

Best Friends supports conversation-based adoption services



Local placement options account for most animal outcomes in shelters with a save rate of 90% or more. However, adoption takes the top spot, representing 63.4% of all outcomes in 2,118 no-kill shelters in 2019. Adoption plays the largest role in both closing the lifesaving gap and leveraging the community to support cats and dogs in shelters.

Best Friends Animal Society endorses the practice of conversation-based adoptions. To Best Friends, that can mean:

- Having nonjudgmental conversations with prospective adopters instead of having them fill out lengthy applications
- Striving to be inclusive and counteracting any biases around who is a suitable adopter
- Removing home, veterinarian and landlord checks, while providing adopters with information about the importance and availability of veterinary care
- Removing the requirement that adopters have a fenced-in yard
- Removing adopter and family age restrictions with a focus on supporting adopters to find the pets best matched to their home environment
- Offering reduced-fee or fee-waived adoptions
- Having open hours outside of standard business hours
- Making pets available for adoption as soon as they are taken into the shelter
- Having same-day adoptions
- Marketing pets to all constituents
- Releasing pets prior to spay/neuter with contracts to sterilize or as foster-to-adopt when access to surgery is limited



RESOURCES

Open Adoptions Playbook: This playbook describes basic considerations and steps that every agency can take to create a well-rounded open-adoption program.

Client Service and Adoptions: This online course helps learners understand the differences between client and customer, identify the crucial components of client communication, analyze client service strategies that build long-term relationships and examine proven lifesaving adoption policies and processes.

Best Friends Adoption Barrier Study: This qualitative study was done to understand the pet acquisition process, existing barriers (real or perceived) to adoption and potential solutions to overcome those barriers.

You Asked the Potential Adopter What?: In this editorial, Sue Cosby, Best Friends senior director of lifesaving centers, provides a reality check regarding screening of potential adopters.