CS-12 ARRANGING FOSTER MEETINGS

**Purpose**

To define the process of connecting foster families with potential adopters.

**Policy**

Potential Adopters may need to make arrangements to meet a dog that is in a foster home.

**Staff /Areas Affected**

• Customer Service Staff

**Definitions**

**Foster** – temporary home for animals

**CS** – Customer Service Staff

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

**Responsibilities**

Customer Service is responsible for making sure this process takes place and follow up is conducted

**Procedures**

When an approved adopter is interested in seeing an animal that is in foster home, CS contacts the foster family to see if the animal can be brought in to meet with the adopter.

If the foster family cannot be contacted immediately the animal is placed on hold until the foster family is contacted and a meeting time can be arranged.

**Reference Documents**

• Hold sign

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**Revision History**

Created 11/21/16 – V1

Updated 12-4-18 – V2