



## NCCR Application Processing AND Home Visits

If you sign up to complete an application we expect the home visit to be able to be completed within 1 week from receiving the application. Currently applicants receive a message stating it takes 3-5 business days to hear from a volunteer to complete the application.

1. Once you get the application, please call and/or text the applicant within 24hrs to notify them that you have received the app and will be the volunteer processing it. Keep in mind some of these phone numbers may be landlines so one text is not enough, we must call.
2. Verify Town limits, [Call the Town Clerk](#) and verify the limit for that address and make sure no complaints have been against the address. We do have a town and city limit form that you can reference quickly. If the applicant is at their limit of dogs you do not need to process further. Notify a leadership member and they will contact the applicant.
3. If the applicant has pets currently or has had any in the past 2 years you will need to call their vet. Ask them to release permission to their vet if they haven't done so already.
  - a. Call the Vet and verify that their pets are:
    - i. UTD on Rabies and Distemper/Parvo?
      1. Pets requiring rabies: cats, dogs, and ferrets
    - ii. Current pets spayed or neutered? (If not, ask why and discuss with Leadership)
    - iii. Past pets spayed or neutered? (If not, ask why, thoroughly explain our spay/neuter policy, and discuss with Leadership)
    - iv. Any major health issues with the pet that should have been treated?
    - v. Have they come in regularly to tend to the needs of the pet?
    - vi. Outdoor cats

1. Indoor cats, outdoor cats, barn cats (any friendly cat being fed/cared for) should be fixed and UTD on rabies
2. Feral cats being fed should be fixed or in the process of attempting to trap and fix at a minimum

#### **4. Call their Personal references.**

The personal references cannot be a family member or significant other. If they are, please contact the applicant and ask for new ones.

##### **Required Questions:**

- a. Can you tell me how you know the applicant and how long you have known them?
- b. Ask about the applicant's pet ownership history. Do you know their current dogs or have you know their past dogs? Have the dogs seemed happy and healthy?
- c. Would you trust the applicant to watch your own pets?
- d. Have they ever given up an animal? If so, ask why?
- e. How are their current pets with other dogs and/or kids?
- f. Do you feel the applicant is financially able to care for dog?
- g. Do you feel the applicants are capable and have enough time to give a new dog the training, grooming, socialization, exercise and playtime they need?
- h. Do you support them adding another pet to their family?**

#### **5. Set up a date for the home visit.**

Home visits are meant to confirm if the home is safe for a dog and verify if the homeowners have any other cats or dogs not referenced on the application. This is also a good time to find out if the potential owners have a suitable fenced in yard or have a plan for exercise and potty training.

Always start by saying you would like to walk the parameter of the outside with all homeowners. Check the fencing for holes/gaps where a puppy or small dog could escape; if it is a fenced in yard it should be secure. Recommendations for repair would be using boards, plywood, chicken wire as a temporary fix, or new fencing all together but gaps need to be eliminated before an applicant can be approved for adoption.

#### **6. If applicant rents:**

View copy of lease to ensure dogs are allowed.

View Driver's License to make sure the applicant matches who you are interviewing.

Any restrictions on breed, size, amount of dogs, etc needs to be written under the restrictions section on the approval card.

## **7. At the Home visit**

- Explain where our dogs come from and how often we do transport.
  - Most of our dogs come from high kill shelters in southern states, but we also take in dogs from local shelters or local owner surrenders.
- Hold times with foster until available for adoption
  - Puppies 5 months or younger are on hold for 10 days and all others 5 days
- Explain dogs lists/meet and greet process
  - Be sure to check Facebook and the website often; every 24 hours is recommended. Please read the dogs bio as it will have any requirements or restrictions for an adopter's home listed.
  - To get on a dog's list, send a direct message on Facebook or email through website on the name of the dog you would like to meet along with your name and phone. We ask you to limit to three.
  - Your name will be given to the foster. The foster will contact interested applicants in the order of the names they receive.
  - If you would like to see multiple dogs at once, please go to an adoption event. We list the names of the dogs that will be there. If a dog will not be there, it could be that the foster was unable to attend or the dog has enough interest.
- You have 24 hours to decide if you would like to adopt after the meet & greet
- Application is good for 6 months
- Adoption fee includes all age appropriate vaccines, spay/neuter, flea and tick treatment, heartworm tested for dogs older than 6 months, and microchip.
- The foster will have all relevant information in regards to the dog including questions on personality and potty training progress.
- You will need a collar, leash, and dog tag with your name and phone number in order to pick-up the dog or the foster bring the dog to you if you decide to adopt\*\*
- We try to spay/neuter dogs while in foster. However, if it has not been done, the foster will have already set up an appointment that we ask the adopter to keep. More information will be provided when finalizing adoption.

## **Questions to see what type of dog adopter is looking for**

Can you tell me what age range you are looking for? (Check all applicable)

(Keep in mind puppies need to go outside usually every 4 hours, will go through a period of teething, and possibly chewing, and are very high energy) (Check all that apply)

- ☐ Puppies under 6 months
- ☐ Young adult 1-3 years
- ☐ Middle aged 3-7 years
- ☐ Senior over 8?

Can you tell me whether you have a male or female preference for your new pet? (Check all applicable)

- ☐ Male
- ☐ Female
- ☐ Either

Are you looking for a: (Check all applicable)?

- ☐ Small dog (under 20lbs)
- ☐ Medium (under 50lbs)
- ☐ Large over 50lbs?

#### **Reasons for denial:**

- Cats or dogs in home that were not UTD AND FIXED when doing vet check
- Applicant is already at or over city/town dog limit
- Personal references strongly indicate they do not believe the applicant should adopt a dog
- House seems to be very unsafe or a hoarding atmosphere
- It is mentioned that one of the home owners (spouse) is not on board
- If one of the home owners is not present; must speak to them on the phone before approving
- Dog will be left in an outdoor kennel or tethered
- Fencing has too large of gaps between ground and fence, holes, slats missing, or needs to be repaired; application on hold until fixed
- Potential owners do not have a plan or commitment to walk dogs or keep dogs on a leash if they do not have a fenced in yard

#### **Final Decision & Entering Information in Petstablished:**

Each section of the application (reference calls, vet check, and homevisit) **MUST** be noted in the application under the applicable section (See image below).

If the applicant is **approved**, give the applicant an approval card. Any restrictions should be written on the card and documented in petstablished. Then update the status of the application to approved in the “Change Application Status” Section.

If you believe the applicant should be **denied**, do not give them an approval card. Notify a member of the Board of Directors and they will send an email notifying them of the reason for denial and mark the applicant as denied in Petstablished.

If an application is withdrawn for reasons such as no reply, adopted elsewhere, or changed mind, please “**Archive**” the application and note the reason.

Change Application Status ⓘ

Initial Application Review ▼

Change Status

Initial Application Review

Home visit

Additional Screening

Finalized Application

Current Checklist Items

Expand All

Contact Town to verify Dog Limits (0) ▼

VET REFERENCE (0) ▼

PERSONAL REFERENCES (1) ▼

HOME VISIT (0) ▼

Actions ▼

Print Adoption/Foster Packet

Download Completed Application

Archive Application

Print this Application