CS-01 ANIMAL ADOPTIONS

**Purpose**

To define the process of animal adoption.

**Policy**

To ensure all adopters have a positive experience with HSWM and leave the adoptions desk feeling prepared and excited to own their new pet.

**Staff /Areas Affected**

• Customer Service Staff

* Animal Care Staff

• Adoption Counselors

**Definitions**

**CS –** Customer Service

**A.C**. – Adoption Counselor

**Verification** - A physical examination of the animal by a veterinarian before being released. This includes spay/neuter surgery, or simply verifying that the surgery happened previously, implantation of a microchip, and any needed vaccinations

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

**Survey** – Adoption Survey

**Responsibilities**

CS will confirm child meetings have taken place if there are children under 12 in the home. (see SOP CS-02) CS will ensure adopter has read and understands all aspects of the adoption contract and any memos or medical notes about the animal being adopted, and has paid any adoption fees.

Animal care staff is responsible for providing the folders for all adoptable animals

**Procedures**

1. Prior to meeting with an A.C., CS will review Dog Adoption Surveys. If the Adopter rents, lives in a trailer park or a condo association, CS will contact the landlord for verification of pet policy and/or restrictions. Contact with landlord and any restrictions will be noted on the survey. (Calls are not required for renters interested in cats.) Once the landlord has been contacted, and if there are restrictions, it will be noted on the survey form.
2. CS will check ShelterLuv for any ‘pop up’ memos or notes that this person should not adopt.
3. CS will then place the survey on the side counter in chronological order to wait for the next available AC, to meet with the adopter.
4. When an adopter decides to adopt an animal, the A.C. will bring the adopter’s Adoption Survey, photo ID, and the animal’s folder to the front desk and will place the paperwork on the back counter to wait for a CS staff member to become available. Folders are placed in chronological order for processing.
5. CS will confirm child meetings have taken place if there are children under 12 in the home. (see SOP CS-02)
6. Customer Service staff will search in ShelterLuv for the adopter’s name to see if there is already a record of them.
	* CS will confirm the address on the survey and drivers license match. If not, CS will discuss which to use with the adopter.
	* If they are in the database CS will verify address, phone number, and email address.
	* If these do not match the information on the Adoption Survey, ask the adopter if they have recently moved or changed their phone number. If it is indeed a different person, create a new person record and process the adoption.
7. If not “Verified” inform the Adopter that they will need to return to pick the animal up after verification from our veterinarian, and defer the adoption.
8. Confirm if the animal is “Verified” and can leave (Check “Complete Medical History” in ShelterLuv) If not Verified:
	* The adopter will then pay and sign the adoption contract.
	* Customer service staff will explain the adoption contract to the adopter.
	* Give the adopter their receipt and Chow Hound coupon when applicable
	* Explain the VCA certificate and process to use VCA Clinic
	* Advise we will call them when the animal can go home.
	* Complete a green Adoption Checklist/Hold form and place the folder, Adoption Survey, and signed contract in a red or orange plastic sleeve, which will then be placed in the “MedBin” bin on the back counter. Vet staff will get the folder.
	* Once Verification is complete, Vet staff will place the plastic sleeve into the ‘Going Home’ bin on the back counter. CS staff will then call the adopter to inform them that their animal is ready to be picked up.
	* If the Adopter does not answer the phone, it will be noted on the green hold form that an attempt to call was made. If an email address has been given, CS will email the adopter.
	* If the CS staff member speaks with the Adopter, the date and time of pickup will be noted on the green hold form. The adopter must then pick up their animal within 2 business days or will be charged $25 per day for boarding.
	* If unable to contact the Adopter within 3 days, leave a message stating the animal will go back up for adoption on the 4th day.
9. If the animal is “Verified”:
* Adopter pays the adoption fee and signs the contract.
* Customer service will explain the contract to the Adopter.
* Print the “Complete Medical History” from ShelterLuv and Rabies Certificate if needed. Put prints in the animal folder, and a copy of the unsigned contract.
* The signed copy of the adoption contract is stapled to the top of the Adoption Survey, as well as any medical records or previous owner information that is not sent with the Adopters.
* Give the adopter their receipt and Chow Hound coupon
* Explain the VCA certificate and process to use VCA Clinic
* CS will scan the animal again for their microchip verification in ShelterLuv and all paperwork.
* Adopters are given the animal folder and its contents.
1. CS will scan any paperwork that did not go with the adopter, and attach in ShelterLuv.
2. Kennel Card is removed from the kennel/cage once the animal leaves the building.
3. See SOP G-12 VCA Partnership for informing VCA of all adopted animals

**Reference Documents**

* Adoption Survey
* Adopter’s valid driver’s license or other form of ID
* Animal folder & included documents
* SOP CS-02 Adoption Holds
* SOP G-12 VCA Partnership

**Revision History**

Created 12/9/15 – V1

Revised 11/2/18 – V2