



Dear Pet Owner,

Please read over this packet of information as it is designed to help you re-home your pet.

You may be at a point where keeping your pet is no longer an option, we have included some common reasons for relinquishing animals, along with possible solutions that you may have not considered.

Within this packet, you should find:

Solutions to Help Keep Your Pet:

- Pet Behavior Help
- Spay/Neuter & Clinic Services
- Pet Friendly Housing
- Humane Society of Charlotte's Pet Food Bank Program
- Temporary Care/Housing of Your Pet

Re-Homing Your Pet:

- iCare Re-Homing Service Information
- Adopter Information and Questionnaires-*to help find the best new home*
- Surrendering Your Pet-*Rescue Group Resource list, and HSC's Surrender Program*

Are you looking for placement for an outdoor/stray cat? Please consider the Humane Society of Charlotte's [Community Cats Project](#), follow the link to learn more!

Solutions to Help Keep Your Pet

Pet Behavior Help

Pets can develop new behaviors that can be very difficult on the entire household/family. Depending on the type of concerns you're experiencing, we may be able to help you resolve them, allowing your pet to stay with you.

- Contact your veterinarian. Some behavior concerns develop as a result of a medical condition, so it is important to be able to rule out all medical concerns.
- **Spaying and neutering** your pets can often help in decreasing and/or eliminating unwanted behaviors. To schedule an appointment, click [here](#) or call 704-333-4130. We offer affordable services and are open to the public.
- Visit the ASPCA's website. They have two very helpful sites that are accessible 24 hours a day, seven days a week:
 - Pet Care information- <http://www.asPCA.org/pet-care/>
 - Virtual Pet Behaviorist- <http://www.asPCA.org/Pet-care/virtual-pet-behaviorist>
- Please reach out to the Humane Society of Charlotte to speak with a behavior specialist for an over-the-phone behavior consult. Call us at 704-494-7703 and leave a detailed message and contact information.
- Visit our [Behavior Counseling](#) page for behavior resources and articles.

Low-Cost Vaccine Services

We care about all of the pets in our community and want to do our part to help keep them happy and healthy — that's why HSC offers [Criticar Care Wellness Wednesday](#), a low-cost clinic every Wednesday at the HSC Spay/Neuter Clinic. To learn more about the clinic services offered click the link above or call 704-333-4130.

Pet Friendly Housing

Visit [Pet Friendly Housing](#) link for tips and links on finding pet friendly housing in the area.

Pet Food Bank Program

The Humane Society of Charlotte recognizes that many families temporarily face difficult financial times and may require assistance in caring for their pets. Our food bank is intended for families facing short-term financial difficulties and not for the permanent or long term feeding of your pets. For more information about the Pet Food Bank call us at 704-377-0534.

Temporary Care and Housing of Your Pet

If you are in need of short-term care or housing of your pet, please reach out to the Humane Society of Charlotte for referrals to low-cost boarding options or hotels/motels that allow pets in the area. Call us at: 704-377-0534.

Remember to reach out to family and friends that may be able to pet-sit for a short time.

Re-Homing Your Pet

iCare Re-Homing Service

The shelter environment can be inherently stressful so your pet may be better suited for adoption from your home where they are in their family setting. The HSC iCare program is designed for us to help you find placement for your pet. This allows the pet to stay in a familiar, less stressful environment and gives you the opportunity to decide whom you want to place your pet with. The iCare Program provides an alternative to pet relinquishment.

The Humane Society of Charlotte can help you find the right home through our virtual re-homing board.

A requirement of the iCare Program is that your pet be spayed/neutered and up-to-date on his/her rabies vaccine. This will make it easier for you to re-home your pet and helps with the overpopulation of pets. If you need help with getting your pet **spayed/neutered and up-to-date on rabies**, please click [here](#) for clinic information.

- **Write a short biography about your pet.** This should include the reason why your pet needs a new home, the kind of home he or she would do well in, and some other interesting/quirky information about your pet—for example, your pet’s funniest behaviors, favorite thing to do, or the things you love most about your pet. Writing the story from the animal’s perspective can make it more compelling. Make sure to list the most important characteristics about your pet. Remember to be honest. You want to make the best fit and have this be an easy transition for your pet. Also, include a phone number and/or email address so potential adopters may contact you directly.
- **Take multiple pictures of your pet.** These photos should be in color. It is best to have a close-up photo, one of their whole body, and a few other photos showcasing your pet.
- **To get your pet’s information on the iCare Courtesy Re-Homing Board.** Please submit the biography and pictures of your pet to our Customer Service Team at: customerservice@humanecharlotte.org. People who are interested in potentially adopting your pet will contact you directly to learn more about your pet. Pets will remain on the iCare website for at least 90 days. Please contact the Customer Service Team once your pet has been adopted. Please note that all pets must be spayed or neutered and have an up-to-date rabies vaccine to be listed on the site.
- **Share your pet’s listing.** Share your pet’s listing with friends, family, co-workers, etc. Post the link on social media sites such as Facebook and Twitter.
- **Advertise.** Using the questionnaires and adopter information that was provided, place ads on Craigslist and in your local newspaper. To get more attention, advertise with photos of your pet.
- **Make a re-homing poster.** You can use the information that you shared about your pet to make a re-homing poster that can be placed throughout the community. You can share these at local veterinarian offices as well as other facilities.

Adopter Information and Questionnaires

Here are some examples of information to retrieve when finding your pet a new home.

- Gather adopter information:

Adopter Information			
Name:			Date:
Address:		Zip:	
Primary Phone:	Email:		
Secondary Phone:			

- Ask them to take the survey posted below. You will be able to use the answers to better gauge if your pet is the right match for them, and to provide them with the educational materials they may need.

dog adopter survey

First Name	Zip code
HOW DID YOU HEAR ABOUT US?	

Please Circle the Best Possible Answers:

Dog ownership:	More than 2 years ago	Within the past 2 years	Currently own dog(s)	Never
My new dog needs to be good with:	Children over 8	Children under 8	Cats	Big Dogs Little Dogs
Someone in my home has pet allergies:	NONE	Slight	Moderate	Significant
It is important to me that my dog is housetrained	Very important	Somewhat important	Not important (I can teach it)	
I'm interested in a dog with special needs	Medical	Behavioral	No	
My house is like a...	Library	Middle of the road	A Carnival	
When I'm not at home, my dog will spend its time	In a crate in the house	Outside the house	Loose in the house	Confined to one room
When I am at home, I want my dog to be by my side	All the time	Some of the time	Little of the time	
My dog needs to be able to be alone at home for	Up to 2 hours	Up to 4 hours	8 - 12 hours	12 hours or more
I want my dog to be PLAYFUL	Not important	Very playful	Somewhat playful	Not playful
I want my dog to be ENTHUSIASTIC when meeting new people	Not important	Very enthusiastic	Somewhat enthusiastic	Not enthusiastic
I want my dog to be LAID BACK	Not important	Not at all laid back	Somewhat laid back	Very laid back
My dog needs to be able to ADJUST QUICKLY to new situations	Not important	Can take a little time to adjust	Must adjust quickly	
I am comfortable doing TRAINING to improve my dog's manners	No training	Some training	A lot of training	

cat adopter survey

Name	
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Please Circle the Best Possible Answers:

1. Cat ownership:	More than 2 years ago	Within the past 2 years	Currently own Cat(s)	Never
2. My new cat needs to be good with:	Children over 8	Children under 8	Cats	Dogs Birds, fish, small pets
3. I would consider my household to be like:	A Library	Middle of the road	Grand Central Station	
4. Someone in my house has Pet allergies:	NONE	Slight	Moderate	Significant
5. My cat needs to be able to be ALONE at home for:	Up to 2 hours	Up to 4 hours	8 - 12 hours	12 hours or more
6. When I am home, I want my cat to be BY MY SIDE:	Not Important	All of the time	Some of the time	Not often
7. I want my cat to INTERACT with guests:	Not Important	All of the time	Some of the time	Not often
8. I want my cat to enjoy being HELD:	Not Important	All of the time	Some of the time	Not often
9. My cat needs to be able to ADJUST QUICKLY to new situations:	Not Important	Can Take a Little Time to Adjust	Must Adjust Quickly & Often	
10. How do you feel about a cat that is BOISTEROUS & gets into everything?	Fine by Me	Love them but rather not live with them	Depends on the situation	
11. I am comfortable with a cat that likes to PLAY "chase my ankles" and similar games:	Not Important	Very Playful	Somewhat Playful	Not Playful
12. How do you feel about a cat that needs you to help EXERCISE him?	Fine by Me	Needs a lot of Exercise	Some Exercise Needed	No Exercise
13. Do you know about soft paws?	Yes	No		

➤ Ask open-ended questions to help them figure out if your pet is the right pet for them. Open-ended questions allow for more conversation and education rather than 'yes and no' questions. Some examples are listed below.

- What's a typical day like in your household?
- What might a typical day look like for your pets?
- What qualities are you looking for in a companion animal?
- What behaviors would be difficult for you to tolerate or manage?
- How are your current pets? Do you need help introducing them to a newly adopted pet?
- What in particular appealed to you about my pet when viewing his/her profile?
- When you travel, who would care for your new pet while you're away?
- Are there any approvals that you would need to obtain before bringing a new pet into your home? For example, landlord or condo association?

Owner Surrender Program

The Humane Society of Charlotte receives countless requests from owners looking for assistance in re-homing their pets. The Surrender Request Forms and Veterinary Records are critical to the assessment process. The first step in having your pet considered for admission is to submit these completed forms along with the pet's veterinary records via email to intakes@humanecharlotte.org.

[Dog Surrender Request Form](#)

[Cat Surrender Request Form](#)

A representative of HSC will follow up within 48 hours of receipt of this form and veterinary records to discuss options.

Fee: There is a substantial cost incurred in providing care, medical and behavioral attention and rehoming the pets in our care. If your pet is selected for intake to the Humane Society of Charlotte's adoption program, we request a minimum surrender donation of \$50 to help defer these costs.

For additional information, please contact us by [email](#) or call us at 704-494-7703.

Other Rescue Groups

There may be other resources out there for your pet. Please research other rescue organizations in an effort to place your animal. A great resource can be found on the Mecklenburg County-Animal Care and Control website-which lists all approved groups that take in animals from their organization. Click on [this link](#) to see the full list.