



Heidi's Village Rescue Organization Rules and Regulations

Heidi's Village exists to foster a community where animals are treated with respect, dignity and compassion. We envision a world where all cats and dogs live in forever homes whose environment is healthy, safe and secure. Thanks to the generosity of the Virginia B. Jontes Foundation, Heidi's Village is able to provide high quality, low cost boarding for our partner rescue organizations in Maricopa County.

The following Rules and Regulations govern Heidi's Village boarding program for the animals you bring to our facility. Heidi's Village's commitment to you is that we will keep the needs of the animals foremost in our minds to assist you in the extraordinarily important work you do. We ask that you review these Rules and Regulations carefully and agree to comply with them so that we can begin our relationship with clarity of purpose, with positive communication, and an understanding of the structure of our program.

1. **Liability Insurance.** Prior to any boarding of animals, you will be required to provide a certificate of insurance that names Heidi's Village as an additional insured. Such general liability insurance shall be provided by an insurance company with an A.M Best rating of A- or better; contain a waiver of subrogation if favor of Heidi's village and with coverage limits not less than \$1,000,000 per occurrence and \$2,000,000 annual aggregate.
2. **Conditions under which dogs are accepted for boarding.**
 - a. No overt signs of aggression towards humans.
 - b. No overt signs of aggression towards animals unless clearly and specifically disclosed to Heidi's Village in advance and boarding is agreed to by Heidi's Village. Such situations will be handled on a case-by-case basis.
 - c. No overt signs of extraordinary illness, i.e. parvo, distemper, etc., unless clearly and specifically disclosed to Heidi's Village in advance and boarding is agreed to by Heidi's Village.
 - d. Not previously deemed to be a dangerous animal.
 - e. No known history of injuring other animals or humans.
 - f. No history of biting unless clearly and specifically disclosed to Heidi's Village in advance and boarding is agreed to by Heidi's Village.
3. **Care animals will receive while at Heidi's Village.**
 - a. Medical exam upon intake or within 48 hours of intake.
 - b. Vaccinations at intake: DA2PP, Bordetella, and rabies for canines and FVRCP and rabies for felines at a cost shown on Heidi's Village posted pricing.
 - c. Flea & Tick treatment and deworming on intake if not previously given/up to date.
 - d. Microchip (unless we detect an already inserted microchip) at a cost shown on Heidi's Village posted pricing.

- e. Individual shelter, food, water.
- f. Daily socialization with volunteers and staff.
- g. Toys, enrichment, clean bedding.
- h. Socialization with other dogs from your rescue organization or other rescue organizations, if agreeable by the other rescue organization.
- i. Grooming/bathing services available if in need at time of intake; grooming will be provided at additional cost to you as shown on our posted pricing.
- j. If requested: Dispensing medication that has been prescribed by your veterinarian will be at an additional fee shown on our posted pricing.

4. **Fee structure.** A deposit for *boarding* your animals will be collected at the time of intake. Fees for any *additional services* provided to your boarded animals will be collected at the time of departure.
- a. Each animal will be housed in an individual kennel at a cost as shown on our posted pricing.
 - b. If requested by you, Heidi's Village will house no more than two bonded animals (not of the same litter) in a kennel.
 - i. animals housed together must be previously spayed/neutered (unless they are under 8 weeks of age and from the same litter).
 - ii. Animals that are reactive to one another and showing signs of agitation will be separated.
 - c. If paperwork showing valid vaccinations, microchip, flea & tick preventative and deworming is not provided at intake, vaccines, flea & tick prevention, deworming and a microchip will be given at a cost as shown on our posted pricing.
 - d. Animals exhibiting signs of illness will be treated by Heidi's Village veterinary department. Every effort will be made to communicate the medical condition of your animals to you should they exhibit signs or symptoms while in the care of Heidi's Village. It is imperative that you promptly respond to Heidi's Village communication efforts. A fee schedule for veterinary services is shown on our posted pricing. Payment of any veterinary fees incurred while your animal is housed at Heidi's Village will be your responsibility.
 - e. Any other services provided to a boarded animal must be reimbursed to Heidi's Village in accordance with our posted pricing.
5. **Arrivals Protocol.** Many rescues provide an extraordinary amount of behavioral and medical intervention before they arrive in our care. The more information we can receive in ADVANCE of their arrival, the better prepared we will be to provide uninterrupted medical and behavioral services to your animals. For example, many of you treat your animals with flea and tick prevention. We are happy to accept your flea and tick prevention treatment as long as you provide us the following information:

- Date the treatment was last administered
- Name of the treatment
- Dosage of the treatment and the weight you estimated for their treatment

If you haven't treated your animal with any form of flea or tick prevention or if your treatment has expired, we will be administering a 3-month dose of Bravecto at a special price to you of only \$25.00 per dose. Bravecto offers a 90-day coverage. Please understand that even if we don't see any fleas or ticks on your animal, it doesn't mean that they don't have fleas and/or ticks. We advocate for all animals receiving regular flea and tick prevention.

If you haven't dewormed your animal with Pyrantel, we will do so at a cost of \$10. Please be prepared at intake to let us know if you have or have not dewormed your animal.

If no medical paperwork is available to us on intake, we will administer vaccines, dewormer, and flea and tick prevention.

We have provided a Services Sheet attached where you can indicate what services you would like for every animal that stays with us.

6. **Duration of stay.** Heidi's Village provides **temporary** housing for animals in need of shelter. The average length of stay for a dog at Heidi's Village is expected to be about two weeks or less. Some rescue animals will need longer lengths of stay and some will need shorter. The goal of Heidi's Village is to help rescue animals until foster or forever homes are found for them.

We request that you reclaim your boarded animal(s) on the date specified on the intake form. NOTE: In the event you do not pick up your animals on the date specified, the boarding fee for each animal will be increased to a cost shown on our posted pricing from the pick-up date listed on the intake form until the day the animal is picked up. If you do not pick your animal up within 7 days of the pick-up date listed on the intake form and attempts made by Heidi's Village to contact you do not result in a response, your animal will be determined a stray and Heidi's Village will take responsibility for placement of the animal through all means available, including but not limited to, placement with a rescue organization, or placement through Heidi's Village. Under such circumstances, you will be ineligible to use the boarding services of Heidi's Village in the future.

If there are extraordinary circumstances under which you are unable to reclaim your animal on the date agreed upon, please promptly contact Heidi's Village and an alternate date may be scheduled if agreed to by Heidi's Village. Heidi's Village requires a minimum of 24 hours notice in advance of scheduled pickup if the duration of your animals' stay needs to change. In that instance, the fee per day for boarding will not be increased as shown on our posted pricing.

7. **Date of Intake.** We restrict dogs to their kennels until our veterinarian has completed an exam. Please note that upon arrival, if your dog has not been examined by a vet, we will have a sign on the kennel indicating the dog must stay in their kennel. We want to make sure there are no signs of upper respiratory illness/kennel cough or any other disease that could be transmitted to other dogs before they utilize the play areas. In addition, your dog should not use the splash pad until the vet has completed her examination. Dogs with kennel cough, ear infections, skin issues, those who have just had surgery, etc. will not be allowed in the splash pad area.
8. **Respectful communication.** Heidi's Village will strive to provide a positive experience to your organization and your representatives. Should you encounter a situation where your organization believes that it has not received the best care for your animal(s), please contact our CEO or Operations Director immediately. We ask that your organization and your representatives maintain positive communication in your dealings with Heidi's Village. You hereby agree not to directly or indirectly to disparage or defame in any manner Heidi's Village, our board of directors, staff, or volunteers on any medium, including but not limited to social media. Any such actions will only cause harm to our relationship and will interfere with our goal to provide our services to the community.
9. **Heidi's Village animal photo & video usage:** By placing an animal in the care of Heidi's Village, the client grants Heidi's Village permission to take video and/or photos of the animal for use in their internal and external communications including print, email, social media and other digital communications as

well as on the Heidi's Village website. Heidi's Village will not identify the organization/client that owns the animal without gaining prior written approval from the organization/client. Heidi's Village believes that exposure of animals in our care is beneficial to both parties as it exposes animals to a wider audience of potential adopters. If Heidi's Village receives inquiries about adoption of a specific animal, HV will provide the interested party the contact information of the client's adoption team.

10. **Viewing and visiting of animals for adoption.** Heidi's Village is only able to accommodate potential adopters visiting the animals that you brought to our facility if the Meet & Greet Agreement is signed and on file with Heidi's Village. **NOTE: We do not allow adoptions to take place at Heidi's Village. We do our own adoptions and fear that people will be confused about who they are adopting from if you perform adoptions on our property. Please respect this policy.**
11. **Visiting your animals while at Heidi's Village:** If you wish anyone to visit your animals while boarding at Heidi's Village you must provide us with a list of approved visitors. We ask that any visitors follow our protocols and guidelines while respecting our staff's decisions.
12. **Harboring contagious diseases.** Despite our efforts in examining animals upon intake, there is a chance that some animals are incubating contagious diseases that cannot be identified at intake. For this reason, Heidi's Village requires all animals be vaccinated upon intake. If you have vaccination records for your animal from a licensed veterinarian showing a picture of the dog vaccinated, we will waive the vaccination upon entry requirement.

Our boarding area has been designed to house between 9 to 12 animals per ward. This helps keep the stress level of the animals at a minimum and it also helps reduce the chances of disease transmission. Nevertheless, there is still a chance that your animal could become sick during their stay at Heidi's Village.

13. **Release and Indemnity.** You acknowledge and assume all risks and responsibilities for your animals' health while in boarding at Heidi's Village. In consideration of Heidi's Village providing you its boarding and related services: you hereby agree to release Heidi's Village, its officers and directors, employees, contractors and other representatives from any and all claims, including but not limited to claim for illness, injury, and damages and from any liabilities, losses, costs and expenses of any kind and character whatsoever that may be incurred by you arising out of, connected with, or related to, any and all services provided by Heidi's Village to your rescue organization and its animals. You hereby further agree to indemnify, hold harmless and defend Heidi's Village, its officers, directors, employees, contractors and representatives against any and all claims, including but not limited to claims for illness, injury and damages and from any and all liabilities, losses, damages, costs and expenses suffered or incurred by Heidi's Village as a result of any failure on your part to comply with the terms of these Rules and Regulations and any other rules and regulations promulgated by and communicated to you by Heidi's Village.
14. **Default.** In the event you fail to comply with any of the terms of these Rules and Regulations or fail to make any payment due hereunder and any such failure is not cured within ten (10) days of Heidi's Village sending you written notice of such failure, Heidi's Village may terminate your ability to board animals at Heidi's Village, in which case you shall promptly remove your animals from Heidi's Village, and Heidi's Village may pursue any and all rights and remedies available to it at law or in equity arising out of such failure.

15. **Changes.** Heidi's Village reserves the right to change, amend or terminate these Rules and Regulations at any time, in its sole and absolute discretion, and you hereby agree to comply with those changes, amendments or termination when you have been advised of them, orally or in writing.

Agreed and Accepted to this ____ day of _____, 20__.

Rescue Organization Name

Signature Authorized Representative

Printed Authorized Representative





SERVICES SHEET FOR RESCUES

Rescue Group Name: _____

REQUIRED:

On intake for boarding Heidi's Village will administer the following required vaccines, flea/tick prevention and deworming if there are no records given prior to or at check-in:

Rabies Vaccine (\$10)	DAPP Vaccine * (\$10)	Bordetella Vaccine (\$10)	Deworming: Pyrantel ** (\$10)
Flea/Tick: Bravecto 3MO (\$25)		Microchip: HV Found Animals (\$10) or Bring Your Own (free)	

* if the dog is over 5 months on intake with no history of DAPP we administer one dose and 2-3 weeks later will automatically administer a booster that will be a 1 year vaccine.

** two doses of pyrantel are given three days apart

OPTIONAL SERVICES:

If you request any services below we will **automatically** administer/perform these services for every animal that comes in under your organization, with no exception unless it is noted on the boarding form for that animal. If you would prefer to let us know on a case-by-case basis we will only perform the required services above and you can note it on the boarding form or email clinic@heidisvillage.org to request any services to be done while here at Heidi's Village.

PLEASE CHECK NEXT TO ANY SERVICE YOU REQUEST FOR ALL ANIMALS COMING IN WITH YOUR GROUP!

Name Of Service	Price	✓	Name Of Service	Price	✓
Bath by Heidi's Village	\$35.00		Schirmer Tear Test	\$25.00	
Leptospirosis Vaccine	\$20.00		Chem 10 Panel	\$50.00	
DAPP + Lepto Vaccine	\$30.00		CBC - In-house	\$42.00	
Fecal- In House	\$24.00		Tick Fever Titer: TF only - (IDEXX 2634)	\$85.00	
IDEXX Fecal Profile	\$55.00		Valley Fever Titer: VF only - (IDEXX 706)	\$145.00	
IDEXX Fecal Profile - w/Giardia	\$70.00		Cocci/E-Canis Profile: includes Valley Fever, Tick Fever, CBC and Chem 27 (IDEXX 929)	\$200.00	
Skin Scrape	\$20.00				
SNAP 4Dx Plus Test	\$35.00				
Ear or Skin Cytology	\$30.00				

Write in additional services you request for every animal:

I acknowledge that anything that is marked on this sheet will be given automatically to any animal checked in under the rescue named on this form and I will be held responsible for the payment of these services rendered.

Printed name of Rescue Representative: _____ DATE: _____

Signature of Rescue Representative: _____



Animal Shelter • Rescue • Safe Haven

New Client Form

Organization Name			
Website		EIN #	
Mobile Number (for text messages)			
Phone Number			
Email			
Street Address			
City			
State		Zip Code	
EMERGENCY CONTACT			
First Name:		Last Name:	
Phone:			
SECONDARY CONTACT			
First Name:		Last Name:	
Phone:			
Email:			
NOTES (for Heidi's Village Staff Use):			
<input type="checkbox"/> Rules & Regs <input type="checkbox"/> 501c(3) Status <input type="checkbox"/> CC on file <input type="checkbox"/> Insurance Waiver <input type="checkbox"/> Services Sheet			