

ADOPTION TEAM MANAGERS PROCEDURES

1. Adoption Manager's (AM) responsibilities summary

- a. Face or voice of GBR: The members of the Adoption Team will probably be the only contact our applicants will have with GBR prior to meeting a dog. It is your job as AM's to make them feel that GBR is run by volunteers who not only care deeply for dogs but that we care about them as people. We don't want emails to be the only contact they have with the Adoption Team or GBR.
- b. Adoption Rules: review and become familiar with GBR's online adoption rules located on the GBR website: *How To Adopt*.
- c. Create and maintain a binder/file of current foster dogs
 - i. Intake report
 - ii. Dog Evaluation report
- d. Adoption Applications
 - i. Create and maintain a binder/file of assigned adoption applicants
 1. Only those assigned to the AM need be tracked
 - ii. Review assigned applicants
 - iii. Communicate with assigned applicants
 - iv. Order a home visit (hv)
 - v. Accept or deny applications
 - vi. Maintain communication with applicants during the adoption process
- e. Contact applicants if selected to meet a dog
- f. Distribute the adoption announcement
- g. Communication

2. Adoption Rules – only the Adoption Team Director (ATD) or another member of GBR's Board of Directors may make an exception to these rules.

- a. Fenced yard rule
 - i. No fence, no dog
 - ii. Exceptions may be made for applicants in apartments and condos
 - iii. In-ground electric fence never accepted
 - iv. 5' fence preferable but there can be an exception based on the dog they are wanting to adopt, e.g. seniors ok with lower fence
- b. No kennels
- c. Dogs must be kept inside when owners are away from home

- i. Keeping dogs in garage may not be acceptable, reviewed on case-by-case basis
- ii. Dog door from house to yard is ok
- d. Shelter dogs will **not** be adopted to families with children

3. Create and Maintain Binder/File of Current Foster Dogs

- a. Once a dog has been brought into GBR, the Intake Team (IT) will distribute to the Adoption Team (AT) the dog's intake report and dog evaluation report. Both of these reports will be important in helping the AT match the dog to the appropriate adoption applicant.
 - i. Intake Reports: The intake process always begins with the Intake Team receiving a call from either a dog owner or a shelter. The intake volunteer on duty will interview the caller to get basic information about the dog, i.e. age, sex, name of dog, owner/shelter information, reason for release, etc.
 - ii. Dog Evaluation: Prior to the dog coming into foster care, a GBR dog evaluation volunteer will meet the dog to determine if the information given to Intake was correct. The evaluator will handle the dog, check its physical/mental condition, and check its response to another dog. The Intake will use the information provided on the dog evaluation report to determine if the dog will be taken into foster care.
- b. It is the responsibility of each AM to either keep the reports in a binder or electronic storage. Some AMs choose to print all the reports and keep them in a binder -- others choose to keep the reports either on their C Drive or on an external storage device (thumb drive, external drive). The choice is left up to each individual AM. Once a dog has been adopted, the AM's may purge their files of that dog.
- c. AM's should make themselves familiar with each foster dog's characteristics, i.e. good with cats, good with kids, medical and/or behavior issues, etc.

4. Adoption Applications

- a. AM's are required to keep applicants' personal information confidential.
- b. If AM's are contacted by a non-AT volunteer asking for applicant information, AM's are to determine why the volunteer requires the information. The AM should refer the non-AT volunteer to the ATD, if necessary.

- c. AM's will receive their assigned applications primarily from the Application Summarizer (AS) via emails distributed using the homevisit@goldenbondrescue.com distribution list.
 - i. The email will contain the adoption application and the application summary
 - ii. The subject line text will be similar to: *Jones-Smith App & Summary Assigned to Jane Doe.*
 - iii. The entire adoption team receives all the applications. AM's are only responsible for those assigned to them; however, all are free to read every application.
- d. AM's review their assigned applications to become familiar with reported data
 - i. Yard fenced
 - ii. Current pets
 - iii. Experience
 - iv. Children in the home
 - v. Type of golden they want
 - vi. Relinquished a dog in the past
 - vii. Willingness to train
- e. Within 48 hours of receiving new applications, AM's will call their new applicants. At the time of distribution, applicants have already received emails from the AS letting them know that GBR has received their applications. During their conversations with the applicants, AM's should try to get any questions answered, i.e. yard size might be missing, fence type unclear, etc.
 - i. We frequently receive applications from applicants who do not have a fenced yard. If the applicant indicated on their application that they do not have a fence, discuss GBR's fencing policy. If the answer they provide leads you to think they might be an exception to the fence rule, contact the ATD. AM's may not make an exception to the fenced yard rule.
 - ii. Go over GBR's adoption process (see Adoption Process document) to make sure they understand it.
 - iii. Discuss that it may take weeks or months before a dog is found for their family – we generally have 3 approved applicants for every foster dog.
 - iv. Let them know that the more flexible they are on the type of dog they want, the sooner they may get a dog.

- v. At this point, do not make any commitments on any requests they have about a particular dog. You may tell them you will check on the dog's characteristics and status.
- f. **Qualify for Home Visit:** If after talking with the applicant the AM feels they qualify for a home visit, send out an application acknowledgement email (see Letter Application Acknowledge document). If the applicant does not have email, print on letterhead (see Letter Head – New document) and send via USPS.
 - i. Each AM should modify the signature line to reflect their own name, telephone number, and email address
 - ii. Attach *Adoption Process* document.
- g. **Do Not Qualify for Home Visit:** If after talking with the applicant, the AM feels the applicant does not qualify to adopt a GBR dog (for example, no fence) then send the appropriate denial letter.
 - i. See file with sample rejection letters
 - ii. All rejection letters should be polite but leave the applicant with no doubt as to why they are being rejected.
 - iii. Sample rejection letters may be tailored to the AM's circumstances
 - iv. CC a copy of rejection letter to ATD.
- h. Home Visits (hv)
 - i. AM's will send an email to the Home Visit Adoption Manager requesting a home visit.
 - ii. In that email, the AM provides the name of the applicant, plus any additional question that should be passed along to the hv reviewer.
 - iii. Phone and Picture home visits – these are home visits that are conducted over the telephone by the assigned AM. They are done when there are no volunteers in the applicant's area.
 - 1. Prior to the phone home visit, applicant must mail or email to the AM pictures of their yard, fence, gates, dog door (if present), interior parts of the home where the dog will be.
 - a. Copy of pictures should be sent to the ATD for the permanent file.
 - 2. Conduct the home visit on the phone using the home visit form found on GBR's volunteer page of the web site.
 - a. Userid: gb
 - b. Password: volunteer

- c. Type home visit report and click on submit
- iv. Home Visit reports are automatically distributed by the Wufoo system to homevisit@goldenbondrescue.com.
- v. Review home visits within 48 hours of distribution. Frequently, home visit volunteers will recommend that the applicants be accepted or denied. Only the assigned AM or the ATD may make the final accept/deny decision.
 - 1. If accepted, email or mail an adoption acceptance letter (see Letter Acceptance to Adopt document).
 - a. Attach to the acceptance letter the appropriate attachments
 - i. Baggage
 - ii. Where Am I?
 - iii. Adoption Process
 - iv. Avoid Feeding Your Dog Junk Food
 - v. Dogs and Kids (only if the applicant has children)
 - vi. Let's Prevent Loss Dogs
 - vii. How to be a Successful Adopter
 - b. Notify ATD within 48 hours of reviewing the hv that the applicant has been accepted or denied.
 - c. The ATD will place the accepted applicant in the Approved Applicants data base.
 - 2. If denied, email or mail the Applicant Denial Letter. See Steps 4.g.i – 4.g.iv.

5. Applicants Selected to Meet a Dog

- a. Foster team notifies the ATD that a particular dog is ready for adoption.
- b. The ATD sends the foster family a pre-adoption questionnaire (PAQ).
 - i. Foster family returns the PAQ to the ATD
 - ii. Answers provided on the PAQ will be used by the ATD to filter out all applicants who do not qualify as a potential family.
 - iii. ATD will provide copies of all PAQs to the AM's.
 - iv. ATD will notify all AM's of which applicants were sent to the foster family.
 - v. On the average, four to six adoption applications and related home visit reports will be sent to the foster family for consideration

- vi. Foster family will rank the applicants in order from best (#1) to worse or reject or all of the applicants
 - vii. ATD will notify all AM's the ranking order.
- c. AM assigned to the #1 choice will contact that applicant to determine if the applicant is interested in talking with the foster family about the dog (see ADOPTION FLOW CHART FOR FOSTER FAMILIES document).
 - d. An AM may recommend to the ATD any approved applicant they feel would be a good family for the dog.

6. Distribute Adoption Announcement

- a. ATD will send an email to all AM's notifying them that a dog's contract & check (c&c) arrived.
- b. The AM assigned to the adopting applicant will send the adoption announcement using adopteddogg@goldenbondrescue.com distribution list (see Adoption Announcement document for format).
 - i. AM's will change the signature line to reflect their own name, title, and email address
- c. Once the announcement has been made, the AC may wish to keep the applicant and dog information in one file (not necessary), or eliminate the file.

7. Communication -

- a. The Adoption Team functions best when all members communicate with one another.
- b. All AM's should contact the ATD with any questions or concerns regarding the adoption process or their interactions with other volunteers.
- c. If an AM is going to be away on vacation, please notify the ATD so their applicants will be covered.
- d. Periodically, AM's must contact their applicants to let them know that they have not been forgotten.
- e. Let the ATD know if an applicant has asked to be placed on hold, have their application cancelled, or adopted a dog elsewhere.
- f. The AT will strive to meet as a group at least twice yearly, preferably quarterly.