

#### PURPOSE

To provide a policy of processing adoptions.

#### OBJECTIVE

To ensure that all employees and volunteers are uniformly processing adoptions using the same process and guidelines.

#### PROCEDURE

1. In order to participate in the adoption process, attendance in an Adoptions Concepts Workshop is required.
2. **Every potential adopter must fill out the Adopter Survey prior to visiting an animal.** (If a customer is not interested in adopting and only wants to visit our pets, please provide the customer with a Volunteer Open House schedule)
3. Once the Adopter Survey has been completed and reviewed by the Adoption counselor, they may begin the selection process. This is the time to use “Verbal Volley” (see; Manual for Adoption Counselors) to engage the customer in conversation.
4. After finding out the basics from the adopter, we direct them to choose from animals that have a red letter A or SNA on the card. If neither an A nor SNA are on the cards, then we may refer the client to the licensing lobby for “RESERVATION” options or ask a shelter supervisor for the animal’s status.
5. Once the potential adopter has selected an animal, it is the responsibility of the adoption counselor to check and do the following things before escorting the potential adopter, and animal, to the meet-&-greet areas.
  - A. Ensure the kennel number on the card and the kennel are the same.
  - B. Ensure the animal is actually available indicated by the red letter A or SNA
  - C. Remove the top portion of the card (this stays with the animal at all times) and leave the bottom portion on the kennel.
  - D. Place an “I’m visiting” card on the animal’s kennel.

6. Escort the potential adopter and the animal to the appropriate visiting area. (Puppies under 4 months of age may only be placed in the green pen, located on the north wall of the inside adoption area). Once secured in the area, make sure that the potential adopter and the animal are comfortable, answer any questions, and inform them that someone will be back to check on them shortly. Also, never allow customers to walk/carry any animals to or from the kennel. This includes walking personal pets through our adoption areas.
  - I. After 5-10 minutes, check on the potential adopter.
  - II. If they have decided that they do not wish to adopt the animal they had selected, we should follow up with additional verbal volley to determine if there are other animals they may be interested in visiting with. If they do not wish to see other animals that day, provide them with informational brochures.
  - III. If they have decided to adopt the animal, follow the next steps.
    - If the card has a “SNA” written on it, place the animal back in the kennel and escort the adopter to the resource room.
    - If the card has an A on it, simply verify that the animal has a microchip by scanning the animal. The microchip scanners should be accessible and kept on the adoption desks.
    - If the animal has a microchip, place the animal back in its kennel and complete the Survey with the adopter. Ensure both the top half and the bottom half of the kennel card have the microchip sticker in place. Notate on the bottom half of the kennel card that the animal has been adopted, along with your initials and the date, and place it back on the animal’s kennel. Document the adoption on the Adoption Report. (Note, if there are many animals that look alike in the same kennel, place a band around the adopted animal’s neck with the animal ID number and an adopted notation to avoid confusion.)
    - Send the potential adopter to the licensing lobby, with their Adopters Survey, the animal’s top half of the kennel card and the microchip packet.
    - If the animal does not have a microchip, find a staff member or volunteer to implant the microchip. Scan the animal to verify that the microchip was implanted properly. Place one of the microchip stickers on the top and bottom of the animal’s kennel card.
    - Place the animal back in its kennel and follow the remaining instructions in item C above.

### **ADOPTION GUIDELINES**

1. Adopters must present a valid photo identification
2. Adopters must be over the age of 18 years
3. If the prospective adopter indicates that the animal will be a gift, a counselor must first offer the person a gift certificate. Gift adoptions are permissible, but never recommended.
4. If a prospective adopter is turned down for any reason, no one that was with him/her at that time will be allowed to adopt on the same day.
5. No person who is suspected of being under the influence of alcohol or drugs can adopt. Please see a supervisor, manager or coordinator if this situation arises.
6. No animal will be adopted to any person who states he/she will chain or tie the animal up for any length of time. Please find a supervisor, coordinator or manager if this situation arises.
7. Any prospective adopter wishing to adopt an "outside-only" dog must have adequate shelter for the animal. They must adopt an animal that is over the age of one (1) year, already spayed/neutered, have recovered from surgery, and used to the outdoor lifestyle.
8. PACC does not adopt out outdoor only cats.
9. De-clawed cats must be kept indoors at all times.
10. If the prospective adopter indicates that he/she will de-claw the cat after adoption, he/she may only adopt a cat that is under the age of 1 year.
11. If a prospective adopter indicates that a dog has died from the parvo virus or a cat has died from panleukopenia, adopters must wait no less than six (6) months before adopting.
12. The public is not allowed to walk dogs (either ours or theirs) in adoption areas.
13. PACC reserves the right to conduct premises inspections before, and after, the adoption of an animal.
14. The Pima Animal Care Center reserves the right to deny any person that does not meet these specified guidelines.
15. If at any time a volunteer is uncomfortable with a client; that client shall be referred to a staff member. Only PACC staff may deny an adoption to a client.