



LEAD VOLUNTEER, OFF-SITE DOG ADOPTIONS

Job Description: Leads are responsible for supervising off-site adoption events, for enforcing APL protocol and ensuring that all volunteers are following APL policies at all times, and for reviewing adoption applications and speaking with potential adopters about the animals and the adoption process.

The following protocols must be observed at all times during off-site adoption events. Exceptions may only be made with permission from an APL Manager.

1. All APL Volunteers must wear a blue "VOLUNTEER" t-shirt during off-site events. All Volunteers must wear close-toed shoes, and shorts may be no shorter than mid-thigh. Volunteers should not wear clothes with stains or holes. While volunteers may dress casually and comfortably, they must also look professional and approachable.
2. No "people" food or smoking allowed within sight of the adoption area or near APL dogs. Handlers must leave their dogs with the Lead and retreat to a designated break area or to their vehicle to eat any snacks or meals or to smoke. Volunteers are allowed non-alcoholic beverages in closed containers.
3. No toys, rawhides, pig ears, or other "long-term" treats may be given to the dogs, except young puppies in pens. **NO TOYS, RAWHIDES, PIG EARS, OR OTHER "LONG-TERM" TREATS MAY BE GIVEN TO THE DOGS, EXCEPT PUPPIES IN PENS!** Small biscuits or treats may be given in moderation.
4. Dogs must be leashed at all times. Handlers must maintain control of their dogs at all times, and handlers must ask the Lead or another adult volunteer to hold their dogs if they need to take a break. **DOGS MAY NEVER BE TIED TO CHAIRS OR ANYTHING ELSE.** Children under the age of 16 may not handle dogs at off-sites. No more than ONE dog may be handled by each handler at any given time. (Except multiple puppies kept in pens.)
5. Chairs must be set up as far apart as space allows. **DOGS SHOULD NOT BE ABLE TO REACH EACH OTHER OR DOGS FROM OTHER SHELTERS.**
6. All handlers should be observant of their dogs' behavior and the public at all times. The Lead will not only be observant of the dogs and the public, but also of the handlers to ensure that they are paying attention to everything going on around them.
 - a. Handlers should give dogs frequent walks, especially if the dogs are anxious or unruly, and any dogs who do not "settle down" after a few walks should be returned to the shelter. Anxious or unruly behavior could include excessive barking, whining, jumping and lunging, leash-chewing, excessive "mouthiness", etc.
 - b. Any dog that appears ill, overheated, frightened, or overly stressed and any dog that displays any sign of aggressive behavior including but not limited to growling, snapping, or biting must be returned to the shelter immediately.
 - c. Handlers should NEVER allow strangers to approach their dogs quickly. Everyone should be especially aware of children and other dogs. Do not hesitate to FIRMLY tell a child to stop, slow down, or back away from the dogs, especially if a particular dog is not known to be good with kids.
7. Handlers must always clean up after their dogs immediately! Volunteers must clean up all trash and spills at the end of each shift and a handler must return the supply tub to APL after the last shift.
8. All volunteers must be friendly and polite and must practice excellent customer service at all times!

THE APPLICATION (APP) PROCESS:

1. Observe the potential adopter (“client”) interacting with the dog. Watch how the dog reacts to the entire family, especially children if they are there.
2. Remember the adoption event is NOT the place for dog-to-dog introductions. Dog “meet-and-greets” must happen at the shelter with kennel staff AFTER the app has been submitted and the vet check is complete. If a client has a current dog with them, they must not approach the APL dogs. They may still continue with the application process.
3. Be sure the clients know if there is already one or more apps submitted for that dog. This is typically noted on the volunteer schedule, and handlers should have been told when they picked up their dog from APL. However, to be safe, do not guarantee that any applicant is the first applicant until after you have called the shelter office after the app has been completed.
4. Be sure that the dog’s handler has given the client all known information about the dog as per the dog’s profile sheet. All medical and behavioral information MUST be disclosed BEFORE a client completes an app. This is the law!
5. Handlers and/or Leads should discuss the client’s family, home, schedule, etc. in a casual manner BEFORE giving them the adoption app. Ask questions about children and other pets in the home, if the client has adopted from APL before, if they own their home or rent, if they have adequate space and time for a new dog, etc. Asking casual questions before the app is completed should help to ensure that everything on the app is accurate and truthful.
6. DO NOT give specific information on the adoption process until after the app is complete. For example, we do not tell clients that we will be calling their landlord to verify they can adopt a dog or that we will be calling the vet to make sure current pets are up-to-date on vaccines before they complete the app. Keep answers vague like that the app must be processed and that it typically takes 1-2 days for apps to be approved. Again, this helps to prevent clients’ omitting information on the app.
7. The client completes the adoption app and gives it to the Lead.
8. Begin reviewing the app to make sure all fields are complete. Answer any questions about the adoption process. Only answer questions to which you know the answer. DO NOT GIVE MISINFORMATION. Call Angie or the shelter, or refer the client to contact the shelter with any questions you cannot answer. (SEE PAGE 5 FOR ADOPTION FEES AND OTHER INFORMATION.)

NEVER MAKE ANY PROMISES OR GUARANTEES THAT A CLIENT WILL BE APPROVED. Final approval always comes from an APL Manager. You are only to tell clients that you can review the app and that the app is “pending Manager approval”. Never say anything that could lead a client to believe that they will definitely be taking a dog home. Never write “approved” on an app!

NEVER “DENY” AN APPLICATION FOR ANY REASON. Do not confront a client about misinformation or untruthful statements on the app. Regardless of the information on the app, handlers and Leads must always mark an app “pending Manager approval”. If there are any discrepancies between what clients have discussed and what they’ve written on the app or any “red flags” as to why you feel a client should not be approved, make notes on the app AFTER the client is gone and/or discuss with APL staff. Never write “denied” on an app!

REVIEWING APPLICATIONS:

1. Thoroughly read over the entire app.
2. Ask to see photo ID to verify the client is at least 18. Write the DL# on the app if the client has not done so. They do not have to have ID at this point, but if they don't, make sure they know they must present it at the shelter before finalizing the adoption.
3. Note if the client has marked that the dog is a gift for someone. If it is a gift for someone outside the home, the client may purchase a gift certificate to cover the cost of the adoption, but the person in whose home the dog will be living must complete an application and be approved for adoption. If it is a gift for an adult inside the home, tell the client that all adults in the home must be aware of and agree to the adoption.
4. Note if there are children in the home and their ages. Make sure the dog does not have an age restriction that could prevent the family from adopting. Encourage clients that everyone in the family should meet the dog, however, if there are scheduling conflicts or if the children are only in the home part-time, they can discuss with shelter staff whether or not the dog can go home without first meeting children.
5. On the second page of the app, note where they will be keeping the dog. If they plan to keep the dog outdoors only, explain that we typically require dogs to be indoor/outdoor pets. Occasionally there are dogs that we may adopt to outdoor-only homes. They will need to speak to kennel staff about dogs that are appropriate for this type of home. Puppies, senior dogs, and dogs with medical conditions will NEVER be adopted to outdoor only homes. Make notes on the app that you have discussed this with the client.
6. "LANDLORD CHECK": Note whether the applicants rent or own their home. If they rent, please try contacting the landlord or leasing office from the adoption site.
 - a. If you reach the landlord or someone at a leasing office, tell them you are calling for the Animal Protective League and that one of his/her tenants has submitted an adoption app for a dog. Give the name of the client and ask if there are any pet restrictions. Ask if the client needs to pay a pet deposit before bringing the animal home. Make notes on the app e.g. "LL yes", "LL no", "LL yes after \$100 deposit", "LL yes if dog under 25#", etc.
 - b. If you get voicemail, ask the same information and leave the tenants name and address. Ask for a return call to APL at 544-7387. Note on the app that you "left msg for LL".
 - c. If you are unable to directly reach the landlord from the adoption site, let the clients know that if they have a lease that states a pet policy, they may take it to the shelter. If the lease states they must pay a pet deposit, they must also show a receipt for the deposit payment. If they can't or don't wish to do so, we must wait to hear back from the landlord. APL will try contacting the landlord again on the next business day.
7. "VET CHECK": Note if there are any cats or dogs currently in the home and whether the client has marked that current living pets are up-to-date on vaccines and spayed/neutered.
 - a. If any current cats or dogs are NOT spayed/neutered, let the clients know that we do require that all current pets are altered before adopting a new animal in the home, unless a client is a LICENSED breeder. Tell them that the APL Clinic offers very low-cost services and that we can have someone from the clinic call them on the next business day to schedule an appointment.
 - If they have no desire to have current animals fixed, tell them their app will be marked pending, and that we will keep it on file for up to three months if they change their minds. They are of course welcome to speak to shelter staff if they have questions. Make notes on the app that you have discussed this with the clients.
 - If they want an appointment with the APL Clinic, make a large note at the top of the app: "CLINIC – CALL TO SCHEDULE APPT". You should also give the client a clinic flier (in the supply tub) so they can call the clinic if they do not hear from them after a business day.

- b. If there are other dogs in the home, please try contacting the vet's office to verify the current living dogs are up-to-date on vaccines.
 - If you reach someone at the vet's office, state first that you are calling from the Animal Protective League. Say that you have a potential adopter, and that you are calling to verify that the current pets are up-to-date on rabies and distemper vaccines. Make notes on the app e.g. "vet check good", "dog vax expired 1/2013", etc. Also note if the vet gave you any additional names of pets that are not listed on the app. Ask clients where those animals are currently and make appropriate notes.
 - If you get voicemail, ask the same information and leave the client's name and the pets' names. Ask for a return call to APL at 544-7387. Note on the app that you "left msg for vet".
 - If you are unable to directly reach the vet's office from the adoption site, let the clients know that if they have vet records, they may take them to the shelter. If they can't or don't wish to do so, we must wait to hear back from the vet. APL will try contacting the vet again on the next business day.
 - If current dogs are NOT current on vaccines, tell them we require they update their dogs before the dog "meet-and-greet" at the shelter. Depending on how "past due" the vaccines are, a manager may allow them to simply schedule an appointment for the near future. They will need to discuss this with shelter staff.
 - If dogs ARE current on vaccines, ask when the client wants to take current dogs to APL for a "meet-and-greet". They must choose a time between 12pm and 4:30pm, preferably by the end of the next business day. Note the day/time on the app. (e.g. Dog Meet Sunday @12pm). (If they want to meet the same day before the end of the adoption event, make sure the handler knows to leave early to get the APL dog back to the shelter in time.)
8. CALL THE SHELTER AT 544-7387 x223 or, if you can't get someone after 2-3 attempts, call the Assistant Shelter Manager, Ashley Foster, at 415-8699. Ashley usually works on Saturdays and Sundays, or if she is off, it will be noted on the volunteer schedule.
 - a. Give the clients' names to the shelter staff so they can search for them in the APL database. The staff person will tell you if there is anything of note in the client record, especially if there is a reason they may be denied for adopting.
 - b. Verify whether or not the dog has any other apps pending. Relay this information to the client after the call. If they are the first app, let them know their app will hold the dog for one business day while we continue to gather any information we need to get it approved. If they are a second or third app, let them know the shelter will call them either way to update them on the status of previous apps.
 - c. If the client has current dogs, and the vet check is complete (or if the client will take vet records with the dogs to the shelter), and the client plans to bring dogs for "meet-and-greet" that day, tell the shelter staff about what time they will be arriving with their dogs.
9. If any checks are still pending, confirm with the client whether or not they will be taking a lease and/or vet records to APL before the next business day, and make appropriate notes on the app. If we must wait to hear back from landlord and/or vet, APL will call the clients once checks are complete.
10. If all checks are complete, let the client know that you have finished reviewing the app, and that it just needs manager approval.
 - a. If there are any previous apps for the dog or if there is any reason why you feel there needs to be discussion with shelter staff before approval or any reason why the app may be denied, tell the clients that APL staff will contact them within 24 hours about the status of their app.
 - b. If there don't seem to be any obvious reasons the app will be denied and there are NO OTHER APPS, ask when the clients were hoping to take the dog home. If same day, let them know that the handler will take the dog AND THE APP back to APL immediately, and that they must arrive at the shelter no later than 4:30 to complete the application process. If another day, note the day/time on the app for shelter staff. Remind clients that their app will only "hold" the dog through one business day, unless they make approved pick-up arrangements with shelter staff.

DOG ADOPTION FEES AND INFO

Dog adoption fees vary from \$50 - \$400 depending on their age, size, breed, and the length of time they have been at the shelter, with most fees in the \$99-\$250 range. Each dog's adoption fee should be listed on their profile. Leads will be informed of any special promotions or fee reductions via email and the volunteer schedule.

- Female dogs are spayed. Male dogs are neutered.
- All dogs are microchipped with HomeAgain chips.
- All dogs who will be residing in Sangamon County will have their rabies tags registered with the county for an additional \$9. (Adopters from other counties must register with their own county.)
- The following vaccinations are up-to-date upon adoption:
 - Rabies (for dogs over 4 months)
 - Canine Distemper
 - Adenovirus Type 2
 - Parainfluenza
 - Parvovirus
 - Bordetella
- All dogs and puppies receive a wellness check and are treated for worms upon intake.
- All dogs and puppies are given flea/tick preventative upon intake and then monthly during their time at the shelter or in foster care.
- All dogs over 6 months old are tested for heartworms upon intake and given heartworm preventative upon intake and then monthly during their time at the shelter or in foster care.

**IF CLIENTS NEED ANY MORE INFO, DIRECT THEM TO
CONTACT SHELTER STAFF AT 544-7387!!!**