@claycountygov.com

Please refrain from any negative or harmful actions that may harm the reputation of Clay County Animal Services and its rescue partners. Let's work together to create the best rescue program possible and maintain a positive environment for our animal community. Public criticism can negatively impact our operations and adoptions. Thank you for your cooperation.



Rescue Partner Application



Pet Point Person ID # _____

About Your Organization

Name: _____ Phone Number: _____

Physical Address: _____

City: _____ State: _____ Zip: _____

County: _____

Website: _____

Email: _____

President/Executive Director's Name: _____

Emergency Phone Number for President/Executive Director: _____

Please mark all that apply to your rescue: _____

_____ Physical Shelter

_____ Foster Based

_____ Open Admission

_____ Limited Admission

Do you adopt outside of Florida? _____



Rescue Partner Application



About Your Veterinarian

Is there a veterinarian on staff? _____

If not, or if you use multiple, please list the one you utilize most frequently.

Veterinarian Name: _____ Phone Number: _____

Clinic Name: _____

Address: _____

City: _____ State: _____ Zip: _____

About Your Local Animal Services/Control

Name: _____ Phone Number: _____

The Animal Control/Enforcement is: _____

____ County Managed

____ Sheriff's Office Managed

____ Humane Society Managed

____ Volunteer Managed

____ Other: _____

Rescue Coordinator (if known): _____



Rescue Partner Application



About Your Organizational Policies

- Canine
- Feline
- Reptiles/exotics
- Birds
- FWC Permitted
- Large/Farm Animals

- Breed Specific
- Mixed Breeds
- Small Animals
- Special Needs

Return Policy:

- Always
- Limited
- Never

Spay/Neuter:

- Before Adoption
- Not Required

Maximum Capacity: _____

Admissions is determined by: Kennel Space Foster Homes Funding Policy



Rescue Partner Application



Please list three people authorized to pull animals for your organization.

1. Name: _____ **DOB:** _____ **Phone Number:** _____

2. Name: _____ **DOB:** _____ **Phone Number:** _____

3. Name: _____ **DOB:** _____ **Phone Number:** _____

In addition to this form, please include your:

- 1. Adoption Contract**
- 2. 501 (c) 3 status letter in your organization's name.**

I certify that the information I have provided is true and correct to the best of my knowledge, and I am authorized to execute this agreement. If at any time this information changes, it is my organization's duty to submit a new application with updated information. My organization will be liable for animals taken from this location until adoption. Only authorized persons can obtain animals from Clay County Animal Services. I agree to inspections, with or without notification, at any time from Clay County Animal Services or a person/ agency acting on its behalf. I understand that my notification preference will be taken into consideration. I know Clay County Animal Services reserves the right to refuse/terminate partnerships at any time for any reason, including but not limited to missing/lost pets, documentation of inadequate care/facilities from any Animal Control organization, and non-compliance with local, state, and federal laws. No one has pressured or coerced me into signing this form. No offers or inducements have been made to obtain my signature. I affirm that this form has been signed voluntarily.

Signed: _____ **Date:** _____

Print: _____ **Title:** _____



Glossary



- Adopter – The person who intends to provide a forever home for a pet.
- Animals In Need of A Plan – This is the name of the e-mailings that go out to all rescue partners. These e-mails include available pets and all information on health and temperament.
- Medical Department – The Animal Services Medical Department provides spay/neuter surgery, microchip, and vaccinations to all adopted and rescued pets before departure.
- Courtesy Pull – A courtesy pull is when one rescue group pulls a pet from a shelter for another rescue group.
- Crossposting – Crossposters network shelter pets to match them with adopting families or rescue groups. The shelter encourages crossposters to connect with a rescue partner to help the shelter pets most effectively.
- Final Disposition – Per the Rescue Agreement, partners must provide the final dispositions of animals pulled from the shelter when asked. Final dispositions can be adopted, in foster care, died, etc.
- Foster – A foster parent provides temporary care for an animal until that animal is adopted.
- Heartworm Disease – All dogs are tested for heartworm disease before departure with an adopter or rescue. We will notify the recipient if the test is positive.
- Microchip - A microchip implant is an identifying integrated circuit placed under a pet's skin. The chip, about the size of a grain of rice, displays a number when scanned and helps reunite lost pets with their families.
- Offsite Adoptions – Shelter cats are housed at offsite adoption locations in Petsmart and Petco locations throughout the county.
- Pull – To pull an animal means to rescue it from the shelter.
- Spay/Neuter – Female and male pets are spayed and neutered. This surgery sterilizes the animals so they can no longer reproduce.
- Transporter – The individual picking up the pet and transporting them to their next destination. We ask rescues notify the Communications Team who will be transporting the animal so the front desk can be prepared.
- Quarantine – Any animal that has broken the skin of a human must be quarantined for ten days to be observed for possible signs of rabies. Animal Services has a quarantine area for both dogs and cats. Animals undergoing quarantine are not available for interaction.

