



ADOPTION PROCESS

1. Adoption Application Form

- a. Applicant to **complete both sides fully with no blanks, check ID, DNA and call or text cell**
- b. If Declaw, Outdoor or Dog Door is indicated, this may be reason for declination of the applicant/application (Dog Doors must be verified as chip operated or permanently disabled). Further vetting and questions are required in these situations
- c. Respectfully discuss declination with applicant, make appropriate notes on application. If there are questionable items/comments on the application, or you are not comfortable handling the declination in person, tell applicant you will forward application to the Rescue for review, and adopter will be contacted in 24-48 hours. Then discuss your concerns with your Team Leader for further action and review placing applicant on DNA list
- d. If someone says they filled out an online application, they need to show email from KKR saying it was received and suggesting they come into the Center. If they cannot produce this, they need to fill out a paper one
- e. If no red flags, proceed to Contract

2. Adoption Contract

- a. Person who filled out application should be same person filling out contract if possible
- b. Yellow copy is given to Adopter with cat info packet
- c. Original goes to KKR in envelope with application into lockbox after AME is completed

3. Payment

- a. Credit or Debit cards are preferred, but we will accept cash if adopter requests
- b. On credit or debit payment confirmation screen ask adopter for last 6 digits of confirmation number for contract before they close the window on their phone
- c. Cash goes into envelope with contract and application into lockbox after AME is completed. If AME cannot be completed, place cash into separate envelope with note for what cat and put in lockbox separate from application and contract

4. Cat Information Packet goes to Adopter

- a. Give entire plastic sleeve from white binder with the pet paperwork (cover page with kitty info, rabies and spay/ neuter certs, medical summary, additional handouts and yellow copy of contract)
- b. Offer Introducing to Existing Cat or Dog handouts and What to Buy as applicable

5. Complete AME form on iPad

- a. PetSmart Store #0130 and Kneading Kittys Agency #5853
- b. Kneading Kittys email: info@kneadingkittysrescueaz.com
- c. If for some reason you cannot complete this during your shift, leave application and contract in envelope on red cart with note for next shift to complete

6. Offer Gift Bag

7. Take Photo of Adopter and Their New Kitty

- a. Ask permission, if push back we can take photo only for our records and not use on social media

8. Coupon Books

- a. Will now remain at the registers with the cashiers rather than within the center in the paperwork packets
- b. Instruct the adopters to take their contract to the cashier before leaving to obtain a coupon book and have it scanned for activation

9. Cat Carrier

- a. Cats must be transported safely in an enclosed pet carrier
- b. Only offer to loan a carrier if they already have one at home and they can return ours within 24-48 hours
- c. It must be signed out on the log

8. Hold Policy

- a. Adoption must be completed in full including payment
- b. Can hold at the Center up to 24 hours without Board approval
- c. Place "Almost Home" signage on outside of kennel
- d. Communicate details of Hold on inside kennel card, inform your Team Leader and share in your shift report