

## FAQ

### Adoption-by-Appointment

### during COVID-19



**Q: I have filled out an online application. How long will it take for someone to call me?**

**A:** Thank you for taking the time to fill out our application. We are working diligently to contact everyone in the order that the applications are received. Due to enormous interest in all of Seattle Humane's animals, it may be a few days before you are contacted. Unfortunately, calling or emailing will not expedite the response and will likely slow down the overall process. Please continue to be patient and we will reach out as soon as possible.

**Q: I see that an animal I'm interested in is "Pending Adoption." What does that mean?**

**A:** Pending Adoption means that the animal is currently spoken for by an adopter who has completed the advising process and placed a paid hold on that animal.

**Q: I submitted an application for an animal, but now I see "Pending Adoption."**

**A:** If you have not received a call from our staff about the animal you are interested in, the "Pending Adoption" is for a different adopter. If the current adopter has a change of heart and wishes to allow the pet to be made available again, please know that we are keeping a list of all applications received. Other prospective adopters will be contacted by staff in the order their application was received.

**Q: I'm interested in an animal that is "Pending Adoption," can I get placed on a waiting list?**

**A:** If you have submitted an application through the adoption-by-appointment page on our website, you are already on our waiting list for that animal. While you wait, you can continue to submit applications for other animals you may be interested in, with the same rules applying.



## Q: Where am I on the list of submitted applications?

A: We are not able to keep applicants apprised of their location on the list on an ongoing basis, but we will contact applicants in the order their application was received.

## Q: For puppies, how big will they get? What breeds are the puppies mixed with?

A: For most of our puppies, we do not have a full history on the size or breed of their parents, and can only provide an estimate for how big they will get. If you have weight restrictions that apply to your apartment or rental, please note that a large breed puppy may not be the best choice for your family.

## Q: Is this animal still available?

A: All animals that do not have "Pending Adoption" by their name can be considered available. However, it is possible that the animal has received numerous applications that are in the process of being reviewed by staff.

## Q: Do you still need foster homes?

A: Currently, the majority of our animals are in foster homes. We are **only** accepting applications for dog foster parents that meet this specific criteria:

- Lives in a house (no apartments or condos)
- No current pets
- No children in the home

If you meet this criteria and are interested in fostering, please complete our volunteer orientation, found under the "Get Involved" section on our website.

**Please allow up to 7 days for a response.**

If you do not meet this criteria but you are still interested in fostering, we encourage you to contact other local animal rescues and shelters in the area who may have a higher need for additional foster homes at this time. As these organizations are separate from Seattle Humane, we are unable to speak to their processes or availability, and ask that you contact them directly with any questions about their programs.



## Q: Can I get some information on this animal's personality, age, and history, or if they do well with kids, cats, or dogs?

A: If you are looking for basic information on one of Seattle Humane's pets, it will be under the adoption description on our website. There you can learn the animal's age, sex, and a little about them. We update these descriptions with any restrictions that may apply. An example would be a "cat free" restriction for a dog that cannot go to a home with a cat, or a child age restriction for families with children to consider.

If you are interested in an animal and meet the pet's criteria, fill out an application on our website by following the steps under the Adoption-By-Appointment page. If you are first in line for a pet, an adoption advisor will have an in-depth conversation with you about the pet's behavior, medical, and transfer history.

## Q: I realize you are closed, but are you still doing adoptions? Or can we come and see the animal we are interested in?

A: Unfortunately, due to the ongoing COVID-19 pandemic, we are unable to accommodate public gatherings at our shelter. As a result, Seattle Humane is changing the way we do adoptions during our ongoing public closure. Our new Adoption-by-Appointment system allows us to process applications for shelter pets while they're away in foster and work remotely with prospective adopters to ensure their ongoing safety and the safety of Seattle Humane staff.

## Q: What is a paid hold?

A: If you are first in line for a pet, an advisor will call you for a phone advising to discuss the pet in further detail. Once the advising is complete, you will decide whether to place a hold on that pet.

### The fees for holds are as follows:

- **Dogs, \$50.**
- **Cats, rabbits, and chinchillas, \$25.**
- **Mice, hamsters, gerbils, and other small critters, \$10.**

**This fee is non-refundable, non-transferable, and does not go toward the adoption fee.**

