CS-18 REMOTE ADOPTION PROCESSING

**Purpose**

This is to outline the process of receiving on line applications, doing consults, virtual meetings and no contact adoptions.

**Policy**

As a result of Covid-19 in the spring of 2020, the process of continuing adoptions required no contact or minimal contact as a result of social distancing requirements.

The policy of ‘first come first served’ is still in place, for adopters who are an appropriate match for a given animal.

Generic applications are sent an email response indicating their application has been received. Email indicates they should select a specific animal and email ‘Adoptions’ with the name of that animal and indicate they have previously submitted an application, that is on file.

Consults via phone or video will be done only with adopters that have indicated interest in a specific animal.

**Staff /Areas Affected**

* Customer Service Staff
* Foster Coordinator
* Animal Care staff
* Vet Staff
* Behavior Staff

**Definitions**

**Medical Consults** – Conversation with Vet Staff and the adopter regarding medical matters with a specific the animal.

**Behavior Consults** – Conversation with Behavior Staff and the adopter regarding noted behavior memos

**Survey** – Application

**CS** – Customer Service

**Responsibilities**

The Adoptions Manager is responsible for maintain this process.

**Procedures**

1. REVIEW ON LINE APPLICATIONS

CS will review on line applications in ShelterLuv, starting with the oldest first. ‘Generic’ applications (Dog, Cat, Rabbit or Small Animal) received without a specific animal noted, will be ‘Accepted and Person Created’ in ShelterLuv and a reply will be sent via email, stating they should select a specific animal, and email reply to [Adoptions@hswestmi.org](mailto:Adoptions@hswestmi.org) with the name of the animal, and indicate that an application has previously been submitted and is on file.

Applications received for a specific animal are reviewed in the order they are received.

* “Reviewing an application” is a visual review of the specifics of the household, family status, living arrangements and lifeslyle of the applicant.
* Reviewing notes in ShelterLuv about the specific animals should be done simultaneous to reviewing the application. All Behavior, Foster and Intake notes should be reviewed thoroughly.

Depending on the ‘fit’ of the specified animal for the household, a variety of next steps can be taken. ‘Accepting & Creating Person’ in ShelterLuv is selected. An email is sent to the adopter with information on one of the following options:

1. PHONE ADOPTION CONSULT

CS will call the adopter (from a restricted phone #, using \*67 prior to dialing the phone number) to do the consultation. This is done with the same criteria as if the consult were in person. Discussion regarding the animals is primarily based on the specific animal and the fit for the adopter/home situation specifically. Based on the notes in ShelterLuv for the animal. Answer any questions from adopter. If at the end of the conversation, the adopter is interested in next steps, a video conference call would be discussed. Available times within the next 24 hours that would work are noted.

At no time should the full name or any contact Information regarding the foster should be given to the potential adopter.

The Foster Communication Spreadsheet should be updated at each subsequent step of the process by the staff member handling the virtual meeting.

1. SCHEDULING OF AND VIDEO MEETING

* If the animal is in foster, the current foster parent is then contacted via email/phone and the potential times are offered to the foster for the zoom call.
* If the animal is currently in the shelter, the conference call could take place immediately or at a convenient time with the adopter. Animal care may need to participate in the video call for more assistance in animal handling or information on the animal.
* Video meetings are not required for small animals. Discussion with the adopter regarding the animal can suffice. If the adopter would like to do a video meeting, it can be arranged.

When a Medical consult is required, a member of vet staff, Director of Animal Logistics, Director of Animal Care or Executive Director must be part of the video conference.

When a Behavior consult is required a member of behavior staff, Director of Animal Logistics, Director of Animal Care or Executive Director must be a part of the video conference.

Once the time is confirmed, CS sends an email invitation for the video conference and attends the call along with the adopter and the foster.

1. ADOPTION PROCESSING

If the adopter decides to adopt the animal based on the video conference, the processing will be done remotely. During the call, a day/time for the transfer of the animal is arranged.

CS staff should review all medical notes including vaccines needed, medication needs, follow up care, etc. and arrange for needs and communicate that with the adopter prior to arranging hand off/Transfer of care details.

Contract signature and payment will be handled remotely through ShelterLuv. Once the transaction is completed via the phone, the transaction is completely by CS staff.

Pick up of the animal will be done no contact. This means meeting in a mutually agreeable, neutral location. (NOT at the home of the foster.) Typically, the HSWM parking lot is recommended for the transfer of the animal from foster or for animals housed in the shelter.

1. HAND OFF / TRANSFER OF CARE OF THE ANIMAL

Transferring of the animal to the new owner should NEVER be done at the home of the foster or the adopter. Ideally, it should take place at HSWM Shelter, during business hours whenever possible. This facilitates the transfer of foster supplies back to the Foster Coordinator. This is a neutral location, where we can help facilitate no contact, and anonymity of the foster and safety of all parties. The foster should be advised to bring all supplies back to the shelter at this time. Staff (CS, Foster Coordinator or Animal Care) as needed, can assist with the no contact transfer at our location if needed.

1. IF ADOPTION DOES NOT HAPPEN

The adopter is advised to review other animals on the website and send an email if they are interesting in a virtual meeting with another animal.

1. ADDITIONAL INFO

Adopters can only arrange for a virtual meeting with one animal at a time. They must resubmit a request for any additional/subsequent animals. Meetings will be based on First Come, First Served basis, if an animal is an appropriate fit.

Adopters should not pick up animals from a Foster unless they are friends or family of the foster, prior to meeting the animal.

Foster Coordinator will be advised when video conference calls are being scheduled with any animal in foster. The Foster Coordinator can provide information relevant to the process of video conferencing, transfer of care of the animal, etc.

Contents of the animal folder is mailed by CS staff to the adopter after processing and transfer of care.

**Reference Documents**

* Adoption Survey/Application
* Adoption Contract
* Foster Communication Spreadsheet

**Revision History**

V1 - Created 5/19/20