AAMW Rescue Handbook

Thank you for your interest in helping Amarillo Animal Management and Welfare (AAMW) save lives! We are dedicated to diligently seeking positive and permanent placements for the animals entrusted to our care. We value you greatly as a rescue partner and respect the fact that your time is valuable and that you (and your organization) are just as committed to saving lives as we are. Please review the following information so that we can all be on the same page regarding our rescue-related policies and procedures.

RESCUE ROLE AND RESPONSIBILITIES

AAMW partners with approved rescues that are local, regional, or national animal welfare organizations. This can also include other municipal animal shelters. We ask that our rescue partners focus on the animals most in need as this helps to ensure a safety net for those most at risk of euthanasia.

SOCIAL MEDIA

We recognize that social media plays a significant role in today's animal welfare and rescue community. We respectfully request that Rescue Partners exercise sound judgment and professionalism when engaging on social media platforms.

Rescue Partners are reminded that information shared on social media may not always be complete, verified, or accurate. Accordingly, statements or actions taken in response to social media content should be based on confirmed facts rather than assumptions or unverified claims.

- Rescue Partners are expected to verify and fact-check all information prior to posting content on social media regarding AAMW.
- Rescue Partners may not represent themselves as official spokespersons or representatives of AAMW.
- All social media engagement must remain professional. Personal attacks, disparaging remarks, or inflammatory statements directed toward staff, volunteers, or other Rescue Partners are strictly prohibited.
- Public communications should support collaboration and further the shared mission of lifesaving. Content that undermines cooperative efforts or damages professional relationships is counterproductive and should be avoided.

Amarillo Animal Management & Welfare

PROFESSIONAL CONDUCT

All individuals are expected to maintain a high standard of professionalism while on shelter premises and when interacting with shelter staff or volunteers. Shelter staff are held to the same standard of conduct.

- Rescue Partners must always wear appropriate attire while on shelter property.
- Smoking, vaping, and the consumption of alcohol are strictly prohibited anywhere on the AAMW complex.
- Concerns, feedback, and ideas should be communicated constructively and in a solution-oriented manner. Professional dialogue is essential to maintaining a collaborative and effective working relationship.

ANTI-HARRASSMENT POLICY

In accordance with all federal, state, and local laws, AAMW expressly prohibits discrimination or harassment based on race, color, religion, creed, pregnancy, age, national origin, ancestry, physical or mental disability or handicap, citizenship, marital status, sexual orientation, military or veteran's status, or any other protected classification. There is a zero-tolerance policy in place for harassment or discrimination of any type.

TRANSFERS OF ANIMALS FROM AAMW TO YOUR RESCUE

AAMW cannot make express guarantees as to the health, fitness, demeanor, or well-being of animals transferred to rescue partners. Please understand that AAMW staff are operating on information they have been given by the previous owner, or what they have observed while the animal has been in AAMW care. Because incubation periods of diseases vary so greatly, it is highly recommended that the animal is initially quarantined away from other animals for a safe period of time.

EMERGENCY MEDICAL TRANSFER

When animals come into the AAMW facility without owner information who are badly injured, seriously ill, or un-weaned, rescue partners may be given the opportunity to take an animal prior to "stray hold" being over as an "Emergency Medical Transfer" for critical medical attention. If an owner were to come forward during the stray hold period and AAMW, at its' discretion, deemed that the animal should be returned to its owner, the rescue partner must return the animal to AAMW within 72 hours. In these cases, AAMW cannot guarantee that the expenses incurred by the rescue partner will be reimbursed.

AAMW reserves the right to refuse or revoke a rescue tag with sufficient reason.

AAMW reserves the right to deem any animal as a “non-rescue candidate” for medical or behavioral reasons. This includes animals who have been deemed as “Dangerous” under city ordinance.

PERFORMANCE SUPPORT

To help AAMW maximize the number of animals being saved, we respectfully request that rescue partners focus on the animals that are most at risk. AAMW staff will provide you with a list of these animals via email and we encourage rescues focus on “long stays.” We need your help to save lives!

MAINTAINING RESCUE PARTNER STATUS

AAMW relies heavily on its rescue partners to save lives. It takes a village!

To maintain your rescue status with our organization you must:

- Maintain a 501c (3) tax exempt status.
  - AAMW must have a current copy of this document on file.
  - Changes to your rescue’s status must be reported immediately.
    - Failure to do so may result in your rescue’s suspension or termination from pulling animals.
- If your rescue resides in a state where state licensing of rescues is mandated, AAMW must have a current copy of this document on file.
  - Changes to your state licensure status (suspension or termination) will result in your rescue’s suspension or termination from pulling animals.
- Keep transferred animals in good health and in compliance with both city ordinance and state law.
  - Per Texas State Health & Safety Code Chapter 828, adopted animals MUST be sterilized.
  - In accordance with both city ordinance and state law, it is mandated that dogs and cats older than three months must possess a current rabies vaccine. Animals extracted from AAMW will be administered vaccinations as per our availability.