



Chicago Animal Care and Control	Policy Number: SO-020c
Subject: Priority of Holds (adoption and rescue) for Animals	Date Issued: 6/13/19 Manager's Approval: 

In an effort to expeditiously move animals into rescue or adoptable homes, the following Standard Operating Procedure shall be implemented:

1. Holds come on a first-come, first-serve basis. A rescue hold does not take priority over an adoption hold, and an adoption hold does not take priority over a rescue hold. Both types of holds shall come on a first-come, first-serve basis.
2. Authorized representatives of Homeward Bound rescues may only place holds by emailing CACCRescue@cityofchicago.org or by coming into Chicago Animal Care and Control's facility and informing the Animal Placement Coordinators that a rescue is placing a hold. Any holds placed in person must be followed up with an email confirmation.
3. Rescues physically present in the building who place holds **shall take priority** over a rescue who emails the hold. The Animal Placement Coordinator shall then note a "Rescue Hold" in Chameleon.

ANGELA 2019-05-30 11:19:40.770

 Hold Request
 Y RESCUE


Comment
customer states she is moving out of state and cant take cat.
5/29/19 firm spcr aer
auth printed aer

LANI 2019-05-26 15:28:14.430

 Hold Request
 Y STRAY

Comment
Stray hold for heartland-LL

4. A rescue has **three (3) days** from the day it places the firm hold to transfer the animal to rescue. After the third day, the hold **shall be released** by the Animal Placement Coordinators.
5. An adopter **may only** place a hold by physically coming into Chicago Animal Care and Control's facility and completing an adoption application to adopt the animal. The open selection / pre-selection process should be followed in Chameleon if the animal is not spayed or neutered and/or unavailable due to stray status. The Animal Care Clerk shall then place the animal on "Poss Adopt" hold in Chameleon for the adopter and shall place the animal on the spay / neuter list for medical.

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Sub Status S/N ADOP	Tag	Other ID	Activity No A - 1	Hold Request Y	POSS ADOPT
Scan Info <input type="checkbox"/> SCAN NO CH.				Comment Owner unable to care for the dog anymore. Having accidents in the home	

s Ave Chicago 60628

If the animal is not yet property use the 'review date' field to schedule the surgery for the day after the animal becomes property. For example, if a dog becomes property on 5/30/19 at 7pm, the review date should be 5/31/19. The date the dog becomes property can be found on the bottom left of the kennel card.

Intake Date: **5/27/19** 8:56 pm Due Out Date: **6/1/19** Intake Type: **STRAY / F**


Location Found:
12949 S AVENUE O, CHICAGO IL 60633

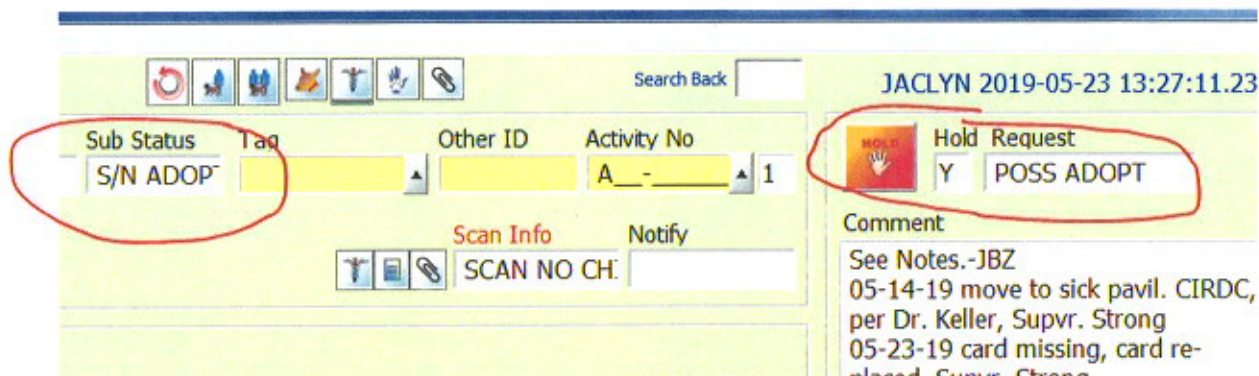
STRAY NOTICE:

I am **available** to be evaluated for **adoption or transfer** on **May 30, 2019 7:00 pm**

Type	Subtype	Cond	Date	Time	Due Out	Review
STRAY	FIELD	UNDRAGE/1	05/27/19	20:56	06/01/19 00:00	05/31/19
Location Found			Jurisdiction	RD Number	Inventory N	
12949 S AVENUE O, CHICAGO IL 60633				N		

- Medical shall contact the adopter once the animal has been spayed / neutered. Adopters shall **have twenty-four (24) hours** from the time that medical contacts the adopter to pick up the animals and complete the adoption at CACC, **or the adoption hold shall be released** by the Animal Care Clerks.

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JACLYN 2019-05-23 13:27:11.23

Sub Status: S/N ADOP

Tag: [dropdown]

Other ID: [dropdown]

Activity No: A_ - 1


Hold Request: Y POSS ADOPT

Comment: See Notes.-JBZ
05-14-19 move to sick pavil. CIRDC, per Dr. Keller, Supvr. Strong
05-23-19 card missing, card replaced Supvr. Strong

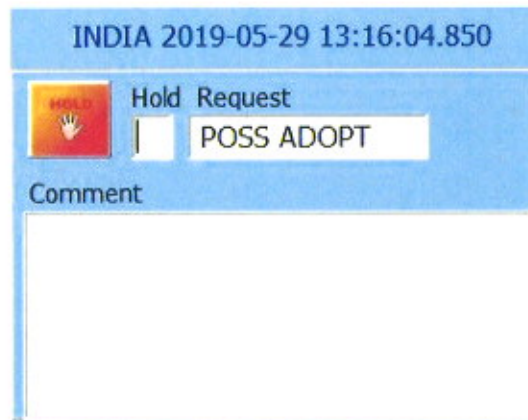
7. If upon the date a **dog** is being examined by medical for spay / neuter for the adoption, and it is discovered by medical that the dog may not have the spay / neuter surgery due to illness, medical shall then **immediately contact** the adopter and inform the adopter that:
 - a. CACC will not continue to leave the dog on adoption hold during this time; AND
 - b. The adopter may ***foster to adopt** pursuant to Foster SOP SO #10 and return the dog to CACC when it is healthy enough for the spay / neuter surgery, a date and time to be designated by medical. After the spay / neuter surgery is completed, the adoption shall be completed in Chameleon and all adoption forms signed; OR
 - c. The adopter may choose another dog.

The dog shall remain on the spay / neuter list and the veterinarian assigned to surgery will review the list and recheck animals daily to determine if they are eligible for surgery.

8. If at the time medical contacts the adopter and the adopter does not want to foster to adopt the dog, medical shall note this in Chameleon and **release the adoption hold in Chameleon**. The adopter is still welcome to attempt adoption when the dog is well, but CACC will not hold the dog during this time. If the hold is released, a rescue may place a hold and transfer the dog.
9. If the adopter wants to foster to adopt the dog, medical shall note this in Chameleon and email the Animal Placement Coordinators to set up the foster to adopt per the Foster SOP SO #10. In the event that the adopter wants to foster to adopt, medical **shall not** release the hold in Chameleon.

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10. For **medical to release hold** remove the “Y” and press “F8”to save.



11. If a **cat** is unable to be altered due to illness, medical shall contact the adopter and explain that the cat’s adoption hold will be released for rescue, and the adopter may come in and choose another cat for adoption. The adopter is still welcome to attempt adoption when the cat is well, but CACC will not hold the cat during this time.

**This applies to Chicago residents only. Adopters residing in Cook County, IL shall be considered on a case-by-case basis.*