



# CHICAGO ANIMAL CARE & CONTROL

## HOMeward BOUND ANIMAL PLACEMENT POLICY

Animal Placement Coordinators  
Chicago Animal Care & Control  
2741 South Western Ave, Chicago, IL 60608  
[CACCRescue@cityofchicago.org](mailto:CACCRescue@cityofchicago.org)

To view our animals, please visit: [www.petharbor.com/chicago](http://www.petharbor.com/chicago)

*This policy is effective January 13, 2018.*

*Please be advised that CACC Homeward Bound Animal Placement Policies are subject to change at any time at the discretion of CACC.*



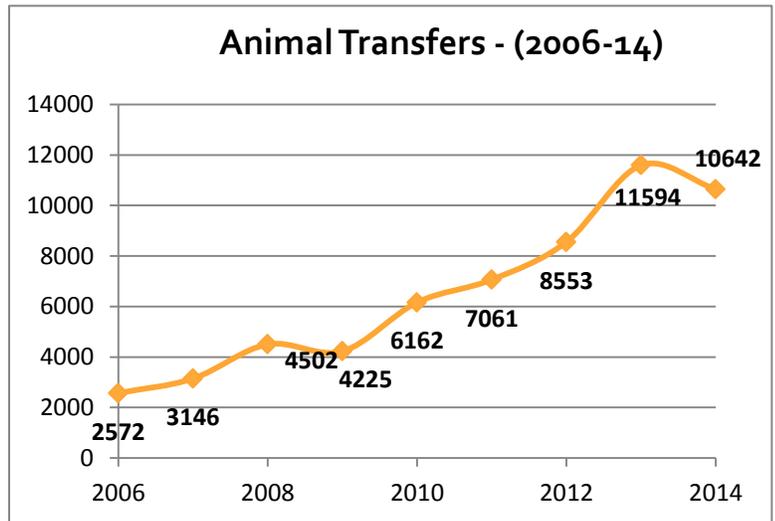
## GENERAL INFORMATION:

Mission: Chicago Animal Care and Control protects public safety and ensures the humane care of animals through sheltering, pet placement, education and animal law enforcement.

Thank you for your interest in transferring animals from Chicago Animal Care & Control (CACC). CACC is one of the largest companion animal organizations in the Midwest, caring for more than 15,000 animals each year and is responsible for Chicago's municipal shelter system. Part of our goal is to place every adoptable animal in a permanent and loving home. In order to accomplish this, CACC forms and cultivates mutually-beneficial relationships with outside placement organizations (shelters and rescues) as partners. Our program has proven to be very successful in placing thousands of animals with other licensed organizations. We are extremely proud of our relationships with our partners.

### HISTORY OF HOMEWARD BOUND PROGRAM:

CACC's Homeward Bound program has been in place for over a decade and has grown each year thanks to the support of hundreds of partners. In 2017, CACC transferred 8,029 animals to more than 170 different rescue groups and humane societies. The chart to the right shows the progress of this program since 2006. By becoming a Homeward Bound transfer partner you will be a part of a thriving program that helps provide additional opportunities for the wonderful animals temporarily housed at CACC.



### HOMEWARD BOUND PARTNERSHIP:

#### Approval Process

Organizations that are licensed shelters or rescues may be eligible to participate in our Homeward Bound program. To become a Homeward Bound partner, the organization must submit a completed application along with appropriate licenses - current Department of Agriculture license and 501c3, if applicable. All out of state transfer groups must be a 501(c)(3) and provide proof of good standing within state regulations.

Once the application is received, CACC will screen the application. Your organization will be contacted to discuss the application and go over any additional questions or clarifications. Part of the screening process includes Responsibility Research, making sure your organization is in compliance with state regulations (including but not limited to: Freedom of Information Act, Secretary of State, etc.). During this time, we will also contact the references your organization listed on the application. Once a determination has been made, CACC will reach out to the person listed as the primary contact on the application.

*CACC maintains the right to deny an application based on findings and/or limit the number of Homeward Bound partners at any time.*

### **Being an Active Homeward Bound Partner**

To be considered 'Active,' partners must transfer animals from CACC yearly. The application shall list no more than 6 agents authorized to transfer and request information on behalf of the organization. If you would like to update any of the 6 authorized representatives, you must submit those changes via the Authorized Representatives Form to the Animal Placement Coordinators. This information should come from the primary contact on the application. Once this information has been received, you will be informed that the changes have been accepted and updated.

Homeward Bound partners are expected to maintain good quality of care and adequate records, including tracking outcomes for animals transferred. CACC may request an inspection of your facility or an outcome report of transferred animals at any time while you are a transfer partner.

Any newly approved group that has not been established for at least one year will be subject to additional requirements or reporting during the first year of approval to the Homeward Bound Program. These groups may be required to submit additional reporting statistics to the City, are subject to limitations in the number of animals they may transfer based on licensed foster homes or shelter capacity, and are subject to random inspection by the City of Chicago or another governing body at any time.

### **TRANSFER BEST PRACTICES:**

**Adhering to best practices is integral in ensuring the health and safety of the animals being transported and the community they enter.** Once your organization becomes a Homeward Bound partner, we ask that you make a commitment that your organization meets or exceeds the following practices, as applicable:

- CACC encourages our partners to come to the facility and do their own evaluations, taking into consideration any medical and behavior information prior to transferring an animal.
- All participants must be committed to abiding by all local, state, and federal laws and regulations.
- Public health and safety is a primary concern. All animals transported across state lines will have a rabies vaccination and a health certificate signed by a veterinarian. (Rabies vaccination and tag are available upon request).
- Humane standards of care must be provided to every animal being transferred.
- The purpose of this program is to find licensed shelters/organizations that have the intention of directly adopting the animals transferred from CACC. Should you decide to transfer to another organization, CACC **strongly** recommends you require the receiving organization to abide by the practices outlined in this document.

*CACC reserves the right to deny the transfer of any animal at our sole discretion which includes but not limited to an animal with a medical condition which poses a significant risk to public health, a behavioral issue which poses a significant risk to public safety, any condition that compromises the animal's quality of life.*

## HOW TO TRANSFER AN ANIMAL:

CACC is open 365 days a year for incoming and outgoing animals. New animals become available for transfer daily. We recommend coming to our facility to evaluate and pull animals for your organization.

### TRANSFER HOURS:

Homeward Bound partners can visit the facility 7 days per week. Transfer hours are:

- 9 am to 12 pm – Transfer only
- 12 pm to 6 pm – View, evaluate & transfer
- 6 pm to 7 pm – Transfer only
- 7 pm to 7:30 pm – Pickup for dogs on with an approved 'Stray Hold' (See Page 6)

### SIGNING IN:

When entering CACC you must have photo identification for verification purposes. Approved partners must sign in on the clipboard at the Security Desk in the front lobby and take a Homeward Bound Visitor Pass. *Please remember to return your pass when you leave.*

If you come to transfer an animal during Transfer Only hours or are a transporter (person not listed as one of the 6 authorized representatives), you must report to the front desk and request an Animal Placement Coordinator, Animal Care Aide (ACA) Supervisor, or Shelter Manager be paged. At that time, all paperwork will be processed and the animal will be brought up to you. While at the front desk, do not interfere with shelter operations.

Authorized representatives are allowed to view/evaluate/transfer animals during approved hours (see Transfer Hours listed above).

*When at CACC, groups must follow all rules set forth by CACC, this includes but is not limited to; Rules of the Runs, Rules of the Play Lots and signs on pavilion and room doors at CACC. Failure to follow rules set forth by CACC may result in suspension or termination of your transfer privileges from CACC. Copies are available upon request.*

### LEGAL HOLD PERIODS:

CACC has legal obligations to hold certain animals for varying periods of time depending on the circumstances of the impoundment. **Animals are not allowed to be taken out of their cages or handled until they become property.** Generally, we try to indicate the date an animal will be available for transfer on each animal's cage card. While this is a fairly reliable guide, a change in circumstances or human error can at times result in incorrect release dates on cage cards.

Below is a general guide for how long animals must be held by the shelter. Please confirm date with a shelter employee.

### **Owner Surrendered Animals**

CACC is not legally required to hold animals surrendered to the shelter by their owners for any length of time, unless they have identification such as a rabies tag, microchip, or tattoo that requires research. If

they do not have identification they are available to transfer groups the same day as they arrive. If they do have identification the animal must remain at CACC until proper research can be completed.

### Stray Animals

- Dogs that come into CACC as strays with unknown ownership (no microchip or tag) are required to be held for three days to allow owners to reclaim them. After the three day holding period, dogs are available for evaluation or transfer. Typically our kennel cards for non-chipped strays show the day/time the animal comes off stray hold. If you are unsure if an animal is available for evaluation or transfer, please check with staff for clarification.
- Cats that come into CACC as strays with unknown ownership are not required to be held and are available for immediate transfer.
- Animals that come into CACC as strays with known ownership (microchip, tags) are required to be held for at least seven days to allow owners to reclaim. If a letter is sent to the registered owner, the animal has to be held for seven days *from* the date the letter was sent.

*Stray Animal Transfers:* There are currently, four organizations have applied and received permission from the Commission on Animal Care and Control to hold stray animals for the City of Chicago. They are:

- Animal Welfare League
- Harmony House
- PAWS Chicago
- Treehouse Humane Society

These groups are allowed to transfer and hold stray animals prior to the animals becoming City property. If you are interested in becoming a stray holding facility, are located in the City of Chicago, and are licensed with the state of Illinois, please contact [caccrescue@cityofchicago.org](mailto:caccrescue@cityofchicago.org).

### Confiscate Eviction or Abandoned Animals

Animals that come to CACC as confiscations (eviction or abandoned) have a legal hold period of 7 days. These animals are not allowed to be transferred by any organization prior to the completion of their hold period.

Please note: Legal and cruelty holds are evaluated on a case by case basis.

### Medical Cases

Animals that have a medical issue requiring immediate treatment, as determined by a CACC Veterinarian, can be released earlier than the legally required holding period. Homeward Bound groups that transfer animals on a medical release must take the animal to their vet immediately. The vet that treats the animal is required to complete the medical release paperwork and return the paperwork to CACC per the instructions on the medical release form. The Homeward Bound partner cannot adopt out, transfer or release in any way medically transferred animals prior to the completion of the stray hold period. If the proper paperwork is not returned to CACC, the transfer group may be subject to sanctions/reprimand.

### TRANSFER HOLDS:

CACC encourages rescues to come into the building to evaluate and pull animals directly from the shelter. In the case that this cannot happen, CACC has an email account ([caccrescue@cityofchicago.org](mailto:caccrescue@cityofchicago.org)) for

authorized representatives of Homeward Bound partners to request holds on animals within the facility. Please note: Organizations in the building take precedence over emails sent through the rescue email.

### About the Rescue Email:

- **The rescue email is checked as early as 9 am and as late as 7 pm daily.**
- Holds placed by email are based on the order which the email is received and availability of CACC staff to respond.
- The rescue email is intended for hold requests, authorization letters, and status requests.
- Hold requests should contain the Animal ID# in the subject line along with your name and organization in the body of the email.

### Types of Rescue Requests:

- **Stray hold** – This hold can be placed during the stray holding period of any non chipped or tagged dog. These animals are NOT available for evaluation or handling during the stray period. Any group that places a stray hold, shall transfer or release the hold on the animal within 24 hours after the stray period has expired.
- **Firm hold** – This is a transfer commitment hold and makes the animal available only to your group for a maximum of 3 days. **The earliest CACC will accept a firm hold is when the animal becomes property (7:00pm).** Please be aware, hold requests received prior to 7:00pm will not be honored. Firm holds expire at 7pm on the third day after the hold was placed. *Please do not place a hold on an animal unless you fully intend to transfer the animal within the hold period.* When placing this hold, please specify the date that you are planning to pick up the animal.
- **Rescue Interests** – To be used to let CACC know that you are working on a specific animal. Rescue interests are a good resource if you are planning on coming to do an assessment of an animal or are working on securing the foster. Please note: When a Rescue Interest is placed, the animal remains available for any other group to transfer or place a Firm Hold. **Rescue interests are 3 days.** Each animal is allowed only one Rescue Interest for the duration of its time at CACC.

### Additional Hold Policies and Information:

- All email hold requests must be directed to [caccrescue@cityofchicago.org](mailto:caccrescue@cityofchicago.org). CACC does not accept holds that are called in, requested through social media, or through individual employee email addresses. Verbal holds request must also be followed up email.
- CACC can also place holds on stray non-chipped/tagged dogs, as CACC may have found a very swift opportunity for an adopter of a particular dog.
- It is recommended that groups pick up any animals they place on hold in a timely manner, ideally within 24 hours after the hold is confirmed. If the hold expires the animal will be evaluated for appropriate outcome, which may include being marketed to other Homeward Bound partners.
- CACC may request immediate transport for an animal with significant health problems and/or in an emergency.
- If you are intending to place a hold on an animal that is already property and are seeking same day pickup, your hold request must be confirmed no later than 6pm.

- If you remove a firm hold, you cannot request another one at a later date. Your hold privileges may be restricted in the future if you repeatedly do not transfer the animals you place on a firm hold.
- If you transfer your hold to another partner, the date the hold expires does not change. The other group is still required to pick the animal up within the original time frame.
- If animals are housed together in one cage, we kindly ask that you take them together.
- CACC has the right to deny the transfer of an animal with a medical condition which poses a significant risk to public health, a behavioral issue which poses a significant risk to public safety, or any condition that compromises the animal's quality of life.

### Transporters/Authorization Letters

If one of the 6 authorized representatives is unable to pick up the animal during the hold period, CACC allows groups to send a transporter to pick up the animal. **Transporters are anyone not listed as one of the 6 authorized representatives.**

If you plan on sending a transporter to pick up they must have a letter from one of the groups authorized representatives which includes the ID numbers of the animal(s) they are picking up. Transporters will check in at the Animal Placement Coordinator's office or front desk – they are not allowed beyond the public areas to browse or evaluate. The animals will be brought up to them.

Example of an authorization letter:

Illinois Rescue would like to place a firm hold on A123456 <- **Includes ID number for animal(s)** "Western".

If hold request is honored, please release this pet to Mike Smith(<- **First AND Last name as seen on ID**) for transport. For this transfer only, he has my permission to sign the CACC transfer contract as my agent.

Thank you!

Karen Orange <- **Your First AND Last name**

Illinois Rescue (P032803) <- **Name of Organization and ID number (can email us if you do not know yours and want to)**

773-222-4444

### TRANSFERRING OUT:

Once you are ready to pull the animals you wish to transfer, you can bring the cage cards to the Animal Placement Coordinator's office or front desk to start the paperwork process. You will be asked to complete the Release of Animal Ownership form. You will also receive a copy and if requested, copies of the cage cards and medical history for each animal transferred.

It is advised you or your transporter bring leashes and carriers to accommodate the transport.

*Please note: Ownership of and full legal responsibility for the animal will transfer to the Homeward Bound partner at the time of physical transfer (this includes full liability for any future costs associated with care). CACC does not guarantee the condition of the animal or exact age/information/behavior and does not warranty any medical or behavior complications that may arise.*

## ADDITIONAL INFORMATION:

### ANIMALS ON THE ADOPTION FLOOR:

CACC has an adoption program for dogs and cats. Animals that are fully vetted for our adoption floor have been spayed/neutered, microchipped, heartworm or FIV/FeLV tested, and given age appropriate vaccinations.

Animals available for adoption can have holds placed on them if they are picked up the same day; the sooner the earlier in the day the animal can be picked up, the better.

In efforts to lessen the burden on group to get animals out of the shelter, CACC has been attempting to work more closely with the networking community to find opportunities for dogs to be directed through CACC. With that said, please do not be upset if you request a 'Stray Hold' on a non-chipped/tagged stray dog and you get a response that the dog is on hold for an adopter, as CACC may have found a very swift opportunity for a particular dog.

If you pull an animal from our adoption floor, please make sure to request medical history (including rabies certificate) when you are transferring the animal. The Homeward Bound partner is responsible for transferring microchip information as soon as possible after the transfer.

### MEDICAL SERVICES:

CACC may provide the following veterinary services depending on availability of CACC medical staff:

Rabies	No charge
Microchip	Free insertion of your group's chip
Heartworm or FIV/FeLV test	Free blood draw if you provide test

All services provided are on a first come/first served basis. **Medical services are dependent upon the availability of the CACC medical staff.**

CACC does not send medications home with Homeward Bound Partners.

### MEDICAL TRANSFERS:

The purpose of a medical transfer is to allow an animal the chance to receive veterinary care that the city is unable to provide due to limited resources. The City of Chicago has an obligation and responsibility to each and every animal that comes through our facility. Due to limited resources, the City of Chicago allows another licensed veterinarian to oversee the care of this pet for the remainder of the legal city stray animal time period. Procedures for this type of transfer are as follows:

1. Any partner requesting a medical transfer must work with the Animal Placement Coordinators or Shelter Manager to get approval from a veterinarian with the City of Chicago's medical department for the early medical transfer.
2. Before leaving CACC, the medical release must include Hospitals Name, address, and phone. The rescue group must complete the normal transfer paperwork at the time the medical transfer paperwork is completed. The group must ensure that the veterinarian overseeing the animals care signs the paperwork and the paperwork gets back to CACC (via email, fax, or mail) within 7 days of transfer. Failure to return this form to the City of Chicago may result in the group being removed from the list of approved Homeward Bound partners.

3. Once the stray period ends, the Release of Animal Ownership form that was previously completed will take effect and the animal will be property of the rescue organization.
4. If a pet must be euthanized prior to the legal City stray time period being complete, a copy of all veterinary records must be submitted to the City veterinarians for review.

#### **PHOTOS/VIDEOS:**

CACC does allow photographing and videoing of animals at CACC for the purpose of facilitating transfers of animals.

- Generally confiscated animals cannot be photographed until they are City property. If you have questions please ask an APC.
- Kennel cards should not be posted online, because they may contain information with private information.

CACC will suspend privileges where an organization uses any photograph/video taken at animal control in violation of CACC's Code of Conduct. Egregious or repeated abuse of this policy shall result in an organization's termination from the Homeward Bound Program.

#### **DOG TO DOG INTRODUCTIONS:**

Homeward Bound groups who wish to conduct dog introductions with potential foster families and their pets must complete the following prior to introductions:

1. A CACC staff member MUST be notified prior to the introduction taking place
2. One of the 6 authorized representatives must be present at the introduction.
3. The visiting dog must have a current rabies vaccine.
4. Owners of the dog will have to sign the Dog Meet and Greet Waiver before the introduction.

#### **ANIMALS WHO HAVE HAD A HISTORY OF BITING:**

CACC is primarily responsible for public safety and reserves the right to deny the transfer of an animal which poses a significant concern. Animals that have bitten or are deemed aggressive or dangerous in any way may not be released for transfer from CACC at any time.

#### **EUTHANASIA:**

Over 15,000 animals come into our shelter every year. As an open admission facility, CACC will never turn away an animal regardless of breed or condition. Keeping in mind public safety and resources, at times CACC must at times make difficult decisions to euthanize animals.

CACC will euthanize animals for the following reasons:

- Behavior (animals that may be considered a danger to the public)
- Medical (including panleukopenia, parvovirus, severe URI, pneumonia and other contagious and zoonotic diseases)
- Space (due to limited cage availability, CACC must make difficult decisions if room for incoming animals is unavailable. If space becomes an issue, animals that are sick, that have behavior issues or have been at the shelter the longest will be at risk)

### **SUSPENSION/TERMINATION:**

CACC takes complaints seriously and where appropriate will forward information to state, federal, and/or other local authorities. CACC may suspend an organization while a situation is being investigated.

When an incident occurs related to the Homeward Bound transfer program, CACC will review the matter fully. These incidents may include but are not limited to suspicion or evidence of animal cruelty, neglect, surrendering an animal back to CACC, failure to provide information requested by CACC, or interference of functions within the facility. If there are any sanctions, citations, or an open investigation by the Department of Agriculture or local county agency which CACC is made aware of this might trigger a suspension. Failure to report an ongoing investigation or citation to CACC will result in a suspension/termination.

Transfer partners are required to abide by the Code of Conduct at all times, and ensure all foster homes, transporters and representatives of the organization act in accordance with this code.

As the largest source shelter in Illinois, CACC works very closely with the Department of Agriculture and other agencies to ensure we are a leader in transferring of animals. CACC works very hard to ensure that it is never in a situation that could jeopardize this program which is responsible for saving thousands of animals a year. CACC has a responsibility for every animal that leaves the shelter to ensure that they are going to good situations and will be treated properly. When a situation, incident or cause for concern is brought to CACC's attention, CACC may suspend the group's rights to pull animals while performing an investigation. Once CACC has all the details of the situation, CACC will request a statement from the group. CACC may ask for further details as needed to complete our investigation, this may include but is not limited to a recent inspection report, statistics on animals pulled, or veterinary paperwork. Once CACC has all the required documentation, the incident will be reviewed by management and a determination will be reached. The group will then be informed of the outcome of the decision.

During the course of an investigation CACC may make the determination to permanently terminate the pulling rights of a group from our shelter. Once this occurs, the group and its authorized representatives will not be allowed to pull or transport animals for another group from CACC.

If you are an approved rescue partner and are found to transfer animals for a group that has been suspended/terminated by CACC then you too may be suspended/terminated from pulling from CACC.

All decisions made by CACC are final and groups do not have the right to appeal this decision.

### **DOCUMENTS (FOIA):**

Please be advised the 'Contact Information' listed at the beginning of the Homeward Bound Animal Placement Program application is available under the Freedom of Information Act. This information will be provided to anyone requesting information from the City of Chicago. It is the responsibility of each group to ensure that the information given to CACC is as accurate as possible.

### **FACILITY INFORMATION:**

Please see the attached map for a layout of the building.

- Transporters are only allowed in the public areas - front lobby as well as adoption areas.
- Children under 18 are not permitted within the pavilions.



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### Homeward Bound Animal Placement Policy

