



## **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. The Blue Ridge Humane Society Adoption Center does not take in animals directly from the public. Our Adoption Center takes animals in directly from Henderson County Animal Services.

**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 or email at least 1 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. Photos are the fastest way to market your pet, try to get at least 1 photo of your pet's face, with their eyes looking at the camera. Squatting or sitting to be at eye level with your pet, can provide the best angle for photos!

**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:** Re-homing is an active process that depends on the pet owner marketing their pet's profile! Share with your friends and family, and encourage them to share your pet's profile! Social media has been proven to be an effective tool to finding your pet a home. Once your pet's profile is published to our website, we will email you a link that goes directly to your pets webpage. This is the link you will want to share!

**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 more information or about adopting them, they will reach out to you directly via your preferred method! We will ask that you let us know before we list your pet whether you want your phone number, email address or both listed.

**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. Think of the bio as a resume, keep it simple and positive. Leave the details for when someone reaches out with interest! If your pet has any special needs or quirks, share these during the “interview” conversation.
- 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.
- 7) Our staff can help you write a marketable bio for your pet. Just text our helpline (828)393-5832

**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 behavior 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:** If you live in Henderson County, you can call the Henderson County Animal Services Center and talk to them about the surrender process. Their phone number is (828)697-4723. If you live in a different county, a good place to start is reaching out to your local county animal shelter.



## **FAQ For People Looking to Adopt a Pet through Re-homing**

**Q: I am interested in adopting \_\_\_\_\_! Are they available at your Adoption Center?**

**A:** NO! The pets listed on our re-homing site are courtesy listings only. They are in the current owner's home and NOT at our facility. Please do NOT call our Adoption Center. They do not have any additional information about the pets listed for re-homing.

**Q: I am interested in \_\_\_\_\_! How do I apply for them/ contact the owner?**

**A:** Please follow this link \_\_\_\_\_ and fill out an adoption application. The first question will be which pet you are applying for. Once the application has been completed, we will pass it along to the owner for them to look over. You can expect to hear from them or us within 72 hours. \*This time frame may be extended on nights, weekends, and holidays\*.

**Q: Do you have any tips for meeting with the owner(s) of the pet I am interested in?**

**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: I have adopted a pet through the re-homing listing! What should I do next?**

**A:** Congrats! We would LOVE to feature your pet and story for our Happy Tails. If you would send us some photos and an update, we would appreciate it. Photos and updates can be texted to 828-393-5832 or sent via email to [Community@blueridgehumane.org](mailto:Community@blueridgehumane.org)

