

PETSMART
Charities[®]
US & Canada



Adoption Partner
MANUAL

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1

Spay/neuter! All canines and felines that are brought to a PetSmart store for adoption or display must be altered. No exceptions. P.26

2

Any pets brought to a PetSmart store for adoption must be an approved species. P. 18

3

For an adoption to qualify as a PetSmart in-store adoption the pet and pet parent must be in the building together at some point during the process. P. 10

4

All pets brought to a PetSmart store for adoption must be vaccinated. This means any age-appropriate or legally required vaccines must be administered before the pet arrives at the store for display. P. 29

5

All pets, of any species, that are brought for display or adoption at a PetSmart store must be healthy and friendly and be able to be handled by the Adoption Partner, the pet parent, and/or the store associates. A pet that does not meet this requirement will be required to be removed. P. 27

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All approved adoption partners receive a unique Adoption Partner Number. This number cannot be shared or used by any other group. Doing so can result in termination. P. 1

7

Event grants are available to make your adoption event more successful. These funds are only available for National Adoption Weekends. P. 4

8

As an PetSmart Charities Adoption Partner, it is your responsibility to keep your contact information updated. This is important information that is used to communicate between our corporate office and your group. P.9

9

Any dispute between an Adoption Partner and a pet parent is the legal and financial responsibility of the Adoption Partner. PetSmart and PetSmart Charities are not responsible for the outcome of such disputes. P. 36

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Inappropriate language, dress, or behavior will not be tolerated. Instances of this behavior can result in termination. P. 8

1 – Program Overview

Introduction

Welcome to the PetSmart Charities In-Store Adoption Program. You are part of a unique and life-saving program designed to increase the pet adoption rate and optimize pet adoption awareness in your community. Your organization has been selected for its ability to care for adoptable pets, maintain a current 501(c)(3) or government/tribal status in the US or a registered charity, listed municipality status or government/tribal status in Canada, maintain a high-compliance spay/neuter program, engage the public to help place pets, build public awareness, and be a role model for your community.

Thank you for your commitment to this program and for helping homeless pets in your community. We're glad to have you as part of our team!



This manual must be reviewed by all personnel and volunteers associated with your organization's participation in the in-store adoption program.

Read the manual thoroughly and ask lots of questions. Agreeing to participate in the in-store adoption program represents a commitment that you will care for the adoptable pets, conduct yourself appropriately with the public, and maintain the in-store adoption area in strict accordance with the protocols outlined in this manual.

By now your organization should have completed the in-store adoption program orientation with your Store Leader and have committed to an adoption schedule for the store to post at the 7 Day Cat Center. If any content in this manual is unfamiliar or an orientation has not yet been provided, schedule time with the Store Leader immediately to ensure partnership expectations are clarified.

The requirements outlined in this manual are critical to the health and safety of the pets in your care. These policies and procedures, as well as any presented in other materials, are required; adherence to them is nonnegotiable. If you have any questions about the content in this manual, contact the PetSmart Store Leader or PetSmart Charities immediately. If at any time you feel you cannot support procedures as they are described in this manual, alert the Store Leader immediately. All stated requirements herein are subject to any applicable laws and regulations that may be more restrictive than required by PetSmart, PetSmart Charities, and PetSmart Charities of Canada.

Participation in certain events and use of certain adoption facilities may be subject to additional or modified requirements. In such event, PetSmart or PetSmart Charities will provide your organization with additional instructions or requirements.

During the approval process, your organization was assigned an Adoption Partner number, also known as group number. The number is specific to your organization and may not be used by multiple entities. This protects your organization, PetSmart Charities, and PetSmart Charities of Canada from fraudulent activity. Do not share your Adoption Partner number with anyone outside of your organization.

Sharing your number with other organizations can result in termination from the Adoption Program.

PetSmart Charities Overview



PetSmart Charities, Inc. is a nonprofit animal welfare organization with a mission to find lifelong, loving homes for all pets by supporting programs and thought leadership that bring people and pets together. In addition to finding homes for over 500,000 homeless pets each year through its in-store adoption program in all PetSmart stores across the U.S. and Puerto Rico, PetSmart Charities provides funding to non-profits aligned with its mission through key areas of grant support. Each year, millions of generous PetSmart shoppers help pets in need by donating to PetSmart Charities using the PIN pads at checkout registers inside PetSmart stores. In turn, PetSmart Charities efficiently uses 90 cents of every dollar donated and has become the leading funder of animal welfare in North America, donating more than \$340 million to date. PetSmart Charities, a 501(c)(3) organization, has received the Four Star Rating from Charity Navigator, an independent organization that reports on the effectiveness, accountability and transparency of nonprofits, for the past 15 years -- placing it among the top one percent of charities rated by this organization.

To learn more visit www.petsmartcharities.org.



PetSmart Charities of Canada is a registered Canadian charity with a mission to find lifelong, loving homes for all pets by supporting programs and thought leadership that bring people and pets together. In addition to finding homes for more than 30,000 shelter pets each year through its in-store adoption program in all PetSmart stores, PetSmart Charities of Canada provides funding to registered charities aligned with its mission through key areas of grant support. Each year, half a million PetSmart shoppers help pets in need by donating to PetSmart Charities of Canada using the PIN pads at checkout registers inside PetSmart stores. In turn, PetSmart Charities of Canada efficiently uses 90 cents of every dollar donated and has become a leading funder of animal welfare in Canada, donating more than \$14 million to date. PetSmart Charities of Canada is a member of Imagine Canada, and is independent from PetSmart, Inc. To learn more, visit

www.petsmartcharities.ca.

Adoption Program Benefits

PetSmart Charities Adoption Rewards Funding

The PetSmart Charities adoption rewards program celebrates the efforts of Adoption Partners and creates more opportunities to facilitate adoptions throughout the year - finding more homes for homeless pets!

Rewards are paid once an Adoption Partner reaches a new reward threshold. Rewards are paid out on or around the 20th of the following month and are not cumulative. Each time a new funding threshold is reached, Adoption Partners will be paid the difference between the larger reward and the previous threshold reward payment. Rewards will be deposited directly in your account through electronic funds transfer. It is important that you keep this information up-to-date. If there are any issues with regard to payment for an adoption, a request for payment along with supporting documentation must be submitted via email to adoptions@petsmartcharities.org within 30 days of the payment. Claims older than 30 days will not be considered for payment. With the exception of Puerto Rico no checks will be issued.

Adoption Partners are strongly encouraged to track their own adoptions and double-check their records with the store weekly. Any adoptions that are not recorded with the appropriate Adoption Partner number will not be considered for payment under the reward program. If you have any questions about your Adoption Partner number, please contact us at adoptions@petsmartcharities.org.

Current adoption totals can be found at:

<https://www.petsmartcharities.org/pro/adoption-partner-adoption-total>

PetSmart Charities, in its sole and absolute discretion may determine the election, amount, modification, or termination of adoption rewards. If your organization receives adoption rewards, your organization agrees to use such rewards in the furtherance of its charitable purpose, specifically furthering its adoption program designed to find homes for homeless animals, and not for lobbying or political activities, or any purpose not described in Section 501(c)(3) of the IRS Code.

The record of all your reward payments will be available online at:

www.cybergrants.com/petsmartcharities/adoptionrewards

Supplies, Space and Staffing

PetSmart and adoption program sponsors typically supply food, litter, bowls, cleaning products, and maintenance supplies to facilitate pet care at in-store 7 Day Cat Centers. Sometimes, PetSmart staff is available as well! Details are listed later in this document.

In most stores, the Adoption Center focuses on cats as part of the 7 Day Cat Program. Cats participating in this program are permitted to remain in the store 24/7. However, most stores do not currently have the facilities or permitting to support a 24/7 adoption program for dogs.

Events

We encourage Adoption Partners to participate in our multiple event opportunities.

In-Store Adoption Events

Weekends are most popular to hold in-store adoption events. However, you can hold an in-store adoption event any day of the week. Adoption events must be agreed upon by the Store Leader. Please note that partners are not permitted to sell food or other items at a PetSmart store. Make your next event a huge success through creative marketing and promotion!

Quarterly National Adoption Weekend Events

These events are advertised for Fridays through Sundays and partners are encouraged to participate. These events draw thousands of new Pet Parents from across the country, so plan ahead and make a big difference! Be sure to check with your PetSmart Store Leader or contact your PetSmart Charities Associate Relationship Manager to learn about the many options of these event grants.

Adoption Partners may apply for additional funding for hosting parking lot or sidewalk events during National Adoption Weekend. All requests must be made through your local PetSmart Store Leader first. Adoption event grant applications have been simplified and are expanded to include funding for adoption prep and volunteer support.

Adoption event grants can be used for:

- Adoption Prep: wellness exams, spay/neuter surgeries, vaccinations, and microchipping
- Marketing: social media boosted posts, ads, banners, radio remotes and flyers
- Event Equipment and Supplies: tables, chairs, tents, fencing, permits, heating and cooling
- Pet Containment and Supplies: crates, pens, bowls, leads, and collars
- Volunteer Support: refreshments, gas - funds limited to 10% of overall grant award

Reporting

As a requirement for participation in the adoption program, all Adoption Partners that receive event grants are required to submit the impact reports related to the adoption program specified by PetSmart Charities along with any other related information requested by PetSmart Charities.

Banfield Adoption Rewards

In the United States only, Banfield, The Pet Hospital, also offers a reward program called the Pet Adoption Reward Program (PARP). Adoption Partners that participate in this referral program typically receive:

- 15% discount on commonly used services and products, including flea, tick and Heartworm preventive
- \$20 services voucher for every redeemed client certificate

New US PARP Partners also receive \$60 in veterinary care vouchers just for enrolling. Contact the Banfield office manager in your store to enroll.

PetSmart Charities does not control or administer this program. Additional information is available from Banfield.

2 – Customer Service & Personnel

Outlined below are the expectations for a successful and professional adoption program. When your organization is on site at a PetSmart store or PetSmart Charities sponsored event, your personnel are expected to offer exemplary customer service to support an optimal adoption environment. All adoption program personnel must provide courteous customer service to all pet parents, PetSmart associates, affiliates of PetSmart, and other Adoption Partners.

Customer Service Expectations

Professional and courteous behavior is the foundation for a positive adoption experience. The PetSmart customer service model is referred to as The Trusted Partner. You have the power to be a Trusted Partner to every pet parent and their pet through three key customer-focused stages: Engage, Build and Share. PetSmart is passionate about pets and their parents, and it's our goal to take the best possible care of them from the moment they walk through the door to the moment they leave.

At PetSmart Charities, we support the same level of excellent customer service expectations that PetSmart exemplifies. The Trusted Partner speaks to how we should treat everyone from associates and Adoption Partners to the pets and pet parents who shop in PetSmart stores. The Trusted Partner supports the vision of providing total lifetime care to every pet and every pet parent, every time.



THE TRUSTED PARTNER

Your guide and fundamentals to delivering excellent customer service



Engage Authentically

Engage authentically with each pet parent by creating an atmosphere that makes the pet parent feel welcomed, comfortable, and excited about the experience they receive when adopting at PetSmart.



Build Relationships

Once you greet the pet parent and they seek your assistance, continue to ask open-ended questions allowing you more opportunities to get to know the pet parent and their pet's needs.



Share Solutions

Once you have learned the pet parent's needs, connect an associate with the pet parent so they can provide an opportunity to make an informed decision on which products will help better transition the pet into their new forever home.

Safety

All adoption program personnel must maintain safe pet health, interaction, and cleaning practices. Knowingly handling or maintaining pets in any condition that is counter to the standards and policies outlined in this manual is grounds for dismissal from the adoption program. Adoption Partners are fully responsible for all actions and omissions of their employees and volunteers at all times.

Denying Adoption: Educate, Inform, Provide Alternatives

You have the knowledge that potential pet parents need to make an adoption successful. Educate them on the adoption process and inform them of the responsibilities that come with adopting a pet while discussing the profiles of individual pets. If adoption is not in the best interest of the pet or the pet parent, provide alternatives.

In the event you must deny an adoption, be sensitive to the pet parent's needs. He or she may be greatly disappointed. How you communicate will create an educated and understanding supporter or a confused and potentially difficult adversary. Many people will perceive an adoption denial as a judgment about their abilities as pet parents.

Most of the time it is not the message, but how the message is delivered that causes a potential adopter to become upset. Denying an adoption is a delicate situation, and poor communication can create misunderstanding. Using tact and diplomacy and offering alternatives to a denied adopter is critically important. All personnel must take these steps when an adoption is denied:

- Tactfully provide a professional explanation; just saying “no” is never enough.
- Use discretion during any denial; enlist support from the Store Leader if needed.
- Do everything in your power to ensure that no pet parent leaves unreasonably confused or upset.
- Remember that all partners agree that they will not discriminate due to race, color, creed, religion, natural origin, age, sexual orientation, disability, veteran status, gender, marital status, or any other legally protected status.

Always thank pet parents for considering an adoption. Regardless of whether a visit results in an adoption, thank every customer for stopping by. Remember, they are members of your community and could possibly be future volunteers, donors, or advocates for your organization.

Personnel Expectations

Safety for pets and people is our number one priority. Our adoption program focuses on providing safe and rewarding interactions between pets and potential pet parents as they get to know one another.

In order to ensure a comfortable, safe experience for pets and pet parents, Adoption Partner personnel are expected to meet some basic expectations:

- All Adoption Partners are required to use a volunteer waiver and ensure it is signed by each volunteer and on file at the organization's facility or office. The waiver must include language that waives any and all claims against PetSmart, PetSmart Charities and PetSmart Charities of Canada.
- The Adoption Partner must provide a schedule for personnel, which should be agreed upon with PetSmart store leadership. Personnel are expected to be on time and pets must be ready for adoption on schedule. Should the schedule need modification, PetSmart Store Leaders should be notified immediately.
- PetSmart stores and PetSmart Charities events are drug and alcohol free. Adoption Partner personnel may not work in a PetSmart store or at an event while under the influence of any controlled substances.
- For the safety of the pets and Pet Parents, relatives, friends, or significant others of Adoption Partner personnel may not visit during their shift unless they are also Adoption Partner personnel.
- For the safety of the pets and Pet Parents, personal pets may not visit during Adoption Partner shifts.
- Harassment and discrimination are not tolerated and are grounds for immediate termination from the adoption program.
- Personnel may not eat meals in any public area of the PetSmart store or 7 Day Cat Center. Approved Adoption Partners may use the break room for meals. Absolutely no pets are allowed in the break room.
- Adoption Partner personnel must make personal store purchases before or after an adoption shift. Product may not be set aside during the shift to be purchased at a later time. Any purchases should be removed from the store immediately.
- Personal belongings should be left at home. PetSmart and PetSmart Charities are not responsible for lost or stolen personal items.
- Adoption Partner representatives shall not disparage PetSmart, PetSmart Charities, or any PetSmart products, services, or associates; Banfield, The Pet Hospital or its associates; or the activities or reputations of any other organization participating in the adoption program and are grounds for immediate termination from the adoption program.
- Adoption Partner personnel should dress professionally and in accordance with PetSmart's appearance/dress code:
 - Wear modest attire such as jeans, t-shirts with or without organization logo, and closed-toe shoes.
 - Some attire is specifically not allowed. This includes shorts, skorts, sweatpants, sweatshirts (except company-sponsored sweatshirts), jogging suits, jean bib overalls, leggings, Lycra, stirrup pants, mini-skirts, spaghetti-strap dresses, tank tops, halter tops, slippers, and flip flops or thong sandals.
 - For the safety of pets and personnel, a minimal amount of non-hazardous jewelry may be worn.

- Hair should be clean and conservatively styled in a way that will not cause a hazard. Men with shoulder length or longer hair must secure hair in a ponytail. Facial hair should be closely trimmed, neat and professional.
- For everyone's safety, personnel should not chew gum or tobacco while working.

Remember, you are a representative of your organization. Your appearance will shape the expectations of potential adopters.

Potential Personnel Removal

In the event PetSmart or PetSmart Charities has any objection to the behavior or actions of any Partner's employee or volunteer, PetSmart or PetSmart Charities shall have the right to require the Partner to remedy the cause of any such objection. Upon reasonable request, PetSmart or PetSmart Charities, in its sole discretion, may require the removal of the employee or volunteer from the 7 Day Cat Center or any other designated areas.

Potential Partner Removal

In the event PetSmart or PetSmart Charities has any objection to the behavior or actions of any Adoption Partner, PetSmart or PetSmart Charities shall have the right to require the Adoption Partner to remedy the cause of any such objection. Upon reasonable request, PetSmart or PetSmart Charities, in its sole discretion, may require the removal of the group from the store 7 Day Cat Center or any other designated areas. This removal does not constitute a termination from the PetSmart Charities Adoption Program, but rather a dismissal from that particular location.

Current Contact Information

It is your organization's sole responsibility for assuring that PetSmart Charities has the most current and accurate contact information, including mailing address, telephone number, and email address. If the organization fails to provide its current contact information to PetSmart Charities and changes or modifications to the Adoption Partner Manual or other policies and procedures are made that result in the organization not receiving notice of the changes or modification, the organization is still responsible for adhering to them. To update your current contact information, please visit:

<http://www.cybergrants.com/petsmartcharities/organization/update>

3 – Adoption Process & Pet Parent Experience

With so many independent animal welfare organizations, each is bound to develop some unique forms and practices. For instance, most Adoption Partners provide on-site adoptions, and some partners may facilitate next-day adoptions. In some cases, a trained PetSmart associate can initiate or complete an adoption, such as in the 7 Day Cat Center.



Regardless of the variances of adoption processes, every pet parent must have a consistent and positively memorable experience.

No matter the variance in individual organization practices, if the adoption is initiated or fully completed at a PetSmart store, participating Adoption Partners may receive their adoption rewards for those adoptions, subject to adoption rewards program terms and conditions.

Additionally, Adoption Partners always retain 100% of the adoption fees regardless of whether the organization's personnel or PetSmart staff complete the adoption.

Initiated Adoptions

An initiated adoption refers to an adoption that begins in the store, but is concluded elsewhere.

- Example of an initiated adoption:
 - When a pet is physically present at your store and a pet parent wishes to adopt, however, the adoption is unable to happen that day/time. (I.e., adoption group requires a home visit, requiring additional vet references, etc.)

The Adoption Partner or the Associate processing this type of adoption must give any “pending” forms (due to potential home visit or requiring additional vet references etc.) to a member of the store leadership team before leaving for the day. Should the adoption be approved, the Adoption Partner must inform the Leader who will then scan the form. Should the adoption be denied, the Adoption Partner or the Associate must inform the Leader who will then shred the form.

PetSmart Adoption Release Forms must be used for adoptions initiated in store. The Adoption iPad App is to be used when completing any adoptions in store.

Finalized Adoptions

A finalized adoption refers to an adoption that is initiated elsewhere, but concludes in the store.

- Example of a finalized adoption:
 - When a pet is transported from another location and the initial paperwork is filled out, but the pet parent doesn't meet the pet and finalize the adoption until at the store. PetSmart Adoption Release Forms must be used for adoptions Finalized in store. The Adoption iPad App is to be used when completing any adoptions in store.
 - PetSmart Adoption Release Forms should not be completed for adoptions not initiated in the store. The Adoption iPad App is ONLY to be used when finalizing the adoption at the store.
 - To ensure program compliance and accurate adoption rewards funding, program participants must ensure that every adopter completes and signs an Adoption Release Form for each pet adopted and enters the information into the PetSmart iPad provided. Failure to provide this form for every adoption may result in termination from the program.

Adoption Release Forms

Adoption Release Forms must be used for adoptions initiated at the store or as a last resort in the event the adoption app is unavailable. An initiated adoption refers to those adoptions that begin in the store but are concluded elsewhere.

One Adoption Release Form must be used for each adopted pet, and the form must be completed in the store. These forms are required because they serve as our release from liability and as documentation for Adoption Partner rewards funding.

Blank forms should **never** leave PetSmart premises. If an adoption is not fully completed at the store location, the potential adopter should complete the Adoption Release Form before leaving the store. In this instance, personnel must alert the Adoption Ambassador or Store Leader, who will give the potential adopter an Adoption Kit. Any "pending" Adoption Release forms should be given to the Store Leader before adoption personnel leave for the day.

Once the adoption is finalized or denied, personnel must inform the Store Leader. Should the adoption be approved, the Store Leader will scan the form. If the adoption is denied, the Store Leader will destroy the form.



Fraudulent information or activity associated with these forms, including allowing others to use your group adoption number, is not tolerated and is grounds for immediate termination from the adoption program.

Receiving & Tracking Pets

The Adoption Partner is responsible for the safe and legal transportation of pets to and from PetSmart. This includes unloading safety and accountability for all pets at all times. Before an adoption may occur, partner personnel must complete the following steps to ensure that adoptable pets are safe, secure, and properly tracked:

- Upon arrival, adoptable pets must be placed in prepared, clean kennels or crates, and the Store Leader must be informed of their arrival. The Store Leader will conduct a visual health and behavior inspection.
- All cats and dogs at a PetSmart store must be spayed/neutered and vaccinated prior to adoption. No intact animal can be displayed in store or sent home with a voucher.
- Pets' health records, including Rabies Certificate or Vaccination Record showing proof of rabies or current vaccinations, and any other information about the pet that may be important to disclose must be available at the store where legally required. A pet without a Rabies Certificate or Vaccination Record showing current proof of rabies or current vaccinations cannot be adopted or remain in the store unless not legally required for that state. All stated vaccination requirements herein are subject to any applicable laws that may be more restrictive than required by PetSmart and PetSmart Charities.
- The Adoption Partner must ensure each pet has an approved cage card (see example below) that lists the pet's name, the gender of the pet, the date rabies vaccine was administered (if age appropriate), all matching the Rabies Certificate or vaccination record showing current proof of rabies vaccination, and the date the combo vaccination was administered.
- Adoption Partners are expected to respond to issues and concerns from pet parents and PetSmart Store Leaders within 24 hours.
- The Adoption Partner must retrieve any pet that becomes ill while in the store. Ill pets may not be adopted or remain at the store and should be removed within 24 hours of the illness being detected. Pets not retrieved within 24 hours will be transferred to a veterinarian or the appropriate receiving agency for that area at the Adoption Partners expense.
- The Adoption Partner must provide emergency contact information (including an emergency veterinarian contact number) for individuals who are available to come to the store immediately to address emergency situations. Contact may happen after hours.
- All policies are subject to any applicable laws that may be more restrictive than required by PetSmart and PetSmart Charities.

Sample Cage Card



Adopt me and receive a coupon from our sponsors for a FREE bag of Simply Nourish™ or Authority® pet food!

Valid with dog or cat adoptions only. See Associate for details.

Proudly sponsored by:



Date of Arrival at Store 1/15/2019

Adoption Partner Captain Murphy's Adoptions Adoption fee \$ 125

Pet's Name Scruffs Mcgruffs My Approx. Age 4 Gender: M F

Breed/Mix Pit bull / Labradore Pet Description Brown & White

Date Combo Vaccine Administered 1/02/2019

Date Rabies Vaccine Administered (If age appropriate) 1/02/2019

This Pet has been spayed or neutered
Appropriate vaccination records are current and available

Neat things to know about me

I love to play in the water

I get along great with most dogs and cats

I'm great with kids

I have a favorite toy I love to chase

I need regular walking and activities to keep me stimulated

Ask my adoption representative for details

Cage Card Procedure

Step 1

Adoption Partner must fill out a PetSmart Approved Cage Card for each adoptable pet in the 7 Day Cat Center. All fields on the cage card must be completed as appropriate based on each individual pet.

The following fields must match the Rabies Certificate or vaccination record showing current proof of rabies:

- Pet's Name
 - If the Adoption Partner has changed the name of the pet and it is different from what is indicated on the Rabies Certificate or vaccination record then both names must be listed on the cage card.
- Gender
- Date Rabies Vaccine Administered (if age appropriate)
 - If a kitten is too young to receive the rabies vaccine (less than 16 weeks) leave the Rabies section of the cage card blank.

For kittens that are in the middle of their combo series, provide the most current vaccination date until combo series is complete.

Step 2

Upon completion of the cage card, a member of store leadership must review the Rabies Certificate or the vaccination record to the cage card for accuracy.

Step 3

After the pet has been adopted the cage card can be given to the pet parent or shredded or maintained per the applicable state regulations.

The Adoption Center Binder

For pets being offered through a PetSmart Charities 7 Day Cat Center, key information must be kept in the Adoption Center Binder. The binder must be kept in the 7 Day Cat Center at all times. The Store Leader may review it to ensure all pets are compliant with program requirements.

The Adoption Center Binder should have a separate tab for each 7 Day Cat Center Partner. Each section will include:

- Rabies Certificate or Vaccination Record showing current proof of rabies vaccination for all age-appropriate pets currently in the Adoption Center. Additional pet records may be kept separately from the Rabies information in the Adoption Center Binder. Note: Rabies Certificate and Vaccination Records for weekend or event pets must be visually

The Adoption Process

Although each adoption varies due to pet type and organizational distinctions, basic elements and processes must be adhered to when completing the adoption process. When Adoption Partner personnel are present, they will facilitate the adoption process. Upon mutual agreement, PetSmart associates or Store Leaders who are trained by the Adoption Partner can complete adoptions in the absence of partner personnel in the 7 Day Cat Centers. They will use the same adoption screening standards, forms, and contracts used by Adoption Partner personnel.

Once a new pet parent shows interest in adopting, the partner personnel or approved PetSmart associate will ensure the following steps are completed:

- Explain the adoption guidelines, including what the pet parent should do if the adoption is not successful or the pet becomes ill.
- Complete the Adoption Release Form through the store's iPad, and explain it to the pet parent:
 - The adoption process is to be executed by the associate or Adoption Partner.
 - The PetSmart associate or partner personnel completing the adoption fills out the portion titled "Associate/Adoption Agency."
 - The pet parent completes the "Adopter" portion and ensures all lines are complete. If a pet parent does not wish to provide an email address or phone number, mark "n/a." The adoption release form must be printed if an email address is not provided.
 - The associate or personnel completing the adoption verifies that the pet parent has reviewed the statement release paragraph and has signed where indicated.
- Inform the pet parent that he/she will receive an email containing a copy of the adoption release form. Adoption Partner will not receive an emailed copy. The adopter must also receive a copy of:
 - Adoption Release Form (if an email address was not provided)
 - Adoption Partner's contract/application (must be signed)
 - Adopted pet's vaccination records
- Ensure all adoption paperwork is present and complete.
- Explain to the pet parent that all pet returns must be made at the organization's facility or foster location and not at a PetSmart store.
- Update the Adoptable Pet Log by indicating the date of adoption. (Required ONLY in New Jersey, Michigan, Connecticut and Pennsylvania.)
- The cage card can be given to the pet parent or shredded.
- If Adoption Partner personnel are not present to receive the funds, the store associate should attach the adoption fee (check or cash) to the organization's copy of the paperwork and place it in the adoption security cash box.

- The Adoption Fee Log is to be used when the store is collecting adoption fees on behalf of the Adoption Partner. This log is to be maintained in the security cash box with the collected adoption fees.
- Accompany the new pet parent with his or her adoption paperwork to the PetSmart Adoption Ambassador.
- Adoption Partners should respond to concerns from new pet parents within 48 hours.

In processing adoptions, the Adoption Partner will avoid discriminatory practices, or the perception of discrimination, by utilizing standardized fees for adoption, disclosing all known issues about an animal to adopters, and communicating to potential adopters any requirements that may be conditional to an adoption. Furthermore, Adoption Partners must ensure equal opportunity and fair treatment to all potential adopters, not discriminating based on the basis of age, gender, race, ethnicity, national origin, religion, disability, sexual orientation, or familial status. Failure to do so will result in termination from the program.

Pets Allowed for Adoption

For the safety of our customers and associates, non-traditional pets are not allowed to be presented for adoption at PetSmart stores. The types of pets allowed for in-store adoption, unless otherwise specified by local or state law, are:

- Domestic dogs and cats
- Domesticated birds
- Small animals and reptiles sold at PetSmart, excluding rats. (rats are not allowed to be adopted).
- Non-venomous reptiles
- Ferrets
- Rabbits

While popular, goats, pigs and chickens are not allowed. For any species not listed, please contact your Associate Relationship Manager for consideration.

The Pet Parent Experience

Pet parents seeking to adopt view Adoption Partners as the experts on the subject, and you are! You create the experience that will encourage a pet parent to adopt a pet rather than acquiring one through other means.

Forms, logs, and checklists are our best practices for creating consistency and accountability. Adoption Release Forms, maintenance checklists, and health logs help maintain a professional, positive, and efficient adoption program that pet parents feel confident about.

Pet Return Process

Occasionally, a pet parent will attempt to return a pet obtained from an Adoption Partner at a PetSmart store. Listen carefully to the pet parent's reasons for wanting to return the pet then request that he or she return the pet to your facility or foster home and provide directions to the location.

If the pet parent is unwilling to take the pet to the facility and instead relinquishes the pet at the store, isolate the pet in an approved isolation area until transportation can be arranged for the pet. Do not isolate the pet in the 7 Day Cat Center. To prevent possible communicable disease issues, you must make every effort to remove the isolated pet from the store immediately.

The pet must be re-evaluated and re-quarantined at your facility or foster home for at least 48 hours before being brought back for adoption at any PetSmart store location.

There is a chance that a pet parent may elect to return a pet to any personnel on site, regardless of organizational affiliation. If a pet parent refuses to address the originating organization or take the pet to the Adoption Partner's facility, for the safety of the pet, isolate the pet in accordance with above steps. Immediately contact the Store Leader, who will contact the originating organization to ensure the pet is returned to the appropriate, responsible organization. Pets not claimed by the originating organization within 24 hours will be transferred to the local animal control authority.

Under no circumstances may a secondary organization take ownership of a relinquished pet from another organization.

Recognized Pets

In the rare instance when a pet parent visiting the store recognizes a lost pet up for adoption, the Adoption Partner is expected to work with the pet parent to reunite the pet with its rightful owner.



Because this is a highly sensitive area for both the Pet Parent and the Adoption Partner, the Store Leader should be the key facilitator in ensuring the process is resolved in a timely and appropriate manner.

The Adoption Partner may ask for verification that the pet belongs to the person claiming ownership and follow whatever other reasonable procedures the partner organization may have been established. The pet parent may be asked to provide a photo, veterinary records, license, or other documentation to establish record of ownership.

During this process, it is our hope that everyone involved understands that pets get lost or escape a home for a variety of reasons. This does not indicate negligence on the pet parent's part. Our common goal is to find homes for homeless pets. In some instances this includes reuniting a lost pet with its pet parent.

4 – Presentation & Supplies

First impressions go a long way, and being prepared with needed supplies will help make those impressions priceless. As community leaders in animal welfare, it is our responsibility to hold ourselves accountable for the optimal care of pets and adhere to safety and cleanliness protocols.

For partners in the 7 Day Cat Centers, and other in-house adoptable pets, PetSmart stores will typically provide all supplies necessary to house adoptable pets safely and humanely, including food, litter, bowls, some easily sanitizable approved toys, and approved cleaning supplies. Some organizations may prefer to bring in food, toys, or bedding specifically purchased for adoptable pets. Non-approved cleaning supplies are not permitted. The 7 Day Cat Centers are PetSmart property. Any changes, repairs or upgrades must go through the Store Leader.

PetSmart Charities may at any time, and at its discretion, determine the use, change or termination of any product. Adoption Partners understand that these donations are provided “as-is”, and PetSmart or PetSmart Charities make no warranty or claim regarding these products. PetSmart and PetSmart Charities are not liable for any damages that may occur as a result of the use of these products. Adoption Partners agree to waive any claims or liability against PetSmart or PetSmart Charities that is associated with the donated product. Adoption Partners further understand and agree that the U.S. Food and Drug Administration (“FDA”) regulations specify that protein derived from mammalian tissues is not to be used in ruminant feed and that the feeding of any pet food included with any product to cattle or other ruminant animals is expressly prohibited by federal regulations.

Presentation

Adoption Partners should also take into account environmental considerations that impact a customer’s experience.

Visual Appeal

Just because a cage is clean doesn’t necessarily mean its appearance is appealing. Consistency in bedding, bowls, cage cards, and even the written pet descriptions make up the “total picture.” Within the parameters of approved supplies and materials, all of the components are available to create and maintain a happy, healthy selection of enthusiastic and friendly pets. It’s important to acknowledge the retail environment and be aware of any traffic flow disruption. Each Store Leader has sole discretion for adoption area set-up.

Clutter can create the wrong impression, even when the cages are immaculately clean. Cluttered environments can lead to stress in pets and create negative public perception for your organization. No matter the configuration, whether a cage, kennel, or playpen, keep the space clutter free! Limit bedding, toys, and bowls to what is necessary so that pets can maximize their temporary space. Rotate and clean/sanitize bedding and toys regularly. When planning a pet’s space, aim for “neat and tidy.”

Cage cards are a key component in the visual presentation. Approved cage cards are provided for free, and they are required for every adoptable pet on site. These cage cards are specifically designed to animal welfare industry standards to provide all relevant and necessary information as well as to allow space to provide each pet a brief, positive “bio.” Cage cards must be completed for every pet, including each pet in a litter. They must be accurate, and information on the cage card must match each pet’s health records. Cage card bio stories should be written in a positive manner; sad stories have been proven to prevent adoptions rather than encourage them. Talk to your Store Leader if you need to order more cage cards.

Scent Appeal

One of the most frequently noted concerns in a shelter environment is how it smells. Staying on top of messes, taking out the trash often, and keeping surrounding areas thoroughly cleaned will reduce that “shelter odor.” All of the supplies and equipment are available to keep the adoption area safe and clean to exceed customers’ expectations.

Curb Appeal

Organizations facilitating adoptions outside of the 7 Day Cat Center have limited space. Keep in mind that cluttered spaces can lead to accidents and keep customers from engaging with pets. Only bring the bare essentials for each adoption day. Display and storage space is provided at the sole discretion of each Store Leader.

Organizations facilitating adoptions outside of the 7 Day Cat Center must also adhere to requirements for cage cards and pet handling. Pets in cages must have approved cage cards, and each leashed pet must have a single, dedicated handler. The adoption cart or table must be maintained to the standards listed later in this manual.

Atmospheric Pressure

The final and most important component of a great presentation is YOU! Your demeanor with pets and people can make or break the inviting and comfortable atmosphere that fosters a positive adoption experience. The pets in the Adoption Program are relying on your personnel to find them great homes. Your team is the matchmaker for pets and people. Make every interaction personal and friendly. The pets appreciate it, and so do we!

Shared space may be another source of “atmospheric pressure.” Several organizations may participate in adoption events at a single PetSmart store and even share a single Adoption Center. Professionalism and courtesy are expected of all personnel from all organizations. Any questions or concerns should be directed to the Store Leader for resolution.

Beyond the basics, it is well documented that adoptable pets get great homes when their representatives maintain a positive, clean, and organized process. Remember that adoption counseling is important work, so be sure to use your volunteers and staff to their strengths. Those that are able to maintain composure during high volume adoptions make fewer mistakes and have more successful adoptions.

Pet overpopulation is a not an isolated issue. We welcome partners that adhere to our guidelines regardless of whether they are from another county, state, or province. Regardless of where a partner or volunteer resides, each person is expected to abide by governing state, local, and municipal laws and regulations.

Supplies

Ordering Supplies

PetSmart provides the supplies necessary for facilitating in-store adoptions. These supplies are listed on the approved supply list. Adoption Partner personnel must notify store leadership when supplies require replenishment by completing an Adoption Center Supplies Request Form provided by the Store Leader.


Adoption Partners are prohibited from removing any supplies from the sales floor without prior knowledge/approval of the Store Leader on that day.

If an Adoption Partner prefers to provide additional products specifically purchased for adoptable pets, these items must be checked in at the beginning of a shift with the PetSmart Store Leader and clearly marked to indicate ownership by appropriate organization and eliminate any confusion with store products. Remember, non-approved cleansers are not permitted.

All supplies must be kept organized and secured in approved locations. Locations will vary. Ask the Store Leader of each store in which you facilitate adoptions for approved locations.

Sample Adoption Center Supplies Request Form

Date _____



Adoption Center Supply Request Form

✓	Pet Supply Items	Ordering Location	Qty
	Kitten/Cat Food Dry	See Approved Foods List Fetch>Adoptions>Resources	
	Kitten/Cat Food Wet	See Approved Foods List Fetch>Adoptions>Resources	
	Puppy/Dog Food Dry	See Approved Foods List Fetch>Adoptions>Resources	
	Puppy/Dog Food Wet	See Approved Foods List Fetch>Adoptions>Resources	
	Cat Litter	Great Choice	
	Litter Pan	DC Order Form	
	Litter Scoop	Store Use (Code 63)	
	Bowls	Store Essentials	
	Toys (easily sanitized)	Store Use (Code 63)	
✓	Maintenance/Cleaning Supplies	Ordering Location	Qty
	Hand Sanitizer Refill (3ct)	Store Essentials	
	Paper Towels (12ct)	Store Essentials	
	Star Spray Cleaner	DC Order Form	
	Virex II 256 Cleaner	DC Order Form	
	Star Spray Bottle	DC Order Form	
	Virex II 256 Spray Bottle	DC Order Form	
	Broom	Store Essentials	
	Dust Pan	Store Essentials	
	Mop, Mop Bucket	Store Essentials	
	Trash Can	Store Essentials	
	Trash Liner	DC Order Form	
	Latex Gloves	Store Essentials	
✓	General Supplies	Ordering Location	Qty
	Cage Cards	Store Essentials	
	Cage Card Pockets	Store Essentials	
	Adoption Release Forms	Store Essentials	
✓	Additional Supplies for Everyday Adoption Centers (EAC)	Ordering Location	Qty
	Scenturian Odor Eliminator	DC Order Form	
	Blue Multipurpose Cleaner	DC Order Form	
	Scenturian/Blue Spray Bottles	Buckeye Order Form-Fetch>PetsHotel	
	Hand Soap Refill (3ct)	Store Essentials	
	eMotion Paper Towels (6 Rolls)	Store Essentials	
	Oops Station Towels (6 Rolls)	Store Essentials	
	Oops Station Pick-Up Bags	Store Essentials	
	Scent Generator Refill	Store Essentials	
✓	Other Supplies	Ordering Location	Qty

Maintaining Supplies

Only the items listed below may be on the adoption areas, tables or carts:

- **Adoption Partner informational materials** – You can use this space to promote your next major event or drive pet parents to your website to learn about your mission! Materials cannot promote services that are competitive with PetSmart services, such as training, grooming, boarding, or veterinary care, or solicit for food or product donations.
- **Donation canister** – An approved donation canister may be out only when Adoption Partner personnel are present. **Soliciting for fundraising is not permitted.**
- **Adoptable pet photo or digital photo album** – if available.
- **Office supplies and paperwork** – This includes administrative supplies necessary to track pets and complete adoptions, such as blank cage cards, pens, pencils, adoptable pets' paperwork, and vaccination and health records.
- **PetSmart brochures** – Advertise services such as training or grooming, as well as specials.

Signage

Only signs authorized by PetSmart and PetSmart Charities may be posted in adoption areas. Approved signage for in-store adoption areas includes:

- Partner nameplates listing all participating Adoption Partners. Alert the Store Leader if your organization is not represented.
- Monthly calendar showing an up-to-date adoption schedule.
- Adoptions-To-Date numbers board with a current, accurate count, provided by PetSmart.
- PetSmart Charities clings, including “Children under 18” and vendor sponsor window clings.
- “No unattended children/dogs” cling to place on cages in the 7 Day Cat Center.

No unauthorized signage may be posted on the 7 Day Cat Center without prior approval from the Store Leader (i.e., organization's upcoming events, cause-related propaganda, petitions, signage soliciting food or product donation, seasonal décor, cartoons, organization banners, or any other signs).

7 Day Cat Center



5 – General Pet Care & Safety

All pets must be kept safe and healthy. It is ultimately each Adoption Partner's responsibility to ensure that adoptable pets are provided a safe and comfortable environment and treated with kindness and compassion by knowledgeable, caring, and well-trained individuals.

Adoption Partners are fully responsible for the proper care for all of their animals at all times. All state/county guidelines and all applicable laws must be adhered to when adoptable pets are in a PetSmart store for adoption. It is the Adoption Partner's responsibility to be familiar with applicable state, local or provincial laws.

To ensure safety measures at your facility are aligned with the In-Store Adoption Program standards, site visits may be conducted at your organization's facility and foster home locations at any time.

Adoption Partner leadership is responsible for ensuring that all personnel who handle or care for adoptable pets adhere to all pet care expectations outlined in this manual. Failure to do so could result in suspension or termination from the in-store adoption program.

General Pet Care Expectations

All adoption program participants must adhere to basic expectations with regard to pet care.

- **All U.S. and Canadian Adoption Partners are required to spay/neuter all dogs and cats, and other pets as required by state or local laws, prior to bringing them to the store.**
- Inhumane treatment of any pet is strictly prohibited. Adoption Partners are required to report any instance of perceived inhumane pet treatment occurring at PetSmart store locations to the Store Leader. Inhumane treatment of pets, or failure to report it when seen, will not be tolerated and will constitute grounds for dismissal from the In-Store Adoption Program.
- Ill or injured pets must be removed from the facility immediately and may not return until they are completely healthy. Adoption Partners are required to seek veterinary care for adoptable pets with anything beyond a minor injury or illness, or when the individual is uncertain about a pet's condition.
- Adoptable pets must be healthy, vaccinated, and physically assessed by a veterinarian prior to being brought to the store, and behaviorally assessed by organization personnel.
- Adoption Partners working with adoptable pets are required to wash or disinfect hands thoroughly before and after handling a pet.
- Only trained personnel or an approved, trained PetSmart store associate (as agreed upon by the Adoption Partner) may handle pets to show them to potential adopters. Untrained personnel may not handle pets.

- If required by state law, as in New Jersey, Michigan, Connecticut, and Pennsylvania, Adoption Partner personnel must maintain the Adoptable Pet Log accurately and ensure completed logs are provided to PetSmart store leadership for pet health and participation verification.
- Any incidents that occur with either people or pets that is out of the normal realm of adoption or care must be reported to the Store Leader immediately. The Store Leader will report every incident regardless of how small or insignificant the Adoption Partner may think it is at that time.
- For partners with cats housed in the 7 Day Cat Centers, a representative of the organization must visit the Adoption Center to provide care, clean, conduct adoptions, and perform other tasks at least once a week.
- To prevent cross-contamination, water bowls must either be in crates or pens with pets or offered as needed and should never be placed in areas where water is accessible to other pets.
- Only one adult cat per cage unless specifically designed for multi-cat housing.
- Best practice is to not contain pets from different families/origins together for any reason.



Under no circumstances should spaying and neutering or micro-chipping take place at a PetSmart store or parking lot.

Safe Adoption Area Expectations

Adoption areas can be very busy at times! Multiple people seeking pets may be visiting simultaneously. Accidents can happen, but with the right level of customer service and attention to detail, most can be prevented. Adhering to these standards can also help avoid most accidents.

The best safety precaution is awareness. Pay attention to potential hazards in the adoption area. Be aware of unsupervised children and anyone interacting with pets. Keep in mind that 7 Day Cat Center personnel are always responsible for the pets in their care, including when allowing pets to greet potential pet parents, and during interactions with Pet Parents and owned pets.

Other adoption area expectations address both safety and cleanliness:

- “Pets must be restrained” is defined as leashed by an adequate collar, slip lead, harness, or combination of these to provide secure restraint and control.
- Personnel who manage leashed pets must be capable of managing pets responsibly at all times. This includes being able to properly constrain the pet during elevated circumstances. Only non-retractable leashes no longer than 6 feet may be used.
- Any pet being transported must be safeguarded from escaping. Therefore, the use of

a pet carrier or a harness/collar and leash on the pet while moving them from the front or back of the store to the Adoption Center is very important. All cats must be within a carrier when being transported.

- Adoption area containment must be clean, organized, free of clutter, appropriately secured per Adoption Center general and safety standards, and in good repair.
- Equipment and items must be stored securely. Take care in removing or replacing items in designated storage areas to prevent items from falling.
- All personnel should be made familiar with safe lifting practices for picking up or carrying items or pets.
- Stainless steel food and water bowls must be used in all cages and crates unless otherwise dictated by specific pets' needs at Adoption Partner's request.
- Waste must be picked up as needed and properly disposed of. Where available, pet clean-up stations may be used for disposal.
- Multiple adopter/pet interactions should be permitted only as deemed safe by your organization's standards.
- Young children must not have close access to dogs without a parent or guardian present. A one to two-foot gap must always exist between children and dogs. Notify the parent or guardian if a child is too close, and stand between the child and the pets if the child does not move away.
- Adoption Partners must provide assistance in cleaning the adoption area. This may include, but is not limited to, sweeping, mopping, and sanitizing the area with approved cleaners at the end of the day and as needed; washing and sanitizing bowls; and breaking down crates.
- Adoption Partners must adhere to any applicable state or local laws.
- Work with the Store Leader to be familiar where Emergency Dog Fighting Kits are located.

Health and Wellness Expectations

To ensure the health and safety of all pets, a member of store leadership will assess pet health and wellness using an Adoption Center Maintenance Checklist at four intervals throughout the day. These generally occur at 9am, 1pm, 5pm, and 9pm.

Observations will include, but are not limited to:

- General conditions
- Safety concerns, which will be identified for immediate correction
- General pet appearance, with all pets appearing healthy and not displaying signs of aggression or excessive stress
- Pet access to food and clean water
- Cleanliness of cages in the 7 Day Cat Center

- Presence of properly completed cage cards
- Pets properly leashed or attended when on leash
- Cleanliness of pets (pets not soiled)
- Ambient air temperature (64°–80°F/17.8°–27°C)²

When conducting adoptions outside of the store, temperatures must range between 60° and 90° (15°-32.2°C) in the area³ in which adoptions are taking place to be considered safe. If temperatures are not within this range, adoptions cannot take place outside unless the above circumstances can be met.

All pets at outdoor events must be provided the following:

- Adequate shade, such as a tent, canopy, building overhang, trees, etc.
- Clean drinking water at all times
- Pets must not be contained in a crate that does not have adequate ventilation, such as a box

Store leadership concerns will be documented and addressed as appropriate. Adoption Partners must adhere to all policies and procedures as listed in this manual. Should an Adoption Partner fail to respond in a timely and appropriate manner to rectify a concern identified during an observation, store leadership will document the issue and schedule a meeting to correct the situation.

Vaccination Requirements

PetSmart and PetSmart Charities are concerned with the wellbeing of animals offered for adoption through the in-store adoption program. Adoption Partners must behaviorally assess all pets and evaluate all pets for health concerns before coming into the store.

Vaccinations are a key element of pet health, and all pets offered for adoption through the in-store adoption program must have up-to-date vaccination records. Pets must be vaccinated and monitored for a minimum of 24 hours following vaccinations prior to coming into the store. Records of vaccines and medical treatment a pet receives must be kept with the pet. These records will be given to the new Pet Parent upon adoption.

PetSmart and PetSmart Charities require that pets be vaccinated before coming to the store as follows:

Rabies

A Rabies Certificate or Vaccination Record showing a current rabies vaccine for every age appropriate pet available for adoption, unless required by law, is required. Additional records can be included in the pet's file if they are available.

All age appropriate animals must be vaccinated for rabies, except in the state of Hawaii. The vaccine must be administered by a veterinarian or veterinarian's representative and must

² If the temperature reaches above 80°F (for instance, in the event of a power failure), the adoption partner must alert the Store Leader immediately.

³ Area refers to the place in which the pets are located during the adoption process.

be given in accordance with state law or, if not required by the state, in accordance with the schedule below. State or provincial laws typically specify rabies vaccinations for:

- Puppies at 16 weeks
- Dogs every year or every three years as directed by veterinarian
- Kittens at 15-16 weeks of age
- Cats every year or every three years as directed by veterinarian

Puppies/Dogs

All dogs and puppies must have at least the first series of vaccinations and be monitored for a minimum of 24 hours following vaccinations prior to coming into the store. Required vaccinations include:

- Distemper-Parvo (commonly known as DPP, DAPP or DHLPP)
 - Puppies at 6 to 8 weeks, again at 12 weeks and 16 weeks. No puppies under 8 weeks should be available for adoption.
 - Dogs every year or every three years as directed by veterinarian
 - DHLPP is required for the state of Maine
- Bordetella – Dogs every year

Kittens/Cats

All cats and kittens must have at least the first series of vaccinations and be monitored for a minimum of 24 hours following vaccinations prior to coming into the store. Required vaccinations include:

- Rhinotracheitis, Calicivirus, Panleukopenia (FVRCP or FVRCCP)
 - Kittens at 6 to 8 weeks, again at 12 weeks and 15 weeks of age. No kittens under 8 weeks should be available for adoption.
 - Cats yearly or every three years as directed by veterinarian

To maintain the health of pets in the 7 Day Cat Center, vaccinations may be administered by an Adoption Partner only when the store is closed to the public and only where state and local laws allow. All materials used for vaccinating, including syringes, must be removed following vaccination and cannot be discarded on PetSmart property.

Other Pet Health Issues

Pets that are ill or have health issues should not be offered for adoption at a PetSmart store until they are well.

Feline Leukemia

Feline Leukemia-positive, FIP, and FIV-positive cats are considered “special needs” and may not physically be in the store for adoption. However, they may be displayed in a photo book or other electronic device. The 7 Day Cat Center is not an optimal environment to house cats with these conditions due to the added stress that they are likely to endure.

We do not require testing or vaccination for Feline Leukemia, but we strongly recommend that testing be done prior to or at the time of adoption to avoid potential infection of other cats after adoption.

Deworming

It is highly recommended that all pets be tested for intestinal parasites via fecal examination by veterinarian prior to coming into the store. If needed, pets should be dewormed prior to coming to the store.

For cats and kittens being housed in the 7 Day Cat Center, deworming medication may be administered on site outside of core business hours. Prescription deworming medication may not be kept in the 7 Day Cat Center unless it has been prescribed for a specific cat in the center. Over-the-counter products may be kept in the center.

Surgery

Pets must be recovered from surgery, including sealed surgery sites and associated medication, and must be a minimum of 24 hours post-surgery before being brought into a PetSmart store for adoption. Adoption Partners are responsible for evaluating each pet and determining adoption readiness. Partners must provide post-adoption surgery care instructions to pet parents. Pets placed at the store for adoption should not be sedated.

Animals Transported from Out of State

As pet transport becomes a more readily used tool to combat pet overpopulation, we recognize that your agency might send, receive or adopt these pets. In order to provide for the safety, health, and wellbeing of both pets and humans, we require the following:

- All pets must meet the state or province mandated guidelines for transport from the originating state as well as the destination state.
- The organization that is doing the adoption must have legal ownership of the pet that is being made available.
- Groups performing transport can access the guidelines set forth by the Association of Shelter Veterinarians, which can be found at www.sheltervet.org or the Association of Animal Welfare Advancement Best Practice Transport Guidelines, which can be found here: <http://www.sawanetwork.org/page/Bestpractice>

Reporting Pet Incidents

All adoption pet incidents must be reported to the Store Leader within 24 hours of occurrence. Adoption pet incidents include:

- Any adoptable pet needing medical assistance, whether pre or post adoption
- Any pet biting or scratching a person
- Pet separation from the 7 Day Cat Center due to abandonment, death, theft, or escape
- Dog fights, including those involving owned as well as adoptable dogs

Pet Requiring Veterinary Care

All pets that are injured or become ill while participating in the adoption program must be taken to a veterinarian for diagnosis and treatment. If for any reason the pet cannot be taken to the Adoption Partner's facility, the pet must be transported to another veterinarian or emergency clinic or Banfield, the Pet Hospital, in the PetSmart store. Immediate care must be provided to any adoptable pet regardless of the severity or cause of the illness or injury. **Store Associates are directed to seek medical care for any pet showing medical distress and all costs incurred are the responsibility of the partner.** Under no circumstance may cost be a reason to avoid seeking veterinary care.

Pet Incidents with People

Occasionally, a pet may get excited and scratch or bite a potential adopter or pet parent. Regardless of the severity of the injury, any such incident requires immediate attention from the Adoption Partner. Knowing what to do in advance may prevent escalation and ensure that the injured party receives appropriate attention.

For serious wounds and bites to fragile areas of the body, such as the face, call 911 immediately and alert the Store Leader. Even if the bite does not appear serious, insist the pet parent receive medical attention, as some bites can become badly infected. If it is unclear whether the skin was broken by claws or by teeth, treat the situation as a bite.

Once the injured party is being cared for medically, immediately isolate and remove the involved pet to a veterinarian, if necessary, or to your facility.

Report any bites to your local animal control organization for further direction. Include the name and phone number(s) of your organization's contact person.

Depending on state requirements, pets that have bitten a person should be quarantined for 10 to 14 days. During this time, the pet will be monitored for rabies. In these instances, all questions about the pet should be directed to your local animal control authority.

Pets that have bitten or scratched a customer, associate, or Adoption Partner personnel may not be brought back to any PetSmart store for adoption.

Pet Separation

A separation is defined as a pet death, an escaped pet, a theft of a pet, or a pet abandonment at a store. If a pet dies before or after adoption, the Adoption Partner must follow protocols to minimize the impact on pet parents, store staff, and personnel. When protocols are followed, stress can be greatly reduced.

Pet Death

A necropsy must be performed any time there is an unexplained death, because other pets could be at potential risk for disease. Necropsy may be unneeded if a pet had been diagnosed with a pre-existing condition or if the death is from identifiable trauma. The cost of the necropsy is the responsibility of the Adoption Partner.

Neither PetSmart nor PetSmart Charities assume any responsibility for the death of an Adoption Partner pet.

Expectations with regard to the handling of a pet death are outlined in more detail below.

Escaped Pet

Facilitating adoptions in designated adoption areas takes focused supervision. Should an escape occur, follow the necessary steps to resolve the issue.

If the escaped pet is still inside the store, alert store leadership immediately so associates can be posted at doors and automatic doors can be turned off until the pet is recovered. An announcement over the PA system or the use of a two-way radio, if available, may be required to get all doors covered immediately.

If the pet has left the store, more extensive measures are required. The Adoption Partner must assign search party leaders and establish a command post to manage communication. Search party leaders must:

- Create a list of individuals to participate in an exterior search party and provide the list to the command post
- Call the command post every 30 minutes, even if no contact with the pet has been made
- Report areas the search party has covered and receive input from other search parties

If the search continues beyond the first few hours, contact should be made regularly throughout the search with entities listed below. These organizations or people affiliated with them may have contact with the pet at some point.

- Local animal control or humane organizations in the area
- All store associates
- Personnel in adjacent businesses; local food delivery contacts
- Local postal carriers

If the pet is not recovered within 24 hours, it is recommended that posters and flyers with

the pet's picture be printed and displayed. The Adoption Partner will determine whether posters, flyers, and ads should be made; materials can be posted at the store upon store approval.

The Adoption Partner must make plans for emergency care for the pet upon recovery. Once the pet is recovered, the Adoption Partner will ensure any veterinary requirements are met. To prevent undue stress and transmission of communicable diseases, and regardless of health status, the pet must not be placed for adoption in PetSmart for at least 72 hours after recovery.

Pet Abandonment

Abandoned pets, which are pets left at a PetSmart store location, are placed in the custody of local organizations with animal control contracts. A pet is considered abandoned if no organization or customer claims responsibility for the pet. Pets left abandoned can be incubating serious diseases. These pets may not be housed in the 7 Day Cat Center, Salon, or PetsHotel. They must be isolated and transported to the contracted organization immediately. An abandoned pet may not be removed from the store or placed for adoption until it has been relinquished in accordance with these procedures. Pet parents, associates, or Adoption Partner personnel may not adopt an abandoned pet on the spot.

Adoption Partner personnel may assist to ensure a pet is isolated while waiting for contracted organizations to retrieve the pet. Any applicable state or local laws or regulations that apply supersede this guideline.

Pet Illness Expectations

When an adoptable pet becomes ill or is injured, it is critical that immediate attention be provided. For the health of the pets in their care, PetSmart associates always act in the best interest of the pets and will communicate empathy to concerned pet parents. For everyone's benefit, it is advantageous to resolve all pet-related issues in a timely manner.

Pet Illness While Pet is Participating in the Adoption Program

If a pet participating in an in-store adoption program shows signs of illness, Adoption Partner personnel must act quickly to care for the pet and address pet parent concerns.

A pet that is showing signs of illness must be transported immediately to the Adoption Partner's facility or veterinarian for care. The pet must be isolated in the designated isolation area until it is picked up.

For pets in the 7 Day Cat Center, the Store Leader is empowered to seek medical treatment to stabilize the pet and keep the pet comfortable until the Adoption Partner can be reached to make a decision on behalf of the pet. If contact with the Adoption Partner cannot be made or transportation cannot be arranged immediately, the Store Leader may take the pet to a veterinarian for observation and possible treatment.

The Adoption Partner is responsible for medical expenses incurred while pets are participating in the adoption program.

In case of pet illness, the Store Leader shall complete a Pet Incident Form.

Pet Illness Post-Adoption

If a pet becomes ill after adoption, the Adoption Partner will act to address the pet parents' concerns and ensure the wellbeing of the pet. Adoption Partner personnel will field complaints, listen to pet parents' concerns, express concern for the sick pet, and apologize for any inconvenience. The Adoption Partner will prepare documentation of the situation, including:

- A summary of the conversation with the pet parent
- A copy of the PetSmart Adoption Release Form that accompanied the adoption
- Witness statements, if applicable
- A copy of the Adoption Partner's vaccination record for the pet

The Store Leader may follow up with the Adoption Partner to ensure the situation is appropriately closed; the Leader may also complete a Pet Incident Form. PetSmart Charities may also contact the Adoption Partner for follow-up.

If a Pet Parent contacts PetSmart Charities or a PetSmart Store Leader regarding an ill pet, the Store Leader or PetSmart Charities will instruct the Pet Parent to contact the Adoption Partner.

Pet Death Expectations

While rare, it is possible that an adoptable pet could die. Regardless of the cause, should this unfortunate situation occur, it is paramount to take appropriate action to isolate the pet and address concerns for the other pets.

If a pet dies in the store while Adoption Partner personnel are present, personnel must remove the body from the store in a discreet manner by wrapping it in a cloth and placing it in a cardboard box. The Adoption Partner must then notify the Store Leader as soon as the body is secured. The Store Leader must complete a Pet Incident Form.

If a pet dies in the store when Adoption Partner personnel are not present, the Store Leader will remove the body from the Adoption Center in a discreet manner by wrapping it in a cloth and placing it in a cardboard box. Store leadership will then contact the Adoption Partner and ask personnel to claim the body within 4-6 hours. As applicable, the store leadership may transport the pet to a Banfield Pet Hospital or a designated and approved location for necropsy. The Store Leader must complete a Pet Incident Form when this occurs.

Pet Death Post-Adoption

If a pet dies after adoption, the Store Leader and Adoption Partner will work together to resolve the situation appropriately. If store leadership is alerted first, the Store Leader will notify the Adoption Partner. The Adoption Partner will arrange for an organization contact to meet with the Pet Parent and store leadership. The Adoption Partner must ensure that follow-up and communications are managed appropriately and the situation is resolved in a timely manner.

PetSmart and PetSmart Charities maintain no liability or warranty as to the health of the adopted pet and require that the partner solve any issues directly with the pet parent.

If the cause of death is known, the Adoption Partner must follow the Infectious Disease Disinfection Guides for specific illnesses. If the death occurs within two weeks of adoption and the cause of death is not known, a necropsy must be performed, and the Adoption Partner organization will incur the cost.

PetSmart Charities and/or store leadership may request a copy of the Adoption Release Form and supplemental paperwork that accompanied the adoption. The Store Leader must complete a Pet Incident Form.

Adoption Center Maintenance After Illness or Death

When an adoptable pet becomes ill or dies of a contagious disease, notify the Store Leader immediately. Additional measures must be taken to protect the other pets in the store. These protocols are required for the conditions listed below, but they may be used any time an infectious condition is suspected:

- Canine Parvo Virus
- Infectious Tracheobronchitis (kennel cough, canine cough)
- Feline Panleukopenia
- Ringworm

To prevent further disease transmission, all pets must be removed from the adoption area for at least 48 hours after possible contamination from contagious disease occurs. During this period, the adoption area, including floors, walls, cages, and all surfaces, must be completely cleaned and disinfected.

Identify all areas that the pet may have frequented while in the store, for instance, specific kennels or play areas, and all accessories that were used with the pet, including bowls, towels, toys, and leashes. All items that were in contact with the pet must be sanitized. Contact your Store Leader for sanitation details.

6 – Adoption Center Standards

The cleanliness and condition of assigned adoption areas, the 7 Day Cat Center, and all equipment is critical to the health and safety of the pets. The 7 Day Cat Center standards cover all aspects of maintaining a safe and healthy area. Under no circumstances may expectations, guidelines, or protocols be augmented or altered by Adoption Partner personnel. Direct all concerns related to any procedures or standards outlined in this manual or any policy violation observations to the Store Leader immediately.

In most stores, the Adoption Center focuses on cats as part of the 7 Day Cat Adoption Program. Cats participating in this program are permitted to remain in the store 24/7. Most stores do not currently have the facilities or permits to support a 24/7 adoption program for dogs.

Regardless of the 7 Day Cat Center configuration and type of pets available for adoption, all partners must adhere to all standards listed in this section:

- Partner will be responsible for any damage to the Adoption Center, other designed areas in the Adoption Program, or related equipment caused by partner, its staff, volunteers, or any other person or animal acting on or under partner's direction or control.
- Partner will, at its sole expense, maintain the Adoption Center and other designed areas in the Adoption Program in a clean, sanitary, and orderly fashion, and take preventative action to discourage the spread of communicable diseases among animals.
- Partner is responsible for ensuring that the area is clean, fully sanitized, and disinfected prior to departure.

Adoption Center General and Safety Standards

Adoption Partners participating in the 7 Day Cat Adoption Program are expected to care for each pet until adopted, regardless of whether that pet is staying one day or two weeks. To maximize exposure of adoptable pets, the cat center cages must be kept "full" at all times. "Full" means that available cages must be optimally utilized. Typical Adoption Center configurations for cats allow one adult cat per regular cage and two related cats in large cages. Sibling kittens may be placed together several to a cage, but the Store Leader may limit the number of pets displayed in a single cage.

- **A representative of the organization must come into the store to check on the wellbeing of the pets at least once every week.**
- Pets not adopted within three weeks must be rotated out of the store to the Adoption Partner's shelter or foster facility for at least one week.

- Daily maintenance can be completed by PetSmart store associates, Adoption Partner personnel, or a combination of both. The Store Leader and the Adoption Partner will determine who will complete daily care during the Adoption Center orientation. However, a representative of the organization must visit the Adoption Center at least once a week to clean, conduct adoptions, check pets for signs of stress or disease, and carry out other functions.
- Pets needing additional exercise are permitted to play in the inner Adoption Center rooms when the area is supervised.
- Cats needing extra care, such as Feline Leukemia-positive or FIV-positive animals, are considered “special needs” and may not physically be in the store for adoption.

Adoption Center Appearance & Maintenance Standards

The 7 Day Cat Center appearance standards are designed to ensure the health and safety of pets and personnel and present a clean, inviting atmosphere to prospective pet parents. All of these items should be checked at least daily:

- All cages housing pets must have approved cage cards
- Daily cleaning schedule must be posted
- Litter boxes must be clean
- Supply cabinets must be organized and stocked with approved supplies
- All cleaning equipment must be sanitized and in good working condition
- Pet transport carriers must be stored in designated area
- Wall-mounted disinfectant hand cleaner must be stocked and working
- Wall-mounted soap dispenser (if applicable) must be stocked and working
- 7 Day Cat Center must be secured with at least one of the following methods:
 - Adoption Center outer door locked
 - Adoption Center inner door locked
 - Adoption Center cages containing pets locked
 - Adoption cages located outside of the Adoption Center and provide for locking ability should be locked (also applicable for stores without Adoption Centers)
- Adoptable pets’ information and medical records, which may include current proof of rabies vaccination or a Rabies Certificate, vet care information, adoption contracts/paperwork, must be housed in the Adoption Center Binder
- The Adoption Center Maintenance Checklist must be housed in the Adoption Center
- The Adoption Partner’s current Adoptable Pet Log must be completed and accurate and inserted in the Adoption Center Binder, if applicable. (New Jersey, Michigan, Connecticut, and Pennsylvania ONLY)

The key to maintaining appearance standards is to carefully follow all step-by-step opening and closing cleaning instructions as described in the Cleaning Guidelines. For safety, check the following items on a regular basis. Should any facilities not be in good working order, notify the Store Leader for resolution.

- Circulation system in good working order. If the circulation system is not working properly, alert the Store Leader.
- Cages in good repair
 - Cage/door locks in good working order
 - Hardware/door closures working properly and screws, bolts, and nuts present and tight
 - For repairs on cages or replacement locks alert the Store Leader.
- Signage legible and in good repair. For replacement of signage, alert the Store Leader.
- Adoption Center Maintenance Checklist posted and completed.
- Adoptable Pet Log completed and accurate. (New Jersey, Michigan, Connecticut, and Pennsylvania ONLY)
- Properly diluted Virex and PerDiem solutions in spray bottles.

Opening/Closing Tasks

Adoption Partner personnel must conduct all maintenance tasks before the 7 Day Cat Center opens for the day and again before close of business unless store leadership and Adoption Partner have agreed otherwise.

In the event of an emergency or other scenario that prevents Adoption Partner personnel from conducting opening/closing tasks as regularly scheduled, trained PetSmart staff may conduct tasks.

Utilize the Adoption Center Maintenance Checklist to guide maintenance and cleaning tasks.

Adoption Center Maintenance Checklist

Adoption Center Maintenance Checklist								Week Ending Date:
<i>Revised: 1/12</i>	9:00 AM		1:00 PM		5:00 PM		9:00 PM	Notes
Monday								
Tuesday								
Wednesday								
Thursday								
Friday								
Saturday								
Sunday								

A manager must initial under the correct time and day after all pets (Adoption Center, Weekend and Event) have been inspected per the following:

- * Verify task lists are completed
- * All pets appear healthy
- * All pets must have appropriate vaccinations; verify once daily at 1pm
- * All pets have access to food and clean water, if applicable
- * All pets have an approved Cage Card attached with the approved hardware
- * Litter boxes and cages appear clean

This document must be maintained in the Adoption Center and filed in the Adoption Center Binder

Cleaning Adoption Center Cages

There are four levels of cleaning, depending on the status of the cages. The differences among these cleanings are in how often they are performed or what steps are taken.

- **Daily** – Bowls, litter pans, and surfaces in occupied cages are spot checked and cleaned as needed, at least twice daily.
- **Weekly** – When the same cats will remain in the cage, occupied cages are thoroughly cleaned at least once a week.
- **As Needed** – Adoption Partner personnel must observe occupied cages at least once every two hours. If a cat has eliminated, the litter box must be spot cleaned immediately. If a cat has diarrhea, the cat must be identified and isolated, and the entire cage must be cleaned thoroughly.
- **Exit Cleaning** – When a cat is adopted, returned to the Adoption Partner facility, or transferred to another cage, the entire cage must be cleaned thoroughly.

Cleaning Supplies (provided by PetSmart)

- Disposable Gloves
- PerDiem
- Virex II 256
- Water Pitcher
- Litter Scoop
- Paper towels
- Stainless steel bowls
- Trashcan Liners
- Approved Litter
- Plastic Litter Pan
- Trashcan

Procedure: Daily Cage Cleaning

1. Wash and dry hands. Put on disposable gloves. If you leave the cat area, remove and dispose of gloves; replace with new gloves when you return.
2. Move cat or cats in first cage to a clean cage or carrier, or allow to exercise in the secured Adoption Center.
3. Using litter scoop, dispose of waste in trashcan. If the litter box is excessively messy, see Weekly Litter Pan Cleaning procedure. Sanitize litter scoops after use.
4. Check water and refill water bowls with fresh water. If water bowl is dirty, discard water and replace with a clean bowl. Water bowls must be replaced with clean bowls at least once per day.
5. Check food and top off dry food bowls as needed. If bowl is dirty, replace with a clean bowl and new food.

6. Remove and discard disposable gloves.
7. Place cats back in cage. Verify that cage card is posted and accurate.
8. Sanitize hands with hand sanitizer.
9. Repeat steps for all occupied cages.
10. Remove trash and combine with other trash for removal.
11. Replace two trashcan liners in the cat area trashcan.
12. Wash and dry hands. Initial Cleaning Checklist indicating task has been completed.

Procedure: Weekly Cage Cleaning

1. Wash and dry hands. Put on disposable gloves. If you leave the cat area, remove and dispose of gloves; replace with new gloves when you return.
2. Ensure cleaning supplies are prepared.
3. Move cat or cats in first cage to a clean cage or carrier, or allow to exercise in the secured Adoption Center.
4. Remove bedding from the cage. If bedding is soiled, set aside for laundering. Using a paper towel, scrape any feces on the bedding into trash prior to removing for laundering. All bedding must be laundered between pets, at least once weekly when the same pet is using it, or when soiled.
5. Remove all other items from the cage. Soak them in properly diluted Virex II 256 for 10 minutes. Scrub, thoroughly rinse, and dry all items.
6. Clean litter pan, following Weekly Litter Pan Cleaning procedure.
7. Spray all cage surfaces (floor, top, sides, and front bars) with properly diluted Virex II 256. Let stand for at least 30 seconds.
8. Use a clean towel or new paper towel to wipe all cage surfaces. Do not use the same towel or paper towel to clean another cage.
9. Use another clean, wet paper towel to wipe down all cage surfaces. Allow cage to air dry.
10. Put clean litter box, bowls, bedding, and other cleaned items, such as toys, back in cage.
11. Provide fresh water and food as needed.
12. Place cats in clean, prepared cage. Repeat steps with remaining cages.
13. Remove and discard disposable gloves; sanitize hands with disinfectant.
14. Remove trash and combine with other trash ready for removal.
15. Replace two trashcan liners in the cat area trashcan.
16. Wash and dry hands. Initial Cleaning Checklist indicating task has been completed.

Procedure: Weekly Litter Pan Cleaning

1. Dispose of all litter in trashcan. All solid material must be thoroughly removed and disposed of in trashcan.
2. Clean and sanitize each litter pan in approved cleaning location area (typically mop sink.)
3. Spray litter pans using properly diluted Virex II 256.
4. Scrub litter pans with a scrub brush and leave to soak in properly diluted Virex II 256 for 10 minutes.
5. Clean the scrub brush. Hang to dry.
6. Rinse litter pans with clean water.
7. Leave litter pans to air dry.
8. Once the litter pans have dried, stack them and return them to the cat area. Do not stack litter pans until they are completely dry to prevent bacterial growth.
9. Wash and dry hands. Initial Cleaning Checklist indicating task has been completed

Procedure: Trash Removal

Trash must be taken to the designated receiving area location by Adoption Partner personnel. Trash will be taken to the dumpster by PetSmart store leadership ONLY.

1. Collect all trash from adoption area and replace with empty can liners.
2. Take trash to receiving and place in designated area. Carry trash bag; do not drag it.
3. Wash and dry hands. Initial Cleaning Checklist indicating task has been completed.

For questions regarding information provided in this manual, please use the appropriate email address listed below.

General Information
info@petsmartcharities.org

Adoptions
adopt@petsmartcharities.org

Grant Opportunities
grants@petsmartcharities.org



Adoption Partner Manual

www.PetSmartCharities.org | www.PetSmartCharities.ca