



PETSMART **Charities**

ADOPTION PARTNER MANUAL

US/PR | 2025-26



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TABLE OF CONTENTS

TABLE OF CONTENTS	3
PROGRAM OVERVIEW	4
Introduction	4
Adoption Program Benefits	5
CUSTOMER SERVICE & PERSONNEL	7
Customer Service Expectations	7
Personnel Expectations	9
ADOPTION PROCESS & PET PARENT EXPERIENCE.....	11
Receiving & Tracking Pets	11
The Adoption Center Binder	13
The Adoptable Pet Log	13
The Adoption Process	14
Pet Return Process	16
Recognized Pets	16
PRESENTATION & SUPPLIES.....	17
Supplies	17
Signage	18
GENERAL PET CARE & SAFETY	19
General Pet Care Expectations	19
Safe Adoption Area Expectations	20
Health and Wellness Expectations	21
Vaccination Requirements	22
Other Pet Health Issues.....	23
Animals Transported from Out of State or Country.....	23
Reporting Pet Incidents.....	24
Pet Illness Expectations.....	26
Pet Death Expectations	27
Adoption Center Maintenance After Illness or Death.....	27
ADOPTION CENTER STANDARDS.....	28
Adoption Center General and Safety Standards	28
Adoption Center Appearance & Maintenance Standards	29
For questions regarding information provided in this manual.....	31
APPENDIX: FREQUENTLY ASKED QUESTIONS.....	32



PROGRAM OVERVIEW

INTRODUCTION



**Thank you for your commitment to partnering
with PetSmart Charities to help pets in need in your community.**

This manual must be reviewed by PetSmart Associates who assist with adoptions, as well as Adoption Partner personnel who participate in PetSmart Charities' In-Store Adoption Program.

Read this manual thoroughly and ask lots of questions!

Agreeing to participate in the In-Store Adoption Program represents a commitment that you will care for the adoptable pets, conduct yourself appropriately with the public, and maintain the in-store adoption area in strict accordance with the protocols outlined in this manual.

If any content in this manual is unfamiliar, schedule time with the PetSmart Store Leader immediately to ensure expectations are clarified.

This manual and the policies and procedures described in this manual, as well as any other policies and procedures presented in other materials or communicated to you, are required; adherence to them is nonnegotiable. If at any time you feel you cannot support or adhere to the policies and procedures as they are described, alert the PetSmart Store Leader immediately. All stated requirements herein are subject to any applicable laws and regulations that may be more restrictive than required by PetSmart or PetSmart Charities. It is solely your responsibility to ensure you, your organization, and all personnel associated with your organization are adhering to applicable laws and regulations.

Do not share your Adoption Partner number with anyone outside of your organization. Sharing your number with other entities or organizations can result in termination from the In-Store Adoption Program.

During the approval process,
your organization was assigned an
Adoption Partner number,
also known as

“GROUP NUMBER”.

This number is specific
to your organization and may not
be used by multiple entities or
organizations. This protects your
organization and PetSmart Charities
from fraudulent activity.

ADOPTION PROGRAM BENEFITS

PETSMART CHARITIES ADOPTION REWARDS FUNDING

The PetSmart Charities Adoption Rewards program celebrates the efforts of Adoption Partners and creates more opportunities to facilitate adoptions throughout the year – ultimately finding more homes for pets in need!

Adoption Partners are strongly encouraged to track their own adoptions and check their records with their Store Leader frequently. Any in-store adoptions that are not recorded with the appropriate Adoption Partner number will not be considered for payment under the rewards program. If there are any issues regarding adoption counts, a request for correction along with supporting documentation must be submitted via email to adoptionscompliance@petsmartcharities.org within 30 days of the adoption.

Rewards are paid once an Adoption Partner reaches a new reward threshold. Rewards are paid out on or around the 20th of the following month and are not cumulative. Each time a new funding threshold is reached, Adoption Partners will be paid the difference between the larger reward and the previous threshold reward payment. Rewards will be deposited directly in your account through electronic funds transfer. It is important that you keep all banking and organization contact information up-to-date. If there are any issues regarding payment for an adoption reward, a request for payment along with supporting documentation must be submitted via email to adoptions@petsmartcharities.org within 30 days of the payment. Claims older than 30 days will not be considered for payment.

You can also utilize the Adoptions Made Easy (AME) reporting tool for more detailed adoption information and to ensure your adoption counts are accurate. If you are missing adoptions, make sure you first check the "Pending Adoptions" tab in AME to ensure adoptions have been completed before submitting your correction request.

Your organizations current in-store adoption totals can be found at:
www.petsmartcharities.org/pro/adoption-partner-adoption-total

PetSmart Charities, in its sole and absolute discretion, may determine the election, amount, modification, or termination of Adoption Rewards. If your organization receives Adoption Rewards, your organization agrees to use such rewards in the furtherance of its charitable purpose, specifically furthering its In-Store Adoption Program designed to find homes for pets in need, and not for lobbying or political activities, or any purpose not described in Section 501(c)(3) of the IRS Code as applicable. The PetSmart Charities fiscal year runs February 1–January 31.

EVENTS

WE ENCOURAGE ADOPTION PARTNERS TO PARTICIPATE IN OUR ADOPTION EVENT OPPORTUNITIES.

IN-STORE ADOPTION EVENTS

Weekends are the most popular time to hold in-store adoption events. However, you can hold an in-store adoption event any day of the week. Adoption event dates and times must be agreed upon by the applicable PetSmart Store Leader. By working with PetSmart store leadership and PetSmart Charities, your organization may be eligible for additional funding through adoption rewards or grant cycles.

NATIONAL ADOPTION EVENTS

National Adoption Weeks are special adoption weeks held three times a year. During these weeks, adoption partners are eligible to receive double credit for any adoptions completed in-store during the week. These special events are marketed and promoted nationally and are a great time to host in-store events. Be sure to check with your PetSmart Store Leader or contact your PetSmart Charities Adoption Grants Manager to learn about event opportunities during our National Adoption Weeks.





CUSTOMER SERVICE AND PERSONNEL

CUSTOMER SERVICE EXPECTATIONS

Professional and courteous behavior is the foundation for a positive adoption experience. Foundational to this is Adoption Partners and PetSmart Associates prioritizing excellent customer service throughout the entire process. We rely on you to support our vision of providing total lifetime care to every pet and every parent, every time.

ANTI-DISCRIMINATION POLICY

In signing the Adoption Partner contract, you agree to the following:

Harassment or discrimination of any kind, as determined by PetSmart Charities in its sole discretion, whether based on race, gender, sexual orientation, pregnancy, gender identity, marital status, parental status, religion, age, disability, nationality, veteran status, or any other protected characteristic, is strictly prohibited and will not be tolerated under any circumstances. Such behavior is unacceptable and may be grounds for immediate termination from the Adoption Program. This applies to all individuals working or volunteering on behalf of Adoption Partner organizations at in-store Adoption Events and occupying 7-Day Cat Centers and/or Everyday Adoption Centers (EACs), as well as any interactions with the public, customers, or other partner organizations.

We are committed to providing a work and service environment that is safe, inclusive, and welcoming for everyone. Harassment can take many forms, including but not limited to, verbal comments, inappropriate jokes, gestures, unwelcome advances, or any behavior that creates a hostile or uncomfortable atmosphere. Discrimination can occur through biased treatment, exclusion, or unequal access to opportunities based on personal characteristics or affiliations.

Every person involved with in-store adoptions is expected to actively contribute to a culture of respect and support. It is crucial that all personnel treat colleagues, volunteers, customers, and community members with the utmost respect and dignity. Creating a positive and supportive environment is not only essential for maintaining a productive workplace, but also ensures that we can focus on our shared mission of saving animals' lives and serving the community.

If any staff member, volunteer, or customer experiences or witnesses harassment or discrimination, they are strongly encouraged to report it immediately to their supervisor, the Store Leader, or their PetSmart Charities Adoption Grants Manager. Reports will be taken seriously and will be handled with confidentiality, professionalism, and appropriate follow-up action.

Ensuring a respectful, harassment-free, and discrimination-free environment is critical to the success of the PetSmart Charities Adoption Program, and we rely on every participant to uphold these standards.

SAFETY

All Adoption Partner personnel and PetSmart Associates must maintain safe pet health, interaction, and cleaning practices. Knowingly handling or maintaining pets in any condition that is counter to the standards and policies outlined in this manual is grounds for immediate dismissal from the In-Store Adoption Program. Adoption Partners are fully responsible for all actions and omissions of their employees, contractors, agents, representatives, and volunteers at all times.

DENYING AN ADOPTION: EDUCATE, INFORM, PROVIDE ALTERNATIVES

Paramount to a successful adoption is educating potential pet parents on the adoption process, including but not limited to, informing them of the responsibilities that come with adopting a pet while discussing the profiles of individual pets. If adoption is not in the best interest of the pet or the pet parent, provide alternatives.

In the event you must deny an adoption, be sensitive to the pet parent's needs. They may be greatly disappointed. How you communicate will create an educated and understanding supporter or a confused and potentially difficult adversary. Many people will perceive an adoption denial as a judgment about their abilities as pet parents.

Most of the time it is not the message, rather, how the message is delivered that causes a potential adopter to become upset. Denying an adoption is a delicate situation, and poor communication can create misunderstanding. Using tact and diplomacy and offering alternatives to a denied adopter is critically important. All personnel must take these steps when an adoption is denied:

- Tactfully provide a professional explanation; just saying “no” is never enough. Where appropriate, consider offering alternative pets up for adoption that might be a better fit.
- Use discretion during any denial; enlist support from the PetSmart Store Leader if needed.
- Do everything in your power to ensure that no pet parent leaves unreasonably confused or upset.

Always thank pet parents for considering an adoption. Regardless of whether a visit results in an adoption, thank every customer for stopping by. Remember, they are members of your community and could possibly be future volunteers, donors, or advocates for your organization.

PERSONNEL EXPECTATIONS

SAFETY FOR PETS AND PEOPLE IS OUR NUMBER ONE PRIORITY.

Our In-Store Adoption Program focuses on providing safe and rewarding interactions between pets and potential pet parents as they get to know one another. In order to ensure a comfortable, safe experience for pets and pet parents, Adoption Partner personnel are expected to meet these basic expectations:

- All Adoption Partners are required to use a volunteer waiver and ensure it is signed by each volunteer and on file at the organization's facility or office. The waiver must include language that waives any and all claims against PetSmart and PetSmart Charities.
- The Adoption Partner must provide Store Leaders with a schedule for personnel, which should be agreed upon with PetSmart store leadership. Adoption Partner personnel are expected to be on time and pets must be ready for adoption on schedule. Should the schedule need modification, PetSmart Store Leaders should be notified immediately.
- PetSmart stores and PetSmart Charities events are drug and alcohol free. Adoption Partner personnel may not work in a PetSmart store or participate at an event while under the influence of any controlled substances.
- Relatives, friends, or significant others of Adoption Partner personnel may not visit during their shift unless they are also Adoption Partner personnel.
- Personnel may not eat meals in any public area of the PetSmart store or 7 Day Cat Center. Adoption Partners may use the break room for meals. Absolutely no pets are allowed in the break room.
- Adoption Partner personnel must make personal store purchases before or after an adoption shift. Products may not be set aside during a shift to be purchased at a later time. Any purchases should be removed from the PetSmart store immediately.
- Personal belongings should be left at home. PetSmart and PetSmart Charities are not responsible for damaged, misplaced, lost or stolen personal items.
- Adoption Partner personnel, volunteers, agents, and representatives shall not disparage PetSmart, PetSmart Charities, or any PetSmart products, services, or Associates; Banfield, The Pet Hospital or its Associates; or the activities or reputations of any other organization participating in the In-Store Adoption Program. Disparagement is grounds for immediate termination from the In-Store Adoption Program.
- Adoption Partner personnel should dress professionally and in accordance with PetSmart's appearance/dress code.

POTENTIAL PERSONNEL REMOVAL MAY BE REQUIRED

In the event PetSmart or PetSmart Charities has any objection to the behavior or actions of any Adoption Partner's employees, contractors, agents, representatives or volunteers, PetSmart or PetSmart Charities shall have the right to require the Adoption Partner to remedy the cause of any such objection. In addition, upon request, PetSmart or PetSmart Charities, in its sole discretion, may require the removal of the employee, contractor, agent, representative, or volunteer from the Adoption Center or any other designated areas.

CURRENT CONTACT INFORMATION

It is your organization's sole responsibility for ensuring that PetSmart Charities has the most current and accurate contact information, including organizational contact names, a mailing address that match the address on file with the IRS, telephone number, and email addresses. If your organization fails to provide such information, it is still responsible for adhering to all modifications made to the manual and/or any other policy or procedure.

**TO UPDATE YOUR CURRENT CONTACT INFORMATION, PLEASE VISIT:
WWW.PETSMARTCHARITIES.SMARTSIMPLE.COM**



ADOPTION PROCESS AND PET PARENT EXPERIENCE

With so many independent animal welfare organizations, each is bound to develop some unique forms and practices. For instance, most Adoption Partners provide on-site adoptions, and some Adoption Partners may facilitate next-day adoptions. In some cases, a trained PetSmart Associate can initiate or complete an adoption, such as in the 7 Day Cat Center. Regardless of the variances of adoption processes, every pet parent must have a consistent and positively memorable experience. Any dispute between an Adoption Partner and a pet parent is the legal and financial responsibility of the Adoption Partner. PetSmart and PetSmart Charities are not responsible for the outcome of such disputes. No matter the variance in individual organization practices, if the adoption is fully completed at a PetSmart store, participating Adoption Partners may receive their Adoption Rewards for those adoptions, subject to Adoption Rewards program terms and conditions. Additionally, Adoption Partners always retain 100% of the adoption fees regardless of whether the organization's personnel or PetSmart staff complete the adoption.

RECEIVING & TRACKING PETS

The Adoption Partner is responsible for the safe and legal transportation of pets to and from PetSmart. This includes safe unloading and maintaining control of all pets at all times. Before an adoption may occur, Adoption Partner personnel must complete the following steps to ensure that adoptable pets are safe, secure, and properly tracked:

- Upon arrival, adoptable pets must be placed in prepared, clean kennels or crates, and the Store Leader must be informed of their arrival. The Store Leader, or other leader on duty, should be present to check in the pets, looking for overall health and verifying vet records.
- All felines and canines 6 months and older must be spayed/neutered and vaccinated prior to adoption. No intact canine or feline 6 months or older can be displayed in store or sent home with a voucher.*
- The PetSmart Charities Spay/Neuter Initiative is optional for adoption partners. Adoption partners who can spay/neuter pets under 6 months before adoption should continue to do so. Unaltered animals over 4 months should be housed separately, even from the same litter.
- All Adoption Partners are required to spay/neuter all dogs, cats and other pets as required by state or local laws prior to bringing them to a PetSmart store for adoption.
- Subject to applicable laws, as of July 10, 2023 the PetSmart Charities Spay/Neuter Initiative will allow unaltered kittens and puppies under 6 months of age to be housed in PetSmart adoption centers and participate in PetSmart store adoption events.
- It is solely the adoption partner's responsibility to ensure you, your organization, and pet parents comply with the applicable spay/neuter laws and regulations.
- All canines and felines must be vaccinated and monitored for a minimum of 24 hours prior to entering a PetSmart store.
- Pets' health records, including Rabies Certificate (if age appropriate) or Vaccination Record showing proof of rabies or current vaccinations, and any other information about the pet that may be important to disclose must be available at the applicable PetSmart store. A pet without a Rabies Certificate or Vaccination Record showing current proof of rabies or current vaccinations cannot be adopted, brought into a PetSmart Store, or remain at PetSmart. All stated vaccination requirements herein are subject to any applicable laws that may be more restrictive than required by PetSmart and PetSmart Charities.
- Adoption Partners must ensure each pet has an approved cage card (see example below) that lists the pet's name, the gender of the pet, the date rabies vaccine was administered (if age appropriate), all matching the Rabies Certificate or Vaccination Record showing current proof of rabies vaccination, and the date the combination vaccination was administered. Store Leaders can order cage cards from Store Essentials.
- Cats or kittens can be identified with a PetSmart supplied ID band or a breakaway collar supplied by the adoption partner.
- Adoption Partners are expected to respond to issues and concerns from pet parents, PetSmart Charities, and PetSmart within 24 hours.
- Adoption Partners must retrieve any pet that becomes ill while in a PetSmart store. Ill pets may not be adopted or remain at the store and should be removed as soon as the partner is notified by a PetSmart associate or by the end of day. Pets not retrieved within this timeframe will be transferred to a veterinarian or the appropriate receiving agency for that area at the Adoption Partner's expense.
- Adoption Partners must provide emergency contact information (including an emergency veterinarian contact number) for individuals who are available to come to a PetSmart store. Contact may happen after business hours.
- All policies are subject to any applicable laws that may be more restrictive than required by PetSmart and PetSmart Charities. You are solely responsible for ensuring your compliance with all laws.

SAMPLE CAGE CARD



Date of Arrival at Store: _____

Adoption Partner: _____ Adoption Fee: \$ _____

Hello, my name is:

Pet Description: _____ Gender: M ☐ F ☐

Breed/Mix: _____ My Approx. Age: _____

Combo Vaccine
Administered: _____
Date

Rabies Vaccine
Administered: _____
(If age appropriate) Date

This pet has been: ☐ spayed ☐ neutered
Appropriate vaccination records are current and available.

Neat things to know about me: _____

Ask my Adoption Representative for more details.

Adoption program proudly sponsored by:



SVCH_CARD_004US

THE ADOPTION CENTER BINDER

For pets being offered through a PetSmart Charities 7 Day Cat Center, key information must be kept in the Adoption Center Binder. The binder must be kept in the 7 Day Cat Center at all times. PetSmart or PetSmart Charities may review or request a copy in order to ensure all pets are compliant with program requirements.

The Adoption Center Binder should have a separate tab for each 7 Day Cat Center Partner. Each section must include the Rabies Certificate or Vaccination Record showing current proof of rabies vaccination for all age-appropriate pets currently in the Adoption Center. Additional pet records may be kept separate from the rabies information in the Adoption Center Binder. Note: Rabies Certificate and Vaccination Records for weekend or events pets must be visually verified.

Additional requirements may be imposed to comply with federal, state, or local laws and regulations, or as otherwise deemed appropriate by PetSmart or PetSmart Charities.

THE ADOPTABLE PET LOG

If required by state law, (e.g. Connecticut, Massachusetts, Michigan, New Jersey and Pennsylvania) Adoption Partners are required to keep current and completed copies of the Adoptable Pet Log (sample below). All cats in the 7 Day Cat Center must be logged by personnel in the Adoptable Pet Log, which will be verified by the PetSmart Store Leader. When a pet is adopted or removed from the 7 Day Cat Center, the Adoptable Pet Log must be updated to reflect this information.

The Adoptable Pet Log should be maintained in the PetSmart Store Cash Office as the log will include pet parent information.

SAMPLE ADOPTABLE PET LOG

The image shows a sample Adoptable Pet Log form. At the top, there is a header section with the title "ADOPTABLE PET LOG" and a sub-header "PetSmart Charities 7 Day Cat Center". Below this, there are fields for "Adoption Partner Name" and "Adoption Partner Address". The main part of the form is a large table with the following columns: "Pet ID", "Name", "Breed", "Age", "Sex", "Color", and "Status". The table has several rows, with the first two rows filled in with example data. The first row shows a cat named "Luna" with a Pet ID of "12345", breed "Tabby", age "2", sex "F", color "Orange", and status "Available". The second row shows a cat named "Milo" with a Pet ID of "67890", breed "Siamese", age "3", sex "M", color "Blue", and status "Adopted". The remaining rows are empty. At the bottom of the form, there is a section for "Notes" and a signature line for the "Store Leader".

THE ADOPTION PROCESS

Although each adoption varies due to pet type and organizational distinctions, basic elements and processes must be adhered to in completing the adoption process. When Adoption Partner personnel are present, they will facilitate the adoption process. Upon mutual agreement, PetSmart Associates or Store Leaders who are trained by the Adoption Partner can complete adoptions in the absence of Adoption Partner personnel in the 7 Day Cat Centers. They will use the same adoption screening standards, forms, and contracts used by Adoption Partner personnel.

Once a new pet parent shows interest in adopting, the Adoption Partner personnel or approved PetSmart Associate will ensure the following steps are completed:

- Explain the adoption guidelines, including what the pet parent should do if the adoption is not successful or the pet becomes ill.
- Complete the adoption using Adoptions Made Easy (AME):
 - The PetSmart Associate or Adoption Partner will search for the pet under the Available Pets tab in AME.
 - When the pet profile is found, the PetSmart Associate or Adoption Partner personnel will begin to process the adoption by completing the payment method and having the pet parent complete their personal information and sign the Adoption Release form.
 - The payment will be processed by the PetSmart Associate or the Adoption Partner personnel and the adoption will be finalized. In no event will the Associate or Adoption Partner personnel sign the Adoption Release Form on behalf of a pet parent.
- Inform the pet parent that he/she will receive an email containing a copy of the Adoption Release Form. Adoption Partner will not receive an emailed copy. The pet parent must also receive a hard copy of:
 - Adoption Release Form (if an email address was not provided)
 - Adoption Partner's contract/application (must be signed by the pet parent)
 - Adopted pet's vaccination records
- Ensure all adoption paperwork is present and complete, and the adoption has been finalized in AME.
- Explain to the pet parent that all pet returns must be made at the organization's facility or foster location and not at a PetSmart store.
- Update the Adoptable Pet Log by indicating the date of adoption. (As required by state law, such as in Connecticut, Massachusetts, Michigan, New Jersey and Pennsylvania.)
- If Adoption Partner personnel are not present to receive the adoption fee, the PetSmart Associate should attach the adoption fee (or check/cash) to the organization's copy of the paperwork and place it in the security cash box designated for the applicable Adoption Partner. All security cash boxes are owned by PetSmart and must be kept in the PetSmart Store Leader's office.
- The Adoption Fee Log is to be used when the store is collecting adoption fees on behalf of the Adoption Partner. This log is to be maintained in the security cash box with the collected adoption fees.
- Accompany the new pet parent with their adoption paperwork to the PetSmart Adoption Ambassador.

In processing adoptions, the Adoption Partner will avoid discriminatory practices, or the perception of discrimination, by utilizing fair and standardized fees for adoption, disclosing all known issues about an animal to adopters, and communicating to potential adopters any requirements that may be conditional to an adoption.

APPROVED SPECIES FOR ADOPTION

The types of species allowed for in-store adoption, unless otherwise further restricted by local or state law or temporarily prohibited due to disease outbreak (e.g., rabbit hemorrhagic disease outbreak):

- Domestic dogs and cats
- Domesticated birds
- Small animals and reptiles sold at PetSmart, excluding rats
- Other non-venomous reptiles
- Ferrets (varies state by state)
- Rabbits

Any species not listed above, such as goats, pigs, chickens and other livestock are not allowed. Check out the Partner Resource page on petsmartcharities.org for updates regarding restrictions.

ADOPTION RELEASE FORMS

Paper Adoption Release Forms may be used as a last resort in the event the AME is unavailable. These forms are required by PetSmart and PetSmart Charities and serve as documentation for Adoption Partner rewards funding. If paper forms are needed, a signature from the pet parent is still required. If the form is missing the pet parent's signature, the adoption will not be counted towards rewards. Upon completion of the paper form, the form must be given to the Store Leader to be entered into AME and a copy of the paper form uploaded.

Blank forms should never leave PetSmart premises.

Fraudulent information or activity associated with these forms, including but not limited to, allowing others to use your Adoption Partner number, bulk entry of forms, or foregoing or forging a pet parent's signature on any form, is not tolerated and is grounds for immediate termination from the In-Store Adoption Program.

SAMPLE ADOPTION RELEASE FORM



ADOPTION RELEASE FORM

STORE NO. _____ GROUP NO. _____ DATE _____

E-Mail _____

Address _____

Adopter's Name _____

Address _____

City _____ State/Province _____ Zip/Postal Code _____

Phone # _____

Please read below

Adoption Program
Congratulations on adopting your new family member! When you choose to adopt, you are changing the life of a pet in need.

PetSmart and PetSmart Charities support the adoption process by donating in-store space for use by pre-approved animal welfare organizations ("Adoption Agency"). These Adoption Agencies are not affiliated with PetSmart or PetSmart Charities in any way. We cannot, and do not, guarantee the health of any of the pets available for adoption.

Follow-Up Health Care
Consider making an appointment for your new pet with a veterinarian. The veterinarian can check your pet's health and give you valuable information regarding warning signs of illness. With any new pet, it's possible they may have been exposed to diseases that may not show symptoms for several weeks. Some of these diseases may be transmittable to other pets in your household and even to people. **Veterinary fees incurred (such as diagnostics, vaccines, and/or medications) are the responsibility of the pet owner.**

Privacy Policy
The information you provide during the adoption process is subject to PetSmart's and PetSmart Charities' privacy policies, which you can find on the PetSmart and PetSmart Charities websites.

Your Pet's History
The animals available for adoption through the PetSmart Charities Adoption Program often come from a variety of environments and little is known about their past.

Please direct any questions regarding your pet's past, health or behavior to the Adoption Agency.

I hereby release PetSmart LLC and its parent entities, affiliates, and subsidiaries (collectively, "PetSmart") and PetSmart Charities, Inc. and PetSmart Charities of Canada (together, "PetSmart Charities"), and their respective employees, agents, representatives, officers and directors from any and all claims, demands, damages, causes of action and liabilities of any kind, regardless of whether they are known or unknown, related to the adoption of this pet. I agree that all costs and expenses incurred related to the adoption of this pet, including medical and adoption fees, are my responsibility and that I will not be reimbursed by PetSmart or PetSmart Charities.

Your electronic signature below has the same effect as an original signature and will constitute your acceptance of the terms hereof.

Signature _____

Adoption Agency _____ **Adoption Fee** _____

Agency Name _____

Pet's Name _____ Pet's Birthday _____ Pet's Age _____

Pet's Breed _____ Mixed ☐ Spayed/Neutered ☐

Dog ☐ Puppy (<1 Year) ☐ Cat ☐ Kitten (<1 Year) ☐ Other ☐

PETSMART CHARITIES

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ADOPTION PARTNER MANUAL - US/PR | 2025-26

15

PET RETURN PROCESS

Occasionally, a pet parent will attempt to return a pet obtained from an Adoption Partner. Listen carefully to the pet parent's reasons for wanting to return the pet, then request that they return the pet to the organization's facility listed on the adoption contract.

If the pet parent is unwilling to take the pet to the facility and instead relinquishes the pet at a PetSmart store, isolate the pet in an approved isolation area until transportation can be arranged for the pet. Do not isolate the pet in the 7 Day Cat Center. To prevent possible communicable diseases, you must make every effort to contact the organization listed on the contract and remove the isolated pet from the store immediately.

The pet must be re-evaluated and re-quarantined at your facility or foster home for at least 48 hours before being brought back for adoption at any PetSmart store location.

There is a chance that a pet parent may elect to return a pet to any personnel at a PetSmart store, regardless of organizational affiliation. If a pet parent refuses to address the originating organization or take the pet to the Adoption Partner's facility, for the safety of the pet, isolate the pet in accordance with the above steps. Immediately contact the Store Leader, who will contact the originating organization to ensure the pet is returned to the appropriate, responsible organization. Pets not claimed by the originating organization within 24 hours will be transferred to the local animal control authority.

Under no circumstances may a secondary organization take ownership of a relinquished pet from another organization.

RECOGNIZED PETS

In the rare instance when a pet parent visiting a PetSmart store recognizes a lost pet up for adoption, the Adoption Partner is expected to work with the pet parent to reunite the pet with its rightful owner.

Because this is a highly sensitive area for both the pet parent and the Adoption Partner, the Store Leader should be the key facilitator in ensuring the process is resolved in a timely and appropriate manner.



PRESENTATION AND SUPPLIES

SUPPLIES

ORDERING SUPPLIES

For Adoption Partners in the 7 Day Cat Centers, and other in-store adoptable pets, PetSmart stores will typically provide all supplies necessary to house adoptable pets safely and humanely, including food, litter, bowls, some approved toys, and approved cleaning supplies. These supplies are listed on the approved supply list. Adoption Partner personnel must notify PetSmart's Store Leader when supplies require replenishment by completing an Adoption Center Supplies Request Form provided by the Store Leader. Adoption Partners are prohibited from removing any supplies from the sales floor.

Some organizations may prefer to bring in food, toys, or bedding specifically purchased for adoptable pets. If an Adoption Partner prefers to provide additional products specifically purchased for adoptable pets, these items must be checked in at the beginning of a shift with the PetSmart Store Leader and clearly marked to indicate ownership by appropriate organization and eliminate any confusion with store products. Non-approved cleaning supplies are not permitted.

All supplies must be kept organized and secured in approved locations. Locations will vary. Ask the Store Leader of each store in which you facilitate adoptions for approved locations.

The 7 Day Cat Centers are PetSmart property. Any changes, repairs or upgrades must go through the Store Leader.

PetSmart Charities may at any time, and at its discretion, determine the use, change or termination of any product. Adoption Partners understand that these donations of supplies and any other donation made by PetSmart or PetSmart Charities are provided “as-is”, and neither PetSmart nor PetSmart Charities make any warranty or claim regarding these products. PetSmart and PetSmart Charities are not liable for any damages that may occur as a result of the use of these products. Adoption Partners agree to waive any claims or liability against PetSmart or PetSmart Charities that is associated with the donated product. Adoption Partners further understand and agree that the U.S. Food and Drug Administration (“FDA”) regulations specify that protein derived from mammalian tissues is not to be used in ruminant feed and that the feeding of any pet food included with any product to cattle or other ruminant animals is expressly prohibited by federal regulations.

SAMPLE ADOPTION CENTER SUPPLIES REQUEST FORM

Date _____

PetSmart Charities

Adoption Center Supply Request Form

Pet Supply Items	Ordering Location	Qty
Adult Cat Food Dry	See Approved Food List PetSmart - Adoptions - Resources	
Kitten Cat Food Wet	See Approved Food List PetSmart - Adoptions - Resources	
Puppy Dog Food Dry	See Approved Food List PetSmart - Adoptions - Resources	
Puppy Dog Food Wet	See Approved Food List PetSmart - Adoptions - Resources	
Cat Litter	See Approved Food List PetSmart - Adoptions - Resources	
Litter Box	DC Order Form	
Litter Scoop	Store Use (Code 51)	
Bowls	Store Inventory	
Toy Supply Request	Store Inventory	
Maintenance/Cleaning Supplies	Ordering Location	Qty
Hand Sanitizer Bottle (10)	Store Inventory	
Paper Towels (10)	Store Inventory	
99% Spritz Cleaner	DC Order Form	
Windex/WF Cleaner	DC Order Form	
Blue Spray Bottle	DC Order Form	
Scrubbing W/ Bottle	DC Order Form	
Broom	Store Inventory	
Dust Pan	Store Inventory	
Mop, Mop Bucket	Store Inventory	
Trash Can	Store Inventory	
Trash Liner	DC Order Form	
Litter Tub	Store Inventory	
General Supplies	Ordering Location	Qty
Cage Cents	Store Inventory	
Cage Card Process	Store Inventory	
Adoption Release Form	Store Inventory	
Additional Supplies for Everyday Adoption Centers (R&D)	Ordering Location	Qty
Stencils: Other Elements	DC Order Form	
Star Multipurpose Cleaner	DC Order Form	
Essential Oil Spray Bottle	Backlog Order Form Food PetSmart	
Hand Soap Bottle (10)	Store Inventory	
Whisker Paper Towels (10)	Store Inventory	
Cage Station Towels (10)	Store Inventory	
Crate Station Pick-Up Bags	Store Inventory	
Store Inventory Audit	Store Inventory	
Other Supplies		Qty

APPROVED SUPPLIES

Only the items listed below may be on the adoption areas, tables, or carts:

- Adoption Partner informational materials – You can use this space to promote your next major event or drive pet parents to your website to learn about your mission! Materials cannot promote services that are competitive with PetSmart services, such as training, grooming, boarding, or veterinary care, or solicit for food or product donations.
- Donation canister – An approved donation canister may be out only when Adoption Partner personnel are present. Soliciting for fundraising is not permitted.
- Adoptable pet photo or digital photo album – if available.
- Office supplies and paperwork – This includes administrative supplies necessary to track pets and complete adoptions, such as blank cage cards, pens, pencils, adoptable pets' paperwork, and vaccination and health records.
- PetSmart brochures – They may advertise services such as training or grooming, as well as specials.

SIGNAGE

Only signs authorized by PetSmart and PetSmart Charities may be posted in adoption areas.

Approved signage for in-store adoption areas includes:

- Partner nameplates listing all participating Adoption Partners. Alert the Store Leader if your organization is not represented.
- Monthly calendar showing an up-to-date adoption schedule.
- Adoptions-To-Date numbers board, which PetSmart provides.
- PetSmart Charities clings and vendor sponsor window clings.
- “No unattended children/dogs” cling to place on cages in the 7 Day Cat Center.

No unauthorized signage may be posted on the 7 Day Cat Center without prior approval from the Store Leader (i.e., organization's upcoming events, petitions, signage soliciting food or product donation, seasonal décor, cartoons, organization banners, or any other signs).

7 DAY CAT CENTER SIGNAGE





GENERAL PET CARE AND SAFETY

ALL PETS MUST BE KEPT SAFE AND HEALTHY

All pets must be kept safe and healthy. It is the Adoption Partner's responsibility to ensure that adoptable pets are provided a safe and comfortable environment and treated with kindness and compassion by knowledgeable, caring, and well-trained individuals.

Adoption Partners are fully responsible for the proper care for all of their animals at all times. Adoption Partners and all personnel must adhere to all state, county, or local guidelines and all applicable laws when adoptable pets are in a PetSmart store for adoption or at any PetSmart Charities sponsored event. It is the Adoption Partner's responsibility to be familiar with, and comply with, applicable state and local laws, guidelines, and regulations, as may be updated from time to time.

To ensure safety measures at your facility are aligned with the In-Store Adoption Program standards, site visits may be conducted at your organization's facility and foster home locations at any time.

Adoption Partner leadership is responsible for ensuring that all personnel who handle or care for adoptable pets adhere to all pet care expectations outlined in this manual. Failure to do so could result in immediate suspension or termination from the In-Store Adoption Program.

GENERAL PET CARE EXPECTATIONS

All In-Store Adoption Program participants must adhere to basic expectations with regard to pet care.

- Inhumane treatment of any pet is strictly prohibited. Adoption Partners are required to report any instance of perceived inhumane pet treatment occurring at PetSmart store locations to the Store Leader. Inhumane treatment of pets, or failure to report it when seen, will not be tolerated and will constitute grounds for suspension or termination from the In-Store Adoption Program. This includes in both PetSmart stores and offsite facilities where pets are housed.
- Ill or injured pets must be removed from the facility immediately and may not return until they are completely healthy. Adoption Partners are required to seek veterinary care for adoptable pets with anything beyond a minor injury or illness, or when the individual is uncertain about a pet's condition.
- Adoptable pets must be healthy, vaccinated, and physically assessed by a veterinarian prior to being brought to the store, and behaviorally assessed by organization personnel.
- Only approved Adoption Partner personnel or an approved, trained PetSmart Associate (as agreed upon by the Adoption Partner) may handle pets to show them to potential adopters.
- As a reminder, if required by state law, as in Connecticut, New Jersey, Massachusetts, Michigan and Pennsylvania, Adoption Partner personnel must maintain the Adoptable Pet Log accurately and ensure completed logs are provided to PetSmart store leadership for pet health and participation verification.
- Any incidents that occur with either people or pets that is out of the normal realm of adoption or care must be reported to the PetSmart Store Leader immediately, and incident reports will be completed by the Store Leader for every incident.
- For Adoption Partners with cats housed in the 7 Day Cat Centers, a representative of the organization must visit the Adoption Center to provide care, clean, conduct adoptions, and perform other tasks at least three times a week and as otherwise requested by PetSmart or PetSmart Charities.
- Only one adult cat per cage unless specifically designed for multi-cat housing.
- Under no circumstances should spaying or neutering take place at a PetSmart store or parking lot.
- Microchipping is recommended but not a requirement for the In-Store Adoption Program. Under no circumstances should a microchipping procedure take place in a PetSmart store or parking lot.

SAFE ADOPTION AREA EXPECTATIONS

Adoption areas can get very busy! Multiple people seeking pets may be visiting simultaneously. The best safety precaution is awareness. Pay attention to potential hazards in the adoption area. Be aware of unsupervised children and anyone interacting with pets. Keep in mind that Adoption Partner personnel are always responsible for the pets in their care, including when allowing pets to greet potential pet parents, and during interactions with pet parents and owned pets.

Adoption Partners must also comply with the following adoption area expectations:

- Pets must be restrained. This means all pets must be leashed by an adequate collar, slip lead, harness, or combination of these to provide secure restraint and control.
- Personnel who manage leashed pets must be capable of managing pets responsibly at all times.
- Any pet being transported must be safeguarded from escaping. Therefore, the use of a pet carrier or a harness/collar and leash on the pet while moving within the PetSmart store, including the Adoption Center, is required.
- All cats must be within a carrier when being transported.
- Adoption area enclosures must be clean, organized, free of clutter, appropriately secured per general safety standards, and in good repair.
- Equipment and items must be stored securely. Take care in removing or replacing items in designated storage areas to prevent items from falling.
- All personnel should be made familiar with safe lifting practices for picking up or carrying items or pets.
- Stainless steel food and water bowls must be used in all cages and crates unless otherwise dictated by specific pets' needs at Adoption Partner's request.
- Waste must be picked up as needed and properly disposed of. Where available, pet clean-up stations may be used for disposal.
- Multiple adopter/pet interactions should be permitted only as deemed safe by your organization's standards.
- Young children must not have close access to adoptable pets without a parent or guardian present. A one-to-two foot gap must always exist between young children and pets until a parent or guardian is present. Notify the parent or guardian if a child is too close, and stand between the child and the pets if the child does not move away.
- Adoption Partners must provide assistance in cleaning the adoption area. This may include, but is not limited to, sweeping, mopping, and sanitizing the area with approved cleaners at the end of the day and as needed; washing and sanitizing bowls; and breaking down crates.
- Adoption Partners must adhere to any applicable state or local laws and regulations.
- Work with the PetSmart Store Leader to be familiar where Emergency Dog Fighting Kits are located.

P. A. W. S.

When a PetSmart Associate or Adoption Partner is in control of a leashed pet, they should always have two-points of control (both hands) on the leash and use P.A.W.S. when transporting pets in the store.

- Position yourself to avoid pet escalation or unsafe interaction between the pet or yourself
- Awareness of what/who is coming in
- Watch the pet's reaction while being transported through the store
- Stay in control of the pet

HEALTH AND WELLNESS EXPECTATIONS

To ensure the health and safety of all pets, a member of store leadership will visually assess pet health and wellness at three intervals throughout the day.

OBSERVATIONS WILL INCLUDE, BUT ARE NOT LIMITED TO:

- General conditions of the pets and area
- Safety concerns, which will be identified for immediate correction
- General pet appearance, with all pets appearing healthy and not displaying signs of aggression or excessive stress
- Pet access to food and clean water
- Cleanliness of cages in the 7 Day Cat Center
- Presence of properly completed cage cards
- Pets properly leashed or attended when on leash
- Cleanliness of pets (pets not soiled)
- Ambient air temperature (64°–80°F)

When conducting adoptions outside of the store, temperatures must range between 60° and 90°F in the area in which adoptions are taking place to be considered safe. If temperatures are not within this range, adoptions cannot take place outside unless the above circumstances can be met.

ADOPTION PARTNER MUST PROVIDE THE FOLLOWING TO ALL PETS AT OUTDOOR EVENTS:

- Adequate shade, such as a tent, canopy, building overhang, trees, etc.
- Clean drinking water at all times
- Pets must not be contained in a crate that does not have adequate ventilation, such as a box

PetSmart Store Leaders' concerns will be documented and addressed as appropriate. Adoption Partners must adhere to all policies and procedures as listed in this manual. Should an Adoption Partner fail to respond in a timely and appropriate manner to rectify a concern identified during an observation, the PetSmart Store Leader will document the issue and schedule a meeting to correct the situation.

VACCINATION REQUIREMENTS

PetSmart and PetSmart Charities are concerned with the wellbeing of animals offered for adoption through the In-Store Adoption Program. Adoption Partners must behaviorally assess all pets and evaluate all pets for health concerns before coming into the PetSmart store or premises.

Vaccinations are a key element of pet health, and all pets offered for adoption through the In-Store Adoption Program must have up-to-date Vaccination Records. Pets must be vaccinated and monitored for a minimum of 24 hours following vaccinations prior to coming into the PetSmart store. Records of vaccines and medical treatment a pet receives must be kept with the pet. These records will be given to the new pet parent upon adoption.

PetSmart and PetSmart Charities require that pets be vaccinated before coming to a PetSmart store or event as follows:

RABIES

A Rabies Certificate or Vaccination Record showing a current rabies vaccine for every age appropriate pet available for adoption, unless not required by law, is required. Additional records can be included in the pet's file if they are available.

All age appropriate animals must be vaccinated for rabies, except in the state of Hawaii. The vaccine must be administered by a veterinarian or veterinarian's representative and must be given in accordance with state law or, if not required by the state, in accordance with the schedule below:

- Puppies at 16 weeks of age
- Dogs every year or every three years as directed by veterinarian
- Kittens at 15-16 weeks of age
- Cats every year or every three years as directed by veterinarian

PUPPIES/DOGS

All dogs and puppies must have at least the first series of vaccinations and be monitored for a minimum of 24 hours following vaccinations prior to coming into the store. Required vaccinations include:

- Distemper-Parvo (commonly known as DPP, DAPP or DHLPP)
 - Puppies at 6 to 8 weeks of age, again at 12 weeks and 16 weeks of age. No puppies under 8 weeks of age should be available for adoption
 - Dogs every year or every three years as directed by veterinarian
 - DHLPP is required for the state of Maine
- Bordetella – Dogs every year

KITTENS/CATS

All cats and kittens must have at least the first series of vaccinations and be monitored for a minimum of 24 hours following vaccinations prior to coming into the store. Required vaccinations include:

- Rhinotracheitis, Calicivirus, Panleukopenia (FVRCP or FVRCCP)
 - Kittens at 6 to 8 weeks of age, again at 12 weeks and 15 weeks of age. No kittens under 8 weeks of age should be available for adoption.
 - Cats yearly or every three years as directed by veterinarian

To maintain the health of pets in the 7 Day Cat Center, vaccinations may be administered by an Adoption Partner only when the store is closed to the public and only where state and local laws allow. All materials used for vaccinating, including syringes, must be removed immediately following vaccination and disposed of properly and in accordance with applicable law; in no event can such materials be discarded on PetSmart property.

RABBITS

Rabbits are allowed to be housed overnight in PetSmart stores. Adoption partners may use an everyday adoption center to house rabbits or provide an external, lockable habitat. Adoption partners will be responsible for providing care and supplies for rabbit housing in PetSmart stores. All rabbits will need to be vaccinated for RHDV2. For more information, please reach out to your Store Leader or Adoption Grants Manager.

OTHER PET HEALTH ISSUES

Pets that are ill or have health issues should not be offered for adoption at a PetSmart store until they are well.

FELINE LEUKEMIA VIRUS (FELV) AND FELINE IMMUNODEFICIENCY VIRUS (FIV)

FELV and FIV positive cats are allowed in stores for events and can be housed in everyday adoption centers. When housed in an adoption center, these cats must be housed alone with the exception of bonded pairs. All supplies used in the kennel must be able to be disinfected. All positive cats adopted out in a PetSmart store must have the corresponding FAQ document (see Appendix) provided to the adopter. Please contact your Store Leader or Adoption Grants Manager for more information.

We do not require testing or vaccination for Feline Leukemia or Feline Immunodeficiency, but we strongly recommend that testing be done prior to or at the time of adoption to avoid potential infection of other cats after adoption. At this time, cats with Feline Infectious Peritonitis (FIP) are not allowed in stores for adoption.

DEWORMING

It is highly recommended that all pets be tested for intestinal parasites via fecal examination by veterinarian prior to coming into the store. If needed, pets should be dewormed prior to coming to a PetSmart store.

For cats and kittens being housed in the 7 Day Cat Center, deworming medication may be administered on site outside of business hours. Prescription deworming medication may not be kept in the 7 Day Cat Center unless it has been prescribed for a specific cat in the center. Over-the-counter products may be kept in the center.

SURGERY

Pets must be recovered from surgery, including sealed surgery sites and associated medication, and must be a minimum of 24 hours post-surgery before being brought into a PetSmart store for adoption. Adoption Partners are responsible for evaluating each pet and determining adoption readiness. Adoption Partners must provide post-adoption surgery care instructions to pet parents. Pets brought into a PetSmart store or housed in a 7 Day Cat Center for adoption should not be sedated.

HEARTWORM

Heartworm positive dogs are welcome in stores for events and adoptions.

ANIMALS TRANSPORTED FROM OUT OF STATE OR COUNTRY

As pet transport becomes a more readily used tool to combat pet overpopulation, we recognize that your agency might send, receive, or adopt these pets across state or country lines. In order to provide for the safety, health, and wellbeing of both pets and humans, we require the following:

- All pets must meet the mandated guidelines for transport from the originating state or province as well as the destination state or province
- The organization that is doing the adoption must have legal ownership of the pet that is being made available.
- Groups performing transport must follow the guidelines set forth by the Association of Shelter Veterinarians in the Guidelines for Standards of Care in Animal Shelters, which can be found at www.sheltervet.org or the Association of Animal Welfare Advancement Best Practice Transport Guidelines, which can be found here: <https://theaawa.org/general/custom.asp?page=Bestpractice>

REPORTING PET INCIDENTS

All pet incidents must be reported to the Store Leader within 24 hours of occurrence. Pet incidents may include, but are not limited to:

- Any adoptable pet needing medical assistance, whether pre-or post-adoption.
- Any pet biting or scratching a person or other pet.
- Pet separation from the 7 Day Cat Center due to abandonment, death, theft, or escape.
- Dog fights, including those involving owned as well as adoptable dogs.

PETS REQUIRING VETERINARY CARE

All pets that are injured or become ill while participating in the In-Store Adoption Program must be taken to a veterinarian for diagnosis and treatment. If for any reason the pet cannot be taken to the Adoption Partner's facility, the pet must be transported to another veterinarian or emergency clinic or Banfield, the Pet Hospital, in the PetSmart store. Immediate care must be provided to any adoptable pet regardless of the severity or cause of the illness or injury. Store Associates are directed to seek medical care for any pet showing medical distress and all costs incurred are the responsibility of the Adoption Partner. Under no circumstance may cost or inconvenience be a reason to avoid seeking veterinary care.

PET INCIDENTS WITH PEOPLE

Occasionally, a pet may scratch or bite a person. Regardless of the severity of the injury, any such incident requires immediate attention from the Adoption Partner. Knowing what to do in advance may prevent escalation and ensure that the injured party receives appropriate attention.

For serious wounds and bites to fragile areas of the body, such as the face, call 911 immediately and alert the Store Leader. Even if the bite does not appear serious, insist the pet parent receive medical attention, as some bites can become badly infected. If it is unclear whether the skin was broken by claws or by teeth, treat the situation as a bite.

Once the injured party is being cared for medically, immediately isolate and remove the involved pet to a veterinarian, if necessary, or to your facility.

Report any bites to your local animal control organization for further direction. Include the name and phone number(s) of your organization's contact person.

Depending on state requirements, pets that have bitten a person should be quarantined for 10 to 14 days. During this time, monitor the pet for rabies. In these instances, all questions about the pet should be directed to your local animal control authority.

Pets that have bitten or scratched a person may not be brought to any PetSmart store for adoption.

PET SEPARATION

A separation is defined as a pet death, an escaped pet, a theft of a pet, or a pet abandonment at a store. If a pet dies before or after adoption, the Adoption Partner must follow protocols to minimize the impact on pet parents, PetSmart Associates, and Adoption Partner personnel.

PET DEATH

It is recommended, but not mandatory, that a necropsy be performed any time there is an unexplained death, because other pets could be at potential risk for disease. Necropsy may be unneeded if a pet had been diagnosed with a pre-existing condition or if the death is from identifiable trauma. The cost of the necropsy is the responsibility of the Adoption Partner.

Neither PetSmart nor PetSmart Charities assume any responsibility for the death of an Adoption Partner pet.

Expectations with regard to the handling of a pet death are outlined in more detail below.

ESCAPED PET

Facilitating adoptions in designated adoption areas takes focused supervision. Should an escape occur, follow the necessary steps to resolve the issue.

If the escaped pet is still inside the store, alert the PetSmart Store Leader immediately so PetSmart Associates can be posted at doors and automatic doors can be turned off until the pet is recovered. An announcement over the PA system or the use of a two-way radio, if available, may be required to get all doors covered immediately.

If the pet has left the store, more extensive measures are required. The Adoption Partner must assign search party leaders and establish a command post to manage communication. Search party leaders must:

- Create a list of individuals to participate in an exterior search party and provide the list to the command post
- Call the command post every 30 minutes, even if no contact with the pet has been made; and
- Report areas the search party has covered and receive input from other search parties

If the search continues beyond the first few hours, contact should be made regularly throughout the search with entities listed below. These organizations or people affiliated with them may have contact with the pet at some point.

- Local animal control or humane organizations in the area
- All PetSmart store Associates
- Personnel in adjacent businesses; local food delivery contacts

If the pet is not recovered within 24 hours, it is recommended that the Adoption Partners create posters and flyers with the pet's picture to be printed and displayed. The Adoption Partner will determine whether posters, flyers, and ads should be made; materials can be posted at the PetSmart store upon approval from the PetSmart Store Leader.

The Adoption Partner must make plans for emergency care for the pet upon recovery. Once the pet is recovered, the Adoption Partner will ensure any veterinary requirements are met. To prevent undue stress and transmission of communicable diseases, and regardless of health status, the pet must not be placed for adoption in PetSmart for at least 72 hours after recovery.

PET ABANDONMENT

Abandoned pets, which are pets left at a PetSmart store location, are to be placed in the custody of local organizations with animal control contracts. A pet is considered abandoned if no organization or customer claims responsibility for the pet after reasonable effort is made by store leadership to reunite a potentially lost pet of an adoption partner or customer on-site. Pets left abandoned can be incubating serious diseases. These pets may not be housed in the Adoption Center, Salon, or PetsHotel. They must be isolated and transported to the contracted animal control organization immediately. An abandoned pet may not be removed from the store or placed for adoption until it has been relinquished in accordance with these procedures. Pet parents, PetSmart Associates, or Adoption Partner personnel may not adopt an abandoned pet on the spot.

Adoption Partner personnel may assist to ensure a pet is isolated while waiting for contracted animal control organizations to retrieve the pet. Any applicable state or local laws or regulations that apply supersede this guideline.

PET ILLNESS EXPECTATIONS

When an adoptable pet becomes ill or is injured, it is critical that immediate attention be provided. For the health of the pets in their care, PetSmart Associates and Adoption Partner personnel must always act in the best interest of the pets and communicate empathy to concerned pet parents. For everyone's benefit, it is advantageous to resolve all pet-related issues in a timely manner.

PET ILLNESS POST-ADOPTION

If a pet becomes ill after adoption, the Adoption Partner will act to address pet parents' concerns and ensure the wellbeing of the pet. Adoption Partner personnel will field complaints, listen to pet parents' concerns, express concern for the sick pet, and apologize for any resulting inconvenience and disappointment the pet parent(s) experiences. The Adoption Partner will prepare documentation of the situation, including:

- A summary of the conversation with the pet parent
- A copy of the PetSmart Adoption Release Form that accompanied the adoption
- Witness statements, if applicable
- A copy of the Adoption Partner's vaccination record for the pet

The Store Leader may follow up with the Adoption Partner to ensure the situation is appropriately closed; the Store Leader may also complete a Pet Incident Form. PetSmart Charities may also contact the Adoption Partner for follow-up.

If a pet parent contacts PetSmart Charities or PetSmart regarding an ill pet, PetSmart and PetSmart Charities will instruct the pet parent to contact the Adoption Partner.

PET DEATH EXPECTATIONS

While rare, it is possible that an adoptable pet could die. Regardless of the cause, should this unfortunate situation occur, it is paramount to take appropriate action to isolate the pet and address concerns for the other pets.

If a pet dies in the store while Adoption Partner personnel are present, personnel must remove the body from the store in a discreet manner by wrapping it in a cloth and placing it in a cardboard box. The Adoption Partner must then notify the Store Leader as soon as the body is secured. The Store Leader must complete a Pet Incident Form.

If a pet dies in the store when Adoption Partner personnel are not present, the Store Leader will remove the body from the Adoption Center in a discreet manner by wrapping it in a cloth and placing it in a cardboard box. The Store Leader will then contact the Adoption Partner and ask personnel to claim the body within 4-6 hours. As applicable, the Store Leader may choose to transport the pet to a Banfield Pet Hospital or a designated and approved location for necropsy. The Store Leader must complete a Pet Incident Form when this occurs.

PET DEATH POST-ADOPTION

If a pet dies after adoption, the Store Leader and Adoption Partner will work together to resolve the situation appropriately and apologize for any resulting inconvenience and disappointment the pet parent(s) experiences. If store leadership is alerted first, the Store Leader will notify the Adoption Partner. The Adoption Partner will arrange for an organization contact to meet with the pet parent and store leadership. The Adoption Partner must ensure that follow-up and communications are managed appropriately and the situation is resolved in a timely manner.

PetSmart and PetSmart Charities maintain no liability or warranty as to the health of the adopted pet and require that the Adoption Partner solve any issues directly with the pet parent.

If the cause of death is known, the Adoption Partner must follow the Infectious Disease Disinfection Guides for specific illnesses. If the death occurs within two weeks of adoption and the cause of death is not known, it is recommended that a necropsy be performed, at the sole cost and expense of the Adoption Partner.

PetSmart Charities and/or store leadership may request a copy of the Adoption Release Form and supplemental paperwork that accompanied the adoption. The Store Leader must complete a Pet Incident Form.

ADOPTION CENTER MAINTENANCE AFTER ILLNESS OR DEATH

When an adoptable pet becomes ill or dies of a contagious disease, notify the Store Leader immediately. Additional measures must be taken to protect the other pets in the store. These protocols are required for the conditions listed below, but they may be used any time an infectious condition is suspected:

- Canine Parvo Virus
- Infectious Tracheobronchitis (kennel cough, canine cough)
- Feline Panleukopenia
- Ringworm

To prevent further disease transmission, the Adoption Partner must remove all pets from the adoption area for at least 48 hours after possible contamination from contagious disease occurs. During this period, the adoption area, including floors, walls, cages, and all surfaces, must be completely cleaned and disinfected by Adoption Partner personnel.

Identify all areas that the pet may have frequented while in the store, for instance, specific kennels or play areas, and all accessories that were used with the pet, including bowls, towels, toys, and leashes. All items that were in contact with the pet must be sanitized. Contact the Store Leader for sanitation details.



ADOPTION CENTER STANDARDS

The cleanliness and condition of assigned adoption areas, the In-Store Adoption Center, and all equipment is critical to the health and safety of the pets. Under no circumstances may expectations, guidelines, or protocols be augmented or altered by Adoption Partner personnel. Direct all concerns related to any procedures or standards outlined in this manual or any policy violation observations to the Store Leader immediately.

In most stores, the Adoption Center focuses on cats as part of the 7 Day Cat Program. Cats participating in this program are permitted to remain in the store 24/7. Most PetSmart stores do not currently have the facilities or permits to support a 24/7 In-Store Adoption Program for dogs.

Regardless of the 7 Day Cat Center configuration and type of pets available for adoption, all Adoption Partners must adhere to all standards listed in this section:

- Adoption Partner will be responsible for any damage to the Adoption Center, other designed areas in the In-Store Adoption Program, or related equipment caused by the Adoption Partner, its staff, volunteers, or any other person or animal acting on or under such Adoption Partner's direction or control.
- Adoption Partner will maintain the Adoption Center and other designated areas in the In-Store Adoption Program in a clean, sanitary, and orderly fashion, and take preventative action to discourage the spread of communicable diseases among animals.
- Adoption Partner is responsible for ensuring that the area is clean, fully sanitized, and disinfected prior to departure.

ADOPTION CENTER GENERAL AND SAFETY STANDARDS

Adoption Partners participating in the 7-Day Cat Adoption Program are expected to care for each pet until adopted, regardless of whether that pet is staying one day or the maximum three week in-store duration. To maximize exposure of adoptable pets, the Adoption Center cages must be kept "full" at all times. "Full" means that available cages must be optimally utilized. Typical Adoption Center configurations for cats allow one adult cat per regular cage and two related cats in large cages. Sibling kittens may be placed together several to a cage, but the Store Leader may limit the number of pets displayed in a single cage.

- A representative of the Adoption Partner must come into the store to check on the wellbeing of the pets at least three times every week.
- Pets not adopted within three weeks must be rotated out of the store to the Adoption Partner's shelter or foster facility for at least one week.
- Daily maintenance can be completed by PetSmart store staff, Adoption Partner personnel, or a combination of both. The Store Leader and the Adoption Partner will determine who will complete daily care during the Adoption Center orientation. However, a representative of the organization must visit the Adoption Center at least three times a week to clean, conduct adoptions, check pets for signs of stress or disease, and carry out other functions.
- Pets needing additional exercise are permitted to play in the inner Adoption Center rooms when the area is supervised by Adoption Partner personnel.

ADOPTION CENTER

APPEARANCE & MAINTENANCE STANDARDS

The 7 Day Cat Center appearance standards are designed to ensure the health and safety of pets and personnel and present a clean, inviting atmosphere to prospective pet parents.

ALL OF THESE ITEMS SHOULD BE CHECKED AT LEAST DAILY:

1. All cages housing pets must have approved cage cards
2. Daily cleaning schedule must be posted
3. Litter boxes must be clean
4. Supply cabinets must be organized and stocked with approved supplies
5. All cleaning equipment must be sanitized and in good working condition
6. Pet transport carriers must be stored in designated area
7. Wall-mounted disinfectant hand cleaner must be stocked and working
8. Wall-mounted soap dispenser (if applicable) must be stocked and working
9. 7 Day Cat Center must be secured with at least one of the following methods:
 - a. Adoption Center outer door locked
 - b. Adoption Center inner door locked
 - c. Adoption Center cages containing pets locked
 - d. Adoption cages located outside of the Adoption Center and provide for locking ability should be locked (also applicable for stores without Adoption Centers)
10. Adoptable pets' information and medical records, which may include current proof of rabies vaccination or a Rabies Certificate, vet care information, adoption contracts/paperwork, must be housed in the Adoption Center Binder
11. The Adoption Partner's current Adoptable Pet Log must be completed and accurate and inserted in the Adoption Center Binder, if applicable. (If required by state law, such as in Connecticut, Massachusetts, Michigan, New Jersey and Pennsylvania)
12. The key to maintaining appearance standards is to carefully follow all step-by-step opening and closing cleaning instructions as described in the Cleaning Guidelines. For safety, check the following items on a regular basis. Should any facilities not be in good working order or for any repairs or replacements needed, notify the Store Leader for resolution.
13. Circulation system in good working order.
14. Cages in good repair, including without limitation:
 - a. Cage/door locks in good working order
 - b. Hardware/door closures working properly and screws, bolts, and nuts present and tight
15. Signage legible and in good repair.
16. Adoptable Pet Log completed and accurate (If required by state law, such as in Connecticut, Massachusetts, Michigan, New Jersey and Pennsylvania)
17. Properly diluted Virex solutions in spray bottles.

PROCEDURE: WEEKLY CAGE CLEANING

1. Wash and dry hands. Put on disposable gloves. If you leave the cat area, remove and dispose of gloves; replace with new gloves when you return.
2. Ensure cleaning supplies are prepared.
3. Move cat or cats in first cage to a clean cage or carrier, or allow to exercise in the secured Adoption Center.
4. Remove bedding from the cage. If bedding is soiled, set aside for laundering. Using a paper towel, scrape any feces on the bedding into trash prior to removing for laundering. All bedding must be laundered between pets, at least once weekly when the same pet is using it, or when soiled.
5. Remove all other items from the cage. Soak them in properly diluted Virex II 256 for 10 minutes. Scrub, thoroughly rinse, and dry all items.
6. Clean litter pan, following Weekly Litter Pan Cleaning procedure.
7. Spray all cage surfaces (floor, top, sides, and front bars) with properly diluted Virex II 256. Let stand for at least 30 seconds.
8. Use a clean towel or new paper towel to wipe all cage surfaces. Do not use the same towel or paper towel to clean another cage.
9. Use another clean, wet paper towel to wipe down all cage surfaces. Allow cage to air dry.
10. Put clean litter box, bowls, bedding, and other cleaned items, such as toys, back in cage.
11. Provide fresh water and food as needed.
12. Place cats in clean, prepared cage. Repeat steps with remaining cages.
13. Remove and discard disposable gloves; sanitize hands with disinfectant.
14. Remove trash and combine with other trash ready for removal.
15. Replace trash can liners in the cat area trash can.
16. Wash and dry hands. Initial Cleaning Checklist indicating task has been completed.

THANK YOU

any questions?



For questions regarding information provided in this manual,
please contact us via the email address listed below.

adoptions@petsmartcharities.org



ADOPTION PARTNER MANUAL

US/PR | 2025-26

APPENDIX

FELINE LEUKEMIA VIRUS (FeLV)

FREQUENTLY ASKED QUESTIONS

What is feline leukemia virus?

Feline leukemia virus (FeLV) is a retrovirus that affects the immune system of cats. It can cause an increased chance of other viruses or illnesses and can increase the risk of certain types of cancer to develop. FeLV is only transmissible from cat to cat and is not transmissible to humans, dogs, or other species. Unfortunately, there is no cure for FeLV.

How is FeLV diagnosed?

Feline leukemia virus (FeLV) is diagnosed with a blood test.

How long can I expect my FeLV-infected cat to live?

While it is impossible to accurately predict the life expectancy of a cat infected with FeLV, several stages of the virus can impact the lifespan by making the cat more susceptible to particular illnesses or diseases. Research has shown that cats that have tested positive as adults tend to live longer than cats that have tested positive as kittens. Regular vet care is recommended for the appropriate management of FeLV.

How is FeLV spread?

Cats who are infected with FeLV can transmit the disease via prolonged, direct contact via saliva, urine, feces, and milk. Transmission of the disease can occur via bite wounds, during mutual grooming, through the shared use of litter boxes and feeding dishes (though rarely), and from an infected mother cat to her kittens, either before they are born or while they are nursing. FeLV only survives for minutes outside of the cat's body and is easily killed by common disinfectants.

Because FeLV can be transmitted between cats, it is recommended that FeLV-positive cats live as single cats or in FeLV-positive households only.

APPENDIX

FELINE LEUKEMIA VIRUS (FeLV)

FREQUENTLY ASKED QUESTIONS CONT'D

What are the signs of disease caused by FeLV?

During the early stages of infection, it is common for cats to exhibit no signs of disease at all. However, over time—weeks, months, or even years—the cat's health may progressively deteriorate or be characterized by recurrent illness interspersed with periods of relative health. Signs may include:

- Gradual weight loss, followed by more dramatic weight loss as the disease progresses
- Poor coat condition
- Enlarged lymph nodes
- Inflammation of the gums (gingivitis) and mouth (stomatitis)
- Infections of the skin, urinary tract, and upper respiratory tract
- Persistent diarrhea
- Eye conditions
- Behavior changes and other neurological disorders

How should I take care of my FeLV-infected cat?

Cats with FeLV should be housed indoors to prevent the spread of infection to other cats in the neighborhood and to prevent injuries or illnesses. These cats should be fed a high-quality diet and see a vet regularly to catch any illnesses early. It is recommended that you develop a relationship with a vet who is experienced with FeLV. Because cats with FeLV tend to get sick faster than non-infected cats, it is important to take your cat to the vet at the first sign of illness.

APPENDIX

FELINE IMMUNODEFICIENCY VIRUS (FIV)

FREQUENTLY ASKED QUESTIONS

What is Feline Immunodeficiency Virus?

Feline Immunodeficiency Virus (FIV) is a feline retrovirus that may disrupt normal immune function and make a cat more susceptible to illnesses due to a lowered immune system. FIV is only transmissible from cat to cat and is not transmissible to humans, dogs, or other species. While there is no cure, these cats can live long and normal lives.

How is FIV diagnosed?

A blood test will confirm FIV.

How long can I expect my FIV-infected cat to live?

While it is impossible to predict the life expectancy of a cat infected with FIV, most FIV-positive cats live long, normal lives; statistically, there is no difference in lifespan. Several long-term studies show that these cats can live as long and as healthy as non-FIV cats and ultimately die of the same causes.

How is FIV spread?

FIV is transmitted either by sex or by deep, blood-drawing bite wounds from infected cats, which usually occur during fighting. Casual contact - such as sharing litter boxes, bowls, or mutual grooming - has not been found to be a means of transmission. This virus does not survive outside of the feline body.

What are the signs of disease caused by FIV?

While there are no symptoms of the virus itself, symptoms seen are often related to secondary infection rather than the primary virus. Signs may include but are not limited to:

- Dental disease/inflammation of the mouth and gums
- Respiratory disease or other infections
- Neurologic disorders, including seizures and behavior changes
- Non-healing wounds

Are any treatments available for cats with FIV?

While FIV is not a curable condition, supportive care may help prevent secondary conditions. It is recommended that FIV-positive cats be altered and receive regular veterinary care; however, no special care needs to be taken for a cat with FIV.