



HOLD FOR HOME SOP

The East Bay SPCA takes pride in empowering owners to keep their pets during times of hardship. EBSPCA recognizes that occasionally owners need time to stabilize their situation, as well as the opportunity to identify and secure additional resources that will help them retain ownership of their pet. During HOLD FOR HOME (hereinafter called H4H) EBSPCA assumes temporary physical custody of animal with intention to redeem to the rightful owner as soon as possible.

Definitions and Guidelines

Hold For Homes apply to privately owned animals only. Proof of ownership is required to verify that the individual scheduling appointment has jurisdiction over animal in question. However, there may be situations where providing paperwork is not an option (domestic violence, evacuations, etc.). EBSPCA will make every effort to establish ownership in good faith (rapport, pictures, circumstances), including proof of veterinary care through our clinic. In certain cases, for established emergencies (by referring agency), we can bypass the 30-day requirement for proof of ownership paperwork. DO NOT re-register microchip as some companies do contact previous owners which would compromise confidentiality. If microchip is registered to the alleged abuser, enter chip number in general note section, NOT in the chip field.

EBSPCA will only accept referrals from partnering agencies, such as domestic violence shelters, social service case managers, community mental health agencies, transitional housing agencies, veterinary practices and other animal rescues. This ensures that client is connected to social services and we can receive feedback on the owner's progress even in absence of firsthand contact. At this time, we will not work with individuals not enrolled in a social service program, but the Manager of Humane Advocacy (hereinafter called MoHA) is empowered to direct the individual to get the network they need, in which case we can revisit.

The following do not qualify for Hold For Homes:

- Any animal acquired from other animal organization for the sole purpose of rehoming with alternative organization.
- Any animal under eight weeks of age, unless seeking H4H for a mother with a litter. In this case, proof of ownership of the parent is required for considering the surrender of mother and offspring.

Proof of Ownership

As required by California law:

§ 31108.5. Identification of ownership and **§ 31752.2.** Identification of ownership

(a)(1) Upon relinquishment of a dog/cat to a public or private shelter, the owner of that dog/cat shall present sufficient identification to establish his or her ownership of the dog/cat and shall sign a statement that they are the lawful owner of the dog/cat.

(2) Any person who provides false information pursuant to this subdivision about his or her ownership of the dog/cat shall be liable to the true owner of the dog/cat in the amount of one thousand dollars (\$1,000).

The following documents are admissible as proof of ownership and must be at least 30 days old, unless for situations of emergency (as mentioned above). In absence of any paper trail, in time sensitive situations, ownership can be established in real time via proof of veterinary care in client's name.

- Registration/license with the name of the person who registered the pet with the local authorities and paid the associated licensing fees.
- Veterinary records or bills with owner's name on it
- Microchip records linking the animal to the owner



Hold For Home Process

Inquiries regarding Hold for Home are handled solely by **Manager of Humane Advocacy**. Cases are considered individually and are evaluated by MoHA and Shelter Management based on these criteria:

- Is animal behaviorally safe for EBSPCA to work with? For safety and public health reasons, EBSPCA will NOT provide Hold For Home for animals on active BQ.
- Is animal healthy enough to sustain potentially prolonged kenneling? While we may attempt to find foster placement, this is never a guarantee.
- Can EBSPCA feasibly meet the animal's needs without undue hardship to the organization? Does EBSPCA have the space and capacity for care?
- Does owner have a reasonable timeline for redemption?
- Can owner comply with the terms and conditions as stipulated in the contract?

Confidentiality:

Due to the nature of this program, it is paramount that owner's identity is kept confidential at all times, for safety of the animal, the client and our staff.

Only the MoHA, case worker that made the referral and Director of Shelter Operations (or their supervisor) shall have access to identifying information (names, addresses, phone numbers, email etc.)

All hard copies containing this information will be kept in MoHA's desk, under lock and key. Digital copies (such as uploads Physical Exam that staff perform upon intake of PE, owner surrender paperwork, etc.) will have all ID information blacked out before upload. Owner information in SB system will be linked to MoHA. All animals will be signed in under **PI # 51352**

First name: "Manager" Last name: "Humane Advocacy" Address: "8323 Baldwin st.," etc.

Animal will not be featured on any public interface (social media, volunteer newsletter, marketing campaigns etc.)

Animal will be booked in as an Owner Surrender with status "Hold-Intervention". MoHA will deal with initial booking and pass all pertinent information to intake.

A complete HOLD FOR HOME package includes:

1. Signed Hold For Home contract
2. Proof of ownership
3. Copy of any veterinary records (may also serve as proof of ownership)
4. Owner information with complete referral source and at least one (1) alternate contact: a case worker, or power of attorney
5. Animal intake information/OS profile questionnaire
6. If animal is NOT surgerized upon admission, consent to spay/neuter surgery MUST be signed the day of drop off. We will NOT release unaltered animals.



HOLD FOR HOME Evaluation Period

Animal is booked in as a regular Owner Surrender, though remaining under status “Hold- Intervention” for the whole duration of stay. Hold For Home contract will be on record, detailing the time line and any special circumstances (e.g. visitations, veterinary expenses, etc.).

Physical and Behavioral Evaluations are performed in a timely fashion. Unless expressly decided to the contrary, volunteers may interact with the animals as per standard protocol. Shelter Managers and MoHA will review how the animal is acclimating in a week from the day of impounding and thereafter.

East Bay SPCA will accept unaltered animals into Hold For Home, but owner needs to consent to having the animal surgerized prior to redemption.

Owner surrender fees and redemption fees are waived.

If an owner finds an alternative placement option for their animal during Hold For Home, they need to first legitimately redeem from EBSPCA and then pursue rehoming on their own. EBSPCA will not redeem to any third parties unless they have power of attorney.

Owner understands they are the animal’s last resort by default: must agree to redeeming animal within 24 hours of our notice. If they fail to retrieve their animal and contact with owner cannot be made, EBSPCA will proceed as per regular protocol. The animal will be considered ours as of the day of surrender, proof of which is signature on the contract. No need to sign the general OS receipt.

Prolonged hold for redemption is a special contingency and is void if contract is breached (such as failing to retrieve animal(s) on agreed upon date etc.).

HOLD FOR HOME Redemptions:

Redemption rights are automatic and undisputed. However, the animal must be microchipped, vaccinated, and spayed or neutered before release. Redemption fees may be waived for persons in material need. This is to be negotiated by MoHA prior to impounding and captured in the contract. Owner must redeem in person. Under no circumstances is the animal released to implied abuser in domestic violence situations, even if claiming +/- proving ownership.