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2014 Adoption Partner Manual

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Introduction

Welcome to the 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 program¹, 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 associated with your organization's participation in the In-Store Adoption Program. Read the guide 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 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 and have committed to an adoption schedule for the store to post at the 7 Day Cat Adoption Center. If any content in this guide is unfamiliar or an orientation has not yet been provided, schedule time with the Store Manager 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 guide, contact the PetSmart manager on duty immediately. If at any time you feel you cannot support procedures as they are listed in this manual, alert the Store Manager 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.

¹ Beginning April 2014, all pets at a US PetSmart Store or US PetSmart Charities Events must already be spayed/neutered. Beginning January 1, 2015 it will also be mandatory that all pets at a Canada PetSmart Store or PetSmart Charities of Canada Event must already be spayed/neutered.

During the approval process your organization was assigned an adoption partner ID number. The number is specific to your nonprofit 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.

New Items for this year:

- Beginning February 3, 2014, all PetSmart Charities of Canada Adoption Partners will be required to be a registered charity.
- Beginning April 2014, all pets at a US PetSmart Store or US PetSmart Charities Events must already be spayed/neutered.
- Beginning January 1, 2015 it will also be mandatory that all pets at a Canada PetSmart Store or PetSmart Charities of Canada Event must already be spayed/neutered. Although not required until 2015, Canadian Adoption Partners are strongly encouraged to implement this spay/neuter requirement immediately.
- With the exception of Hawaii, Adoption Partners must provide either a Rabies Certificate or Medical Records showing current proof of Rabies vaccines for each age appropriate pet available for adoption.
- Adoption Partners must fill out a PetSmart Approved Cage Card and the Pet's Name, Gender, and Date of the Rabies Vaccination MUST match the Rabies Certificate or Medical Record.
- The Adoptable Pet Log is required for the following states only: New Jersey, Michigan, Connecticut, and Pennsylvania.

• PetSmart Charities Overview

PetSmart Charities, Inc., (PCI) is an independent, nonprofit 501(c)(3) organization, and PetSmart Charities of Canada is a Registered Charity (PCC) whose mission is to create and support programs that save the lives of homeless pets, raise awareness of companion animal-welfare issues, and promote healthy relationships between people and pets. As the largest funder of animal-welfare efforts in North America, PetSmart Charities has provided more than \$134 million in grants and programs benefiting animal-welfare organizations. The vision of PetSmart Charities is a lifelong, loving home for every pet. You can learn more at www.petsmartcharities.org.

Although PetSmart Charities is an independent organization separate from PetSmart, PetSmart is one of the biggest sponsors of PetSmart Charities. Since its founding in 1994, PetSmart Charities has helped save the lives of more than 5 million pets through the PetSmart Charities 7 Day Cat Adoption Centers located inside every PetSmart store in the United States, Puerto Rico, and Canada. Every year, more than 400,000 homeless pets find lifelong, loving homes through the PetSmart Charities Adoption Program. Without PetSmart's generous donation of this space within the stores, these adoptions could not happen.

Adoption Program Benefits

Participating in the In-Store Adoption Program brings your organization a number of benefits.

PetSmart Charities Adoption Rewards Funding

When your PetSmart Charities adoption partner application was approved, your organization qualified for a per-adoption grant for each adoption initiated or completed at a PetSmart store or PetSmart Charities sponsored adoption event. These funds are designated to cover expenses associated with preparing pets for off-site adoption.

Rewards are paid on a quarterly basis based on the PetSmart Charities Fiscal Calendar. In General, the first quarter ends the first part of May, second quarter ends in early August, the third quarter ends in the first part of November, and the fourth quarter ends in early February of the new year.

All payments will be distributed through electronic funds transfer (EFT) directly into your organization's designated account. With the exception of Puerto Rico and Canada, **no checks will be issued**. An e-mail will accompany each distribution with an explanation of what the distribution covers. The description is coded in the invoice number. For example, looking at the following invoice code:

R-1Q13-1097-25

The first digit represents the reason for the grant:

- F February national adoption event
- M May national adoption event
- S September national adoption event
- N November national adoption event
- R Regular quarterly rewards
- C Community event

The second set of digits shows what fiscal quarter we are paying; in the case of national adoption events, it represents in what quarter the event occurred.

The third set of digits shows the PetSmart store number where the adoptions took place.

The last digit is the quantity of adoptions being paid.

So the above invoice number indicates payment for 25 regular (non-event) adoptions at store 1097 in the first quarter of 2013.

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 adoption centers. Sometimes, PetSmart staff is available as well! Details are listed later in this document.

Banfield Adoption Rewards

Banfield, The Pet Hospital, also offers a reward program. Adoption partners that participate in this referral program typically receive:

- Complimentary Banfield office visit and exam for shelter pets
- 15% discount on commonly used services and products, including flea, tick and Heartworm preventive.
- \$20 services voucher for every redeemed client certificate
- New PARP Partners receive \$60 in veterinary care vouchers just for enrolling

Contact the Banfield office manager to enroll.

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

Events

We encourage adoption partners to participate in our multiple event opportunities.

Quarterly National Adoption Weekend Events. These events are advertised for Fridays through Sundays, partners are encouraged and rewarded for participating during the event. Adoption partners may receive increased adoption rewards and can apply to be considered for additional funding for hosting parking lot events.

Community Adoption Events. These single-store or single-market events are usually scheduled for two days, Saturday and Sunday, and designated as invitation only. By working with PetSmart Charities and perhaps other adoption partners, your organization could be funded to host one of these events.

2 – CUSTOMER SERVICE & PERSONNEL

This section lays out basic 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 and Banfield associates, and other adoption partners.

For clarity, personnel include both volunteers and paid staff participating in the program on your organization's behalf.

Customer Service Expectations

Professional and courteous behavior is the foundation for a positive adoption experience. The PetSmart customer service model is referred to as CARE—Connect, Assist, Recognize, Energy. We're 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.

As our service model, the idea of CARE speaks to how we should treat everyone from associates and adoption partners to the pets and pet parents who shop in PetSmart stores. CARE supports the vision of providing total lifetime CARE to every pet and every parent, every time. It's simple, easy to remember, and intuitive. When we say that we are expected to CARE about each other, the people who work in the stores and the pets and pet parents who visit the all know, at a basic level, what that means.

CARE Fundamentals

At PetSmart Charities, we support the same level of excellent customer service expectations that PetSmart exemplifies. CARE is a service model.



- C** – Connect
- A** – Assist
- R** – Recognize
- E** – Energize

We're passionate about pets and their parents, and it's our job to take the best possible CARE of them from the moment they walk through the door to the moment they leave. CARE is a service model that speaks to how we should treat everyone from associates and Adoption Partners to the pets and Pet Parents who shop in PetSmart stores. CARE supports PetSmart Charities vision of providing total lifetime CARE to every pet and every parent, every time. It's simple, easy to remember, and intuitive. When we say that we are expected to CARE about each other, the people who work in the stores and adoption centers and the pets and Pet

Parents who visit all know at a basic level what that means. Now let's look at what each letter of the acronym means in a bit more detail.



Connect.....

Connecting with potential Pet Parents starts with greeting them promptly and warmly, but it goes beyond just the greeting. In connecting, you build deeper relationships and bonds. Be warm and show a genuine interest in what the customer has to say. Chances are you have something in common with each potential Pet Parents in addition to your interest in pets. When you connect with potential adopters, you'll learn why they're at PetSmart, and you'll be better able to assist them and ensure they leave feeling good about their visit.



Assist.....

You can assist in various ways—physically or emotionally, or by providing information. It's essential to be proactive and offer assistance. Don't wait for potential Pet Parents to ask. Here are some simple but powerful examples of ways you can assist:

- Educate them about the pets in the adoption center and how you can help them find their forever family member.
- Ask questions to help them determine what pet fits their family.



Recognize.....

Recognition is more than seeing a familiar face and using that person's name. It's about positively validating the Pet Parent's decision to come to PetSmart and save a life! Everyone likes to know they're doing well and making good decisions. Help potential adopters feel good by recognizing them for the decisions they make. Validate that they are choosing to save a life by adopting a pet. Be sure to tailor your recognition appropriately. Most importantly, make it clear that you mean what you say. Here are a few examples of what recognition sounds like:

- I would love to hear how Fido/Fluffy is doing in his new home. Let me know next time you're here!
- That is a wonderful cat. You will be very happy with your decision.



Energize.....

Energy ties it all together. It's hard to define, but easy to feel. It's what gives your work environment that certain vibe. We want PetSmart Charities adoption center environments to be

warm, inviting, and welcoming. Everyone contributes to the energy, so it's important to both model positive energy and recognize it in others. People gravitate toward fun, friendly environments—and so do pets!

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 manager if needed.
- Do everything in your power to ensure that no pet parent leaves unreasonably confused or upset.

And 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. For our adoptions program, we also focus on providing safe, rewarding interactions between potential pet parents and pets 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 conform to some basic expectation:

- Volunteers must be at least 14 years old; any volunteer under the age of 18 must be accompanied by an adult at all times.
- All employees must be 18 years or older.
- 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 and PetSmart Charities and PetSmart Charities of Canada.
- The adoption partner must provide a **schedule** for personnel, which should be agreed upon by PetSmart store management. Personnel are expected to be on time and pets must be ready for adoption on schedule. Should the schedule need modification, the PetSmart store managers should be notified immediately.
- PetSmart stores and PetSmart/PetSmart Charities/PetSmart Charities of Canada 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 a staff member's 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 Adoption Center.
- 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 organizations participating in 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, sweat pants, 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 nonhazardous 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.

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 adoption, and some partners may facilitate next-day adoptions. Plus, in some cases a trained PetSmart associate can initiate or complete an adoption. ***Regardless of an organization's adoption process variances, 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 partners may receive their Adoption Rewards funding for those adoptions, subject to Adoption Rewards program terms and conditions. Additionally, partners always retain 100% of the adoption fees regardless of whether the organization's personnel or PetSmart staff complete the adoption.

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. Failure to provide this form for every adoption may result in being dropped from the program.

Receiving and 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 manager must be informed of their arrival. The store manager may conduct a visual health and behavior inspection.
- Beginning April 2014, all pets at a US PetSmart Store or US PetSmart Charities Events must already be spayed/neutered. Beginning January 1, 2015 it will also be mandatory that all pets at a Canada PetSmart Store or PetSmart Charities of Canada Event must already be spayed/neutered. Although not required until 2015, Canadian Adoption Partners are strongly encouraged to implement this spay/neuter requirement immediately.
- Pets' health records, including Rabies Certificate or Vaccination Record showing current proof of Rabies for current vaccinations and any other information about the pet that may be important to disclose, must be available at the store. A pet without Rabies Certificate or Vaccination Record showing current proof of Rabies for current vaccinations cannot be adopted or remain in the store. All stated vaccination requirements herein are subject to any applicable laws that may be more restrictive than required by PetSmart and PetSmart Charities. (**NOTE:** See Vaccination Requirements on pages 35-39 for more details.)
- 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, and the Date the Combo Vaccination was administered. (**NOTE:** See Vaccination Requirements on pages 35-39 for more details.)

- Adoption partners are expected to respond to issues and concerns from pet parents and PetSmart store managers 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.
- 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.
- All policies are subject to any applicable laws that may be more restrictive than required by PetSmart and PetSmart Charities.

Completing the PetSmart Approved Cage Card

Step	Action
1	<p>Adoption Partner must fill out a PetSmart Approved Cage Card for each adoptable pet in the 7 Day Cat Adoption Center. All fields on the cage card must be completed as appropriate based on each individual pet.</p> <p>The following fields must match the Rabies Certificate or vaccination record showing current proof of Rabies:</p> <ul style="list-style-type: none"> • Pet's Name <ul style="list-style-type: none"> ○ 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)² <ul style="list-style-type: none"> ○ If a kitten is too young to receive the Rabies vaccine (less than 16 weeks) leave the Rabies section of the cage card blank <p>For kittens that are in the middle of their Combo series, provide the most current vaccination date until Combo series is complete.</p>
2	<p>Upon completion of the cage card, a member of store management must review the Rabies Certificate or the vaccination record to the cage card for accuracy.</p>
3	<p>After the pet has been adopted the cage card can be given to the adoptive Pet Parent or shredded</p>

² See Vaccination Requirements for more details.

The Adoption Center Binder

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

The Adoptions Center Binder should have a separate tab for each 7-Day Program adoption partner. Each tab section will include

- Rabies Certificate or Vaccination Record showing current proof of Rabies 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 verified and initialed on the Adoption Center Maintenance Checklist. However, these records are not kept in the Adoption Center Binder. (**ADDITIONAL NOTE:** See Vaccination Requirements on pages 35-39 for more details.)
- A tab labeled “Adoption Center Maintenance Checklist”. Completed copies of the Adoption Center/ EAC Maintenance Checklist will be retained behind this tab

Additional requirements may be imposed to comply with federal, state, local laws and regulations and as otherwise may be deemed appropriate by PetSmart Charities.

The Adoptable Pet Log

The Adoptable Pet Log should be maintained in the Cash Office as the log will now include Pet Parent information.

- Only New Jersey, Michigan, Connecticut and Pennsylvania are required to keep current and completed copies of the Adoptable Pet Log (sample below). All cats in the 7 Day Cat Adoption Center must be logged by personnel in the Adoptable Pet Log, which will be verified by the store manager. When a pet is adopted or removed from the center to return to foster care or shelter, the Adoptable Pet Log must be updated to reflect this information.

Sample Adoptable Pet Log *(New Jersey, Michigan, Connecticut and Pennsylvania ONLY)*

Adoptable Pet Log *(7 Day Cat Adoption Center Only)*

Adoption Partner Name _____

Adoption Partner Address _____

	Store Arrival Date	Species (Cat)	Pet Name	Color	Approx. Age	Gender MF	Breed	Physical Condition & Health	Pet ID # (if applicable)	Store Exit Date	Adopted? (Y/N)	Adoptive Pet Parent Name and Address (if Adopted)
Example	2/10/2014	Cat	Daisey	Black and White	3 yrs	F	DSH	Cat has 5 toes on back feet- Cat looks and feels healthy	N/A	2/15/2014	Y	Jane Doe 123 Main St Capital, USA 54321
Example	2/11/2014	Cat	Jasper	Grey and Orange	8 mon	M	Maine Coon	Cats tail missing- Cat looks and feels healthy	170938	2/12/2014	Y	John Smith 4561 Broad St America, USA 76543

- This document is to be retained in a binder in the Cash Office for 2 rolling calendar years
 - Each Adoption Partner must fill out an Adoptable Pet Log for their adoptable cats/kittens in the Adoption Center
 - This log is to be used by Connecticut, Michigan, New Jersey and Pennsylvania stores only
 *For details on vaccination requirements, please refer to the Vaccination and Health Requirements Procedure.

The Adoption Process

Although each adoption varies due to pet type and organizational distinctions, basic elements and processes must be adhered to in completing the adoption process. When adoption partner personnel are present, they will facilitate the adoption process. Upon mutual agreement, PetSmart associates or managers who are trained by the adoption partner can complete adoptions in the absence of partner staff; 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 and explain it to the pet parent:
 - The very top portion will be filled out by the store manager or the associate who scans the form.
 - The PetSmart associate or partner personnel completing the adoption fills out the portion titled “Adoption Partner.”
 - 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” in the appropriate blank.
 - The associate or personnel completing the adoption verifies that the Pet Parent has reviewed the statement release paragraph and has initialed where indicated.
 - The associate or personnel completing the adoption verifies that the pet parent has signed the form where indicated.
- Provide the pet parent copies of all paperwork, including:
 - Adoption Release Form – Blue copy (must be signed)
 - 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. (*New Jersey, Michigan, Connecticut and Pennsylvania ONLY*)
- The cage card can be given to the adoptive Pet Parent or shredded.

- If adoption partner personnel are not present to receive the funds, 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 Adoption Ambassador.
- Adoption partners should respond to potential 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.

Adoption Release Forms

Adoption Release Forms must be used for adoptions initiated or completed in the store. 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. Fraudulent information or activity associated with these forms is not tolerated and is grounds for immediate termination from the adoption program.

Incomplete forms should not 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 Manager, who will give the potential adopter an Adoption Kit. Any "pending" Adoption Release forms should be given to the store manager before adoption personnel leave for the day.

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

Sample Adoption Release Form



ADOPTION RELEASE FORM



STORE NO. _____ DATE SCANNED _____ STORE INITIALS _____ GROUP NO. _____

Adopter - Please Complete: By completing this form, you agree to our Privacy Policy, which can be found at petsmart.com and petsmartcharities.org.

Check box Yes! Sign me up for Pet Perks membership

You just need to provide your phone number on this form to enjoy exclusive in-store benefits & if you provide your email address, you will receive exclusive online benefits as a PetPerks member. Log on to petperks.com for personalized deal alerts.



Give us your e-mail address to receive exclusive offers for your new pet.

E-Mail Address

Adopter's Name Date

Address

City State/Province Zip/Postal Code

Phone #

Please read carefully and sign below.

Adoption Program

Thank you for choosing to adopt a pet. PetSmart and PetSmart Charities supports the adoption process by donating in-store space for use by qualified, pre-approved animal welfare organizations. These organizations are not affiliated with PetSmart or PetSmart Charities in any way. We cannot, and do not, guarantee the health of any of the pets available for adoption.

Important: Please read the information on the reverse side regarding Common Feline and Canine Diseases.

Your Pet's Current Health and Follow-Up Health Care

It's imperative that you make an appointment for your new pet with a veterinarian as soon as possible. The veterinarian can check your pet's health and give you valuable information regarding warning signs of illness. With any new pet, it's possible they may have been exposed to diseases that may not show symptoms for several weeks. Some of these diseases may be transmittable to other pets in your household and even to people. Veterinary fees incurred (such as diagnostics, vaccines and/or medications) are the responsibility of the pet owner.

Your Pet's History

The animals available for adoption through the Adoption Program often come from a shelter environment and little is known about their past. Each participating animal welfare organization is concerned about the health of the animals in its care. These organizations exercise due caution to prevent disease transmission. Because health care procedures can vary by agency, please request detailed information regarding the health care administered to animals in the adoption organization's care.

Initial _____

Initial _____

Any questions regarding your pet's health should be directed to the adoption group. In addition, we strongly encourage a quarantine period for newly adopted pets. During this period, your new pet should be housed separately from other pets in the home. This will let the pet adapt to the new environment and allow monitoring for any possible signs of disease or aggression.

Initial _____

Privacy Policy

For details about how we use your information (including with respect to our use of service providers located inside and outside of Canada), see our privacy policy at petsmart.com or contact our Privacy Officer at the contact information below. Unless you opt-out, we may: (1) send you information and special offers by mail or e-mail regarding products or services that may be of interest to you; and/or (2) share your personal information with third-parties so they may contact you by mail and e-mail for their own marketing purposes. To opt-out call 888-936-9638 or email CustomerCare@petsmart.com.

I hereby release PetSmart, Inc., PetSmart Charities, Inc., the adoption agency, and their agents of any liabilities related to the adoption of this pet from the adoption program.

Signature _____

Adoption Agency - Please Complete		Adoption Fee \$ _____	Altered <input type="checkbox"/> Yes <input type="checkbox"/> No
Adoption Agency <input type="text"/>			
Pet's Name <input type="text"/>		Year Pet Was Born _____	Pet's Age _____
Dog <input type="checkbox"/>	Puppy (<1 Year) <input type="checkbox"/>	Cat <input type="checkbox"/>	Kitten (<1 Year) <input type="checkbox"/>
		Other <input type="checkbox"/>	
12_MKTOPS_0635	SSG - Top	Store - Pink	Customer - Blue
		Agency - Yellow	

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 the best developed 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 bring the pet to the facility and instead relinquishes the pet at the store, isolate the pet in an approved isolation area (not the 7 Day Cat Adoption Center) until transportation can be arranged for the pet. To prevent possible communicable disease issues, you must make every effort to remove the isolated pet from the store immediately.

The pet must be reevaluated and re-quarantined at your facility or foster home for at least 72 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 manager, who will contact the originating organization to ensure the pet is returned to the appropriate, responsible organization.

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 manager 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 the pets and adhere to safety and cleanliness protocols.

PetSmart stores will typically provide all supplies necessary to house in-store 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.

Adoption partners should also take into account environmental considerations that affect 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 manager 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/sanitized 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 usually 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 encouraging them.

Scents 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.

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 manager for resolution.

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 is expected to abide by governing state, local, and municipal laws and regulations.

Beyond the basics, it is well documented that adoptable pets get great homes when their representatives maintain a positive, clean and organized process. All that’s left is creating an efficient and positive environment.

Curb Appeal

Especially for organizations that facilitate adoptions outside of the adoption center, space around cages is limited. 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 manager.

Organizations facilitating adoptions outside of the 7 Day Cat Adoption Center must also conform 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.

For further information, consider participating in the many free online webinars made available at www.petsmartcharities.org. This is a perfect opportunity for animal welfare experts and peers to connect and share best practices for getting great pets into fantastic, forever homes!

Supplies

Ordering Supplies

The majority of supplies necessary for facilitating in-store adoptions are typically provided by PetSmart or a program sponsor. Adoption partner personnel must notify store management when supplies require replenishment by completing an Adoption Center Supplies Request Form.

Adoption Partners are prohibited from removing any supplies from the sales floor without prior knowledge / approval of the Store Manager 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 Manager 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 Manager 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
	ProPlan Kitten/Cat Food Dry	See Approved Foods List Fetch>Adoptions>Resources	
	ProPlan Kitten/Cat Food Wet	See Approved Foods List Fetch>Adoptions>Resources	
	ProPlan Puppy/Dog Food Dry	See Approved Foods List Fetch>Adoptions>Resources	
	ProPlan Puppy/Dog Food Wet	See Approved Foods List Fetch>Adoptions>Resources	
	Cat Litter	Exquisicat/Great Choice (US) MaxxCat (Canada)	
	Litter Pan	TBD	
	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	
	Watchdog NF Cleaner	DC Order Form	
	Star Spray Bottle	DC Order Form	
	Watchdog NF 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's)	Ordering Location	Qty
	Scenturian Odor Eliminator	DC Order Form	
	Blue Multipurpose Cleaner	DC Order Form	
	Scenturian/Blue Spray Bottles	Buckeye Order Form-Fetch>Pets/Hotel	
	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		Qty

Maintaining Supplies

Adoption Table/Cart

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

- **Adoption partner informational materials.** These 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.***
- **Adoptable pet photo or digital photo album** (if available).
- **PetSmart brochures** advertising services such as training or grooming, as well as specials.
- **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.



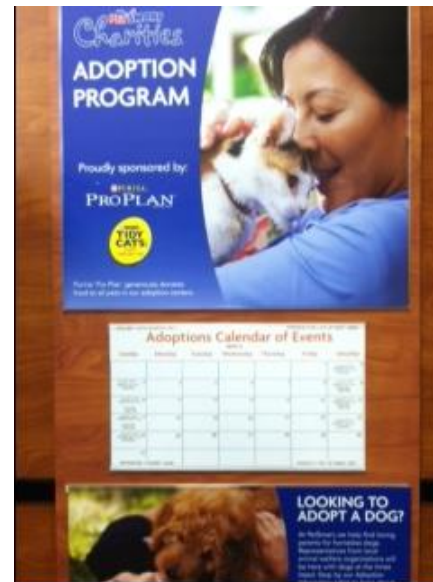
Signage

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

- **Monthly calendar** showing an accurate adoption schedule.
- **Adoptions-To-Date numbers board** with a current, accurate count (PetSmart provided).
- **PetSmart Charities clings**, including “Children under 18” and vendor sponsor window clings.
- **Partner nameplates** listing all participating adoption partners. Alert the store manager if your organization is not represented.

- **No unattended children/dogs cling** to place on cages in the 7 Day Cat Adoption Center.

No unauthorized signage may be posted (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).



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 shall be 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 and local 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 management is responsible for ensuring that all personnel who handle or care for adoptable pets adhere to all pet care expectations outlined in this manual.

General Pet Care Expectations

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

- 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 manager. 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.
- Beginning April 2014, all pets at a US PetSmart Store or US PetSmart Charities Events must already be spayed/neutered. Until April 10, 2014 Adoption Partners must require that all animals be spayed or neutered. If the animal is not spayed or neutered prior to adoption, the Adoption Partner must have a program in place to ensure adopter compliance.
- Beginning January 1, 2015 it will also be mandatory that all pets at a Canada PetSmart Store or PetSmart Charities of Canada Event must already be spayed/neutered. Although mandatory spay/neuter is not required until 2015 in Canada, all Canadian Adoption Partners are strongly encouraged to implement this spay/neuter requirement immediately. Until January 1, 2015 Adoption Partners must require that all animals be spayed or neutered. If the animal is not spayed or neutered prior to adoption, the Adoption Partner must have a program in place to ensure adopter compliance. 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.
- Untrained personnel may not handle pets. 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.
- If required by law, adoption partner personnel must maintain the Adoptable Pet Log accurately and ensure completed logs are provided to PetSmart store management for pet health and participation verification. **(Michigan, New Jersey Connecticut and Pennsylvania)**
- Incidents must be reported to the store manager immediately, and incident reports will be completed by the store manager for 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 Adoption 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.
- Best practice is not to contain pets from different families/origins together for any reason.

Under no circumstances should vaccinations, micro-chipping, or spaying and neutering 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 avert 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 Adoption Center personnel are always responsible for the pets in their care, including when walking dogs on leash, 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:

- Adoptable dogs must be either contained or restrained for the safety of both pets and pet parents. *Contained* is defined as securely crated, caged, or confined in an exercise pen. *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. Only nonretractable 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. 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 cleansers 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.

Health and Wellness Expectations

To ensure the health and safety of all pets and at intervals throughout the day, a member of management will assess pet health and wellness using an Adoption Center Maintenance Checklist. Observations will include, but are not limited to:

- General conditions
- Safety concerns (which will be identified for immediate correction)
- General pet appearance (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 Adoption 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)³

When conducting adoptions outside of the store, temperatures must range between 60° and 90° (15-32.2°C) in the **area**⁴ in which adoptions are taking place to be considered safe. If temperatures are not within this range, adoptions cannot take place outside.

All outdoor pets must be provided the following:

- Provided adequate shade (i.e. 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 (i.e. a box)

Store management 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 management will document the issue and schedule a meeting to correct the situation.

Vaccination Requirements

PetSmart and PetSmart Charities are primarily concerned with the wellbeing of animals offered for adoption through the In-Store Adoption Program. All pets must be behaviorally assessed and evaluated 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 48 hours following vaccinations prior to coming into the store. Records of all 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.

With the exception of a Rabies Certificate or vaccination record showing a current Rabies vaccine for every age appropriate pet available for adoption, unless required by law, no other records are required, but additional records can be included in the pet's file if they are available.

³ If the temperature reaches above 80°F (for instance, in the event of a power failure) the adoption partner must alert the store manager immediately.

⁴ **Area** refers to the place in which the pets are located during the adoption process.

Required Vaccinations

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

Rabies

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 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 vaccination and be monitored for a minimum of 48 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
- **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 48 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

Adoptions and Everyday Adoption Centers

Step	Action
1	Puppies and kittens must be <u>at least 8 weeks</u> of age to be available for Adoption
2	<p>Under no circumstances should Vaccinations, Micro-chipping and Spay/Neutering Vehicles take place on-site at a PetSmart store or parking lot.</p> <ul style="list-style-type: none"> • This is to ensure that these services are performed in the appropriate environment as well as to comply with the business agreement of our partner, Banfield, The Pet Hospital.
3	All dogs & cats must have a minimum of the 1st series of vaccinations, and be monitored for 48 hours after vaccination to ensure efficacy, before being placed for adoption in the Adoption Center or at a PetSmart Charities Adoption Event.
4	<p>It is highly recommended that all pets be tested for intestinal parasites (fecal examination by veterinarian) prior to coming to the store.</p> <ul style="list-style-type: none"> • If needed, cats and dogs should be de-wormed prior to coming to the store. • For cats and/or kittens that are being housed in the Adoption Center, the de-worming medication may be administered on-site before or after core business hours. • Prescription de-worming medication may not be kept in the Adoption Center unless it has been prescribed for a specific cat in our care. • Over the counter de-worming products may be kept in the Adoption Center.
5	<p>All pets must be given a 24 hour period of time post procedure to recover from surgery and any associated medications prior to being placed in the store for adoption.</p> <ul style="list-style-type: none"> • If a pet must be monitored continuously due to a surgical procedure or any other reason, then this pet must not be available for adoption. • Adoption Partners are responsible for evaluating each pet and determining adoption readiness. • Adoption Partners must provide post-adoption surgery care instructions to the Pet Parent.

6	<p>For adoptable cats or kittens, 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.</p> <ul style="list-style-type: none"> • Feline Leukemia positive and FIV positive cats are considered “special needs” and may not be physically in the store for adoption, but may be displayed in a photo book. • PetSmart and PetSmart Charities takes every measure to ensure we protect the pet’s best interest, and we don’t believe that a retail store is an optimal environment to house cats with these conditions due to the added stress that they are likely to endure.
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Vaccination Paperwork Requirements: 7 Day Adoption Centers

All Adoption Partners must **provide proof of Rabies Vaccination** for each age appropriate pet available for Adoption in the 7 Day Cat Adoption Center per the requirements below and file in the Adoption Center Binder.

Step	Action
<u>1</u>	<p><u>The Adoption Partner must provide either a Rabies Certificate or vaccination record showing a current Rabies vaccine for every age appropriate pet available for adoption.</u></p> <ul style="list-style-type: none"> • <u>The Rabies Certificate or vaccination record must show proof that a vet administered the rabies vaccine. At the bare minimum the proof must have the veterinarian’s title and name and/or signature. If additional information is indicated on the proof of Rabies this is acceptable as well.</u> • <u>If a Rabies expiration date is not listed on the proof of rabies vaccination. The expiration date must be verified with the vet before the pet can be placed in the center for Adoption.</u> • <u>All 7 Day Adoption Center pets 16 weeks or older must have proof of Rabies available in the Adoption Center Binder. Pets between the ages of 8-16 weeks do not have to provide proof of Rabies; however these pets can still be available for adoption.</u> <p><u>No other type of health/vaccination records is required, however can be on file outside of the Adoption Center binder if provided by the Adoption Partner.</u></p>
<u>2</u>	<p><u>The following fields must match the Rabies Certificate or vaccination record showing current proof of Rabies:</u></p> <ul style="list-style-type: none"> • <u>Pet’s Name</u> <ul style="list-style-type: none"> ○ <u>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.</u> • <u>Gender</u>

	<ul style="list-style-type: none"> • <u>Date Rabies Vaccine Administered (If age appropriate)</u> <ul style="list-style-type: none"> ○ <u>If a kitten is too young to receive the Rabies vaccine (less than 16 weeks) leave the Rabies section of the cage card blank</u> <p><u>For kittens that are in the middle of their Combo series, provide the most current vaccination date until Combo series is complete.</u></p>
<u>3</u>	<u>After the pet has been adopted, vaccination records should be given to the Pet Parent along with any other information from the Adoption Partner.</u>

Exception: Vaccination records showing proof of required vaccines for EAC, weekend and event pets must be visually verified by a member of management and initialed on the Adoption Center (EAC) Maintenance Checklist. These records are not retained in the Adoption Center Binder per the above requirements. EAC stores maintain all vaccination records within EAC computer.

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

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.

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

Deworming

It is highly recommended that all pets be tested for intestinal parasites (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 adoption center, the medication may be administered on site outside of core business hours. Prescription deworming medication may not be kept in the 7 Day Cat Adoption 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.

Reporting Pet Incidents

All adoption pet incidents must be reported to the store manager within 24 hours of occurrence. Adoption pet incidents are described as:

- Any adoptable pet needing medical assistance, whether pre or post adoption.
- Any pet biting or scratching a person
- Pet separation from the adoption center (due to abandonment, death, 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. 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 manager. 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 the 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, 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, since 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 most often the responsibility of the Adoption Partner, but PetSmart Charities may choose to share the expense at its sole discretion.

Neither PetSmart Charities nor PetSmart 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 management immediately so that 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 applicable) 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 should be printed and displayed. The adoption partner will determine whether posters, flyers, and ads should be made; materials can be posted at the store.

The adoption partner must make plans for emergency care for the pet up 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—that is, pets left at a PetSmart store location—are placed in the custody of local organizations with animal control contracts. Pets left abandoned can be incubating serious diseases. These pets may not be housed in the adoption 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 allay 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 Adoption Center, the store manager 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 transportation cannot be arranged immediately, the manager 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 manager may complete a Pet Incident Form.

Pet Illness Post-Adoption

If a pet becomes ill after adoption, the adoption partner will act to allay 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 manager may follow up with the adoption partner to ensure the situation is appropriately closed; the manager may also complete a Pet Incident Form. PetSmart Charities may also contact the adoption partner for follow-up.

If a pet parent contacts a PetSmart manager regarding an ill pet, the manager 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 allay concerns for the other pets.

If a pet dies in the store while adoption partner personnel are present, adoption partner 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 manager as soon as the body is secured. The store manager may complete a Pet Incident Form.

If a pet dies in the store when adoption partner personnel are not present, the store manager 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 management will then contact the adoption partner and ask personnel to claim the body within 4–6 hours. As applicable, the store management may transport the pet to a Banfield Pet Hospital or a designated and approved location for necropsy. The store manager may complete a Pet Incident Form.

If a pet dies after adoption, the store manager and adoption partner will work together to resolve the situation appropriately. If store management is alerted first, the manager will notify the adoption partner. The adoption partner will arrange for an organization contact to meet with the pet parent and store management. The adoption partner must ensure that follow-up and communications are managed appropriately and the situation is resolved in a timely manner.

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 2 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.

Store management may request a copy of the Adoption Release Form and supplemental paperwork that accompanied the adoption. The store manager 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, 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 the adoption area.

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

6 – ADOPTION CENTER STANDARDS

For the health and safety of the pets as well as for presentation, the cleanliness and condition of assigned adoption areas, the in-store adoption center, and all equipment is critical. 7 Day Cat Adoption Center standards cover all aspects of maintaining a safe and healthy adoption center. 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 manager immediately.

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.

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

Adoption Center General and Safety Standards

- Adoption Partners participating in the 7-Day Cat Adoption Program are expected to maintain each pet until adopted regardless if that pet is staying one day or two weeks. To maximize exposure of adoptable pets, the adoption 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 manager 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 well being of the pets at least once every week.
- Pets not adopted within 3 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 store staff, adoption partner personnel, or a combination of both. The store manager 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 be physically in the store** for adoption.

Cats infected with Feline Immunodeficiency Virus (FIV), Feline Leukemia (FeLV), or Feline Infectious Peritonitis (FIP) may have suppressed immune systems, which puts them at risk for developing an illness when exposed to an infectious condition. This exposure can come from a non-infected cat through oral and nasal secretions. Due to the high turnover of pets in the 7

Day Cat Adoption Centers and the high number of pets visiting, the PetSmart store environment is not the best place for pets with suppressed immune systems. Cats infected with these viruses are prohibited from being in the 7 Day Cat Adoption Centers to protect their health.

We understand that these cats make wonderful pets, so we encourage adoption partners to display **pictures** and **information** about these cats at the 7 Day Cat Adoption Centers.

Adoption Center Appearance & Maintenance Standards

7 Day Cat Adoption 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 Adoption 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 outside of adoption center locked (also applicable for stores without adoption centers).
- Adoptable pets' information and medical records, which may include current proof of Rabies 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 manager for resolution.

- Circulation system in good working order. If the circulation system is not working properly, alert the Store Manager.
- Cages
 - 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 manager.

- Signage legible and in good repair. For replacement of signage, alert the store manager.
- Adoption Center Maintenance Checklist posted and completed.
- Adoptable Pet Log completed and accurate. (*New Jersey, Michigan, Connecticut, and Pennsylvania ONLY*)
- Properly diluted Watchdog NF and Star Spray solutions in spray bottles.

Opening/Closing Tasks

Adoption partner personnel must conduct all maintenance tasks before the 7 Day Cat Adoption Center opens for the day and again before close of business unless store management 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:
Revised: 1/12	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 Commitments 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 2 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

- Disposable Gloves
- Star Spray
- Watchdog NF
- Water Pitcher
- Litter Scoop
- Paper Towels
- Stainless Steel Bowls
- Litter Bin
- Trashcan Liners
- Approved Litter
- Plastic Litter Pan
- Trashcan

Procedure: Daily Cage Cleaning

Step	Action
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 and initial checklist indicating task has been completed.

Procedure: Weekly Cage Cleaning

Step	Action
1	Wash and dry hands. Put on disposable gloves. If you leave cat area, remove/dispose of gloves, replace with new gloves when you return.
2	Ensure cleaning supplies are prepared.
3	Move 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 bedding into trash prior to removing to launder. 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 WatchDog NF 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 WatchDog NF. 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	Initial the Cleaning Checklist indicating task has been completed.

Procedure: Weekly Litter Pan Cleaning

Step	Action
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 Watchdog NF.
4	Scrub litter pans with a scrub brush and leave to soak in properly diluted Watchdog NF for 10 minutes.
5	Clean the scrub brush. Hang for drying.
6	Rinse litter pans with clean water.
7	Leave pans to air dry.
8	Once the litter pans have dried, stack them and return them to the cat area. Don't stack litter pans until they are completely dry to prevent bacterial growth.
9	Wash and dry hands. Initial the Cleaning Checklist indicating task is 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 management ONLY.**

Step	Action
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.

4

Initial the Cleaning Checklist indicating task is completed.