

ADOPTION Solutions:

Change policy that kittens must be fixed before they go. Offer option to take home as soon as their shots are completed with a deposit. We would take a check, maybe \$100, and not cash it. There will be follow up with the adopter, and the check will be destroyed after proof is given to us that the cat has been fixed. If they do not within a designated time period, we would have the right to take the cat back and cash the check.

More publicity- daily pictures on Facebook. **(assigned to one person/volunteer ..maybe a person who does not drive but could be done from home only)**

Consider making process less cumbersome for adopter. Use computer for application. Make sure all information is relevant (is will the cat sleep with you still there?) Perhaps do some of it like an interview, where the counselor can clarify. **(need a donated word processor only/jld)**

Get the message out there as to what types of information is needed, such as vets, landlord, etc. so the adopter can complete the application. Rather like the BMV lists what people need to bring with for a driver's license.

Customer service training for counselors. **(explore further /jld)**

If possible, have a volunteer designated for answering the phone during adoption hours who is not doing adoptions. This person should also be responsible for accepting and logging donations, and generally assisting in dealing with the public. **(Frees up adoption counselors, requires training and volunteer needed both Sat/Sunday/ jld)**

Groups of volunteers should not be discussing issues during adoption hours unless there are no adopters there. **(reinforcement needed/jld)**

If children are coming in with parents, consider reviewing rules about cat interactions. Or maybe have a welcome sheet with some FAQ's to hand out as they come in. (Sanitize between rooms, let cat come to you, many cats don't like getting picked up) **(easily done as a handout given to each visitor coming through the door/ jld)**

Visitor's Log- where did they hear about us? **(easily implement. Have book already /jld)**

If we are asked to take a cat, refer to website for form to fill out that will be given to admissions.

Literacy info in adoption packet! **(easily implemented - contact Cat Amador/jld)**

Training video for adopters

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