|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|

|  |
| --- |
|  |

 |  |  |  |
|  |  | **City of Memphis Animal Services** |
|  |  | **Standard Operating Procedure** |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |
| **Task:** | Processing an Adoption from Foster Care |
| **Revision Date:** | 9/14/2023 | **Reference Number:** |  PM 5.2d |
| **Purpose/ Description:** | To ensure all foster pet adoptions are properly entered and tracked in Shelterluv. |
| **Responsibility:** | Customer Care Specialist |
| **Frequency:** | As needed | **Timing:** | At the time of transaction |
| **Equipment Needed (if applicable):** | Printer, Shelterluv |

1. An individual interested in adopting a pet in foster care may notify the shelter of their intention in person, over the phone, or via email.
* If the notification was received in person or over the phone, the request should be communicated to mas@memphistn.gov to be forwarded to the foster parent via email.
* If the notification was received via email, the request should be forwarded directly to the foster parent via email unless otherwise noted in the pet’s record.
1. Foster parents should be asked to reply to the interested adopter respectfully and within 48 hours of receipt. This is an opportunity for the foster parent to begin a dialogue with a potential adopter to determine if the foster pet would be a good fit for the individual’s home. The foster parent should not tell any potential adopters that they are the first/second/third in line to meet the pet, make any other representation as to their priority/order, or make any guarantee that they will be able to adopt the pet. The foster parent should, however, let potential adopters know that there are or may be other potential adopters.
2. If the foster parent does not feel an adopter is a good fit for the foster pet, they may respectfully direct them to Memphis Animal Services to see shelter pets available. Any concerns should be forwarded to mas.foster@memphistn.gov.
3. If the foster parent feels that the individual could be a good fit for their foster pet, they should schedule a meet and greet at a neutral location or at the shelter during open hours. In the event of multiple inquiries, the foster parent should schedule the first person that seems like a good match as the first meet and greet. Once the meet and greets are complete, the foster parent should:
* Notify the adopter they feel is the best fit for their pet that they are approved to adopt.
* Notify foster coordinators via mas.foster@memphistn.gov the name and phone number of the selected adopter.
1. Foster coordinator must add a memo to the pets file with the approved adopters name and phone number.
2. The foster coordinate places the pets original kennel card in the “foster adoptions” folder outside of the Customer Care Supervisors office and emails the foster parent to let them know someone will be reaching out.
3. A member of the Customer Care team contacts the adopter to begin the virtual adoption process. The adoption should then be processed according to PM 3.6a.
	1. At this time the adopter can take custody of the pet
4. If the pet is unaltered, The Customer Care team identifies the next available surgery date on the outlook surgery calendar. If the next available date is more than 1 week out, CCS sends an email to Veterinary Administrative Specialist and vets requesting permission to place an additional pet on the outlook surgery calendar.
5. Once approved, pet is placed on the outlook surgery calendar and adopter is notified of the surgery date.

*\*\* If foster/ adopter shows up to the shelter without telling us, the pet is added to the regular surgery list in SL, stays for surgery and their surgery is done as a priority s/n the following day to shorten their LOS/FAS and turn them around quickly.*