

JSPCA

Charter

October 2025

The JSPCA is here for the animals of Jersey.
Our core purpose is to rescue, rehabilitate and rehome domestic animals including exotics and rescue, rehabilitate and release wildlife.

The care of animals is our priority, our people are vital too. We are committed to supporting the people who care for animals – our employees, volunteers, and community.

To help us stay true to our mission and values, we have created the JSPCA Charter which sets out our role and responsibilities. It guides how we work and make decisions, ensuring they are in the best interest of the animals, their carers and the community.



Our vision: an Island where all animals are treated with kindness and compassion.

Our mission

We are committed to safeguarding the physical and emotional welfare of animals whilst working within local legal frameworks.

Our mission is to:

Prevent cruelty

- We advocate for the five domains of animal care and welfare: nutrition, environment, health, behaviour, and mental state.
- We champion a culture of positive attitudes and behaviours that reflect our values.
- We promote compassion and kindness towards animals, our team and the community.

Promote knowledge

- We educate our employees and volunteers to provide the highest standards of animal care and welfare.
- We foster a compassionate, knowledgeable and engaged community of animal advocates.

Provide

- We provide for the aged, sick, lost and unwanted animals of Jersey.
- We provide rehoming services for unwanted small domestic animals and temporary homes for stray or injured domestic animals, birds and wildlife.
- We rescue and rehabilitate wildlife and release animals with high chances of survival back into the wild.

Our objectives

Shaped by our mission and values, and under the guidance of local animal welfare laws, we prioritise animal care and welfare. Our objectives include:

- Providing shelter, care and rehabilitation for animals that are abandoned, neglected, abused, or at risk
- Encouraging adoption and pairing animals with responsible and caring families
- Providing the highest standards of care, medical treatment, food, shelter and socialisation
- Supporting and encouraging humane policies regarding animal welfare in the community
- Working together with local authorities, rescue organisations and other welfare charities to address community-wide issues of animal neglect and abuse
- Educating the public on animal care, behaviour management, and the prevention of cruelty.

Our values

Supportive – We support, inspire and champion our people.
Hopeful – We aspire to build a better future for the Island's animals.
Empathetic – We deliver our work with kindness and care.
Leading – We lead with compassion and commitment.
Together – We make a difference.
Evolving – We learn, we connect, we grow.
Resilient – We face challenges with integrity and professionalism.



What welfare means to us

Every animal deserves a life-worth-living and should have the chance to survive and thrive. We go beyond the necessities of food, shelter and medicine by also providing safety, care, nourishment and enrichment.

Our approach to animal welfare is steered by evidence and relevant, up to date research which we strengthen through continuous learning and development.

The JSPCA gives animals a place to heal emotionally and physically. We demonstrate our care through compassion and second chances. If an animal cannot recover from injury, pain or prolonged suffering, we will consider humane euthanasia.



What we do

Taking animals into our care

Before an animal comes into our care, our first step is to support the owner. This may be in the form of advice, enrichment guidance or even supplementing food for their pet. Building a rapport with the owner and treating them with compassion and respect is important in building trust, and contributes positively to the welfare of the animal. We can also consider utilising the JSPCA Direct Home to Home scheme or the JSPCA Guardian Home services.

We offer animals medical and behavioural support, comfort and enrichment when an owner is no longer able to provide or care for their pet.

We take responsibility for food and medical treatment if the care of a pet is handed over to us (also known as disclaiming). An animal may be disclaimed if the owner is no longer able to care for their pet, or if a pet is lost and has not been claimed by its owner within seven days.

Once disclaimed to the JSPCA, every animal receives health checks and behavioural assessments, with particular attention to those animals where medical or behavioural issues are likely to impact their welfare and rehoming process. We will not take in dogs with aggression or that are out of control.

Rehoming an animal

Once ready, our aim is to rehome an animal as soon as possible. Adoption is the preferred outcome for the animals in our care. Our Vets, Animal Care team and Behavourist support animals with medical needs or behavioural concerns to give them the best chance of a successful adoption.

Animals will be rehomed according to the JSPCA re-homing policy. We follow a standard vetting process and assessment of the potential home and owner. This policy applies to the public, as well as employees, volunteers and committee members who choose to adopt animals from the JSPCA.

Animals receive health checks by our Vets, and as standard practice, are spayed or neutered, and microchipped before adoption, unless medically exempt.

Any medical needs or behavioural concerns will be discussed with the potential owner before rehoming.

Beyond the basics

We believe every animal should have access to the basics of food, water and a home that nourishes and supports their health, but they should also be free from discomfort, pain, injury or disease. Animals should be allowed to express normal behaviour without fear and distress.

At the JSPCA, we provide food, clean housing and bedding, as well as medical treatment, and enrichment activities to meet an animal's physical and emotional needs.

Veterinary care is provided on site. Every animal coming into our care receives the necessary and relevant vaccinations, flea and worming prevention, and treatments based on their specific needs.

Animals with behavioural concerns and emotional trauma receive training from our Behaviourist, and under the guidance of our Vets, may receive prescription medication if required.

For wildlife, our Vets provide initial health checks and consider rehabilitation and release based on our ability to care, the facilities we have, and any restrictions by law.



Laws and licensing

We operate the JSPCA under licence from the Government of Jersey, Department of Environment and comply with relevant legislation, namely

- the Animal Welfare (Jersey) Law 2004 and Wildlife (Jersey) Law 2021.
- Animals are housed and cared for in accordance with the Animal Welfare Codes issued under the Animal Welfare (Jersey) Law 2004.

The JSPCA does not have a licence to seize animals.

Welfare Officer

Our dedicated Welfare Officer is a vital connection between the JSPCA and the community. They are responsible for addressing welfare concerns that are raised within the community, such as concerns from a neighbour or addressing excessive barking. Our priority is to fully understand the situation and amicably work with the owner to provide support and advice.

The Welfare Officer works closely with our Animal Care team, Vets and Behaviourist to provide the relevant medical care, training or support. They are also able to bring complex matters to the Welfare and Ethics Panel.

Euthanasia

At the JSPCA, the decision to put an animal to sleep is always the last resort, and the most difficult decision. Each case is considered with compassion and discretion.

An animal is never put to sleep based on cost alone. Restrictions of the law, facilities to rehabilitate, quality of life, no or poor response to treatment, and chances of survival are factors that may also need to be considered.

For wildlife, the stress of prolonged captivity can significantly reduce the chances of survival when released back into the wild. In these cases, euthanasia may be considered as the most humane option.

Decisions to put an animal to sleep are made in consultation with our Vets, with challenging cases raised to our Welfare and Ethics Panel. Decisions will also consider the emotional impact and safety of the public, staff, volunteers and owners.

Ethical standards

Humane treatment
The JSPCA prioritises the welfare and dignity of animals and the safety of people. The use of force or harmful practices is strictly prohibited.

End-of-life care
If an animal's suffering is deemed irreparable, humane euthanasia is considered only as a last resort in consultation with our Vets, and where required with the Welfare and Ethics Panel.

We will also explore alternatives for end-of-life care and rehabilitation with the help of other animal welfare sanctuaries and organisations. The final decision to euthanise is made with compassion and care, and to avoid unnecessary suffering.

Open and honest

We value transparency through honesty, openness, accountability and ownership of the decisions we make.

We have a duty of care to our animals, and to our team and community. When it comes to the animals in our care, we acknowledge that we tread a fine balance between transparency and exposing members of the public to information that may cause emotional distress. Therefore, sharing information will be done with discretion, sensitivity and within GDPR regulation.

It is our standard procedure not to comment on decisions made on individual cases.

We welcome and encourage constructive feedback on processes and procedures as a means of continuously improving standards and ensuring that our approach is relevant and beneficial.

Our people

Employees

Our vision to care for the Island's animals cannot be delivered without our valued and committed JSPCA employees. Delivering the highest standard of care is our goal, which we promote through practical and real-world experience with the support and supervision of experienced staff.

Our training emphasises the ethical treatment of animals, promoting kindness, compassion and respect, and non-violent methods of care and behaviour management.

We strongly encourage continued learning and development to enhance our standards of care, best practice, and safety procedures.

Employees and volunteer training prioritises the safety of people and animals, ensuring that all individuals working with animals are aware of potential risks and how to mitigate them safely and effectively.

We believe working in the animal care industry is hugely rewarding, but we don't shy away or underestimate the emotional demands of our role. We are aware of the impact that compassion fatigue and being exposed to animal suffering can have on our team.

At the JSPCA we support our team with mental health and wellbeing, tailoring it to our line of work and by providing a safe space to access professional support without the fear of judgement or reproach.



Chief Executive Officer

Our CEO is responsible for the day-to-day operational management of the JSPCA. In their role they:

- Direct, lead and deliver the JSPCA's strategy and objectives for financial management, fundraising, animal welfare, services – making sure they deliver the JSPCA's vision and mission.
- Ensure the JSPCA is operating smoothly and efficiently and meeting its financial and operational requirements.
- Provide support to the JSPCA Committee to help fulfil its role as a charity.

The JSPCA Committee

Our Committee is responsible for making sure the JSPCA is fulfilling its duty and role as a charity and achieving its purpose with the resources it has.

Our Committee is made up of volunteers and are required to go through a recruitment and election process. In their role as Committee Members, they bring specialist skills and experience to help the JSPCA maintain good governance practice.



Volunteers

Our volunteers are highly valued at the JSPCA. Their contribution, generosity and commitment strengthen our core mission to care for the animals of Jersey. Volunteers receive relevant training in animal care and Shelter procedures.

Volunteer shifts are planned around the needs and demands of the animals. They help with caring, cleaning, feeding, and enrichment, as well as maintaining and supporting the Shelter and its services.

Community and partnerships

We welcome and value constructive engagement and feedback from the community. We believe engaging with our community can help us to better achieve our mission, drive positive change and build stronger relationships. We believe and champion open dialogue and partnerships to help us meet our objectives and be the best advocates for the animals of Jersey.

To fulfil our mission of promoting knowledge, we provide information and educate the public on animal care and responsible pet ownership. We do this through awareness campaigns, bite-sized information on social media and online resources on our website.

Accountability and financial responsibility

The JSPCA operates as a non-profit organisation registered with the Jersey Charity Commissioner, funded by memberships, donations, grants, adoption fees, legacies, community and corporate support, retail activity and through commercially generated income.

We operate efficiently and responsibly – with the aim of creating a stable and sustainable future for the Shelter, maximising resources for animal care as our core objective and focus.

We demonstrate financial transparency of funds raised and used to support and further our mission – through published and publicly available financial statements and annual reports.

Our annual reports are published each year and are available to the public. In these documents we detail the Shelter's financial status, reflect on achievements and challenges, as well as our objectives and ambitions for the future.



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Jersey Charity Commissioner: registered charity number 68
Member of the Association of Jersey Charities: registered charity number 87.

ADCH
Association of Dogs and Cats Homes