



WELCOME TO THE TRU RESCUE APPLICATION PROCESSING TEAM!

Thank you for your time and interest in helping process applications for TRU Rescue. Below are a few important points for Adoption Coordinators (AC's) to know about this volunteer position before beginning to process applications.

- Volunteers on the “App Team” are referred to as “Adoption Coordinators” (AC's). AC's are responsible for processing the adoption applications, which includes interviewing the applicant and all relevant references. If the AC determines the applicant should proceed to the next step, they will recommend the applicant for a virtual home visit. The Home Visit Team (HV) then continues with the process and either approves or denies the applicant for adoption.
- We ask our volunteers to process a minimum of 1 (one) application per week when possible. This typically takes about 1-2 hours. At times the Adoption Coordinator will only be interviewing the applicant while another volunteer checks the references. In this case, the applicant interview and entering your notes typically takes about 30-45 mins. These times can vary depending on how quickly you can get in touch with the contacts, how long the conversation is, how long it takes to enter your responses, etc.
- Applications will not be emailed to you unless you request one from Liz Roberts, our Application Coordinator. To request an application for processing, we encourage our volunteers to join our **Facebook Message group, TRU Application Processing Team**. When Ellen completes your training, she will invite you to join the group. On this thread you can request an application from Liz, let Liz know you are done with an application, ask questions, or post any articles/updates, pictures that are relevant to the team. This is the App Team's main communication tool to keep in touch with one another, but primarily for communicating about applications. In addition to Application Processors, there are other key volunteers who are on this thread, including TRU's Director, Christine Williams and the Home Visit Team.
- If you do not have Facebook Messenger, or choose to not use it, that is fine. In that case, please contact Liz Roberts through her email: Liz@tru Rescue.org to request applications, and to let her know when you are done processing your application. If there are any important messages that need to be shared with the team, we will reach you through email.
- TRU Rescue requires that you have a TRU Rescue Gmail account (to receive TRU Rescue email communications, including the applications), as well as access to Shelterluv, the site we use to manage our applications and put in your interview notes. To have your accounts set up, please **TEXT (only) Gary Summers at 610-742-4770** and let him know that you would like to request a TRU Rescue Gmail account and Shelterluv account and he will instruct you how to set it up. When your account is set up, please let Ellen and/or Liz know what your email address is for our contact list.



Adoption Application Review Protocol for TRU Rescue Adoption Coordinators (AC)

(Updated 2/10/23)

- Ideally, Liz prefers that you request your applications the evening before you are planning to start processing it. When Liz receives your request, she will email the application to your TRU Rescue Gmail account. Review the entire application when you receive it prior to beginning processing. It is important that you are familiar with the applicant and the information on the application. It may help to print it out so it is in front of you while you are conducting your interviews.
- Do not process an application if you know any of the people listed in the application. Let Liz know, and she will reassign it to someone else and provide you with another application.
- Start to process the application as soon as possible after receiving it, but no longer than 24hrs. If you cannot start it within that time frame, or start the application but cannot complete it in a timely manner, let Liz know so it can be reassigned, and request another application from her when you are ready.
- Aim to complete your portion of the application in 1-2 days. Do not “sit on it” if you are having trouble reaching the vet, a reference, or the applicant. There are 3 methods to reach the references and applicant (phone, text, email). Try all 3 before reaching out to Liz to let her know you are having trouble reaching them so she can advise the next steps.
- Whether you choose to contact your references/applicant through phone or text initially, please contact them between the hours of 9am-9pm. When calling the vet’s office, be aware that many are closed or have reduced hours on the weekends. Sample templates for texting and/or leaving a voice mail can be found on page 14 of the protocol.
- Make sure you are always interviewing the references in “person”, speaking to them directly on the phone (do not email or text them the questions).
- If you will be unavailable for more than a week at any given time, please let Ellen and/or Liz know that you are unable to take applications, and for what period of time, so we are aware that you will not be available.
- We know that processing applications may not be for everyone, and we value open and honest communication amongst the volunteers on our App Team. If, at any time, you are not happy with the position, don’t have the time, want to volunteer elsewhere within the Rescue, or have any suggestions, comments, concerns or questions about the position, PLEASE reach out to Ellen and/or Liz so we can discuss it with you. We deeply value our volunteers and want them to enjoy volunteering with TRU Rescue.



Adoption Application Review Protocol for TRU Rescue Adoption Coordinators (AC)

(Updated 2/10/23)

Contacts:

Liz Roberts: liz@trurescue.org; 410-952-2923

Ellen Rozics: ellen@trurescue.org; 410-487-5095

Facebook/Social Media Groups for our Volunteers to join:

(Please be sure to answer questions to be allowed to join FB groups).

- TRU Rescue Community - For Approved Volunteers & Fosters: Request access here: <https://www.facebook.com/groups/trurescue/?ref=share>
- TRU Rescue Adopters Group - Adopters, Volunteers, Shelter Partners: Request access here: <https://www.facebook.com/groups/TRURescueVFA>
- Instagram: [@trurescue](https://www.instagram.com/trurescue)

Application Review Process:

(If possible, please enter your notes into Shelterluv as you complete each interview)

- 1) **Review the application thoroughly** to ask correct questions before calling, and note the points that need explanation. A sample (blank) application can be found at the end of the protocol.
- 2) **Check Census & Adopted List** for the status of the dog(s) the applicant applied for prior to calling the applicant. These “pdf” files will show you our current list of available dogs, and our list of adopted dogs. This is useful to stay current as to the status of TRU’s pup population and who is where. It will also show if a particular dog is heartworm positive and/or microchipped, spayed/neutered, and other basic info about the dog(s).
 - Visit www.trurescue.org
 - Click the tab on the far right labeled **TRU RESCUE TEAM**.
 - Then click on **TRU Rescue Admin**.
 - Enter the following password: **4thedogs**
 - Scroll down to **Useful Links for TRU Adoption Application Processing Team**
 - Click on “To check status of available dogs, check the **CENSUS**”
 - Find the dog(s) your applicant has applied for and look at the notes on Census to see if the dog has an Adoption Pending, a M&G (Meet and Greet) set up, a Foster to Adopt, or other note. If there are no notes, the dog should be available, but the AC’s have no way of knowing how many applications may be pending for a particular dog.



- If you do not see the dog(s) listed on Census, check the Adopted List to see if the dog(s) were already adopted.
- Click on “To check list of adopted dogs, check [here](#)”

3) **Contact the Applicant and References, preferably in this order:**

- **1st:** Call the Veterinarian for a reference (if applicable).
See attached, “Veterinary Reference Questions”.
- **2nd:** Call Landlord for a reference (if applicable).
See attached, “Landlord Reference Questions”.
- **3rd:** Call or text the Applicant.
If leaving a voicemail or text, see attached “Contacting the Applicant – Text or voicemail” template
- **4th:** Call or text the 3 References.
If leaving a voicemail or text, see attached “Contacting the References – Text or Voicemail” template.

4) **Conduct your Interviews**

See attached, “Discussion Points for Applicant Phone Interview” and “Personal References Questions/Discussion Points”.

5) **Submit your Summaries in Shelterluv**

See attached instructions, “How to Input your Interview Notes into Shelterluv”

- 6) **Make a Recommendation in Shelterluv** as to whether the application should proceed to a Home Visit by checking one of the two “attributes” boxes (recommended or NOT recommended) and checking the box that the “RC” is complete (reference checks). See instructions for Shelterluv at the end of the protocol for more details.

🗨 ***Please note that recommending that the application proceeds to the Home Visit DOES NOT mean that the application is approved for adoption. The final approval is handled by Chris Williams, our Executive Director, and/or members of the Home Visit Team.***

- 7) Contact Liz on the FB Messenger group (or through email if you are not using messenger) and let her know that you have completed the application and if the applicant is recommended for a home visit or not (if you have concerns please contact Liz directly).

- 8) Request another application from Liz at this time if you are ready to take one.



Adoption Application Review Protocol for TRU Rescue Adoption Coordinators (AC)

(Updated 2/10/23)

Discussion Points for Applicant Phone Interview

- **Remember:** You are a TRU Rescue representative and your discussion with applicant should always remain **PROFESSIONAL** at all times. Remain positive, upbeat and friendly, while listening carefully and making a judgment if this applicant is right for a TRU dog. Do not be afraid to ask “probing” questions. We are trying to determine if the applicant will be a good adopter and dog owner.
- **Introduce yourself** and explain that you are an Adoption Coordinator and your job is to understand what kind of dog they are looking for and what traits they are interested in, so that TRU can match them with the best fit. You are helping them go forward in the process. You are their advocate. And you are their liaison/primary contact person should they need anything or have any questions throughout the process.
- AC’s have basic access to the information about TRU’s available dogs by looking at the “Census” and our Available Dogs info. We do not, however, know, or should be discussing, specific information about the dog(s), how many applications we have for a particular dog, or discussing incoming dogs in any detail. It is fine to say that we have dogs transported here every few weeks and to check census as to when our next group is scheduled to arrive.
- Inform applicants that all TRU dogs are fostered, and their temperament and health have been monitored carefully, so that TRU can make a perfect fit for dogs and their forever homes.
- We do not adopt sibling pairs, or two dogs at once (unless they come to us as a bonded pair). And we require a minimum of 6 months between adoptions should they choose to adopt a 2nd dog in the future.
- **Each of the headings listed below should be discussed with the applicant during the interview, and then noted on your interview summary that those items were discussed.**

FOSTER to ADOPT (FTA)

- If the dog(s) the applicant is interested in have already been adopted or have a pending adoption, feel free to let them know, and ask if they have any other dogs they have seen on TRU’s “available dogs” list they would like you to add to their application (and then note that in the “Dogs of Interest” note in Shelterluv). **Please discuss our Foster to Adopt program (FTA), and ask them if they may be interested in fostering-to-adopt one of our incoming dogs, and please note that in your interview summary.**
- Fostering to adopt means that instead of the incoming dog going to an approved foster while it awaits adoption, the applicant (if approved) would act both as the foster and the adopter. They will pick up the dog directly from transport with the intention of fostering for a couple of weeks, and then adopting the dog should they choose. TRU is very careful when selecting the approved adopters for this program as ideally, we will have made a good match and the adoption will go forward, but the applicant does, as a foster, have the option of deciding not to adopt the dog, and remain its foster until it is adopted elsewhere.



Adoption Application Review Protocol for TRU Rescue Adoption Coordinators (AC)

(Updated 2/10/23)

DOGS of INTEREST

Be sure to understand the type of dog the applicant is applying for, and why. Looks, breed mix, temperament, sex, age, size/weight, etc. should all be discussed and noted in Shelterluv under the DOGS of INTEREST memo.

SAMPLE DOGS OF INTEREST SUMMARY:

Interested in Belle or Autumn - looking for a female, puppy 4-5 months, dog-friendly, short-haired dog smaller than their current dog, who is 85 lbs. Pref between 30-40lbs but understands that they might be bigger because we don't know how large they will definitely get. They have Inv Fence and want an active dog who wants to play with her boys and dog, but also likes to cuddle.

HOME ENVIRONMENT

- Review each section of the app with the applicant and take notes. Ask questions, particularly trying to understand the environment the dog will be living in:
 - Understand type of housing, rent or own/HOA restrictions, etc.
 - Is there a yard? A fence? What kind of fence?
 - Are they on or near busy streets?
 - Who lives in the home and who regularly comes to visit (children, elderly?)
 - Are they active? Sedentary? Work from home or out of the home?
 - How long will the dog be alone on an average day? Confirm their plans as indicated on their application as to who will let their dog out if it is more than 6 hours, and if it is a puppy, every couple of hours. Will their schedule be changing in the future that they are aware of?

EXERCISE & SAFETY

- Do they have a pool? Will the dog have access to it? What kind of cover do they use off-season?
- Do they use a dog door? When they are home or when they are away from home?
- What is their philosophy on walking their dog? Do they plan to use a leash? What kind? (TRU is not a fan of retractable leashes). Do they prefer a collar or a harness?
- Note that TRU Rescue will not approve any adopter who routinely uses long leads, tie outs or cable runs for their dog(s), or allows their dog off-leash in an unfenced area. We do not advocate that children younger than 16 be responsible for walking the dog without adult supervision (so if that is the game plan, we do not recommend that).
- How do they plan to exercise their dog? Where? How often?
- Discuss with the applicants their plan for handling their dog's energy (get into more detail about exercise, play, mental and physical outlets for their dog's energy, especially puppies).

TRAINING & HOUSE-BREAKING

- Are they familiar with house-breaking dogs? Inform them that even dogs that are housebroken when adopted are likely to have accidents until they get comfortable in their



Adoption Application Review Protocol for TRU Rescue Adoption Coordinators (AC)

(Updated 2/10/23)

new home and know the routine. Are they OK with accidents? Stains on the rugs? Pet hair? Possible chewing and damage to property, etc.?

- Make sure that you really understand the training and socialization process that the applicant believes in. Do they plan on doing their own training, seeking out a private trainer or taking a class? Discuss with any applicants who are interested in adopting a puppy, what plan they have in place for formally training a puppy.

NUTRITION

- If applicable, ask what dog food their current dog is on (or previous dog), and why they made that choice if it is a poor quality food (i.e. Pedigree, Beneful, etc). If they are new dog owners, discuss proper food selection, working with their vet, and/or local independent pet store, and researching options on www.dogfoodadvisor.com. For new dog owners, are they prepared to spend money for good quality food?

VETTING/PREVENTATIVES & COSTS of OWNING a DOG

- Clarify beliefs on routine vetting, preventative medicine (flea, tick, heartworm preventatives and their importance) and emergency expenses. How will they handle a problem? What will they do if their dog has an unexpected injury or illness that may cost thousands of dollars? If they inquire about pet insurance, we do not recommend any particular companies but you can direct them to www.pawlicy.com which is a marketplace of several insurance companies they can compare.
- Review on their application how much they think it costs to care for a dog each year. We usually tell people to budget around \$2,000 which includes good quality dog food, preventatives, vetting, bedding, crate, leashes/harnesses, toys, treats, pet-sitting if needed, an emergency fund, etc.

INTRODUCTION & INTEGRATION PERIOD (AKA 2-week shutdown protocol)

- Ensure that the applicant knows the importance of a proper “introduction/integration” period (sometimes referred to as the 2-week shutdown protocol – [see next page](#)) when bringing a new dog home. Also ensure the applicant knows that should behavioral issues arise, the applicant is expected to meet with a trainer no fewer than 3 times before returning the dog.
- Please make sure to include in your interview summary that you have discussed the shutdown with the applicant, and they agree with utilizing it with their dog.
- In addition to discussing the Shutdown Protocol, you may wish to refer them, or text them the link, to the Baltimore County Animal Services 3-minute video on the shutdown protocol. It is very well done, and many people are more likely to watch that than read an article.

Link to Video: [Two-Week Shutdown for Dogs - BCAS](#)

- You can also direct the applicant to our website under the “Adopt” tab, and under “New Owner Info” for additional helpful resources.



Adoption Application Review Protocol for TRU Rescue Adoption Coordinators (AC)

(Updated 2/10/23)

2-Week Shutdown Protocol (as it appears on our contract) A link to a sample of the entire contract can be found on the TRU Rescue Admin page below the Census and the Adopted Dogs list.

2 WEEK SHUTDOWN/INTEGRATION PROTOCOL – Checking off each line below indicates that adopter has read and agreed to each item.

_____ I will keep my newly adopted TRU dog and my existing animals separated by gates or other barriers for at least one week, or for as long as two weeks.

_____ I will introduce my newly adopted TRU dog to other animals in the house slowly, and for short periods of time (10-15 minutes for each session), through physical barriers or while walking together with all dogs leashed for at least one week, or for as long as two weeks.

_____ I will introduce my newly adopted TRU dog only to immediate family members for at least one week, or for as long as two weeks.

_____ I will always keep my newly adopted TRU dog on a leash while he is in the house for at least one week, or for as long as two weeks.

_____ I will not introduce my newly adopted TRU dog to other dogs outside of the house for at least one week, or for as long as two weeks.

_____ I will always keep my newly adopted TRU dog on a leash while he is outside, even if I have a fenced yard, for at least one week, or for as long as two weeks.

_____ I will always keep my newly adopted TRU dog safely crated when I am not home for at least one week, or for as long as two weeks.

_____ I will not leave my newly adopted TRU dog unsupervised with any existing animals or small children for at least one week, or for as long as two weeks.

_____ I will not take my newly adopted TRU dog to public places - pet store, dog park, friend's house, family member's house or doggie play group for at least one week, or for as long as two weeks.

_____ I will not attempt to begin any obedience training of my newly adopted TRU dog for at least one week, or for as long as two weeks. I understand that my newly adopted dog needs to learn about my household routines and expectations.

_____ I will be particularly vigilant about not leaving windows or doors open while my newly adopted TRU dog is transitioning to his new, permanent home.

_____ I understand that this SHUTDOWN/INTEGRATION PROTOCOL is required so that my newly adopted TRU dog will be set-up for a successful transition into his new, permanent home. If I choose to disregard this SHUTDOWN/INTEGRATION PROTOCOL (which has been compiled by experts with many decades of experience), I am choosing to set-up my newly adopted TRU dog for possible failure.



- In addition, if you wish, you can also discuss the “3-3-3 rule” which may also help them understand the importance of the Shutdown Protocol.

The 3 Days, 3 Weeks, 3 Month Rule of Adopting a Rescue Dog

The 3-3-3 rule is a general guideline, every dog is unique and will adjust differently. Give your dog space and allow him to go at his own pace.

3D



In the first 3 days,

- Feeling overwhelmed
- May be scared and unsure of what is going on
- Not comfortable enough to be “himself”
- May not want to eat or drink
- Shut down and want to curl up in his crate or hide under a table
- Testing the boundaries

3W



After 3 weeks,

- Starting to settle in
- Feeling more comfortable
- Realizing this could possibly be his forever home
- Figured out his environment
- Getting into a routine
- Lets his guard down and may start showing his true personality
- Behavior issues may start showing up

© Rescue Dogs 101

3M



After 3 months,

- Finally completely comfortable in his home.
- Building trust and a true bond
- Gained a complete sense of security with his new family
- Set in a routine





Adoption Application Review Protocol for TRU Rescue Adoption Coordinators (AC)

(Updated 2/10/23)

COMPLETING THE INTERVIEW: RECOMMENDED for a home visit

- At the completion of the interview, **ONLY IF** the application is proceeding to a Home Visit, explain to the applicant that after you submit their application, they will be placed on a list of applicants waiting for the next step, which is a virtual (Facetime or other app) home visit and that one of the volunteers on the Home Visit Team will be contacting them by phone to schedule the home visit. **Confirm the phone number on which they can accept texts and take a virtual home visit.**
- Tell the applicant that the purpose of the home visit is to review the dog environment, have a chance to meet one of our team members in person, discuss the dog(s) they have applied for, and to ask any questions they may have. Inform them that home visits are scheduled and prioritized based on the dog(s) they have applied for, and it may take a few days to a week or more for the home visit to take place (and to please be patient).
- Explain that upon approval, there is ALWAYS a meet and greet with the foster to see if all is a go.
- As the AC, you are the applicant's liaison (primary contact) until the home visit takes place. Ask them to please contact you with any questions while they patiently await their home visit.
- If you or your applicant has any questions about the status of a dog, or particular questions about the dog(s) they applied for, please ask them to make a list of the questions that they have, and let them know that if they are recommended for a home visit, the person who conducts their home visit will be more than happy to answer those questions for them during their virtual home visit.
- Whether or not the applicant has indicated on their application that they are applying to more than one rescue, please confirm that with them. By the time we process the application, their circumstances may have changed so please address that with them. If they are applying elsewhere and they adopt from another organization first, please ask them to contact you so you are aware of their situation, and we can archive their application. Or if they choose to withdraw their application for any other reason.
- Ask if there are any further questions for you.
- In Shelterluv please check the attribute that says that you recommend them for a home visit

COMPLETING THE INTERVIEW: **NOT RECOMMENDED for a home visit**

- If the Applicant is **not** proceeding to a home visit because you have concerns, do not discuss a home visit. Tell the applicant that the interview notes collected from references and from the interview will be reviewed to determine the next step, and that they will hear back from TRU Rescue. (FYI only - If they are not approved, they will receive an email stating that they are not approved).
- In Shelterluv please check the attribute that says that you do NOT recommend them for a home visit
- Add a "note" in Shelterluv explaining why you do not recommend them for a home visit and then please contact Liz (privately, not on the main message group) to explain the situation.



SAMPLE INTERVIEW SUMMARY:

Stephanie and Steve live in a SFH (single family home) with a fenced yard in Bel Air. They have a 3yo foster son they are hoping to adopt soon. They are an active/always in motion kind of family. In October they had to say goodbye to their 15-year-old rescue, Cassie (they got her when she was 2 years old). They are ready to welcome another dog into their home. They both work full time, but with different schedules (he very early, her late) and the dog would be home about 6 hours per day on average. Stephanie works 5 mins from home and can easily pop home to let the dog out. They also have neighbors/references who can let the dog out if needed. They live in a dog-friendly neighborhood which is great for kids/dogs and walking. They walked their previous dog 2-3x per day and plan to do that in addition to play time in the yard. They understand that tie-outs are not permitted. They plan to train the dog themselves but have used a trainer in the past and would definitely utilize one again if needed. They are comfortable with crate training, housebreaking, etc. They have the resources and time for a dog. They also have a family home in OC, NJ where the dog is welcome to come if it gets along with her Mom's small dog. Otherwise, they have a kennel in Bel Air that they used prior and are happy with. They did a great job vetting Cassie and are very familiar with what is expected/needed. Once the dog is crate trained the dog will ultimately have free roam and sleep where it chooses, either in its crate or on a dog bed. They fed Cassie Pedigree and said she knows it is a cheap food but that they tried expensive foods and they really upset her stomach and settled on Pedigree bc she did really well on it, although she could not have anything with chicken. I told them about petfoodadvisor.com and encouraged them to seek out a high quality dog food this time around to start. We discussed the shutdown protocol, and they are on board. I also sent them the BCAS video. They are not interested in Foster to adopt at this time.



Adoption Application Review Protocol for TRU Rescue Adoption Coordinators (AC)

(Updated 2/10/23)

Personal References Questions/Discussion Points

- Introduce yourself and thank them graciously for their time and agreeing to provide a reference and tell them **their answers are confidential**. Explain TRU Rescue briefly, and that you are the Adoption Coordinator, and that the applicant is trying to adopt a dog and that touching base with references is a necessary part of the application process.
- Ask how long they have known the applicant and how they know the applicant (friend, neighbor, colleague, etc.)
- Are they frequent visitors to the home?
- Do they themselves have pet experience?
- Are they aware of any previous pet experience of the applicant?
- Does the reference think a dog is a good idea in household?
- Is the reference a part of the applicant's helping/support network?
- Would you leave your pet with the applicant?
- Does the reference have any reservations/concerns?
- Is there anything else they would like to share with you that would help you understand more about the applicant?
- **IMPORTANT!**
Per our application instructions, applicants are advised that the following people are not acceptable references: spouses, partners, in-laws, parents, children, grandparents, girlfriends, boyfriends, roommates, etc. However, we do permit one family member as a reference if it happens to be included. However, if the application lists 2 or more of these people as a reference, you should contact the applicant and request that they provide you with a replacement reference.

If the applicant provides their vet as a personal reference, that is acceptable if the vet's personal/private phone number is provided because they have a relationship with the vet outside of just providing veterinary care. If they only provide the reception desk/vet hospital phone number, that should not be considered a personal reference, that is just a standard "vet reference."

SAMPLE PERSONAL REFERENCE SUMMARY:

Nancy Smith: Worked with Brendan for 10 years.

Nancy has 2 dogs and 2 cats and would be comfortable leaving her pets with Brendan. She visits the home several times per year, and states that it is clean, safe, and well fenced.

She thinks it's a good time for them to adopt. They are big animal lovers and are a loving family. Nancy also feels it's best to adopt, not shop. Brendan worked with a mini-pin rescue for years. Nancy doesn't live super close to them, but if needed would help them. They are good, patient people. Their children are loving, smart, and athletic. No concerns at all.



Adoption Application Review Protocol for TRU Rescue Adoption Coordinators (AC)

(Updated 2/10/23)

Veterinary Reference Questions

- This reference is only applicable if there are current animals in the household (or if a pet has passed and records are still available).
- Be courteous and put TRU Rescue in a positive and professional light.
- Call and explain that you are calling from TRU Rescue and that you have an applicant who is interested in adopting a dog from us, and that you would like to get a reference for their current and/or previous pet(s). They will typically ask you for the family's last name and the animal's name.
- **TRU needs the following information:**
 - 1) Ask if the dog(s) and/or cat(s) are spayed or neutered.
 - 2) Ask if all vaccines are UTD (up to date).

For dogs this includes Rabies, and DHPP (or DHLPP). Optional vaccines include: Lepto, Lyme and Bordetella and are not required by TRU Rescue to adopt.

For cats this includes Rabies and Distemper. Many also have been vaccinated for Feline Leukemia. If the cat is indoor/outdoor, they should be on a fleal/tick preventative. Barn cats need at least a Rabies vaccine.
 - 3) If the pet is due for vaccines, ask if an appointment has been made.
 - 4) Ask if Heartworm, and Flea/Tick preventatives are used.

(Note: Flea/tick preventatives can be purchased OTC (over the counter) so the vet may not have a record of it. Heartworm preventatives are a prescription, and the vet should have record if they were purchased by the applicant, even if they were purchased online).
- If they are helpful, ask if they know the family, and ask if they have any reservations about a new dog.
- Aside from the Rabies vaccine, which is required by law in Maryland, if the vet has determined that a cat or dog should not receive all of their vaccines due to a medical condition, age, or another reason, please note that in your reference.

SAMPLE VETERINARY REFERENCE SUMMARY:

Triadelphia Vet - Glenelg 443-535-9257. Rubble is a 5yo hound/pit mix. He is UTD (up to date) on all vaccines and due up at end of April for HW test and distemper. They will be getting a reminder email soon to schedule. Rubble is neutered and on Interceptor and Bravecto for preventatives. He is also in Cytopoint injections for his allergies. They are great owners and keep up with everything for Rubble.



Adoption Application Review Protocol for TRU Rescue Adoption Coordinators (AC)

(Updated 2/10/23)

Landlord Reference Questions

- This reference is only applicable if the applicant is renting their home or apartment.
- Be courteous and put TRU Rescue in a positive and professional light.
- Call and explain that you are calling from TRU Rescue and that you have an applicant who is interested in adopting a dog from us, and that you would like to get some information about the pet policies for the apartment complex or home.
- Are there restrictions in place regarding the applicant's ability to bring home a dog? Breed restriction? Size/weight restriction? Number of dogs/pets restriction?
- Security deposit and/or monthly fees?
- Does the applicant currently have any pets?
- Any additional information we should know about this applicant that you would like to share with us?
- FYI most apartment complexes use an insurance industry standard list of restricted breeds.

Contacting the Applicant – Text or Voicemail Template

Hi (First Name),

Thank you for your interest in adopting a TRU Rescue dog! This is (AC's Name) and I am your Adoption Coordinator. I will be contacting you by phone for an initial interview during the timeframe indicated on your application. If there is a specific time or day that is better for you, please feel free to call me at your convenience. I am excited to speak with you as you consider adopting a deserving rescue dog. I can be reached at (AC's Phone number). Thank you again!

Contacting the References – Text or Voicemail Template

Hi (First Name),

This is (AC or RC's Name), I am a volunteer with TRU Rescue. (Applicant first & last name) has applied for a dog with us, and your name was listed as a reference on their application. Feel free to give me a call, or I will contact you during the timeframe indicated on the submitted adoption application. I will just need about five minutes of your time so you can provide your confidential opinion on the viability of a new dog becoming a member of this household. We are trying to find the perfect fit for the owner and TRU Rescue. Your opinion is very valuable. Thank you and I look forward to speaking with you soon! I can be reached at (AC's Phone number). Thank you again!



**Adoption Application Review Protocol for
TRU Rescue Adoption Coordinators (AC)**
(Updated 2/10/23)

SAMPLE APPLICATION

Applicant's Name	Date Submitted	Date Reviewed	Animal Applied for
Adoption Request	12/06/2022	12/16/2022	--
Animals interested in:		Daniel	
Your Birthday:		07/05/2023	
Best Time to Call:		9am-9pm	
If Dog you are applying for is unavailable, would you consider another dog?:		Yes	
Is everyone in your household agreeing with adding a TRU Rescue dog to the family? If not, we respectfully ask that you reach an agreement before applying.:		Yes	
How did you hear about TRU Rescue?:		Petfinder	
Do you rent or own your home?:		Own	
If you rent please provide the name, phone number, and/or email of your landlord:		No	
May we contact your landlord?:			
Best time to call Landlord?:			
How long have you lived at the address provided?:		23 years	
Do you live in a community with animal size or breed restrictions that may impact your ability to own the dog you are applying for?:		No	
Do you have a fenced-in yard? (A fenced-in yard is NOT a requirement. It is just good information to help us match you with the right dog.):		Yes	
If you have a fenced-in yard, how tall is the fence, and what material is it?:		6 foot tall. Wooden	
List the names and ages of everyone in your household.:		Larry-58. Christine-53. Dan-27. Adam-23. Lauren-21. Luke-15	
What is the occupation of all caretakers in the home?:		2 are managers. 2 part time work/school. 1 high school. 1 homemaker	
Does anyone in the household have allergies that a pet may impact?:		No	
Does anyone inside the household smoke?:		No	
Do you have any breed or size preferences? If so, what are they?:		Mix breed. Medium.	
What traits are you looking for in a pet? What do you plan on doing with your dog?:		Low maintenance grooming. Be a companion to us and our dog Maxx.	
What date will you be able to bring a new dog into your home?:		Asap	



Why are you interested in adding a TRU Rescue dog to your family?:	We love having dogs in the house
How many hours will the dog be left alone during an average weekday?:	0
If you will be gone for more than 6 hours per day, what is your plan to allow the dog the opportunity to relieve itself?:	Would never be alone
If you are using a dog walker or a doggie day care, please provide the name and contact information.:	No
Where will the dog spend most of their time when you are home (e.g., crate, free roam, outside)? What areas of your house will the dog be able to access?:	Free roam Every room after he becomes comfortable and settled in.
Where will the dog stay when left alone?:	At first kennel. Once established free roam
Where will the dog sleep at night?:	In a bed
Will the dog be left outside unsupervised for an extended period of time?:	Not at first. Take him with us
What do you plan to do with your dog when you travel and are unable to take him/her with you.:	Wouldn't take the trip
How often will you exercise your dog? Describe the ways in which you will exercise your dog.:	Walks. Playing outside
How do you intend to train your dog?:	Voice commands. Hand signals. Positive reinforcement
Many of our dogs are not housebroken or need a refresher on housebreaking. Some may have behavioral issues that arise over time. How do you plan to address these issues should the arise?:	Help the dog through the issue
What do you think are the most important responsibilities in owning a dog?:	Love. Attention. Medical care. Proper feeding. Exercise.
How much do you think it costs to care for a dog each year?:	Not including vet appointments. Approximately \$500-\$1000
What happens if the dog requires more care than your budgeted amount?:	We'll get the money
Is this your first dog? If not, please describe your previous dog experience.:	No. We've had dogs and cats for the past 30 years. Our latest Maxx is 3 years old and he is a blessing
Under what circumstances do you foresee being unable to care for and keep your dog?:	None
Do you currently have any other pets in the home? If so, please list name, species, breed and ages of other pets.:	Maxx. 3 years old. Lab mix

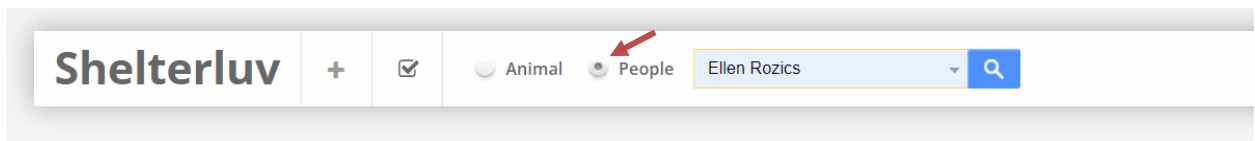


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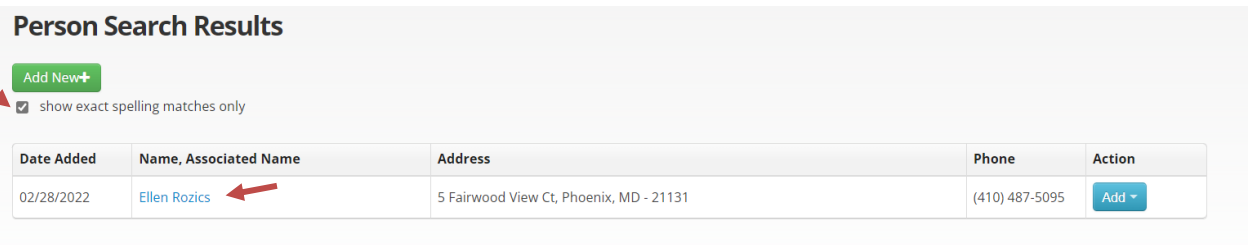
Name and contact information of current vet. If you do not have a current vet, list your previous vet's name and contact information. If you have never used a vet, please provide the name and contact information of the vet you plan to use.:	Essex veterinary. 410-687-1111
Describe what you perceive routine veterinary care to include.:	Vaccines. Wellness checkups
Have you submitted applications for other dogs with other rescues?:	No
If yes, where are you in the process with other applications?:	
Please provide 3 references OTHER THAN FAMILY MEMBERS, PARTNERS or those living in the household. All information must be complete for your application to be processed. If you list a family member as a reference, you will be required to provide an appropriate reference and your application may be delayed. I acknowledge I have read the above and my references comply with these requirements.:	Yes
Reference #1: Name:	Sarah Von Horn
Reference #1: Phone number:	NA
Reference #1: Email:	Facebook.com/Sarah.vanhorn.92
Reference #1: Best time to contact:	NA
Reference #1: Relationship to applicant:	Maxxs foster mom
Reference #2: Name:	Kathleen Fagan
Reference #2: Phone number:	(443) 935-2176
Reference #2: Email:	kfagan@comcast.net
Reference #2: Best time to contact:	Daytime
Reference #2: Relationship to applicant:	Friend
Reference #3: Name:	Patricia Reimer
Reference #3: Phone number:	+1 (443) 969-5864
Reference #3: Email:	NA
Reference #3: Best time to contact:	Daytime
Reference #3: Relationship to applicant:	Friend
I have filled out this application truthfully to the best of my knowledge. I have never been convicted of animal abuse, neglect, or abandonment. By completing and submitting this application, I consent to the TRU Rescue adoption approval process, which may include, but is not limited to: contacting me, contacting my veterinarian, contacting my references, and a home inspection. I understand that there is a \$400 adoption fee for dogs under 12 months and \$375 for dogs over 12 months. This fee helps offset boarding, transport, veterinary, and care costs. If a dog is unaltered at the time of adoption, the Adoption Fee includes an ADDITIONAL \$100 refundable spay/neuter deposit. I attest that all the information provided is accurate to my knowledge. :	Christine Lambdin

How to Input your Interview Notes into Shelterluv TRU Rescue App Team AC Instructions

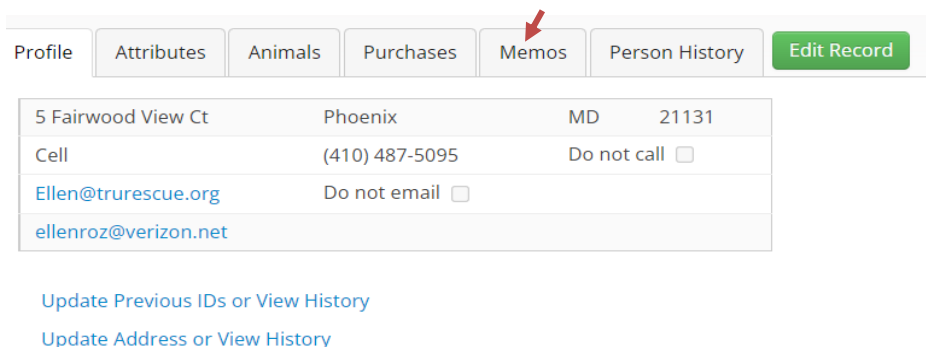
- 1) Log in to Shelterluv using the name and password Gary provided to you. You can change your password if you'd like once you are signed in.
- 2) At the top of the page, click on the button that says "People," and type in the name of your applicant into the search box. Click on the blue magnifying glass to search (If needed, you can also do an advanced search by clicking on the little triangle in the search box).



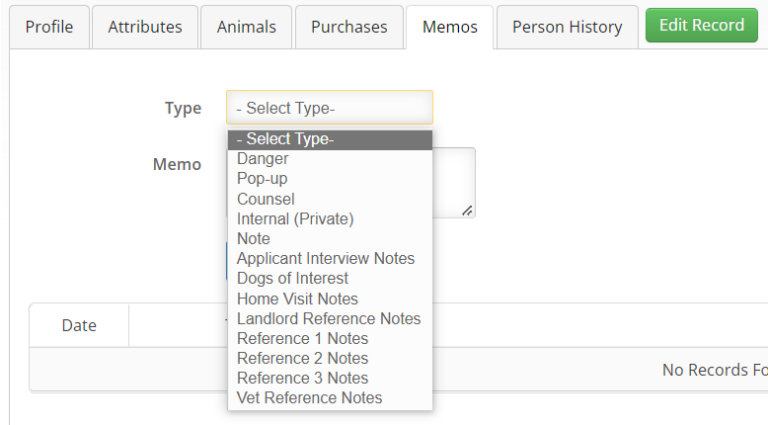
- 3) When the record appears, click on the applicant's name in blue to bring up their profile. If you have any trouble locating their name (the record does not appear), then uncheck the box that says "show exact spelling matches only" and it will bring up other apps with similar names and/or duplicate apps so you can check if there was a misspelling. If you happen to find a duplicate record, please contact Felicia (felicia@tru Rescue.org) so she can merge the records.



- 4) When their profile appears, you will see a number of tabs above it. Click on the "Memos" tab.



- 5) Next to the word “Type”, click on the box that says “Select Type” and you will see a drop-down list. Pick whichever notes you need to complete (i.e. Reference 1, Vet reference, Applicant Interview, etc.) depending on whether you are an RC or an AC. Each “type” of interview notes will get its own memo box.



- 6) **Fill out memos for: Applicant Interview, Dogs of Interest, Reference 1, 2, 3, Vet Reference (if needed), and Landlord Reference (if needed).**

Type your interview notes/summary in the memo box provided, making sure to ask all of the questions from the protocol as always. For the Personal References, please remember to include their name, relationship to the applicant, and how long they have known them. For the Vet Reference, please include the name of the Vet Clinic. For the Landlord Reference, please include the name of the landlord.

After each summary is complete, click on the blue “Post” button to save your interview notes (see screenshot below). Then you will see your complete interview notes appear in a memo box below . Once the memo appears, you can change/add/edit your interview notes by typing into the box, and then clicking “update” to save it, or “remove” to delete it.

Continue to record your interview notes by returning to the “Select Type” drop-down list and picking the next memo you want to record and repeat the process. (see example below)

Any additional comments, concerns, etc. that do not fit into one of the categories in the drop-down list may be added into the memo simply called “Notes”. There you can put in anything that you feel is important for the AC or HV team to see. **Do not put your interview notes in the types with the headings that say: Danger, Pop-Up, Counsel, or Internal (Private). Those are part of the system and cannot be removed.**



Adoption Application Review Protocol for TRU Rescue Adoption Coordinators (AC)

(Updated 2/10/23)

Type

Memo

Note: You can also resize the memo box if needed by dragging the 2 lines in the lower righthand corner out

POST

Date	Type	Memo	By		
04/22/2022	Vet Reference Notes	Jacksonville Vet Hospital - Spot is neutered, UTD on all vaccines, and on preventatives for flea/ticks/fw, etc.	trur_atester1	Update	Remove
04/22/2022	Reference 2 Notes	Jane Smith, neighbor - 5 years (my summary)	trur_atester1	Update	Remove
04/22/2022	Reference 1 Notes	John Doe, friend for 10 years. (my summary)	trur_atester1	Update	Remove

7) Once you have completed your entries and your notes have posted, everything will Autosave. Before you log out of Shelterluv, or close your window, click on the tab that says “Attributes.”

- Click on the box that says “RC complete” (which means the reference checks are complete)
- AC’s will make their recommendation by either clicking on “AC complete rec. for HV”, or, “AC complete NOT rec. for HV” (depending whether or not you recommend or do NOT recommend the applicant for a home visit).
- Do not click on any other boxes than those mentioned here.

Profile
Attributes
Animals
Purchases
Memos
Person History
Edit Record

Person's Attributes

- App0 - BG complete
- App1 - RC complete
- App2 - AC complete rec. for HV
- App3 - AC complete NOT rec. for HV
- Approved Adopter
- Background Check
- Bottle Baby Foster
- Do Not Adopt
- Foster
- Foster to Adopt

Please note: the “Edit Record” box is only to be used if any of the applicant’s profile information needs to be changed (i.e. email address, phone number incorrect). Otherwise, please do not click on this button here, or any other location in Shelterluv.