



Surrender Prevention Resources

Animal Care Centers of NYC (ACC) offers compassion and understanding to owners who are looking to relinquish their pets and a warm welcome to the animals that are being entrusted to our care. Before beginning the process of surrendering your pet, please check out our surrender prevention options below. If you are still having difficulty keeping your pet and need our help, please fill out this [questionnaire](#) or by entering this web address <https://www.surveymonkey.com/r/JRQ5MNZ>. An Admissions Counselor will contact you within three days to discuss the best options for you and your pet.

ACC's goal is to work with you as a pet owner, empowering you to take an active role in determining the best outcome for your pet(s). We encourage all pet owners to consider other options for help or private rehoming prior to surrendering your pet to one of our centers. While we never turn away any animal in need, we are also here to help you with options to keep your pet.

Owner Support

Through the ACC Admissions Department and agreements with partnering organizations, ACC is able to offer a variety of resources to assist pet owners in keeping their pets. Resources include:

- Reduced fee routine veterinary care including spay/neuter
- Funding for emergency veterinary care
- Behavior advice and trainer referrals, including flyers <https://www.nycacc.org/services/BehaviorResources> on a wide variety of behavior related challenges.
- Reduced fee pet boarding
- Assistance with tenant/landlord disputes, including NYCHA issues
- Assistance for individuals entering DHS temporary housing
- Assistance for military deployment

To find out if ACC can help support you in keeping your pet, please contact our [Admissions Department](#) to discuss your situation at admissions@nycacc.org.

Placement Options

Rehoming: No one is in a better position to find your pet a new home than you are. Before exploring ACC as a potential option for your pet, we recommend you attempt to find him or her a new home yourself. Here are some tips for ensuring your pet goes to a safe new home - [Rehoming Packet \(PDF\)](#) – view online, or download and print at https://www.nycacc.org/sites/default/files/pdfs/Rehome_Your_Pet.pdf.

For more detailed info visit <https://www.nycacc.org/services/surrender>



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The easiest way to rehome your pet is to promote your animal for adoption online. Before scheduling an appointment, visit the following websites <https://www.getyourpet.com> and <https://rehome.adoptapet.com> to get your pet adopted without the stress of being in a care center.



Deferred Intake: Through our deferred intakes program, ACC is able to seek placement for your animal while he or she remains in the comfort of your home. We are also able to match certain types of pets directly with private rescue organizations that may be interested in receiving them. For more information, please contact our [Admissions Department](#) at admissions@nycacc.org.

Owner Surrender Appointments

Step 1

We strongly suggest scheduling an appointment to bring in your animal so that ACC can provide you the best and fastest service. The online appointment form will ask for general information about your pet. Pet background profile forms and veterinary records are critical to doing the best we can for your pet. The more we know about your pet, the more likely we will be able to place them into a new home.

Step 2

Wait for our call. This is important. Though we know you may feel you have to surrender your pet right away, ACC works very hard to ensure that we have the time and space for new animals before they come in. Bringing your pet in without an appointment can result in stress for your pet, a longer stay in the shelter, and may even negatively affect his or her chances of being placed. You will be contacted by an ACC staff member within three (3) days of submitting your form.

****If your animal has bitten or broken skin in the last 10 days, please let us know so we can follow the right steps to protect your pet and others.***

For more detailed info visit <https://www.nycacc.org/services/surrender>