



The Adoption Application

Instructions for Administering & Approving

WHO MUST COMPLETE AN APPLICATION

Adopters are required to fill out an application in order to be considered as a potential owner for one of our cats or kittens. Under no circumstances should a cat or kitten be sent home to anyone without an application. Friends, family, etc — even though you know them — still cannot adopt from St. Sophia's without an application.

HOW APPLICATIONS CAN BE SUBMITTED

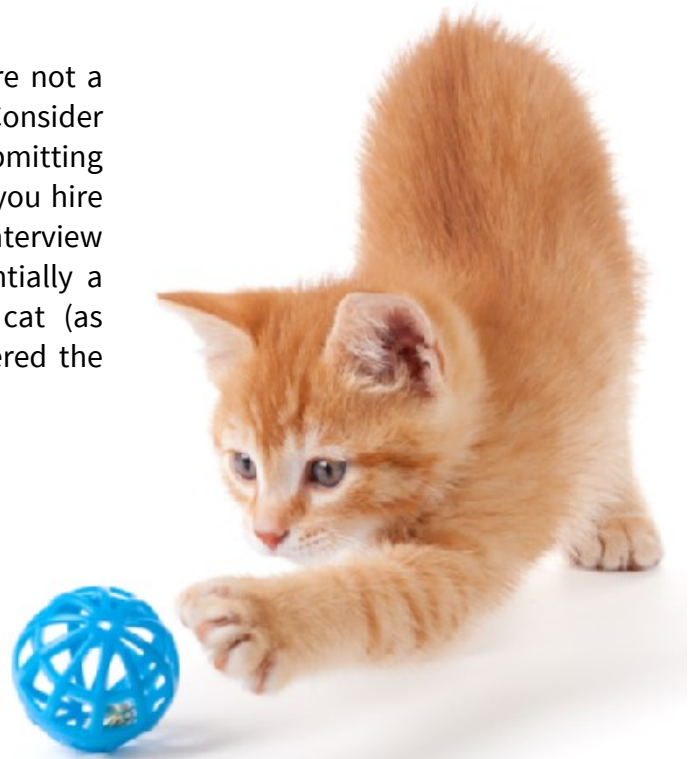
Applications can be submitted online through our website, or by using one of our paper forms. Please remind adopters filling out a paper form that there are 2 sides to the application.

COMPLETION OF AN APPLICATION

When asking an adopter to submit an application, encourage them to be as thorough as possible. Applications that simply have “yes,” “no,” or “n/a” answers — or especially questions left blank — are considered to be incomplete and will effect the time needed to process the application and may affect the applicant negatively. If they do not know the answer to a question (such as the address of their vet clinic off of the top of their head) urge them to fill out as much as they know to the best of their ability.

REVIEWING AN APPLICATION

Applications are just that — an application. They are not a contract, and they are not the end-all be-all either. Consider an application like you would consider a resume. Submitting a resume does not guarantee you a job. Nor would you hire or dismiss someone on a resume alone without an interview (unless there are red flags). An application is essentially a confirmed interest in the adoption of a specific cat (as opposed to a casual inquiry) and should be considered the launching pad of the adoption process.



INTERVIEWING THE APPLICANT

While it may seem time consuming, it's important to read the entire application, AND to go over each question with the potential adopter. Some questions may not require an explanation, but many do. For instance, if an adopter leaves the employment section blank — are they retired? Unemployed? Homemaker?

Remember to be open-minded when interviewing an applicant. There may be language barriers, cultural differences, or issues that first-time cat owners might not understand.

AND, if during the process of interviewing an applicant you decide to make notes on the application, please write your initials after the notes. This helps in the case of a misunderstanding or miscommunication.

REFERENCE CHECKS

There are 3 references that should be at the bottom of the application — the vet, and two personal references. Make sure that the references used are NOT family. Please call the references in a timely manner, and explain that you are an adoption counselor and that you are calling on behalf of an adoption applicant. The most important questions to ask are:

1. How well do you know applicant?
2. Have you witnessed the applicant interact with pets, and how do they do so?
3. Do you have any concerns that may lead us to believe the applicant is not a good candidate to adopt?

APPROVING AN APPLICANT

If you are already speaking face-to-face with an applicant, and both the application and references check out, it is now okay to approve the applicant and move on to the adoption contract.



HOWEVER, if you are **NOT** face-to-face and are instead interviewing an applicant on the phone or via email, text, or some other virtual or remote manner, it is NOT okay to approve an applicant until they have met the cat they are interested in. **In this situation, it is best to say that the pre-screening process has been completed and tell them the next step is a meet-and-greet with the cat.** Then, at the meeting, you may approve the applicant. While this seems time consuming and may annoy some applicants, this is to cut out as much miscommunication and error as possible.