

Frequently Asked Questions When Surrendering a Pet

Q: *Does it cost money to surrender a pet?*

A: No. We do ask for a \$25.00 donation to help us care for your pet during his/her stay with us. If it is not possible to give a donation, we will still accept your pet.

Q: *What should I bring with me?*

A: If your pet has previously been to a veterinarian, please obtain your pet's records from the vet and bring them with you. Most veterinarians will not release health records directly to us due to confidentiality issues.

- If your pet is on medication, please bring the medication with you so we can continue giving it to your pet as prescribed by your veterinarian.

Once you arrive we will ask you to fill out a detailed questionnaire regarding your pet's history. You can print a downloadable copy of this questionnaire from our website, fill it out ahead of time, and then bring it with you. Filling out the questionnaire thoroughly and truthfully will help us select an appropriate home based on your pet's personality, behavior, and needs.

Q: *Can I bring my pet's belongings with him/her?*

A: Yes. We will make every effort to keep your pet's favorite blanket, toy, etc with him or her. However, we clean our kennels daily and redistribute toys, blankets, and bowls during this cleaning process, making it impossible for us to guarantee that the item will be kept exclusively with your pet.

Q: *Can you promise that my pet will be adopted?*

A: We would love to be able to guarantee adoption for every animal who comes through our doors but at this time it is not possible to promise that your pet will be adopted. If you have decided to bring your animal into the HLLC, rest assured that we will do our best to find your pet a new home. If we are unable to place your pet he/she may be transferred to another animal welfare organization. We partner with numerous other rescues and shelters in an effort to save as many lives as possible.

Unfortunately, there are times when we must make the difficult decision to euthanize an animal in our care and thus we cannot guarantee adoption. We are, however, committed to saving lives and do use humane euthanasia as a last resort. Nevertheless, we ask that you consider the decision to surrender your pet carefully and explore all other options for your pet prior to bringing him or her to the shelter.

Q: *What will happen to my pet after he/she arrives?*

A: Animals come to us under many different circumstances, so the incoming process is a little different for every pet. Typically, once you surrender your pet to us, he or she is checked over by our trained Animal Care Technicians and vaccinated, if necessary. The pet is then moved to his or her living quarters and/or may be placed immediately on our adoption floor. Sometimes a pet may need several days to settle in and adjust to the new environment before being placed up for adoption. Prior to adoption, our trained staff spend some time getting to know each dog and assess his or her personality to determine the best placement option. Sometimes this means being transferred to a rescue, being placed in a foster home, or being placed up for adoption at our facility. During his/her stay with us, your animal will be fed twice daily and receive a clean blanket and toys each morning as we complete our cleaning procedures. We are also fortunate to have dedicated volunteers who regularly come in to walk dogs or cuddle cats!