
HCPH
Veterinary Public Health
Countypets-RescueMe
Guide



Guidelines for animal rescue
from HCPH
Veterinary Public Health

www.hcphtx.org/About/Organization/VPH

www.countypets.com

February 2016

Rescue Guidelines

Medical Care provided for rescued pets should include basic health exam, core vaccinations—including rabies, de-worming and heartworm check. Animals should be put on heartworm preventative. Adopters will be given full disclosure of any health issues, including heartworm treatment. Adopters will also be given a written medical record upon adoption.

Rescue animal housing facilities and/or foster homes will be clean, disease and parasite free. Animals will be contained in a safe, secure, appropriate, and humane manner. Animal will not be allowed to run loose with access to a public sidewalk or street.

Diets will consist of healthy, nourishing and quality food appropriate to the age and condition of each animal. Fresh food will be given daily and in sufficient amounts to assure animal health and well being and in accordance with manufacturer recommendations. Food should be stored in a sanitary manner.

Fresh water will be provided daily, in a sanitary manner and in sufficient amounts. Animals will have access to water at all times.

Animals will be altered before adoption. The animal will not be bred or allowed to breed for any reason prior to spay/neuter.

Proper amount of temperament assessment will be done prior to adoption and adopters will be given full disclosure of any temperament issues.

Rescue animals will be treated as valued companions and given appropriate amounts of socialization and emotional support.

Rescue groups or individuals will perform appropriate screening of adoptive and foster homes prior to animal placement. Adoption and foster screening will include: a written application, applicant interview, and verification of suitable home environment.

Animals will be placed with a "return to rescue group" clause if the owner is unable to keep the pet at any time.

Dogs & cats will be adopted only to indoor homes or indoor/outdoor homes that provide shelter, water, food, companionship and proper health care. Dogs & cats will not be adopted to outdoor-only homes.

Countypets-RescueMe participants may pull or transfer animals to other HCPH Veterinary Public Health approved RescueMe partners as they choose. Unapproved groups should be referred to the Rescue Coordinator at VPH for approval.

RescueMe participants will conduct themselves in an appropriately professional manner and will be responsible for the professional behavior of their volunteers while on the phone/e-mail/social media, with shelter personnel and in the shelter itself.

RescueMe participants will maintain complete records on each animal, including acquisition information, medical procedures, and final disposition.

Rescue Partners are encouraged to help market animals through websites and social media even if they are unable to take a pet into their rescue program.

If Rescue Partners wish to adopt an animal personally they are encouraged to pull the animal first and adopt it through their individual rescue programs.



Grievance Procedure

1. Complaints against Countypets-RescueMe members must be submitted in a written, signed format to:

Countypets-RescueMe Grievance
HCPH Veterinary Public Health
612 Canino Rd.
Houston, Texas 77076

Any corroborating data and contact information will be included in the letter.

2. The HCPH Veterinary Public Health Administrative Committee will review the grievance. Involved parties will be contacted within 30 days and their responses reported to the committee.
3. The Committee will investigate the grievance and determine what action, if any, will be taken.
4. At the completion of the investigation all parties will be notified in writing of the Committee's findings and any actions taken.
5. The Committee will confine its investigations to those allegations that are in violation of the Countypets-RescueMe Guidelines.



Animal Transfer Policy

Countypets-RescueMe participants may pull or transfer animals to other HCPH Veterinary Public Health approved RescueMe partners as they choose.

Other non-approved groups wishing to pull animals should be directed to the VPH website for information on how they can obtain their own approval status.

Visit www.hcphtx.org/About/Organization/VPH or www.countypets.com

Medical Information

Each rescued pet receives microchip as well as a Distemper/Parvovirus, Bordetella (for dogs), FVRCP (for cats) and rabies vaccinations as in accordance with HCPH-VPH protocol and as deemed appropriate by the shelter veterinarian, depending on age and health of the animal. There is no fee for these services.

Change of Information

Any changes in group information or contact information should be sent to RescueMe@CountyPets.com. This includes changes in intake coordinators, telephone numbers, web sites, and e-mail addresses.

Telephone numbers or addresses meant as confidential, in-group use only, and not for use by the public should be so noted.

Rescue Procedure

- Advise HCPH Veterinary Public Health of the names of those persons who may select animals for rescue or who may pick up animals for your group.
- Sign up to receive the daily 'RescueMe' report in PDF format. Include in that sign up each e-mail address that should receive the report. Remember, all available animals will also be listed on the web site at www.countypets.com
- When an animal appears on the report or the website that you are interested in, return email to the RescueMe address: (recueme@countypets.com) or call 281-999-3191 with the date and approximate time when you can pick the animal up.
- Also include the name of the person who will be picking up the animal. Their name will be attached to the Animal screen in the computer. Please make sure that person has a picture ID with them to verify their identity. Changes or additions of animals can only be approved by the person you designate as 'approved to authorize' and that is listed in our database.
- Rescue check hours are Monday - Friday 1:00pm—5:30 pm and Saturday 11:00 am—3:30 pm. Responses to RescueMe emails are Monday - Friday 9:00 am - 5:30 pm and Saturday 9:00 am - 3:30 pm.
- If you make an appointment to pick up the animal the morning after the release date, we will hold the animal for your rescue group until the appointment time. After that time any approved rescue may claim the animal.
- Animals placed on hold for rescue can only be held past the stray hold if space is available. Please speak to the Rescue Coordinator if you need extra time for an animal.
- Owners or adopters may reclaim or adopt animals at any time. You may call the office to check on animal availability prior to pick up. We encourage you to make a morning appointment to pick up your rescue pets as we will be able to

focus our attention completely on you during your visit.

- Animals observed by VPH staff to be aggressive are not eligible for rescue.
- Animals are available for pickup the day following the completion of their stray hold. Animals needing immediate medical rescue are available at anytime.
- Groups wishing to do temperament evaluations on animals may do so during regular business hours.
- Groups wishing to walk the kennels to look for animals may do so during regular business hours.

Medical Needs Early Rescue

Additionally, as an approved rescue, you are eligible for a Temporary Custody Agreement that will allow you to pull animals needing immediate medical care prior to the end of the 3-day stray hold time. To apply for this agreement go to: www.hcphtx.org/Services-Programs/Services/Shelter-Services/RescueAnimals

Download a copy of the agreement, fill it out and sign it. Then mail the original copy to the shelter:

HCPH Veterinary Public Health
612 Canino Rd.
Houston, TX 77076
Attention: Temporary Custody Agreements

Temporary Custody Agreements can take 30 days or more for approval as it must be approved during a regular meeting of Harris County Commissioners Court.



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Harris County Public Health
Veterinary Public Health Division

