

# Conversation-Based Adoption Services: Connecting to People and Connecting People to Animals in Need

Shelters cannot achieve no-kill (a save rate of 90% or more) for cats and dogs without implementing adoption programs and leveraging the local community to support pets who end up in shelters.

**Best Friends Animal Society endorses and encourages all shelters to adopt conversation-based adoption services, which aim to help shelter staff connect with potential adopters, understand their needs, disrupt conscious or unconscious socioeconomic and racial biases that may prevent adoption, and ensure maximum flexibility for well-intentioned adopters.** The end result of this adoption model? Happy families and more animals' lives saved.

## CORE TENETS OF CONVERSATION-BASED ADOPTION PROCESSES:

- Replacing lengthy adoption applications with nonjudgmental conversations
- Removing home, veterinarian and landlord checks while providing adopters with information on the importance and availability of veterinary care
- Offering reduced-fee or fee-waived adoption for qualifying adopters
- Ending blanket requirements that adopters must have fenced-in yards
- Prohibiting adopter and family age restrictions
- Offering adoption appointments outside of standard business hours
- Marketing pets to all constituents and offering same-day adoptions



**A conversation could be the starting point of a lifesaving adoption.**