



RESCUE PARTNER GUIDELINES

MORENO VALLEY ANIMAL SERVICES

2025



March 2025

Dear Rescue Partner,

Welcome to the Moreno Valley Animal Shelter. Our organization is very excited to have you join us in our shared goal of promoting positive outcomes for unwanted and homeless pets.

The Moreno Valley Animal Shelter is an open admissions animal care facility accepting all stray companion animals regardless of their temperament, age, or medical condition. While the Animal Shelter accepts many highly adoptable animals, we consequently also impound very old and very young animals (unweaned and without maternal care), animals that are ill or injured, and animals that have behavioral issues which can limit their opportunities for final placement.

We look forward to having another successful year helping homeless animals find their forever homes. By joining our team of approved Animal Rescue Organizations, you are joining the ranks of many well-respected organizations throughout the United States. Many of the animals from Moreno Valley are placed in various regions throughout the United States and Canada.

The following guidelines are to assist you in your efforts. This is a living document so as we journey down the road together to save more homeless animals, we encourage your feedback to allow us the opportunity to make our processes more efficient and user friendly. Enclosed, you will find useful information about our organization, processes, and more.

Our shared success will be achieved through effective communication. If you have any questions or concerns, please reach out to us so we may assist you. Our Animal Rescue Coordinator can be contacted at rescue@moval.org or by calling 941.413.3790. We look forward to a cooperative and long-working relationship with your organization and working together to help homeless animals in need.

Respectfully,

Moreno Valley Animal Shelter Staff

Moreno Valley Animal Services

951.413.3790

Operating Hours:

- Tuesday through Friday 9:30am to 6:00pm. Transfer hours: 10:00am to 5:30pm.
- Saturday 10:00 am to 4:00pm. Transfer hours: 10:30am to 3:30pm.
- Closed Sundays, Mondays, and City Designated Holidays.

Moreno Valley Community Vet Care

(Dr. Storey, DVM, Dr. Cowan, DVM & Associates)

951.413.3780

Operating Hours:

- Tuesday through Saturday 8:00am to 5:00pm.
- Pick up times after surgery:
 - Tuesday through Friday 4:00pm to 5:00pm
 - Saturday 3:00pm to 4:00pm
- Closed Sundays, Mondays, and most major Holidays.

Animal Shelter and Clinic location:

- 14041 Elsworth St., Moreno Valley, CA 92553



Rescue Transfer Fees:

- Dogs and Cats: \$10.00. Fees cover intake vaccinations (5-in-1 and Bordetella intranasal (dogs) or 3-in-1 (cats)) and microchip.

Three Year Average (2022-2024) Annual Live Intake:

- 6,481 Dogs, cats, and other animals.

Area served:

- City of Moreno Valley – 51.5 square miles serving 215,000 residents.

Animal Services Division Overview**About the Division**

- In 1990, the City of Moreno Valley formed the Animal Services Division and opened the City's first Animal Shelter on Sunnymead Blvd. by converting a warehouse to hold stray companion animals.
- On February 14, 2000, the City opened their new Moreno Valley Animal Shelter at its current location, 14041 Elsworth Street, Moreno Valley, California.
- The Animal Shelter provides the following services:
 - Adoptions
 - Rescues and Transfers
 - TNR Cat Program
 - Lost and Found
 - Pet Microchipping
 - Pet Licensing
 - Volunteer Opportunities
 - Foster Care
 - Field Services Enforcement
- The Animal Services Division is staffed by 24 full-time employees providing animal care and control services to the community.
- The Moreno Valley Animal Shelter is an open admissions municipal animal shelter and is funded through the City's general fund.
- Moreno Valley Community Vet Care Clinic is operated under an independent contractor's agreement with the City to provide veterinary care to shelter pets and to provide spay/neuter services to pets adopted by the public. Our service provider, Moreno Valley Community Vet Care, Inc., is owned by Dr. Nicholas Storey, DVM and Dr. Joey Cowan, DVM, and

operated with associate veterinarians, Registered Veterinary Technicians, clerical staff, and animal care attendants assigned at the clinic.

Becoming a Rescue Partner- Qualifications and Application Process

Eligibility requirements of Animal Rescue Organizations to become a Rescue Partner with the Moreno Valley Animal Shelter are:

1. Be a non-profit animal rescue organization as defined in Section 501 (c) (3) of the Internal Revenue Code.
2. Operate for the purpose of promoting animal adoptions.
3. Comply with all laws and have no violations, criminal or administrative, regarding animals.

The application process is very simple and has easy to follow guidelines.

1. Complete the Rescue Organization Agreement form:
<https://portal.laserfiche.com/t8495/forms/RescueOrgAgreement>.
2. Submit a copy of your group's Letter of Determination from the IRS that identifies your group as a 501 (c) (3) organization.
3. Submit a letter of intent that summarizes your group's mission statement and purpose.
4. Provide any additional information, including references and other associations with other animal care and control agencies or open admissions facilities which the group has conducted business with.
5. Submissions can be emailed to rescue@moval.org.

Completed applications will be reviewed and approved within 14 days.

Rescue Partner Responsibilities

In an effort to ensure that the rescue group program works as effectively and efficiently as possible, the Moreno Valley Animal Shelter requires the following reasonable expectations of all Rescue Partners:

1. Work cooperatively with Moreno Valley Animal Services staff in a professional manner and maintain positive and open communications in person, via telephone, or email.
2. Update Rescue Partner Organization Agreement annually, or as needed upon changes regarding authorized agents.

3. Provide documentation that animals are surgically altered within 30 days (or 90 days for animals under 6 months of age) of transfer from Moreno Valley Animal Shelter.
4. Provide documentation that each pet's microchip has been registered to the new owner.
5. Provide animals with a healthy, clean, and safe environment with proper nutrition, shelter, and necessary and prompt veterinary care.
6. Allow unannounced inspections of facilities used by the Animal Rescue Partner by Moreno Valley Animal Services.
7. Maintain accurate records of animals transferred from the Moreno Valley Animal Shelter to the Animal Rescue Partner.

Rescue Pleas

As an open admissions municipal animal shelter, the Moreno Valley Animal Shelter often receives stray and unwanted pets that are in need of immediate and long-term medical care that is beyond our capacity to provide. In these instances, rather than euthanasia, and based on a case-by-case basis, the Rescue Coordinator will reach out to our Rescue Partners and networkers for assistance. Please ensure that your contact information for authorized agents remains current to allow us to reach all parties in a timely manner. Updates can be sent to rescue@moval.org.

Rescue Process – Transfer Form

In order to facilitate shorter stay times for shelter animals, along with maintaining the health of homeless animals at the Animal Shelter, all available animals are available to rescue partners one hour after they become available for adoption to the public. For instance, if an animal becomes available for adoption at 11:00 a.m. and is not adopted by the public, a rescue can pull at 12:00 p.m. on the same day. In cases where an animal becomes available during the last hour of adoptions, rescue partners can pull the following business day after the animal has been available to the public for one hour (e.g., if the pet becomes available at 4:30 p.m. on a Tuesday where adoptions end at 5:00 p.m., a rescue can pull on Wednesday morning at 10:30 a.m.).

An approved agent/representative who has identified an animal they wish to transfer to their Rescue Group shall submit a Transfer Request Form online.

Transfer Request Forms will be processed on a first-come, first-served basis as long as the submitting Rescue Group is current with all documentation. Rescues agree that if an animal is still on site at the Moreno Valley Animal Shelter and an approved public adopter is interested in the animal, that animal may be adopted by the approved public adopter. The intent is to rehome a pet as soon as possible. The rescue will be given credit for the animal if the transfer fee has already been remitted.

Transfer and Rescue Partner Organization Agreement forms are available at https://moval.org/resident_services/animal/rescue-partner.html.

The \$10.00 transfer fee can be paid in person or by phone once the transfer request has been approved. Payment can be made by Visa, Master Card, or Discover by phone; photo ID must be submitted for phone payments. In person, we also accept cash, Apple Pay, Google Pay, debit cards, and the above listed credit cards.

Rescued Animals – When to Pick Up

The Rescue Group requesting transfer agrees to pick up the animal(s) no later than the close of business the next business day, ideally no later than one hour before closing in order to provide the best customer service possible. Failure to follow through with the transfer of the animal(s) may result in transferring the animal(s) to another Rescue Group or the humane euthanasia of the animal(s) and may result in the denial of future transfer to the Rescue Group or any of its representatives.

If the Rescue Group requests surgical sterilization to be performed, all transferred animals must be picked up from the Moreno Valley Community Vet Care clinic on the same day that surgery is performed. The date will be determined at the time of processing the Transfer Request form by the Rescue Coordinator based on available surgery spots. The Rescue Group is responsible for ensuring the coordination of pick up with the transporter(s). The transporter needs to come to the shelter before going to the clinic to sign rescue paperwork and receive copies of shelter documents. Pick-up time at the Moreno Valley Community Vet Care clinic is Tuesday through Friday 4 p.m. to 5 p.m. and Saturday 3 p.m. to 4 p.m. The Moreno Valley Community Vet Care clinic does not board altered animals overnight and the Rescue Group will be responsible for any fees assessed by Moreno Valley Community Vet Care clinic.

Suspension or Revocation of Rescue Partner Status

Our intent is to work cooperatively and ensure that the best interests of the animals are addressed. Transfer privileges can be suspended or permanently revoked in the event that a Rescue Partner falls short of adhering to the program requirements. The following are examples where a suspension or permanent revocation of transfer rights to a Rescue Partner would be founded:

- Failure to provide proper care to all animals.
- Failure to submit sterilization certificates.
- Failure to surgically sterilize all animals unless documented by a licensed veterinarian that the animal is incapable of breeding, or that the animal has a medical condition that would cause the animal greater suffering or death, and provide documentation of such.
- Failure to monitor the placement of transferred animals in the Rescue Group's approved foster homes and/or boarding facilities,
- Failure to comply with the Rescue Partner Organization Agreement.

Thanks for Joining!

The Moreno Valley Animal Shelter continues to work at attracting new and reputable Animal Rescue Partners while continuing to maintain a positive working relationship with our current and long-term Animal Rescue Partners. We all share the common goal to end the euthanasia of healthy adoptable animals and to promote positive outcomes for pets. Maintaining the health of the population of homeless animals during their stay at the Animal Shelter is paramount to being able to transfer healthy animals to our adoption partners.

Thank you for your hard work, dedication, and passion to help us help homeless and displaced animals get a second chance.