

Rescue Express Rescue Partner Guidelines

Contacting Rescue Express:

- **Office Line:** (541) 525-3232
 - Monday - Friday from 9:00am – 5:00pm PST
- **Bus Hotline:** (541) 525-3461
 - Friday – Sunday for TRANSPORTS ON ROUTE

Email:

- coordinator@rescueexpress.org – For transport inquiries
- marketing@rescueexpress.org – For stories you'd like to share

Approval

Both sending and receiving parties are required to become approved Rescue Partners **prior to transporting with Rescue Express. This includes rescue organizations, individual rescuers, and remote fosters.** Contact Rescue Express to confirm that the parties that you will be sending animals to, or receiving animals from, are approved partners *before* submitting a Transport Request. **Requests for unapproved partners will not be processed.** The organization or individual that will care for the animal to be transported during the 10-day quarantine period prior to transport must be a Rescue Express Rescue Partner - having submitted a completed application and been approved. If the animal spends the 10 days in the care of two or more organizations or individuals, each/all must be approved Rescue Partners. This does not apply to adopters.

Cost

Rescue Express transports are free-of-charge for animals being transported between rescues. Some of our partners do choose to make donations that are much appreciated, but donations are not required. If Rescue Express is delivering an animal to an adopter or foster-to-adopt home, a \$100 donation is required **prior to transport finalization at 12:00pm on the Thursday prior to transport.** Donations can be made by the adopter/foster or the Rescue Partner at <https://www.rescueexpress.org/donate/> including “adoption donation for (animal name and transport date)” in the notes section.

Transport Requests

Transport requests may be submitted at <https://rescueexpress.org/transport-request/>.

Transport Requests Require:

- Name, address, phone number, and email address of the person submitting the request.
- Animal details including name, weight, and height. Carrier heights are listed on page 4 and on the transport request form.

- Choose a carrier that is at least 2” taller than the pet’s height measured at the shoulder.
- Sending and Receiving Organization names and addresses. **The Sending Organization is the rescue/boarding facility/individual rescuer that is located in the state that the pet is being loaded in and is caring for the animal(s) during the 10-day quarantine period prior to transport.** If more than one caretaker is managing quarantine of an animal, please list both on the Transport Request.
 - *Create a separate request for animals coming from/going to different locations and/or different rescues.*
- Sender and Receiver names and cell phone numbers that are capable of receiving texts. **The Sender and Receiver are the people meeting the bus and loading/unloading the animal(s).** They may be volunteers/fosters/employees associated with the Sending/Receiving Organizations, an adopter or owner surrendering an animal.
- Backup Sender and Receiver names and cell phone numbers that are capable of receiving texts. Backup Sender and Receiver must be available to be contacted and capable of transporting animals at the time that the bus is scheduled to load/unload an animal(s).
 - *Note: Transport Requests with backup contacts omitted will not be processed.*
- Loading and unloading locations chosen from the drop-down menu. Addresses are listed on page 8.
- Special Instructions: medical or behavioral considerations pertaining to animals such as injuries, allergies, fear of other animals, etc. When loading, also verbally notify the Transport Supervisor that the animal(s) require special consideration.
- Other questions or requests can be submitted to Rescue Express via phone or email.

Space is allotted on a first come first served basis in the order that we receive the online transport request submissions. We cannot reserve carriers via call/text/email.

Do not reserve more carriers than you are certain you can use.

Fill the form out completely. **Incomplete Transport Requests will not be processed.**

Upon submission, a receipt confirmation email is sent to the email addresses entered on the request. **Please note that this notification email is a confirmation of your request, not transport approval.** Once your request is reviewed and approved by our coordinator, you will receive an email stating that the transport is approved. If you do not receive a submission confirmation email, check your spam folder, then contact coordinator@rescueexpress.org.

Waitlist

Once a transport is full, a checkbox will appear on the Transport Request form asking if you would like to be placed on the waitlist for that date. Waitlist requests are approved in the order that they are received and according to animal-sizes appropriate to available carriers. Waitlist requests may be approved as late as Saturday. If you no longer require transport after submitting a request, cancel the request as soon as possible.

Cancellations and Changes

Notify Rescue Express of cancellations as soon as possible so that carriers may be allotted to other Rescue Partners, by emailing coordinator@rescueexpress.org or calling (541) 525-3232. Changes to requests can be made *before* transports are finalized at **12:00pm on the Thursday prior to a transport** by phone or email.

Transport Requirements

Rescue Express is committed to transporting animals safely and humanely.

Rescue Express can transport any animal that meets our Transport Requirements, can be handled safely, and fits comfortably in a carrier. Please contact us prior to placing a Transport Requests for animals taller than 24" at the shoulder (Mastiffs, Great Danes.) Do not submit requests for animals that are ill or displaying behavior that may pose a danger to people or animals.

Animals will not be permitted to board if they display:

- Symptoms of contagious illness (colored eye or nasal discharge, coughing, excessive diarrhea, or vomiting)
- Behavior that may pose a danger to people or animals
- Signs that they may be unwell enough to endure transport (lethargy, sedation, dehydration)

Quarantine

All animals are required to have been quarantined for a minimum 10 days prior to transport on Rescue Express. The quarantine period may be split between a shelter and/or foster homes. Both parties responsible for the quarantine period for an animal scheduled for transport must be approved Rescue Partners prior to submission of a Transport Request.

Quarantine Guidelines

- Isolate each animal in his/her own room/kennel/cage alone or with bonded or related individuals that will also be transported on Rescue Express.
- Prior to introducing the animal(s), clean and disinfect all areas that the animal will inhabit or come in contact with, using an agent that will kill common communicable illnesses that animals harbor.
- Do not allow animals to come in contact with other animals or modes of disease transmission (e.g. unsanitized surfaces, clothing, vectors).
- Provide adequate ventilation to reduce airborne-contagion transmission.
- Do not allow animals to participate in play groups or inhabit common areas such as yards or free-roaming cat rooms.
- Carry animals into and out of areas that other animals have contacted.
- Do not walk dogs in areas that other dogs are walked.

NO ANIMAL WILL BE LOADED WITHOUT the following documents in a one (1) gallon resealable, Ziploc bag:

- Cover Sheet – find a printable pdf at <https://rescueexpress.org/transport-requirements/>
- Health Certificate: Each animal traveling on the bus must have been quarantined for 10 days and is required to have a [USDA APHIS Form 7001 Health Certificate](#) issued by a licensed veterinarian, which must be dated within 5 days of transport.
- Rabies Certificate: All animals 12 weeks and older require a current rabies certificate.
- Dog vaccines: All dogs and puppies 6 weeks and older are required to have up-to-date vaccine records or at least one dose of a 5-way vaccine.
- Cat vaccines: All cats and kittens 9 weeks and older are required to have up-to-date vaccine records or at least one dose of an FVRCP vaccine.
- Heartworm test for dogs: If the destination address on a dog's health certificate is in Washington state, the dog must have a heartworm test dated within 30 days of transport. Dogs six months of age or older must be tested negative for heartworm or are currently on a heartworm preventative. If the destination address on the health certificate is not in Washington state, then the dog is not required to have a heartworm test.

Carriers

Rescue Express uses cargo carriers which are larger than those sold in stores. Please consider this when placing reservations. *Choose a carrier that is 2" taller than the animal's height at his/her shoulders.* The animal must have enough room to stand and turn around completely. Carriers that are too large place animals at risk for injury during transport. All animals are placed in carriers that are the appropriate size for them regardless of the size reserved. Please measure your animals to ensure that you are selecting an appropriate carrier size. We have fewer larger carriers than smaller ones. Reservation of appropriate carrier sizes allows us to plan transports that save as many lives as possible.

Carrier Sizes

XS – extra-small: 13" tall x 12" wide x 22" deep (cats and dogs, Chihuahuas)

S – small: 17" tall x 16" wide x 25" deep (small dogs – large Chihuahua mixes, small terriers)

M – medium: 23" tall x 20" wide x 30" deep (dogs 20+ lbs, smaller pitbulls)

L – large: 26" tall x 22" wide x 35" deep (most large dogs: pitbulls, boxers)

XL – extra-large: 28" tall x 24" wide x 39" deep (shepherds, Great Danes, St. Bernards)

Combining Animals

Bonded pairs and related individuals may ride together in the same carrier if an appropriately-sized carrier is available and if the animals:

- Will feel more secure together
- Will not prevent one another from drinking or eating

Partner Coordination & Transport Preparation

Communication among partners is essential for successful transport. Partners meeting the bus should be aware of all transport, reservation, and animal information and details such as stop address and arrival time window, animal name(s), age(s), relation(s), and name and contact information of the person that submitted the Transport Request.

Feeding

Cats, nursing and pregnant mothers and puppies/kittens are fed wet food on the bus. Adult dogs are given treats. Do not feed the animals just before transport as they may suffer motion sickness or may refuse to vacate their bowels causing discomfort. If you feed them the morning of transport, please do so several hours prior to boarding so that they will have time to eliminate.

Transport

Schedule and Stop Addresses – see page 8

Arrival Notification

Once a transport commences, our Transport Supervisor will text a list of estimated arrival times to the phone numbers that you provide in your Transport Request. **Many factors can impact travel time, such as: traffic, construction, weather, and loading/unloading duration. We appreciate your patience and understanding.**

Plan to arrive at least 60 minutes prior to the bus's estimated arrival time. If estimated times change more than 60 minutes, updated times will be texted. Please be prepared to wait.

Contact the Transport Supervisor on the Bus Hotline at 541-525-3461:

- If you or the receiving parties do not receive text messages by Saturday morning
- In the case of an emergency

Do not call or text the bus to ask for updates. Unnecessary communication prevents the Transport Supervisor from performing his/her primary duty - to care for the animals during transport.

Loading/Unloading

All partners meeting the bus must be prepared, and physically capable, of safely and humanely loading/unloading animals. Avoid touching other Rescue Partners' animals inside and outside of the bus.

Additional Items

Space on the bus is very limited. We cannot guarantee that toys, clothes and other items will make it to an animal's destination. Please limit any additional items to those that can fit inside the one-gallon, Ziploc bag that contains the animal's paperwork. Safe and appropriately-sized carrier bedding is supplied by Rescue Express. Do not add bedding to carriers.

Loading

- Prior to the bus's arrival
 - Leash dogs
 - Unload carriers and place them near the area that the bus will occupy
 - Complete, sort and bag paperwork with a [Rescue Express Cover Sheet](#)
- Upon Arrival
 - Partners are invited to board and load their pets one at a time
 - Notify the Transport Supervisor of animals that should ride in the same carrier and animals that require special attention
 - Pregnant
 - Nursing
 - Under 1 year of age
 - Healing from surgery
 - Disabled
- Placing animals in carriers
 - Load animals as quickly as possible to limit the amount of time that all of the animals spend in carriers
 - Support all parts of the animal's body – do not allow limbs to dangle.
 - Take care to prevent limbs or toes from getting caught on carriers or doors.
 - Do not pull excessively on a leash causing an animal to choke.
 - Do not yell.
 - Give animals that are being walked into lower kennels an opportunity to smell and enter the kennel on their own before resorting to forcing them in. This can encourage them to fight you and/or attempt to break out and it causes unnecessary stress. If the animal doesn't enter willingly, gently but firmly push.
 - Ensure that all parts of the animal are safely inside the carrier before closing the door.
 - Do not allow animals to approach other carriers or contact other animals.
 - Remove leashes, chain collars, Gentle Leaders and ill-fitting clothing before closing the door.
 - Do not remove collars, e-collars, muzzles or properly-fitting clothing.

Unloading

- Prior to the bus's arrival
 - Bring leashes, collars, harnesses, etc.
 - Unload carriers and place them near area that the bus will occupy
- Removing animals from carriers
 - Unload animals as quickly as possible to limit the amount of time that all of the animals spend in carriers.

- Walk down the bus stairs *in front* of dogs. Allowing a dog to dismount the stairs ahead of you may result in you being pulled down the steps.
- **Do not walk animals at the bus stop.** Load animals directly and immediately in to vehicles and drive to a safe walking place.

Feedback

Rescue Partner feedback is greatly appreciated and assists Rescue Express in improving transports. Please feel free to contact us regarding questions, concerns, comments, or notifications.

Donations

Donations allow Rescue Express to provide transport free-of-charge to rescues. As a condition of partnership, promotion and fundraising or donation solicitation for Rescue Express are required. Please visit our Rescue Partner Funding Support page to find resources and learn how to contribute at: <https://www.rescueexpress.org/how-to-help/partner-promotion/>.

Monetary donations may be made at www.rescueexpress.org/donate. Item donations may be delivered to the bus provided they don't impede the movement of staff, partners, and animals. See items needed at: www.rescueexpress.org/item-donations. Items may also be donated via Rescue Express' Amazon Wish list.

Press

Send press releases to your local media outlets detailing your rescue efforts and inviting them to film/photograph your rescue loading/unloading the animals to/from the bus.

Happy Tails and Updates

Rescue Express is pleased to share your animal updates on social media, promotional emails, and mailers. Forward photos and stories via:

- Email to marketing@rescueexpress.org
- Text to: (541) 525-3232
- Messages or comments on Facebook
- Tagging @rescueexpress and #rescueexpress on social media platforms

Facebook Reviews & Testimonials

Visit Rescue Express on Facebook at <https://www.facebook.com/RescueExpress.org/>. Your 5-star rating will help us to gain grants and support. Once we've transported with you, send us a link to your page and we'll write a review of your organization as a Rescue Partner.

Visit our Rescue Partner Testimonials page at <https://rescueexpress.org/testimonials/>. Submit your Rescue Express Testimonial to mike@rescueexpress.org.

Rescue Express Online

<https://www.facebook.com/groups/1327317127330782/>.

You may join this closed, Facebook group to connect with other approved RE partners that place transport reservations and receive general updates about upcoming transports. This page is not for communication with Rescue Express about reservations. Please contact us directly about reservations.

Newsletter

Sign up for our E-Newsletter at <https://rescueexpress.org/newsletter-sign-up/> or on our Facebook page.

Transport Route & Schedule

Valley Center, CA 4:30am Sat

De Lucairanch
11146 Old Castle Rd, Valley Center CA
92082
I-15, Exit 41

Corona, CA 5:30am Sat

Walmart Supercenter
1290 E Ontario Ave, Corona CA 92881
I-15, Exit 93

San Fernando, CA 7:30am Sat

Almost Home Pet Boarding
11401 Ilex Ave,
San Fernando, CA 91340
I-5 Exit 157CA

Bakersfield, CA 9:00-10:00am Sat

City of Bakersfield Animal Care Center
201 S Mt Vernon Ave, Bakersfield, CA 93307
HWY 99 Exit 24, then HWY 58 East Exit 114

Tulare, CA 10:00-11:00am Sat

Tulare Animal Services
3817 South K Street Tulare, CA 93274
HWY 99 Exit 83

Fresno, CA 11:00am-12:00pm Sat

CA Fresno Oil Co./Pacific Pride 2581 S East
Ave, Fresno CA 93706
Hwy 99, Exit 130

Turlock, CA 1:00-2:00pm Sat

CA Chevron (empty lot next to it)
2725 W Monte Vista Ave, Turlock, CA 95382
HWY 99 Exit 215

Lathrop, CA 2:30-3:30pm Sat

Fastlane Gas Station
116 Roth Rd, Lathrop, CA 95330
I-5 Exit 465

Elk Grove, CA 3:00-4:00pm Sat

76 Station
2323 Laguna Blvd, Elk Grove, CA 95758 I-5
Exit 508

Redding, CA 6:00-7:00pm Sat

TA Travel Center
19483 Knighton Rd, Redding, CA 96002 I-5
Exit 673

Grants Pass, OR 9:30-10:30pm Sat

Shari's Cafe & Pies
190 NE Agness Ave, Grants Pass, OR 97526
I-5 exit 55

Roseburg, OR 10:45-11:45pm Sat

Home Depot
3000 Aviation Dr, Roseburg, OR 97470
I-5 exit 127OR

Eugene, OR 11:30pm-12:30am Sun

Shari's Café & Pies
900 Beltline Rd, Springfield, OR 97477
I-5, Exit 195B-A

Albany, OR 12:30-1:00am Sun

Love's Travel Stop
6457 Old Salem Rd NE, Albany, OR 97321
I-5, Exit 238

Brooks, OR 1:00-1:30am Sun

Pilot Travel Center
4220 Brooklake Road, Brooks, OR 97305
I-5 exit 263

Tualatin, OR 1:30-2:30am Sun

Petsmart- Nyberg Woods
7029 SW Nyberg St, Tualatin, OR 97062
I-5 exit 289

Vancouver, WA 2:15-3:15am Sun

Umpqua Bank
8015 Northeast Highway 99, Vancouver,
WA 98665
I-5 Exit 4

Kelso, WA 2:45-3:45am Sunday

Wilco Farm Store
200 S Kelso Dr., Kelso WA 98626
I-5, Exit 39

Chehalis, WA 2:45-3:45am Sun

Love's
1276 Rush Rd, Napavine, WA 98532
I-5 Exit 72

Olympia/Tumwater, WA 2:30-4:00am Sun

Pilot Travel Center
2430 93rd Ave SW, Tumwater, WA 98512
I-5, Exit 99

Fife/Tacoma, WA 4:00-6:00am Sun

Love's Travel Stop
1501 33rd Ave E, Fife, WA 98424
I-5 Exit 136B

Lynnwood, WA 5:00-7:00am Sun

Ash Way Park & Ride
16110 Ash Way, Lynnwood, WA 98087
(across the street from this address)
I-5 Exit 183

Burlington, WA 6:30-8:00am Sun

Shell Station
9440 Old Hwy 99 N, Burlington, WA 98233
I-5 Exit 23

Additional stops are possible and must be determined prior to transport finalization. We can stop anywhere along I-5 that is:

- Just off the freeway
- Easy and safe for our 40-foot bus to maneuver into and out of
- A safe place to load/unload
- At least an hour away from one of our regular stops
- Gas stations and truck stops are usually good choices if they have large parking lots.

Thank you for your kind support and working with us to save lives!