CS-02 ADOPTION HOLDS – DOG

**Purpose**

To define reason for and the process of putting a dog on hold

**Policy**

Dogs can only be placed on hold for a child meeting or dog to dog meeting. A dog to dog meeting can be arranged for a $25 fee, after which is paid, the dog can be held for 24 hours for the meeting to take place. There is no charge for the child meetings when our animal is an adult dog. Holds cannot be placed on puppies for child meetings, or on dogs for dog to dog or dog to cat meetings.

**Staff /Areas Affected**

• Customer Service Staff

* Animal Care Staff

• Behavior Staff

**Definitions**

**Holds** - A potential adopter wants to adopt a dog, but can’t commit until their children or current dog meets the adoptable dog to make sure they are a good fit. All holds are for a maximum of 24 hours

**Dog to dog meeting fee -** A non-refundable $25 fee charged for Adopter requested dog to dog meetings will hold our dog for 24 hours.

**ShelterLuv** – Database used by HSWM for all tracking of customers, animals and associated service

**CS** – Customer Service

**Staff / Areas Affected**

Customer Service

Adoption Counselors

**Procedures**

1. The A.C. will inform CS that a potential adopter needs a dog to child meeting, or a dog to dog meeting. Giving the Survey, photo ID and animal folder to CS for processing.
2. CS will change the status of the dog in ShelterLuv to “Adoption Pending” on the animal.  In the hold notes, the CS staff will record the potential Adopters name, phone number and the date/time the will hold expire.
3. The Adoption Counselor will place an Adoption Pending sign on the dog’s kennel card.
4. CS will complete a green Hold Form.  The form is placed on top of the Adoption Survey and the Dog’s Folder and into a red or orange plastic sleeve, and placed in the On Hold bin.
5. A hold charge is not necessary for a child to dog meeting. Child meetings may be required for children 12 or under or at the discretion of HSWM staff or Adoption Counselors.
6. A dog to dog meeting requested by the adopter, will result in a non refundable fee charged prior to the Adopter leaving the building to get the dog. Our dog will be held for 24 hours for this meeting.
7. If the potential adopter does not return the next business day, the hold expires and CS will change the status of the dog back to Available, remove the hold, and remove the Adoption Pending sign from the kennel.
8. If the potential adopter comes in and the meeting does not go well, see the above steps to remove the hold.  There is no refund given for the fee previously charged.
9. If the potential adopter comes in during the hold period and does adopt the dog, proceed with the adoption as normal.  (CS-01)

**Reference Documents**

• Adoption Survey

* Adopter photo ID
* Animal folder and contents
* Adoption Pending sign
* Kennel Card

• Hold Form

* SOP CS-01 Animal Adoptions

**Revision History**

Created 12/9/15 – V1

Revised 11/2/18 – V2