



THE ANTI-CRUELTY SOCIETY

A Commitment to Caring *Since 1899*

Volunteer Services Department
157 West Grand Avenue, Chicago, IL 60654
(312) 644-8338 x 313, 330
www.anticruelty.org
volunteer@anticruelty.org



ADOPTION SUPPORT CREW

WELCOME

Welcome to the Adoption Support Crew Program!

The Adoption Support Crew (ASC) works to help place animals into their forever homes by providing vital customer service support to adoption center staff. In this role volunteers assist guests throughout the course of their visit while helping staff maintain the adoption center lobby and courtyard to create a clean and welcoming atmosphere. From greeting visitors and prepping adopted animals to helping guests browse the adoption website and following up with new pet parents, Adoption Support Crew members, in conjunction with the program's various levels, help us make a positive and lasting impression in the lives of both adopters and animals.

Adoption Support Crew Responsibilities:

- 1) Greet and assist guests
- 2) Provide adoption counselor support
- 3) Assist customer service team
- 4) Perform adoption follow-up calls

Program Training Requirements

Volunteer Training

Our volunteer training curriculum has been designed to provide incoming helpers with the knowledge and skills you'll need to make the most of your experience.

Volunteers receive a Volunteer Training Tracker to help guide you through each of the steps below. A sample of the sheet can be found in the appendix. Volunteers need to bring this sheet with them to each step. Once training is completed, please turn the Volunteer Training Tracker in to the Volunteer services department so we can activate your volunteer profile, issue your ID badge and welcome kit.

1) Volunteer Orientation: This important informational session provides volunteers with a general overview of The Anti-Cruelty Society and our various departments and protocols. They also give incoming volunteers an opportunity to learn more about their chosen program and how their help will impact our mission. At the end of the orientation volunteers are scheduled for their next step of training.

2) Animal Handling Training: Our Animal Handling Training was designed to provide volunteers an in-depth overview of our training philosophy, adoption goals, and basic animal behavior. This training equips new animal handlers with the knowledge they need to attend their Program Training.

3) Program Training: In this hands-on training, volunteers learn the tasks and procedures for working in their chosen program. This training session is led by a Volunteer Trainer who will provide the education, and skills needed to participate in a particular program. Prior to attending the In-Shelter Training, volunteers are required to review their respective program manuals in preparation for the session, as well as a number of educational videos. All of these materials can be found in your Program Training Confirmation email.

Volunteers who do not review materials in advance will be asked to reschedule their session. Volunteers are required to contact their assigned Volunteer Trainer should they not be able to attend their scheduled session. No calls/no shows will result in removal from the program. Volunteers are trained for only one program initially. After logging 25 volunteer hours volunteers are encouraged to train for and assist in additional programs.

4) Solo Session: This final step in the training process gives new volunteers an opportunity to 'test drive' the skills acquired through their Program Training. Upon arrival for a Solo Session, volunteers are asked to check in with a staff member prior to starting their shift. This allows volunteers a chance to connect with someone in their area while alerting staff to the volunteer's presence. Once a volunteer's solo session is complete they can then turn in their finished Volunteer Training Tracker to Volunteer Services.

Cross-Training: Volunteers taking part in the Adoption Support Crew program are encouraged to cross-train into our Small Mammal Socialization project soon after completing ASC training. Volunteers can reference the weekly volunteer newsletter for details on upcoming training dates.

Volunteers who have completed 25 hours or more within their current volunteer program are welcome to cross-train into any new area. If you are interested in cross-training into Adoption Support Crew II (coming soon!), Dog Adopts, Cat Adopts, Clinic Patient Care or another Level 1 or Level 2 volunteer program please contact the Volunteer Services department for details and scheduling.

Unlocked Opportunities: Volunteers who have successfully completed training for the Adoption Support Crew program will be qualified to take part in off-site adoption events as well as various outreach projects. ASC members should reference the weekly volunteer newsletter for details regarding upcoming opportunities.

VOLUNTEER POLICIES

Importance of Following Procedure and Policy

As a volunteer it is important to follow all procedures and policies. These have been compiled from the knowledge and experiences of other Anti-Cruelty Society volunteers and staff. They have been created in an effort to protect the animals and people who interact with them.

Adhering to these procedures will assist you with your Volunteer Guide responsibilities. If at any time you have any questions, issues or concerns, please bring them to the attention of the Volunteer Services Department.

Safety Guidelines

For your own safety, the safety of the animals, and visitors, please do not perform training techniques you have not received instruction for via an Anti-Cruelty Society staff member.

If you have pets of your own at home, be sure that they are current on all of their vaccinations before you begin to volunteer with our population. Illnesses such as parvo or distemper are

animals. To protect your own pets, they should be up-to-date on their vaccines before you begin volunteering.

Reading Animal Information: All volunteers who work hands-on with animals are required to review any and all kennel notes prior to making physical contact with the pet. Whether a temporary sign, kennel card or behavior report, it is vital for volunteers to learn as much as possible about each animal before handling them directly. Failure to review this information may result in injury to the volunteer, animal, staff or a visitor. Volunteers who repeatedly fail to review an animal's information prior to handling may be dismissed from their volunteer program.

Bites and Scratches: If at any time you or a visitor is bitten or scratched it must be reported immediately to a manager on duty. Animals who bite and draw blood must undergo a 10 day rabies quarantine on-site per the Illinois Department of Agriculture. Animals who bite are typically reassessed after the rabies quarantine to ensure their continued adoptability.

Hygiene: Practicing good hygiene not only prevents the transmission of illness between animals, it also keeps the human handlers safe. Please follow these guidelines to ensure good hygiene:

- Wash your hands before and after each dog encounter.
- In addition to hand-washing, utilize hand sanitizer when it is available.
- Hand-washing is also required if you come into contact with a fomite (i.e. any object that may potentially be carrying a germ), feces, blood, body fluids, secretions, excretions, exudates or articles contaminated by these substances.
- Wash hands before eating, drinking or smoking; after using the restroom; after cleaning animal cages or animal-care areas; and whenever hands are visibly soiled.
- Staff will properly disinfect toys and brushes, but volunteers are responsible for placing them in the sink in the Dog Adopts kitchen directly after use. Do not allow dogs to share toys that have been used by other dogs and not disinfected.

Animal Sickness: To ensure the safety and protection of all animals in the shelter requires continual observation of their health and temperament. If an animal shows any sign of illness (such as sneezing, vomiting, discharge from the nose or eyes, runny or bloody stool or urine, or unusual behavior), it is important to immediately notify a shelter staff member.

Our Training Philosophy

The Anti-Cruelty Society believes that cats and dogs can be easily trained to do basic behaviors without the use of force or domination. Positive reinforcement is the best tool for building a foundation of mutual trust, respect, and an understanding that will remain throughout each pet's life. A heavy hand is never necessary in having a well-trained pet. To read more about positive reinforcement and why this training philosophy has been proven most effective when training animals, visit the [Volunteer Resources](#) page of our website. Volunteers who employ a training philosophy at odds with positive reinforcement may be asked to resign from their volunteer program.

An Open Door for Animals

The Anti-Cruelty Society is an open-admission (or “open door”) humane society. We will never turn an animal away that comes to us – no matter what their condition, age, breed or species. Many of these animals are healthy, good natured pets who go up for adoption. There are, however, animals that come to our shelter sick, severely injured, too aggressive or behaviorally unsound to be placed for adoption. Sometimes these animals can be rehabilitated, but sometimes they cannot. In this case, euthanasia is the most humane alternative. As with limited-admission shelters, we do not euthanize animals for space or time limits. Limited admission, or “no-kill” shelters, select which animals they will accept and reject the rest. The Anti-Cruelty Society believes that no animal in need should ever be turned away. For this reason the Society has made an informed decision not to associate itself with the term “no-kill” as it can be deceiving and cause confusion.

Emotional Considerations

Working with animals can become emotionally exhausting at times. Whether seeing a pet sit in their cage for an elongated stay, or parting with an animal upon their adoption, there are many emotional considerations to keep in mind when volunteering in an animal shelter.

Whether you feel overwhelmed by an animal’s adoption return, or a recent relinquishment, it’s important to focus on the positives and what you can personally do to make an impact in each animal’s life. Whether they are here for a short period of time, are transferred out to one of our partners, or euthanized, you have a unique opportunity to care for that pet during your volunteer visit.

If you should ever find yourself struggling to cope with the emotional aspects of volunteering, please contact our Volunteer Department for additional resources and assistance.

Euthanasia

The majority of the euthanasia performed occurs to animals undergoing tests and evaluations by the clinic and staff, prior to placement in the adoption rooms.

Sometimes cats and dogs who have been placed in the Adoption room undergo reevaluation for health and temperament, and may be deemed unadoptable. In these circumstances The Anti-Cruelty Society exhausts the following options when appropriate before euthanizing an animal:

- Medical treatment and placement in our rehabilitation suite.
- Relocation to foster home for the treatment of an illness and/or socialization.
- Placement with a rescue organization if available

If these options are not feasible, the shelter may decide to euthanize the animal in question. With this in mind, please note that there is no time limit on any animal that is up for adoption and that as long as they remain healthy and psychologically sound, they will remain in the Adoption Room until an appropriate placement is made.

Please show consideration to the shelter staff who are directly involved with the making of these difficult decisions. If you should ever have a question regarding our Euthanasia Policy, or a specific decision that was made, please speak with a Shelter Manager or contact the Volunteer Services Department.

GETTING STARTED

When You Can Volunteer

- The Anti-Cruelty Society is open to the public 7 days a week for adoptions:
 - Monday-Friday: 12:00 pm – 7:00 pm. Last adoption application at 6:30pm
 - Saturday & Sunday: 12:00 pm - 5:00 pm. Last adoption application at 4:30pm
- The Anti-Cruelty Society is open to the public for the receiving of animals seven days a week from 10:00 am - 6:00 pm.
- Adoption Support Crew members should schedule their shifts for peak adoption hours, mainly Fridays, Saturdays, and Sundays. For volunteers who are not available on weekends, we recommend signing up for late afternoon or early evening hours on weekdays. In general, ASC members can schedule shifts for any time we're open to the public.

Holidays: There are no adoptions on major holidays as we are closed to the public for these services.

Where You Can Volunteer

Adoption Support Crew members will spend the majority of their time working with visitors who enter our Adoption Center, Cat Adopts room, Charlotte's Cat Corner, Dog Adopts and the courtyard. You may also utilize Counseling Rooms or the Volunteer Office at times for follow-up calls.

Before you Volunteer

Adoption Support Crew members are required to schedule their upcoming volunteer shifts using the online scheduler in advance. To schedule a shift, log into your volunteer profile at www.myvolunteerpage.com. Details on how to utilize this tool will be reviewed during your program training.

When You Arrive

Upon arrival volunteers should sign in at the front desk. This allows staff to know, at a glance, who has arrived for their shift.

After signing in head to the Volunteer Office to store your personal belongings in one of the provided lockers. You will need to bring your own lock. Collect whatever supplies you may need, included treats, clickers and toys. If it is your first visit also grab your volunteer ID badge off the bulletin board. Following your shift you should take it home with you.

Before Concluding Your Shift: Notify staff and other volunteers that you are leaving. This way personnel knows how many people are currently in the room and that you are no longer available to assist them with the cats. Log your hours in your Volunteer Profile using the computer provided in the Volunteer Office. Gather up your belongings and remove your lock from the locker.

Working with Anti-Cruelty Society Staff and Other Volunteers

Anti-Cruelty Society staff members are in the lobby to welcome visitors, answer telephone calls, process adoptions and ring-up store purchases. Please reach out to them should you have any questions.

Volunteer Mentors: Experienced volunteers wear a yellow badge signifying that they are volunteer mentors. These volunteers are here to answer questions or assist new volunteers. You can check a mentor's schedule on the Volunteer Scheduler on the Anti-Cruelty website. Volunteer Mentors also check-in as available on the "Sign-In" sheet at the front desk during their shifts. Feel free to reach out these experienced volunteers should you need assistance.

PROGRAM RESPONSIBILITIES

As a member of our Adoption Support Crew it is your goal to ensure that visitors have a positive experience from start to finish. Whether by welcoming guests, checking in mid-visit, helping to prep adopted pets or following up post-adoption, ASC members have the opportunity to help

1. Greet & Assist Guests

The shelter can be an intimidating place for people to come and visit. As a member of the Adoption Support Crew you have an opportunity to make a visitor's experience stress free and pleasant by giving each person a warm welcome.

Welcoming Visitors: The simplest way to build an inviting atmosphere is with a smile. Greet each visitor in your own style, but don't forget that body language and facial mannerisms are vital to setting the tone. Even as the lobby capacity fills it is important to acknowledge the presence of a new guest – and sometimes at peak hours – the only way to do that may be with a smile and eye contact.

Have Guests Sign the Visitor Log: In addition to welcoming visitors, you should also direct one member from each party to sign the visitor log. We utilize these logs to gauge visitation rates and to connect with supporters in the future.

Gather Visitor Information: Once the guests have signed-in, ask them if they are here to visit with cats, rabbits or dogs. Also inquire if the person or family is interested in adopting that day, and if so, briefly review the Adoption Requirements that are available at the front desk. If there are any adoption promotions, or if through conversation you find they may be eligible for a special program like Pets for Vets or Pets for Seniors, share those as well. If the visitors have brought a kennel or carrier with them – ask them to leave it behind the customer service desk for the duration of their visit. For visitors with families, park strollers behind the stairs near the front,

and let parents with young children know that there is a changing station available in the Adoption Center family restroom.

Share Etiquette: Before leading guests into their room of choice, share the following:

- **Wash hands between each animal encounter:** Let guests know that hygiene is critical in preventing the spread of germs and illness between animals. Let them know there are sinks, soap and hand sanitizer available in each room.
- **Only staff and volunteers can remove an animal from their kennel:** For the visitor and animal's safety, only staff and volunteers should pull an animal from its cage. If there is an animal the visitor/s would like to meet, instruct them to speak with an attendant.
- **Animals should not meet:** Explain to guests that when handling an animal out of its kennel, they should not allow for them to physically come in contact with any other animal. You may elaborate on this by saying that it exposes the animals to stress, potential illness, and may make them defensive.
- **Children should not be left unattended:** Children under the age of 18 should remain supervised by their guardians at all times. In addition, kids should never be allowed to hold an animal by themselves or their leash.

Answer Questions: After sharing basic shelter etiquette, ask if the guests have any questions. This is the moment when someone may ask you about a policy or specific breed question. Answer questions to the best of your ability, and if you are unsure, escort them to their room and let them know that you will seek out a staff member who will return to inform them of the answer.

Make Adoption Room Introductions: After escorting the guests to their room of choice, introduce them to staff and volunteers who are not currently with other guests. Reiterate that if they want to meet an animal they will need a staff or volunteer to facilitate the interaction. Point out the flow of the room and sanitation stations, i.e. hand sanitizer locations and sinks. Advise visitors to keep their bags and valuables with them at all times. Ask the guests one final time if they have any questions. If so, address what you can, and if not, thank them for choosing The Anti-Cruelty Society and wish them well with their visit.

Interpret BSRs: Adoption Support Crew members may provide dog adopters with added assistance by reviewing Behavior Screening Reports with them. These valuable reports provide added insights into a dog's behavior in the shelter, which helps paint a portrait of how they may potentially act within the home. Volunteers should note that we cannot guarantee any behaviors as many animals behave differently when in the shelter versus in a home. BSR reports are located at the front desk in the black file storage box.

Adopter Check-In: Whether an adopter is out in the courtyard, in Charlotte's Cat Corner, or waiting for their application to be screened in the counseling room, check-in with them to see how things are going. It will not only give guests an opportunity to ask questions, it will also enhance their overall experience.

In addition to checking in with visitors, Adoption Support Crew members should also be vigilant for people who may not be acting appropriately during their visit. In these situations volunteers

should connect with a staff member to identify the issue so it can be immediately addressed. Potential red flags that Adoption Support Crew members should watch for:

- Visitors who are not properly restraining a dog
- Visitors allowing children to engage with pets without supervision
- Visitors allowing for animals to meet
- Visitors mishandling animals

Helping Other Visitors

In addition to escorting potential adopters to the adoption rooms, Adoption Support Crew members will be interfacing with other members of the public visiting our organization. This may include individuals looking to make a donation, volunteer, relinquish, or seek medical attention for their pets. In all of these circumstances it is important that volunteers provide the best possible customer service to these unique visitors.

Customer Service Tips & Insights

- Greet guests within the first 20-30 seconds they are in the building.
- Make guests feel important and appreciated. Treat them as individuals. Always be informative, patient and friendly, but be sincere. People value sincerity.
- Give visitors the benefit of the doubt. Proving they're wrong and you're right isn't worth losing a potential adopter. Only intercede when etiquette is being blatantly disregarded.
- Be a good listener. Take time to answer any questions with clarity. If you are unable to provide the information needed escort the guest to the adoption room and locate a staff member to fill you in. Then follow up with the visitor.
- Make sure your tone of voice is in sync with your words. Your tone of voice can completely contradict your message.
- Cats who are placed in Charlotte's Cat Corner (CCC) must be at the shelter for at least one month before becoming 'residents.' This is great to know in the event a guest asks why there are no kittens in the room – it's because they get snatched up too fast!
- If a visitor leaves the adoption rooms empty handed because they did not find what they were looking for – refer them to our online adoption gallery at www.anticruelty.org and inform them that animals become available daily, and that they can check the site for new additions.

2) Provide Adoption Counselor Support

Adoption Support Crew members have the unique opportunity to provide direct support to our adoption counseling staff. Whether by helping to prepare paperwork, making ID tags, or collaring animals, volunteers have the chance to help expedite the adoption process so people can get their pets home as quickly as possible.

Engraving Tags: Every animal adopted from The Anti-Cruelty Society receives a custom engraved ID tag before they go home. Adopters complete a special form to indicate what information they would like to include on the animal's ID tag. The engraving machine is located behind the customer service desk. Blank tags and jump rings are also available. Volunteers should only utilize the circular tags as shaped tags are only available at an additional cost. Tags should be engraved on both sides. Side one should include the animal's name. Side two should include the remaining information indicated on the form.

Adoption Photos: Volunteers can assist counseling staff by taking a photo of the adopters and their new pet. To take a photo utilize the tablet computer or camera at the front desk. Note that only staff or the adopters should handle the animal. Prior to concluding your Adoption Support Crew shift, take a moment to upload any photos to The Anti-Cruelty Society drop-box account which is linked to the tablet computer used to take photos.

3) Adoption Follow-Up Phone Calls

In addition to assisting visitors and adoption counselors, Adoption Support Crew members have the added responsibility of calling recent adopters using the adoption follow-up sheets.

The purpose of the follow-up calls is to reach out to adopters and give them an opportunity to utilize the many resources we have available to them. In addition, the sheets include questions to gather insight on various topics including an adopted animal's behavior in the home, adjustment rates for both pets and family and to gauge the overall experience of adoption. By calling our adopters and gathering this important information, ASC volunteers will be helping our team make our work as an organization more effective.

Adoption Follow-Up forms are found in a marked binder in the adoption counseling office, located at the back of the adoption counseling rooms. Volunteer Guides should check for needed follow-up calls during every shift. Follow-up calls are ideally made 1-2 weeks after a pet has been adopted. If a form was missed, and more than 4 weeks have elapsed, make a note at the top of the sheet that it is past due and place it back in the binder. If an adopter has additional questions, transfer them to the appropriate staff member using the resource list found within the follow-up folder.

If there is an adopter who needs medical, behavioral, or other immediate assistance, please highlight the issue on the sheet and bring it to a staff member at the front desk. The staff member will then forward on the sheet to the appropriate department – resulting in an immediate follow-up with an experience staff member.

4) Assist the Customer Service Team

The front desk may become very crowded at times, which is when having the support of an Adoption Support Crew member is key. Volunteers can assist with the projects listed below.

Check in with people waiting to have their contracts processed: At times the customer service team may have a back log of adopters waiting to have their final paperwork completed. If this is the case, check in with people who are in line to see if they have any remaining questions about their pet or the adoption process. Encourage visitors to spend their waiting time perusing the Society store or socializing with our small mammals who are waiting for adoption.

Assist visitors in the store: The Anti-Cruelty Society pet store is a valuable resource for new pet parents and Society supporters. We offer below retail prices on many pet essentials, including accessories, toys, food and more! ASC members should familiarize themselves with store offerings so you can help visitors pick out products most suitable for their pet.

Escort adopters to the garage: At times because of heavy loads or inclement weather, staff may ask ASC volunteers to escort visitors out of the adoption lobby and to the garage via a back hallway. Be sure that the hallway is clear before entering with the visitor. Field Services staff use this hallway for moving animals to and from vehicles and clinic rooms – so be mindful.

Clean up the adoption center and courtyard: During times of high visitor volume the Adoption Center lobby and courtyard may need added attention. Adoption Support Crew members are encouraged to help staff maintain a clean and inviting space by picking up litter, mopping up dog urine, and scooping fecal waste. Adoption Support Crew members are also welcome to water plants in the courtyard and help us maintain the appearance of our volunteer managed garden.

ADDITIONAL POLICIES & PROGRAMS

Adoption Match Program

The Adoption Match Program is a tool designed to increase successful adoptions while helping personnel make the best match between adopters and pets.

Through this program animals are categorized by Novice, Intermediate, Advanced, or Special. The category in which an individual animal is placed is determined after a behavior screening has been given. Only staff from the Animal Behavior & Intake department have clearance to designate an animal's category.

Volunteers and staff are welcome to nominate animals for a changed stage as rehabilitation and enrichment programs impact an animal's personality. These requests should be submitted in writing and given to a member of the Animal Behavior & Intake (AB&I) team or to the Volunteer Services Department.

This program is not meant to be used as a screening tool to filter out adopters. Instead – it helps personnel make the most appropriate suggestions for each individual looking to meet a pet. Too often visitors fall in love with an animal that is not appropriate for their lifestyle, and are later denied in the adoption screening process. With this program adopters connect with the animal best suited for them from the onset – limiting future heartbreak when they apply for an animal that is not appropriate for their lifestyle.

Novice = a pet (probably adult) who will likely integrate quickly and easily into household; has no known or discernable behavior issues; is housetrained (mostly) and non-destructive (mostly); will not require more than average obedience training or exercise routine; probably okay for first-time dog owner; probably okay for home with children and/or other animals
Example: a 2+ year old dog who is keeping its kennel clean, is easy to remove and place back into kennel, is (mostly) quiet; has no resource issues, walks well on leash

Intermediate = a puppy, kitten, cat or dog who require some degree of specialized training (e.g. play-biting, housetraining, obedience); may take a few days to feel comfortable in new home;

will require regular or extra exercise; probably okay in home with older, considerate children, probably okay in home with other animals who are “dog or cat savvy”
Example: a kitten < 1-yr old who is energetic and mouthy

Advanced (Dogs Only) = a puppy or adult dog who has exhibited behavior or training needs that require an experienced owner and/or a great amount of time to accomplish; dog’s training may require purchase of equipment (e.g. crates, training classes, specialized toys); may require more than average amount of exercise; may not be suitable for homes with children or other pets

Special = a pet who has exhibited behavior or has a medical condition that is above the abilities of the average dog owner to handle; may require an experienced owner; probably not recommended for home with children; will need to consider if pet is appropriate for home with other animals

EXAMPLE: puppy mill adult dogs (breeding stock); puppy mill puppies; small-breed dog with bad knees or bad attitudes (but not dangerous)

Behavior Screenings

It is important to know that some animals will be given a formal behavior evaluation by an Anti-Cruelty Society Animal Behavior and Intake staff member prior to adoption.

For cats the AB&I staff evaluate based on each individual’s sociability, friendliness, and placement determination. The behavior report provides additional information about the feline’s personality, characteristics, and behavior in certain situations.

The Anti-Cruelty Society utilizes the ASPCA’s Meet Your Match Safer evaluation system for determining a dog’s predisposition for aggression or problem behaviors. The ASPCA Safer program specifically screens for aggression potential and is the first screening performed. Staff then combine these results with the animal’s individual history and staff/volunteer observations to determine what kind of home will make the best match for each individual dog.

Adoption Requirements

Anti-Cruelty basic adoption requirements are as follows:

- The adoption fee is \$95 for dogs, \$150 for puppies, \$60 for cats, and \$85 for kittens.
- The adopter must be 18 years or older.
- The adopter must have a picture ID with their current address on it.
 - A visitor who moved recently may not have updated her picture ID for their current address. In this case, they must provide a picture ID and some other documentation (lease, utility/phone bill) that contain their current address.
- For people applying to adopt a dog the adopter must provide their landlord's name and phone number (or copy of current lease)
- If any other adults live in the adopter’s home, they must either be present or must be reachable on the phone during the screening process. The Anti Cruelty Society needs to confirm that all adults in the household approve of the adoption.
- Guests cannot adopt an animal as a gift for someone else. Tell the visitor to bring the owner

down to the shelter or they can purchase a gift certificate at the customer service desk, but they cannot adopt the cat or dog for someone else.

- If you observe any questionable behavior or overhear comments from a visitor that you believe the screener should be made aware, please let a shelter manager or adoption screener know.
- In addition to the basic qualifications concerning age, landlord approval, and the standard adoption requirements, other ACS policy considerations may result in the adoption being delayed or denied.

The Adoption Fee Includes:

- Spay/neuter Surgery
- Microchip
- Complete health screening
- 30 day health insurance policy
- Updates on all shots and vaccinations
- Collar, leash or carry-home box
- Free follow up veterinary care within 15 days of adoption (if necessary).

Special Adoption Programs

Pets for Seniors: The goal of this program is to match senior citizens with pets that are appropriate for their lifestyle, bringing them both love and companionship for life. All cats who are 1 year of age or older have their fee waived for adopters who are 60 years of age and older. The Anti-Cruelty Society is then reimbursed by the program sponsors.

Aged to Perfection: Aged to Perfection Program also encourages the adoption of adult pets, but there are no age restrictions for the adopters. Adopters taking home cats over the age of 7 years old are eligible for the adoption fee to be returned if the adoption is still successful after 90 days. The adopters must request the fee to be returned.

Pets for Patriots: The Pets For Patriots program matches dogs and cats under specific guidelines with military service members who are looking to adopt a forever companion. Adopters through this program will receive 10% off of their adoption fee.

Guidelines For Pets For Patriots Program:

- The adopter must be part of the US military, which includes the National Guard
- The adopter can be in any stage of their military career (active, reserve, retired).
- The adopter should present a letter from the Pets For Patriots program at the time of adoption.
- The animals that are eligible to be adopted through this program must be:
 - 2+ years of age
 - Weigh 40+ pounds at the time of adoption no matter what the age.
 - Any animal that is disabled or otherwise limited in its physical abilities due to injury, prior abuse or neglect, or birth defect – or that has a medical condition requiring ongoing vigilance, medication or special treatment; regardless of age.

“For the Love of Abe” Scholarship: This special fee-waiving adoption program highlights those cats who have been with us the longest, are advanced in years or have a special need. Sponsored by a private family who is passionate about helping needy pets, the current “For the Love of Abe” recipient will have a special card on their kennel marking their status. Please tell adopters about these special pets!

Guinness Adoption Scholarship: This special fee-waiving adoption program highlights those dogs who have been with us the longest, are advanced in years or have a special need. Sponsored by a private family who is passionate about helping needy pets, the current “Guinness Scholarship” recipient will have a special card on their kennel marking their status. Please tell adopters about these special pets!

Additional Adoption Locations

In an effort to help more animals find loving forever homes, we have partnered with a few local organizations that also promote adoption. Due to these partnerships, some of the animals that people see on our adoption page may not be available in The Anti-Cruelty Society’s Adoption Facility but at a partner location. Each animal’s location is stated in their profile.

The following is a list of our current partners or additional adoption locations:

Paradise 4 Paws: (Midway): 5262 South Kolmar Ave., Chicago, IL 60632

Lambs Farm: 14245 W. Rockland Road, Libertyville, IL 60048

Everyday Adoption Center (EAC): Offering dog and cat adoptions inside the PetSmart at 1101 S. Canal St., Chicago, IL 60607

Additional PetSmarts: We offer cat adoptions at the Brickyard, Evanston, Wrigleyville, Six Corners, Skokie, and South Lincoln Park stores.

FREQUENTLY ASKED QUESTIONS

Health Issues

Are the animals at The Anti-Cruelty Society healthy?

- All animals are examined by a veterinarian at the shelter and are tested before being admitted into an adoption room.
- Visitors should be aware, however, that there are incubation periods for certain diseases (such as Upper Respiratory Infection and Kennel Cough) so it is possible that an animal may have caught something and is not yet showing signs.
- If an animal is adopted and begins showing signs of illness within 15 days, the owner can contact our clinic for post-adoption care.
- Anti-Cruelty recommends that adopters take their new companions to their own veterinarians for a full examination as soon as possible after adoption to establish a new relationship.

Have the animals had their shots?

- When animals come into the shelter, they are treated as if they have never been vaccinated before and are given the initial vaccinations for rabies and distemper.
- After an animal is adopted, the new owner will need to take them to their own vet to get one or more rounds of booster shots.
- After these initial booster shots the owner will be responsible for keeping the animal up-to-date on its vaccinations. This involves having them vaccinated once a year.

Do the animals have worms?

- All animals are given de-worming medicine when they arrive at the shelter. This medicine kills most common types of intestinal parasites but, when the new owner takes their animal to their own veterinarian for a full examination, the vet should check to make sure the cat or dog does not have additional parasites.

Spaying & Neutering

If I adopt today, can I take my new pet home today?

- If the animal is already spayed or neutered, it will go home on the day of adoption. If not, it will have surgery the next business day, and go home the afternoon following their surgery.

What if I can't pick up the animal right when it's ready after its surgery?

- Unfortunately, due to space constraints, we cannot hold animals in the clinic after surgery. The new owner will need to make arrangements to have their pet picked up when it is ready to be released. If necessary, they can have a friend or relative pick the animal up.

Can I have the animal spayed/neutered by my own vet?

- No. Illinois law states that all animals must be spayed or neutered before leaving the shelter. The only exception is when an animal is sick and needs to recover at the new owner's home before undergoing surgery.
- This question may be asked because new cat owners want to have their felines altered and declawed at the same time. The Anti-Cruelty Society does not condone declawing and considers it an inhumane practice.

Will spaying/neutering change an animal's personality?

- It won't change the personality, but it may change some behavior if it is hormonally driven (such as spraying). It depends on how long the animal has been doing the behavior.

Do all male cats spray?

- No, spraying is not the normal way of urinating. They spray to mark territory and when the cat feels as if its territory is threatened. Some females spray, but being spayed or neutered is not a guarantee that the cat will not spray.

Will my application be denied if I plan to have the cat declawed?

- No. While ACS recommends that adopters try to train their cats to use scratching posts, we will not deny an application because a new owner plans to have their cat declawed. The adoption packet provided to new owners includes tips on how to train cats to use scratching posts.

Can The Anti-Cruelty Society declaw my cat?

- No. The Anti-Cruelty Society does not perform cosmetic surgeries and considers declawing inhumane. Owners who want to have their cats declawed will have to use their own veterinarians.

General Questions

How long do the cats and dogs stay in the Adoption Room before they are euthanized?

- There is no time limit for animals in the Adoption Rooms. Once they are placed in this room, they stay here until they are adopted, unless they get sick or their temperament changes.

Can you "reserve" this cat or dog for me until tomorrow/for an hour/for any period of time?

- No. The Anti-Cruelty Society does not place animals "on hold."

Why do you bring animals in from out of state? Aren't there enough animals in Chicago to help out?

- Areas like Appalachia, the south and southwest have incredibly high euthanasia rates for puppies and adolescent dogs. The Anti-Cruelty Society, and several other local groups, started working together with smaller rescues to transfer dogs from these over-populated areas up to Chicago. Our metropolis is in a unique situation in that we don't have as many puppies coming into shelters, which is a huge victory! But the demand for young animals continues to grow. In an effort to advocate for animal adoption, we have partnered with these groups so we can grow the humane movement. By continuing to provide puppies through adoption facilities, we are thwarting the efforts of puppy-mills by re-directing their customers

to adopt, not shop.

What happens if things don't work out and I need to bring the animal back?

- The Adoption Guarantee Program is a concept that helps to address adoptions that are not a good fit. Adopters can return a pet within 30 days and have their adoption fee refunded. Satisfaction Guaranteed supports our philosophy of guest services and successful pet matching. It works to instill potential adopters with an increased confidence in our process and to reinforce our open door policy.

CONCLUSION

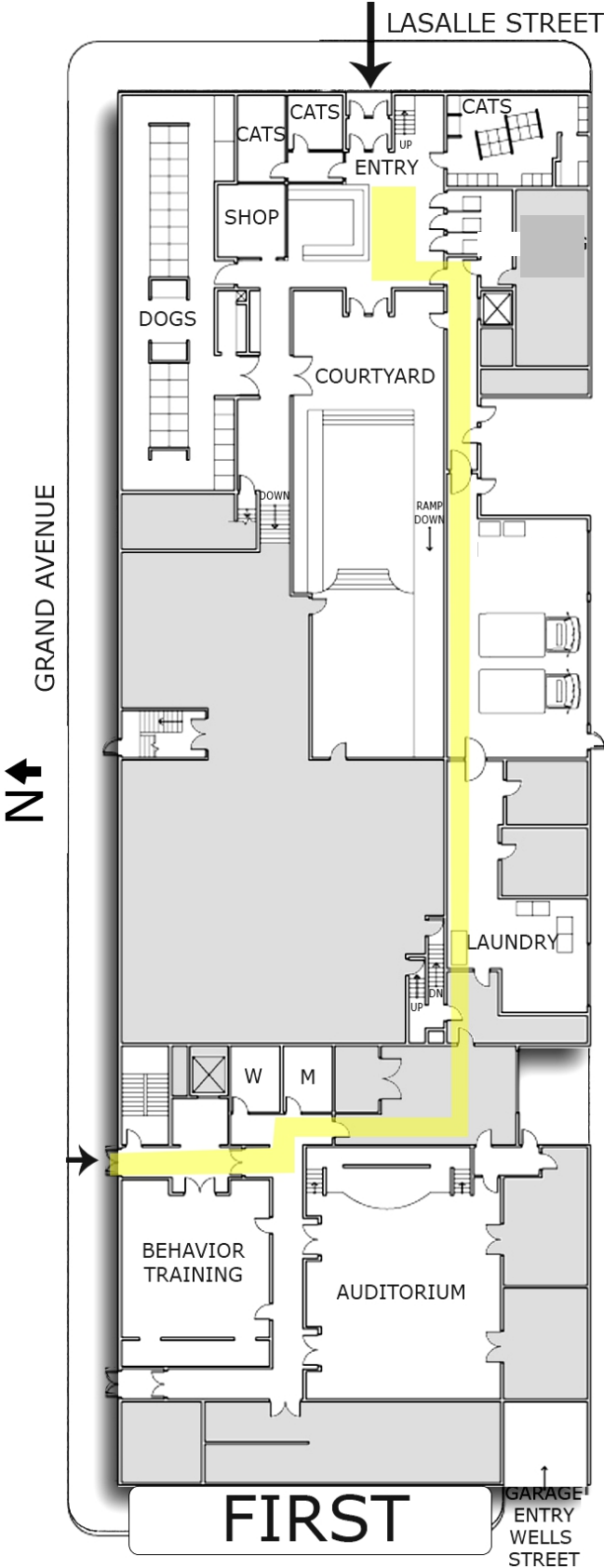
Over the years, a tremendous amount of success and progress has been achieved in the care provided to animals and educating the community. However, more work needs to be done.

Together with the help of volunteers like yourself, who selflessly contribute thousands of hours annually, the companion animals of Chicago have a voice and advocates to provide them with the love, care, and attention they all need and deserve. Your assistance as a Volunteer Guide will help us to fulfill this mission by providing the visitor support and customer service necessary to accomplish our goals.

We thank you again for your decision to volunteer with us and for choosing to help the animals in our care in this program. Your efforts make a significant difference in The Anti-Cruelty Society's work and our mission to find loving homes for shelter pets.



ROUTE BETWEEN ADOPTS & GARAGE



Call #1 Day/ Date: _____ Time: _____ Name: _____ Returned? Voicemail Live Call

Call #2 Day/ Date: _____ Time: _____ Name: _____ Returned? Voicemail Live Call

FOLLOW UP REQUEST Date Sheet Forwarded: _____ Department to Follow-Up: _____

Date Follow-up Completed: _____ Staff Name: _____ Notes: _____

If immediate follow-up is needed please give this completed sheet directly to a member of the Customer Service team.

ADOPTER FOLLOW-UP CALL SHEET

Owner Name: _____ Phone Number: _____

Pet's Name: _____ Cat Dog Male Female

Breed: _____ Animal #: _____ Adoption Date: _____

Adoption Match Category: Novice Intermediate Advanced Special

Adoption Match Card Notes:

Check if any of the following apply: EAC PetSmart PFP Adoption

Voicemail: Good [morning/afternoon/evening]. This is [your name] from The Anti-Cruelty Society for [adopter's name]. We were calling to see how your [dog/cat] [pet's name] is doing in your home. We would love to connect with you and we will be calling again soon. If you prefer, you can also reach us at 312.644.8338 ext. 330. Thank you and have a great day!

Live Call: Hello, this is [your name] from The Anti-Cruelty Society. We're calling to see how [pet's name] is doing in your home. We will only need about [approximation] minutes of your time.

How is [pet's name] adjusting to your home? Well Okay Fair Poorly

Is [pet's name] having any behavior issues currently? No Yes

If "yes" ask what the specific concern may be and mark any of the following that apply:

Chewing/Mouthy Scratching Difficulty House-training Destructive Withdrawn/ Shy

Vocal Difficult to Handle Difficult to Walk Impulse Control Difficulty Introducing to Other Pet/s

Other:

If they answered “No”: **We’re glad to hear [pet’s name] is adjusting so well! In the event that you ever need any assistance with their behavior, know that we have a free Behavior Hotline that is available to pet owners in the community.**

If they answered “Yes”: **I would like to connect you with someone from our Behavior & Training team so that they can help you with this behavior issue.**

We will transfer you to our Behavior Hotline following our conversation. You may also reach out to our Behavior Specialists directly by calling 312.644.8338 ext 343. Our Behavior Hotline is a free resource for all pet owners. You can also find valuable information about our School of Dog Training and training tips on our website at anticruelty.org

Specific behavior questions:

How is [pet name]’s health since coming home? Good Okay Fair Poor

If anything other than “Good” ask what the specific concern may be and mark any of the following that apply:

Not eating Poor Appetite Diarrhea Cold Symptoms Lethargic Surgery Site Skin Problems

Other: _____

Have you taken your pet to a veterinarian since their adoption?

No Yes If so, where? _____

If you would like to speak with a veterinarian at The Anti-Cruelty Society to discuss your pet’s health you can call 312-644-8338 ext 350.

Specific health questions:

Questions from adoption screener/counselor:

Thank you for taking the time to fill us in on your adoption experience! If you should ever need anything, do not hesitate to contact us! We also love receiving updates on our alumni – so feel free to send us photos in the future. Thank you again for choosing to adopt!

ADOPTION SUPPORT CREW CHECK-LIST

- Introduce yourself as an Adoption Support Crew member to staff at the customer service desk and adoption counselors to let them know you are available.

- Acquaint yourself with marketing materials at the front desk which may review upcoming events, adoption promos or other news that may be helpful to visitors.

- Spend some time connecting with visitors who are in the Adoption Center lobby, courtyard, and Charlotte's Cat Corner. Provide assistance as needed.
- Connect with adoption counselors to see if there are any approved adoption with which they need assistance.
- Check the Adoption Follow-Up binder for any calls that need to be completed.
- Check on the tidiness of the lobby and courtyard. Clean up as needed.

What to do when the Adoption Center has low-traffic:

- Connect again with customer service and check if they need help with any special projects.

Before concluding volunteer activities perform the following:

- Upload adoption photos to shared dropbox account.
- Notify personnel that you are concluding your volunteering
- Log your volunteer hours on a Volunteer Office computer