

## **Companion Animal Rescue Endeavor Adoption Process**

### **General Guidelines:**

- Applications are processed in the order in which they are received.
- We do not accept deposits on animals until the application is approved.
- Staff members may submit an application on any CARE animal at any time (even prior to them being officially available for adoption). This way, when the animal is adoptable, the staff applications are processed first (because they were received first).
- We cannot hold an animal for any amount of time without a deposit (non-refundable).
- With a deposit, we can only hold an animal for 2 weeks (maximum). If they need to pick up later than that, they need to pay 100% of the adoption fee + boarding for the additional time.

### **Step 1: Is this the person that surrendered the animal?**

- [https://docs.google.com/spreadsheets/d/1SFoIBkpiLFxR0womtF\\_ggmGOjvWq1uFJ9DKWvPUStXc/edit?usp=sharing](https://docs.google.com/spreadsheets/d/1SFoIBkpiLFxR0womtF_ggmGOjvWq1uFJ9DKWvPUStXc/edit?usp=sharing)
- Visit the link above to ensure that the potential adopter isn't someone who has surrendered their animal in the past.
- If they did, decline the application unless the animal they surrendered was a stray.

### **Step 2: Housing Check**

- If the home is owned by the client, move on to step three.
- If the home is rented, please call the apartment complex/landlord to verify that a pet of this species, breed, and size is allowed to live at their facility.
- Note the date and time of the phone call, who you spoke with, and the details of the conversation on the adoption application.

### **Step 3: Veterinary Reference Check:** Please call the veterinary clinic to verify the following.

- All pets are current on vaccinations and heartworm prevention, all pets are spay/neutered, and have received an annual examination within the past 12 months.
- Does this clinic know of any reason we should not adopt to this person? If yes, please explain in detail on the adoption application.

### **Step 4: Adoption Application Evaluation**

- Look at the potential adopter's birthdate - are they over 21 years of age? If not, the adoption is declined.
- If you have any questions as to if this person would be a good home for this animal, please speak with a doctor who is familiar with the case.
- If the adoption is declined, please make sure to note the reason why in detail on the adoption application and notify the client.

### **Step 5: Call the Client**

- After an client is notified that they have been approved to adopt from CARE, they have 24 hours to put a deposit (50% of the minimum adoption donation) on the animal. The deposit will hold the pet for them until the time of the adoption see out exam.
  - The deposit is non-refundable.
    - Please make sure the client knows this - and thank them for their donation. It will be applied towards the minimum adoption donation at pick-up
  - If the pet is not picked up 2 weeks after the client is notified that they have been approved to adopt, CARE will have to look for another home for the pet.
    - Please discuss with a doctor prior to looking for another home.
- Schedule a see-out (10 minute appointment) with a doctor to discuss the issues addressed by CARE, future medical needs (if any), and general pet care at this time.

#### **Step 6: The Adoption!**

- Before putting them in the room or accepting any money verify that the birthday on the application is the same as the birthday on their driver's license (or other official ID) and that they are truly over 21 years of age.
- The doctor will perform a physical examination, fecal test, and heartworm test (for dogs >6 months of age) on each animal no greater than 24hrs prior to adoption.
- The doctor will then review the medical treatment, PE, and recommendations with the client.
- Take a picture of the pet with his/her new family. Please email this to Dr. Crutchfield at [drcrutchfield@northwoodanimalhospital.com](mailto:drcrutchfield@northwoodanimalhospital.com)
- Schedule any necessary follow-up visits for the pet at the time of the adoption see-out
  - Make sure the client knows what part of this will be covered by CARE and what they will be financially responsible for.
- The client fills out:
  - New client paperwork (unless already a clinic client)
  - Adoption contract
  - Microchip registration (CARE will pay to register the chip, so we don't need payment information)
- The client receives:
  - Kitten/puppy pack
  - Microchip tags/stickers
  - Rabies certificate and tag
  - Up to date vaccine history
  - Trupanion 30 day trial
  - CARE's alternative methods of giving
  - If a dog, make sure to include the certificate for discounted classes with the Puppy Ladies
- The technician completes:
  - The 'Adoption Finalized' google doc
    - Found on the desktop at both Northwood and Southwood

- This is very important - it is how we track adoptions and follow-up with CARE animals after adoption. This is also how CARE knows to remove the animal from the adoptable section of the website and PetFinder
- Add the client to Cornerstone (unless already a clinic client)
  - Adoption application and contract are scanned into the medical record
  - Transfer the pet from CARE to the client in Cornerstone
    - Please speak with Susan if you are unsure of how to do this
  - Ensure that the microchip number is in the computer and that the patient information is correct.
  - Make sure the vaccine/fecal/exam reminders are accurate in Cornerstone after transferring the patient