
HILLCREST PET POLICY



**Welcome to
Hillcrest!**

HILLCREST PET POLICY

INTRODUCTION

Pets are part of our Hillcrest family. It is the policy of Hillcrest to be a pet-friendly community with reasonable rules that promote the well-being of pets and their owners, while honoring the rights of others. The maximum number of pets allowed in one household is two. This may be one cat, one dog or two dogs or two cats. A copy of the Pet Policy will be provided to prospective residents with pets by the Marketing Department with the admission application.

QUESTIONS AND ANSWERS

1. How many dogs can live in a Independent Living household at Hillcrest?
 - One small dog under 25 pounds.
 - Please note: If a resident wants to bring two small dogs or a dog over 25 pounds, the Marketing Department will obtain written approval (via email) from the Pet Coordinator that the dog is appropriate to move into Hillcrest.
 - Having more than two dogs is prohibited.

2. How many cats can live in a Residential Living household at Hillcrest?
 - One or two cats.

3. Can pets move (or transition with their owners) into Birch Court, Maple Court, Cedar Court, or Pinecrest (areas where Assisted Living services are delivered)?
 - Yes, depending on an assessment by the Care Coordination Team verifying:
 1. The ability of the owner to properly care for the pet;
 2. The appropriateness of the pet's behavior; and
 3. The impact of the pet on other residents, staff, and visitors in the new environment.

4. What happens when a pet owner is no longer able to care for their pet?
 - A pet care plan may be required for the wellbeing of the pet;
 - If pet owner is no longer able to care for their pet and pet care plan is not feasible, the Pet Sponsor will be contacted to retrieve the pet.

5. Are pets accepted in Southwoods Lodge or Woods Health Services?
 - Dogs are welcomed as visitors, not as residents. Dog visits must be scheduled in advance by contacting the Life Enrichment Coordinator in each care setting. Visiting dogs must be well-behaved, vaccinated for rabies, and maintained by the owner on a non-retractable leash not longer than 6-feet.
 - Cats are not invited to visit due to possible resident allergies and other factors (scratch, bite, aggressive behavior).

6. What dogs are NOT approved at Hillcrest?

- Breed Limitations: Hillcrest welcomes most dog breeds, with these exceptions:
 - Akita
 - Bull Mastiff
 - ChowChow
 - Doberman Pinscher
 - German Shepherd
 - Great Dane
 - Husky
 - Pitbull
 - Rhodesian Ridgeback
 - Rottweiler

7. General Dog Requirements:

<i>Minimum Age:</i>	Puppies are not recommended
<i>Sterilization:</i>	Must be spayed or neutered
<i>Up-to-date Vaccinations:</i>	Distemper, Parvo Virus, Rabies, Bordetella with booster shots as needed.
<i>Licensed:</i>	Required by City of La Verne
<i>Identification:</i>	Microchipped

8. General Cat Requirements:

<i>Minimum Age:</i>	Kittens are not recommended
<i>Sterilization:</i>	Must be spayed or neutered
<i>Current Vaccinations:</i>	FVRCP, Rabies, Bordetella
<i>Licensed:</i>	Required by City of La Verne
<i>Identification:</i>	Microchipped

9. Other Pets Allowed at Hillcrest

- Birds Maximum Number: Two birds, caged at all times.
- Fish Maximum Aquarium Size: 20 gallons, placed in a safe location
- Small Mammals Maximum Number: Two of the same gender or spayed/neutered
- Allowed: Gerbils, hamsters, guinea pigs, rabbits
 - Not Allowed: Reptiles (except turtles), monkeys, or exotic or undomesticated animals of any type.

EXCEPTIONS

There may be occasions when it will be appropriate to make an exception to all or a portion of the guidelines. For example, certified service animals required to assist the handicapped are exempt from these rules. Other exceptions require the written approval of the Pet Coordinator and/or Administration prior to the scheduled move-in date.

PET RULES

1. What are the rules for having a pet at Hillcrest?

- A. Pet owners must Register each pet with Hillcrest by filling out the Pet Profile form for each pet.
- B. Pet owners must submit any changes or updates to the Pet Coordinator.
- C. Each pet must be registered with Hillcrest through the Pet Coordinator.
- D. Each dog must wear a dog license tag.
- E. Each dog/cat must wear an identification tag with the owner's name, telephone and/or apartment number.

Information in the Pet Profile at Hillcrest includes:

- 1. Information to identify each pet, including a picture.
- 2. Up-to-date vaccination records.
- 3. Proof of licensing (for dogs and cats).
- 4. The names, addresses and phone numbers of two Pet Sponsors who will be contacted to care for each pet if the pet owner becomes unable to properly care for a pet.

Hillcrest may refuse to register a pet if:

- 1. The pet is not a common household pet.
- 2. The keeping of the pet would violate any applicable house rules.
- 3. You fail to provide or maintain complete pet registration information.
- 4. Administration reasonably determines, based on your habits and practices, that you will be unable to appropriately care for the pet or keep the pet in compliance with the pet rules.

If Hillcrest refuses to register a pet, a notice stating the reasons shall be provided to you.

- F. When at home:
 - Dogs must be indoors or within an enclosed yard.
 - Cats must be indoors at all times.
- G. When outside the home:
 - Dogs must be maintained on a 6-foot, non-retractable leash and under effective control at all times.
 - Cats must be in a carrier.
 - Pets are allowed in common areas of Hillcrest with the exception of the following:
 - Village Center Café
 - Mountain View Dining Room, and
 - The Aquatic and Fitness Center's exercise and pool areas.
- H. Animal Waste/Litter Boxes
 - Dog owners must use "waste bags" to immediately remove animal waste while on Hillcrest grounds.
 - Cat waste must also be removed and disposed of in sealed plastic bags and placed in the BLACK trash bin.

- Litter from litter boxes should not be disposed of in the toilet. (Pet owners will be financially responsible for the costs of clearing clogged toilets or drains from disposed pet litter.)

I. Pet Behavior

- Pet owners are responsible to keep their pets under control at all times and keep them from disturbing others. This may include excessive barking, growling, jumping, or other aggressive behaviors.
- Pets who repeatedly disturb the peace and quiet of neighbors through noise (barking, whining, etc.), smell, animal waste, biting, scratching, or other nuisances may be subject to removal, if not corrected.

J. Pet Care and Safety

- Pet owners are responsible to provide adequate care, nutrition, exercise, and medical care for your pet, including all required vaccinations.
- When away from home for more than 24 hours, pet owners must arrange care for their pet. Failure to do so may warrant removal of your pet from the premises.

K. Visiting Pets

- When a pet is visiting Hillcrest, the pet owner is required to follow the same rules outlined in the Hillcrest pet policy.
- All pets staying overnight at Hillcrest are required to be checked in at the reception area with proof of current vaccinations. They must also wear an identification tag with Hillcrest's contact information.

L. Recommendations

- Collar:
 - A collar should be used for identification purposes only, such as to hold identification tags, microchip tags, rabies tags, and license tags. Collars should not be used to attach a leash for walking.
- Harness:
 - Front-attaching harnesses are recommended for walking your dog as front-attaching harnesses prevent dogs from pulling while being walked.
- Leash:
 - A 6 foot non-retractable leash is the only acceptable leash allowed by City of La Verne regulations and Hillcrest policy.
 - Retractable leashes may not be used on Hillcrest grounds.

2. What is the process of bringing a pet to Hillcrest?

- A. Complete the "Welcome Notification" to inform Hillcrest of an upcoming pet move-in.
- B. Understand (and be willing to comply with) the Hillcrest Pet Policy.
- C. Complete the required paperwork for each pet, which includes:

- A Pet Profile, which includes information about each pet and a photo.
- The contact information of a preferred **local veterinarian** and **boarding facility**.
- The contact information of two **Pet Sponsors** who are willing and able to retrieve each pet in the event of an emergency or change in condition of the pet owner.

***Please note:** If the Pet Sponsor is unable or unwilling to fulfill this obligation, Hillcrest will arrange for the pet to be placed in a local boarding facility at the pet owner's expense until other plans are made. In the event that a pet is placed in an outside boarding facility, the policies, procedures, and fees of that agency will apply.*

- Submit the required fee of \$500 for each pet.
- Exceptions must be approved in writing by the Pet Coordinator.

3. How are pet concerns addressed?

- A. Violations of the Hillcrest Pet Policy will be respectfully addressed with the pet owner and/or their Pet Sponsor.
- B. If a pet poses an immediate threat to the health or safety of others, Hillcrest may require the pet's immediate removal.

LIABILITY NOTICE

IMPORTANT:

THE OWNER OF ANY DOG IS LIABLE FOR THE DAMAGES CAUSED BY THAT DOG TO OTHERS, INCLUDING DOG BITES ACCORDING TO CALIFORNIA CIVIL CODE SECTION 3342. PET OWNERS ARE LIABLE FOR THE ACTIONS OF THEIR PETS EVEN WHEN BEING WATCHED OVER, WALKED, OR CARED FOR BY OTHERS, INCLUDING VOLUNTEER OR PROFESSIONAL PET WALKING SERVICES.

HILLCREST PET PROFILE

Date: _____ Resident No.: _____

Resident's Name: _____

Address: _____ Phone: _____

Pet's Name: _____ Age: _____

Pet's Description: _____

How long have you had this pet? _____ License No. _____

Microchip No. _____

IMPORTANT: It is Hillcrest's policy not to euthanize healthy animals. Hillcrest can provide information to Pet Sponsors on local boarding facilities to care for the pet. These services are the financial responsibility of the Resident.

Pick One of the following options and provide the necessary information:

OPTION 1: One Dog

Dog	Name	Weight	Rabies	Distemper	Bordatella	S/N	Lic. Exp

OPTION 2: Two Dogs

	Name	Weight	Rabies	Distemper	Bordatella	S/N	Lic. Exp
Dog							
Dog							

OPTION 3: One Cat

Cat	Name	Weight	Rabies	FVRCP	S/N	Lic. Exp

OPTION 4: Two Cats

	Name	Weight	Rabies	FVRCP	S/N	Lic. Exp
Cat						
Cat						

OPTION 5: One Dog and One Cat

Dog	Name	Weight	Rabies	Distemper	Bordatella	S/N	Lic. Exp
Cat	Name	Weight	Rabies	FVRCP		S/N	Lic. Exp

Preferred Local Veterinarian

Name:
Address:
Phone:

Preferred Local Boarding Facility

Name:
Address:
Phone:

