



## FAQ for People Looking to Re-home their Pets

**Q: Does re-homing mean Blue Ridge Humane Society will take my animal into their facility/ can I surrender my pet to Blue Ridge Humane Society if I can't find them a new home quickly?**

**A:** NO. The re-homing listing is a courtesy listing only. Blue Ridge Humane Society does not accept public owner surrender animal into our facility.

**Q: How do I get my pet(s) onto your site to have them listed for re-homing?**

**A:** Follow this link <https://www.shelterluv.com/form/community/BRHS/35-courtesy-post-submission> to fill out a courtesy posting submission. You will also need to text 1-4 high quality photos to our helpline at 828-393-5832. We cannot list your pet(s) until we receive the photos. You may also email photos to [community@blueridgehumane.org](mailto:community@blueridgehumane.org). Once we receive your form and your photos, we will list them on our site. We will follow up with next steps and a link to share them on social media.

**Q: How long will they be listed on your website?**

**A:** Once posted, they will remain on our site for 30 days. Prior to the 30 days running out, you will need to reach out to us and request that their posting can be extended for an additional 30 days. If we do not hear from you with an update, they will be automatically removed from our site. If they expire and you then reach back out to us and still need to find them a new home, we can re-list them on our site easily.

**Q: Where else can I share/ post my pet for re-homing?**

**A:** Social media is a great tool for posting your pet's bio and photos and/or a link to our page where they are listed. We encourage you to ask friends, family members, neighbors and co-workers to share them on their social media as well.

**Q: How will I know when someone is interested in the pet(s) I have listed for re-homing?**

**A:** When a potential adopter sees your pet on our website and is interested in adopting them, they will fill out an adoption application through us! We will then forward that application on to you for you to look over. At that point you will be able to reach out to the potential adopter and move forward with the process. The application will ask some general questions to get you started but of course there may

be other questions you need/ want to ask. We require you to respond to potential adopters within 72 hours of receiving an inquiry.

**Q: How long will it take for my pet(s) to find a new home?**

**A:** There is no set time. However, clear photos and a full, informative bio description can help your pet(s) get more interest. See below for our “Tips for Writing my Pet’s bio / profile”.

**Q: What are some tips for writing my pet’s bio/ profile?**

**A:** No one knows your pet better than you do. You are the best person to select the perfect, future home that you desire for them. So, take the time to make them shine. Here are some suggestions to help get you started:

- 1) Keep the profile description simple. This is an introduction to your pet. A profile should not include every detail, but just enough information to stir some interest. Once we pass along the adoption application and are you able to speak with the potential adopter you can go into detail.
- 2) Lead with the positive! Why do you love your animal and why would someone else? What are your pet’s greatest strengths, skills, and personality traits? Be specific.
- 3) Give people a reason to fall in love! What is it about your pet that is cute and irresistible? - Be real! Are there areas your pet excels at and others that need work? What is the best home for your pet?
- 4) Be honest! We encourage pet parents to be honest with their pet’s challenges such as behavior, medical, special needs, etc. Try to present this information in a positive way. The details can be explained further in a one-on-one conversation with those who are truly interested.
- 5) Get the perfect picture! Outdoor pictures are great, not only will the light be better, but animals are usually happy when they are outside. Sticking indoors? A simple backdrop can be arranged by just removing clutter and unnecessary objects. Try to submit at least 2 quality pictures, including a clear shot of the pet’s face and eyes. The eyes will speak volumes to the hearts of potential adopters.
- 6) Do proofread! It may be helpful to get another person’s eyes on your profile.

**Q: What are some tips for meeting in person with a potential adopter/ pet owner?**

**A:** When meeting people to rehome or adopt a pet, please follow your state, local, and federal government guidelines and regulations, in addition to the CDC guidelines for social distancing and proper sanitation.

Always use sound judgement when doing a meet and greet. Use the buddy system and take a trusted friend. This serves two purposes. 1. It is always safer. 2. It gives you a second opinion and can help in the decision making and question process.

We encourage you to take precautions when meeting with people. Meeting in a public location, telling people who you are meeting with when and where. Due to Covid, use outdoor meeting places, wear protective gear, like a mask, gloves and glasses, wash hands and follow social distancing guidelines.

**Q: What are some of the services you offer that can help me keep my pet(s) in my home while going through the re-homing process?**

**A:** We have many Community Support Services that can help, including pet food assistance, vet assistance, and care and training tips! More information can be found via these links on our website or by reaching out to our Pet Support Line at 828-393-5832.

<https://www.blueridgehumane.org/community-services/>

**Q: My pet(s) have been adopted! What should I do next?**

**A:** Please reach out to us and let us know of your pet's updated status so we can remove them from our site.

**Q: I have decided to keep my pet(s). What should I do next?**

**A:** Please reach out to us and let us know of your pet's updated status so we can remove them from our site.

**Q: My time has run out to find a new home for my pet(s). Where can I surrender them?**

**A:** You can call the Henderson County Animal Shelter and talk to them about the surrender process. Their phone number is 828-697-4723.