COVID-19 Updated Adoption Process

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
Customer Care SOP

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 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

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