CS-21 TRANSFER OF CARE – Foster to Adopter

**Purpose**

To detail the process of physical transfer of an animal from a Foster parent to the custody of the Adopter, once the formal adoption process has been completed.

**Policy**

HSWM will facilitate the transfer of care in a safe and no contact manner between parties.

**Staff /Areas Affected**

• Customer Service Staff

* Animal Care Staff
* Foster Coordinator

**Definitions**

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

**ToC** – Transfer of Care

**Responsibilities**

The Adoption Manager is responsible for this process.

**Procedures**

1. Once the Transfer of Care should only take place on HSWM property, unless the foster personally knows the adopter.
2. The Foster Communications spreadsheet on the drive should always be updated with date and time of Transfer of Care for every animal once the adoption process has been completed in ShelterLuv.
3. ToC should only be done when we are open, and a CS staff (or Animal Care if previous arrangements have been made) can assist
4. No Contact should be made between Foster, Adopter and HSWM staff
5. Slip leads should be used for the hand off of dogs (Small free type, the adopter can keep)

**Inform Adopters of the process and additional costs if applicable**

1. Adopters must be informed - Cardboard boxes/carriers should be used for cats.  All Fosters are sent home with a box when they pick up cat(s).  The box MUST be used (no carriers) for ToC. The stress to the cat during transferring and the risk of escape during the transfer requires the use of the box.  If the owner has a carrier, we do not want to use it, as there is too much risk involved in transferring from one carrier to another.
2. Adopters must pay $5 for a box.
	* + CS must explain to cat adopters that the $5 cost of a cardboard carrier is required for all cat adoptions direct from foster homes, unless there is a pop up from the Feline Behavior Coordinator or the Foster Coordinator stating a cardboard carrier cannot be used. (Generally do to size/weight) If this is the case, the transfer to the owner’s carrier must be done inside the shelter by cattery, foster or vet staff only.
		+ Details of the day/time and specific location should be explained to the Adopter.
3. **Inform the Foster Parent of the process to be conducted**
	* If the decision to adopt is made during the call, the date and time of the transfer can be determined, and the process explained to both parties simultaneously.
	* If not, the Foster parent is called and advised of the pick ip details and the process.
4. **Foster Supplies -** Foster Parents have been instructed which supplies are returned to HSWM, and which should go with the animal to the adopter: The staff member facilitating the transfer should confirm this is being done correctly:
* Go with the animals - Toys, food, litter, scratchers, collars/leashes & bedding can go to the adopter from the foster.
* Return to the shelter - Crates, litter boxes, bowls, Kongs, food puzzles, heavy slip leads

Staff member should pick up all returned supplies and put them in the proper location. Crates / carriers go in Dog Holding to be foamed. Dishes and litter boxes go to the Foster Coordinator’s office. Food puzzles go in the kennel kitchen sink. Slip leads are put in the laundry.

1. **Physical Transfer of Care / Hand off -** CS (or AC staff) should always facilitate the transfer OUTSIDE the HSWM building.  Masks should be worn.  Conversations should be 6 feet or more apart.
* Staff should properly identify both parties, from a distance.
* The Foster should be asked when they arrive if they would be comfortable talking to the adopter.  If not, they can drop and leave.  If so, staff should stay until conversation is over and both parties are back in their car.
* Cat/Small Animal – Foster parent should set the carrier & supplies down and walk away, preferable return to their vehicle.  Wait and watch for pick up. Alternative transfer may take place inside the building by HSWM staff if previously arranged, to an owner’s carrier in the case of large/obese animals, if noted as a pop up memo in ShelterLuv.
* Dog – Leave the dog in the car. Set the supplies down and return to vehicle.  Adopter picks up supplies and loads into their vehicle. When ready, hand the leash off from a distance.  Staff may assist with this if needed.

**Reference Documents**

• Foster Communications spreadsheet

**Revision History**

Created 7/11/20 – V1