

Contacting Rescue Express

Phone:

Office Line answered Monday through Friday: (541) 525-3232 – FUTURE transport and reservation information

Bus Hotline answered Friday through Sunday: (541) 525-3461 – TRANSPORT IN PROGRESS

Email:

coordinator@rescueexpress.org – transports

Partnership

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 5:00 pm 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 below and on the transport request form. Choose a carrier that is at least 2” taller than the pet’s height measured at the shoulder. Reservation of inappropriate carrier sizes may result in future request denial.
- 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 a volunteer/foster/employee 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 by emailing coordinator@rescueexpress.org or calling (541) 525-3232 so that carriers may be allotted to other Rescue Partners. Changes to requests can be made *before* transports are finalized at 5:00pm 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: Per Washington State import law, dogs being transported to Washington must have record of 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.

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 – (Note: Measure pets at the shoulder.)

XS – extra-small: 13" tall x 12" wide x 22" deep (*pets up to 11" tall, cats and tiny dogs*)

S – small: 17" tall x 16" wide x 25" deep (*pets up to 15" tall, cats with kittens, small dogs - Chihuahuas, small terriers*)

M- medium: 23" tall x 20" wide x 30" deep (*pets up to 21" tall, dogs 20+ lbs, smaller pitbulls*)

L- large: 26" tall x 22" wide x 35" deep (*pets up to 24" tall, most large dogs: pitbulls, boxers*)

XL- extra-large: 28" tall x 24" wide x 39" deep (*pets up to 26" tall, shepherds, Great Danes, St. Bernards*)

Combining animals: bonded pairs and related individuals may ride together in the same carrier provided an appropriately-sized carrier is available and 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 names, ages, relations and names 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 7

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 sending and 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, toys that will inhibit the animal's movement or treats that may pose a choking hazard to carriers. Rawhide is not allowed on Rescue Express.

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 make contact with 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.

Cats

- Cats are loaded/unloaded from carrier to carrier. Cats may not be carried onto or off of the bus without a carrier.

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.

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

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 at https://www.amazon.com/gp/registry/wishlist/1P7T94NL8MIVC/ref=pdp_new_wl.

Happy Tails and Updates

Rescue Express is pleased to share your animal updates on social media and promotional emails and mailers.

Forward photos and stories via

email to coordinator@rescueexpress.org

text to (541) 525-3232

as messages or comments on Facebook

tagging @rescueexpress and #rescueexpress on social media platforms

Rescue Express Online

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 tuesday@rescueexpress.org.

Rescue Express Connections

<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.

Stop Addresses and Arrival Time Windows

SAN FERNANDO 7:30am on Saturday

Almost Home Pet Boarding: 11401 Ilex Ave, San Fernando, CA 91340 I5 exit 157CA

BAKERSFIELD 9:00-11:00 am Saturday

City of Bakersfield Animal Care Center: 201 S Mt Vernon Ave, Bakersfield, CA 93307 HWY 58 East exit 114

TULARE, CA

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

FRESNO, CA 11:30am-12:30pm Saturday

Klein's Truck Stop: 6725 N Golden State Blvd, Fresno, CA 93722 HWY 99 exit 142

Rescue Express Rescue Partner Guidelines



TURLOCK

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 Saturday

Fastlane Gas Station: 116 Roth Rd, Lathrop, CA 95330 I5 exit 465

ELK GROVE, CA 4:00-5:00pm Saturday

76 Station: 2323 Laguna Blvd, Elk Grove, CA 95758 I5 exit 508

REDDING, CA

TA Travel Center: 19483 Knighton Rd, Redding, CA 96002 I5 exit 673

ROSEBURG, OR

Home Depot: 3000 Aviation Dr, Roseburg, OR 97470 I5 exit 127OR

EUGENE, OR 11:30pm - 12:30am Sunday

Shell Station: 86623 Franklin Blvd, Eugene, OR 97405 I5 exit 189

TUALATIN, OR 1:30am-2:30am Sunday

Petsmart: Nyberg Woods, 7029 SW Nyberg St, Tualatin, OR 97062 I5 exit 289

OLYMPIA, WA

Martin Way Park & Ride: Martin Way E, Lacey, WA 98516 I5 exit 109

FIFE/TACOMA, WA 4:00-6:00am Sunday

Love's Travel Stop: 1501 33rd Ave E, Fife, WA 98424 I5 exit 136B

LYNNWOOD, WA

Ash Way Park & Ride: 16110 Ash Way, Lynnwood, WA 98087 (across the street from this address) I5 exit 183

BURLINGTON, WA 6:00-8:00am Sunday

Shell Station: 9440 Old Hwy 99 N, Burlington, WA 98233 I5 exit 232

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 in to 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 working with us to save the lives of thousands of animals a year.