



## DOG FOSTER PROGRAM POLICIES, PROCEDURES, AND PROTOCOLS

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### DOG FOSTER ADOPTION (DFA) TEAM CANNED EMAILS

**ADOPTION PROCESS – AVAILABLE FOR ADOPTION!:** [Dog Foster Adoption Process Email](#)  
**ADOPTION PROCESS – AVAILABLE WITH A BC:** [Dog Foster Adoption Process Email](#)  
**ADOPTION PROCESS – AVAILABLE WITH A MC:** [Dog Foster Adoption Process Email](#)  
**ADOPTION PROCESS – AVAILABLE WITH A BC & MC:** [Dog Foster Adoption Process Email](#)  
**ADOPTION PROCESS – PUPPIES:** [Dog Foster Adoption Process Email - Puppies](#)

#### ADOPTING MULTIPLE DOGS

Hello **Potential Adopter**,

Thank you for your interest in adopting from APA! Please note the following regarding adopting multiple dogs.

##### **Related Dogs:**

Please note that for a variety of reasons, APA! does not allow the adoption of dogs who are related (e.g., littermates or mom and pup).

When adopted as pups, siblings tend to bond to each other, which causes distress later on by not bonding to other members of a household or showing difficulty socializing with humans. In addition, as siblings or offspring reach sexual maturity (between 8 months and 2 years), conflict often arises over a competition of space, toys, resources, or a general pack status.

For additional information, please refer to [Adopting littermates? Don't do it!](#).

##### **Unrelated Dogs:**

Subject to APA!'s approval, a household may adopt two (or more) APA! dogs (except if they are related as the adoption of related dogs is not allowed). When considering a multiple dog adoption, APA! will consider a number of factors, including the age, health, and temperament of the dogs and the number of other dogs and other pets in the household and may require one or more meet and greets and proof that any applicable residential rule limiting the number of dogs or pets in one household is not violated, among other things. APA's decision regarding a multiple dog adoption is final and within APA's sole discretion.

Let us know how we may assist you further.

Thank you,  
**Name**

#### APPLICATION RECEIVED

Hello **Applicant**,

We have received your adoption application for **Dog** and will reply with questions or next steps in the adoption process as soon as possible.

Thank you for considering the adoption of an APA! rescue dog and for helping to keep Austin a no-kill city.

**Name**

### **CONFIRMATION - ADOPTION INTERVIEW**

Hello **Adopter**,

This is confirmation that your adoption interview for **Dog is at Time at Location on DAY, DATE**. Please remember to take the following items with you:

- Current picture ID
- Acceptable method of payment for the adoption fee (cash or credit) and if applicable, the surgery deposit (cash, credit, or check)

### **PLEASE DO NOT HAVE THE FOSTER DOG BROUGHT TO THE INTERVIEW APPOINTMENT.**

#### **Picking up your new pup at the foster's home:**

Once you've completed the interview and the adoption counselor has approved your adoption, please contact the foster parent (copied on this email) and make arrangements to pick up your new family member. Please show your **signed adoption contract** to the foster parent for verification and proof of adoption approval. **Please note that if you pre-adopted an unaltered dog, you must have paid a fully-refundable surgery deposit in addition to the adoption fee, in order to take your dog home prior to his or her neuter or spay surgery.**

**Foster Parent: Please be aware that APA! will only notify you if the adoption does not go through.** If an adopter has been approved (and the adopter has paid the surgery deposit if the pup is unaltered), then the pup is ready to go to his or her forever home and may be given to the adopter immediately following the interview. Please request that the adopter shows you the signed adoption contract for verification. If you do not hear anything from us on the interview day, you can assume that the adoption was approved and that the adopter will show you the signed contract as verification. The adopter will contact you to make arrangements to pick up their new family member.

Thank you for helping to keep Austin a no-kill city!

**Name**

### **CONFIRMATION - SITE/EVENT**

Hello **Foster**,

Confirming that **Dog** is scheduled for an *adoption site visit* on **Day, Date at Location**. Please remember to take medications (if any) with you.

### **Drop Off and Pick Up**

- **Petco Sites:** Drop off is at NOON. Pick up is typically at 5:00 PM, but please confirm pick up with the on-site adoptions counselor.
- **Events:** Please refer to the event invite for drop off and pick up information.

It is **VERY IMPORTANT** that you let us know ASAP if you can't make it so we can update our records and fill your reserved spot with another dog.

Thank you,  
Name

### **DELAYING SPAY/NEUTER SURGERY**

Hello Foster,

Unfortunately, since we are a rescue and per our contract with the City of Austin, animals that we adopt out are legally required to be spayed or neutered. This is why we make animals “pre-adopt”s prior to spay or neuter. Therefore, we are unable to allow delays in spay or neuter surgery.

**If you are in area (within 60 miles of TLAC), you may** have the spay/neuter surgery performed at your vet. **If you are out of area (more than 60 miles from TLAC, but in state), you must** have the spay/neuter surgery performed at your vet. In either case, you must have the spay/neuter surgery performed within 1 month of adoption and provide documentation to Austin Pets Alive! before we can officially release the animal to you.

I am sorry that we cannot accommodate your request.

Thank you,  
Name

### **MEET AND GREET CONCERN(S)**

Hello Foster,

Thank you for the explanation. While some of the issues you raise are not a perfect situation for your foster dog, they are not necessarily grounds for disqualifying an applicant. **ADDRESS ITEMS RAISED IN FOSTER'S EXPLANATION HERE. TRY TO TURN THEM INTO POSITIVES OR EXPLAIN HOW WE ADDRESS THESE CONCERNS DURING THE ADOPTION PROCESS. IF NECESSARY, REMIND THE FOSTER THAT ADOPTERS HAVE ACCESS TO OUR BEHAVIOR TEAM. HERE IS AN EXAMPLE OF A RESPONSE TO A RECENT FOSTER WHO HAD ISSUES WITH A POTENTIAL ADOPTER FOR HER FOSTER PUPPY:** Regarding the issue that the parents work shifts, this could be a good thing because that means that at least one adult is home for most of the time, and the puppy is not alone very often. It's a more difficult situation when the puppy is left alone for 8 or more hours. Regarding the children's interaction with Jingle, at the adoption interview we go over EVERYTHING with the potential adopter about the puppy and have them sign a “Puppy Promise” saying they understand what it means to adopt a puppy. We can also certainly ask the adoption counselor to go over the “hitting / putting the face in front of a dog/puppy” cautionary so the potential adopter is aware of all these things.

Our current policy, which has been considered at length, is to process applications on a first come, first served basis, and we don't reject an application unless there is an objectively concrete reason to deny it. This has proven to strike a good balance between potential adopters and fosters and result in good outcomes for our foster dogs. We hope you understand, and thank you as always for being a loving foster home.

Thank you,  
Name

### MEET AND GREET FEEDBACK

Hello Foster,

We have received an application from Applicant to adopt Dog. How did the meet and greet go? Please let us know your feedback and any questions or concerns that you have.

Thank you,  
Name

### MULTIPLE APPLICATIONS

Hello Applicant,

Thank you for sending in your application to adopt Dog. We process applications on a first come, first served basis and received one or more prior to yours. Puppies are so very popular, and we have found that processing applications on a first come, first served basis is the fairest process. We understand how disappointing this can be for you and your family and we would be happy to contact you if this adoption falls through.

Please keep checking [Austin Pets Alive!](#) for available dogs. We get new pups everyday and hope that you find your forever pet soon!

Thank you,  
Name

### NEXT STEPS

Hello Adopter,

We are excited that you want to make Dog a new member of your family and have changed the adoption status to *pending adoption*. In order to maintain this status, please complete the following steps as soon as possible:

- (1) **Schedule Your Interview (email us back at [dog-foster-adopt@austinpetsalive.org](mailto:dog-foster-adopt@austinpetsalive.org))**
  - Please see below for the scheduling options. **Please let us know what day and time frame works best for you to meet with an adoption counselor, and we will do our best to schedule your requested day and time frame.**
  - To ensure availability, **you must reply to this email no later than 5:00 PM the evening before you wish to be scheduled. We do not schedule same day interviews.**

- It is **VERY IMPORTANT** that you do **NOT** go directly to the adoption site without receiving an appointment confirmation from us first.

SITE	ADDRESS	DAYS/HOURS	PAYMENT
Town Lake Animal Center (TLAC)	<a href="#">1156 W Cesar Chavez, Austin 78703</a> (but use <a href="#">1200 Reserve Road</a> for mapping purposes)	7 days a week 11:30 AM - 5:00 PM	<b>Cash or Credit</b> (Check also acceptable for surgery deposits, if applicable)
Tarrytown	<a href="#">3118 Windsor Rd., Austin 78703</a>	7 days a week 12:00 - 5:00 PM	<b>Cash or Credit</b> (Check also acceptable for surgery deposits, if applicable)
BeeCaves Petco	<a href="#">3201 Bee Caves Rd., Austin 78746</a>	Saturday: 12:00-5:30 PM Sunday: 12:00-5:00 PM	<b>Cash or Credit</b> (Check also acceptable for surgery deposits, if applicable)
Hancock PetCo	<a href="#">1000 E. 41st St., Austin 78751</a>	Friday & Saturday: 12:00-5:30 PM Sunday: 12:00-5:00 PM	<b>Cash or Credit</b> (Check also acceptable for surgery deposits, if applicable)

## (2) Review Important Details and Instructions

- Bring a current picture ID and an acceptable method of payment with you to the interview.
- The adoption fee (\$ ) is due at the conclusion of your interview.
- **If the dog you are adopting is unaltered and you are located in state, YOU MUST ALSO PAY A FULLY-REFUNDABLE SURGERY DEPOSIT, the amount of which depends on your location (see below). APA! will refund this deposit to you once your dog has been spayed or neutered.**
  - **If you live in the Austin area (within 60 miles of APA!'s TLAC location), you must:**
    - Pay a \$100 surgery deposit.
    - Bring your dog to the APA! Clinic on his or her scheduled surgery date, the details of which will be discussed at your interview.
  - **If you live outside the Austin area (more than 60 miles from APA!'s TLAC location, but in state), you must:**
    - Pay a \$200 surgery deposit.
    - Have your dog spayed or neutered at your own vet within 30 days of adoption.
    - Provide proof of spay or neuter in order to get your surgery deposit refund.
- **If the dog you are adopting is unaltered and you are located out of state, you cannot take your pup home until it is spayed or neutered.**
- Interviews typically last approximately 45 minutes, but can take longer depending on wait time and other circumstances that arise during your interview. **Please plan accordingly.**

- **The adoption counselor has final say regarding adoption approval.**
- We try to prepare you with everything you need for the interview, but in some instances the adoption counselor may require additional information and might not be able to complete the adoption that day. This is rare, but we want you to be aware that this is a possibility.

### **(3) Meet with the Adoption Counselor for your Interview as Scheduled**

Once you've completed the interview and the adoption counselor has approved your adoption, you may make arrangements with the foster parent to pick up your new family member. Please be prepared to show your signed adoption contract to the foster parent for verification.

Congratulations in advance! By adopting from APA!, you are providing a safe and loving home for an animal that would have otherwise lost his or her life. Your new pet deserves all the love and respect you can give, and we know you will receive tenfold in return.

Thank you for helping to keep Austin a no-kill city!

Name

#### **NEXT STEPS - BC/MC**

Hello Adopter,

We are excited that you want to make Dog a new member of your family and have changed the adoption status to *pending adoption*. In order to maintain this status, please complete the following steps as soon as possible:

#### **(1) Schedule Your Interview (email us back at [dog-foster-adopt@austinpetsalive.org](mailto:dog-foster-adopt@austinpetsalive.org))**

- Your interview will be at our **Town Lake Animal Center (TLAC) location (1156 W Cesar Chavez** [but use **1200 Reserve Road** for mapping purposes], Building B) and involves a consultation with a member of the APA! **Behavior Team or Medical Team**.
- Interviews occur anytime between 11:30 AM - 5:00 PM. **Please let us know what day and time frame between 11:30 AM and 5:00 PM works best for you to meet with an adoption counselor, and we will do our best to schedule your requested day and time frame.**
- To ensure availability, **you must reply to this email no later than 5:00 PM the evening before you wish to be scheduled. We do not schedule same day interviews.**
- It is **VERY IMPORTANT** that you do **NOT** go directly to the TLAC location without receiving an appointment confirmation from us first.

#### **(2) Review Important Details and Instructions**

- Bring a current picture ID and an acceptable method of payment with you to the interview.
- The adoption fee (\$ ) is due at the conclusion of your interview.
- **If the dog you are adopting is unaltered and you are located in state, YOU MUST ALSO PAY A FULLY-REFUNDABLE SURGERY DEPOSIT, the amount of which depends on your location (see below). APA! will refund this deposit to you once your dog has been spayed or neutered.**

- **If you live in the Austin area (within 60 miles of APA!'s TLAC location),** you must:
  - Pay a \$100 surgery deposit.
  - Bring your dog to the APA! Clinic on his or her scheduled surgery date, the details of which will be discussed at your interview.
- **If you live outside the Austin area (more than 60 miles from APA!'s TLAC location, but in state),** you must:
  - Pay a \$200 surgery deposit.
  - Have your dog spayed or neutered at your own vet within 30 days of adoption.
  - Provide proof of spay or neuter in order to get your surgery deposit refund.
- **If the dog you are adopting is unaltered and you are located out of state, you cannot take your pup home until it is spayed or neutered.**
- Interviews typically last approximately 1 hour, but can take longer depending on wait time, your consultation, and other circumstances that arise during your interview. **Please plan accordingly.**
- **The adoption counselor has final say regarding adoption approval.**
- We try to prepare you with everything you need for the interview, but in some instances the adoption counselor may require additional information and might not be able to complete the adoption that day. This is rare, but we want you to be aware that this is a possibility.

### **(3) Meet with the Adoption Counselor for your Interview as Scheduled**

Once you've completed the interview and the adoption counselor has approved your adoption, you may make arrangements with the foster parent to pick up your new family member. Please be prepared to show your signed adoption contract to the foster parent for verification.

Congratulations in advance! By adopting from APA!, you are providing a safe and loving home for an animal that would have otherwise lost his or her life. Your new pet deserves all the love and respect you can give, and we know you will receive tenfold in return.

Thank you for helping to keep Austin a no-kill city!

Name

### **ONLINE ADOPTION APPLICATION**

Hello,

If you have already had a meet and greet with your new potential fur baby, please complete the online adoption application by clicking here:

<https://www.shelterluv.com/matchme/adopt/APA/Dog>

Once submitted, you **must** email us at [dog-foster-adopt@austinpetsalive.org](mailto:dog-foster-adopt@austinpetsalive.org) in order for the application process to continue.

Thank you,

Name

## **OVERNIGHT/FIELD TRIP TRIALS**

Hello **Foster**,

We do not allow a potential adopter to take a foster dog overnight or on a field trip in order to test if the foster dog is a good match for them. We recommend a trial adoption instead.

With a trial adoption, the potential adopter applies, attends the adoption interview, and pays the adoption fee (and any applicable surgery deposit), but if it is not working out after the agreed-upon trial period (typically 7 days), the adopter can return the dog to us with a full refund. We always take our dogs back regardless of whether or not it is a trial adoption.

Thank you,

**Name**

## **RE-ASKING ABOUT SCHEDULING YOUR ADOPTION INTERVIEW**

Hello **Applicant**,

I was just checking in to see if you have decided when you would like to schedule your adoption interview for **Dog**?

Please let us know as soon as possible.

Thank you,

**Name**