

# Customer Care SOP

## COVID-19 Updated Adoption Process

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### Identification Number

### Effective Date

3/19/20

### Purpose

This document is designed to guide all adoption/animal showing staff through the updated adoption process.

### Revision History

- 3/19/20. Created

### Persons Affected

- All adoption/showing staff

### Policy

Oregon Humane Society is committed to continuing with adoptions as long as we can. We are also committed to conducting adoptions in a manner that allows for maintaining social-distancing standards.

### Procedures

Adoption Process:

1. If a client calls in to adopt animal:
  - a. Refer them to the website to go to animal's profile to then fill out online questionnaire
  - b. Questionnaire will land in OHSINFO box
2. Staff will pull client document from OHSINFO box
  - a. Staff will look client up in SB/create PID prior to calling
  - b. Staff will then call client to discuss interest in animal and determine if solid adoption candidate
  - c. Staff will sign up on showing list for the animals they are discussing, and make quick notes on showing list accordingly
    - i. Staff can also make notes in PID, if needed
  - c. Staff will place hold in SB on animals that have appointments scheduled
3. Staff will transfer call to schedule an appointment for client based on availability
  - a. Pet showers calendars will reflect current availability
    - i. Limitations – 4 appointments per hour, staggered every 15 minutes, last appointment starts at 5 pm
4. Any available staff on calendar will show the animal

Phone conversations –

1. Questions to cover with client:
  - a. Verify all responses on questionnaire
  - b. Ask client what they're looking for in a pet, lifestyle, plans during current home setup, plans during normal life, previous pet experience (medical/behavior/breeds)
2. What they are determining

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- a. Staff is looking to ensure that client's responses line up with needs of pet client that is interested in (utilizing ARs and kennel card bullet points to guide conversation)
- b. Staff is also determining that client is serious about adopting this specific pet, not just coming in to play
  - i. By discussing intro to home plan, will determine seriousness of adopter

## **Scheduling appointments and managing the schedule –**

- CCSups will evaluate schedule and manage throughout each day, alongside phone room
- Staff does phone consultation, once client determines they would like appointment staff doing consult will enter hold in SB and then transfer to transfers to phone schedulers to make appt

## **HOW THE ONLINE QUESTIONNAIRE WILL WORK:**

- At the bottom of every pet's individual profile, you will find the following: If you're interested in adopting me, please fill out this questionnaire. (Underline would be the hyperlink)
  - The forms, once submitted, will land in the [ohsinfo@oregonhumane.org](mailto:ohsinfo@oregonhumane.org) inbox.
  - CC leadership will manage these questionnaires and put them "in line" first come, first serve for staff to begin phone consultations, the way we would in-person showings.
- As questionnaires come in for specific pets, staff will call the clients, first received, first served and have adoption conversations via telephone.
  - We will utilize the showing list so that everyone can see which animals are currently being "signed up" for, in the event someone asks about another pet that they didn't submit a form for – this would allow real time sharing of info, while everyone is spaced out.
    - We will utilize all 5 desks in the adoption office, 4 development offices (utilizing surface Go's) and the 4 desks in Ed Hall (utilizing flip phones) to conduct phone consultations