



POLICY/PROCEDURE

Title of Policy	Adopter Return
Policy Number	3.8
Category	Animal Welfare
Approval Body	Board of Directors
Approval/Effective Date	February 2025
Proposed Date of Review	February 2026

CONTEXT AND PURPOSE

1. Purpose

The purpose of this policy is to provide clear guidelines for handling situations where adopters need to return an animal adopted from Meant 2B Loved Pet Rescue Society (M2BL). This ensures that animals are returned safely and responsibly, and that the process is handled with compassion and professionalism.

2. Policy Statement

M2BL is committed to the lifelong well-being of all animals placed through its adoption program. In cases where adopters are unable to continue caring for an adopted animal, M2BL will take the animal back into its care without judgment. This policy ensures that the return process is handled in a way that prioritizes the animal's welfare and maintains positive relationships with adopters.

3. Procedure for Animal Returns

3.1. Initial Contact

- Adopters wishing to return an animal must contact M2BL via email or phone.
- M2BL will provide a Return Request Form for the adopter to complete. This form gathers important information about the animal's health, behavior, and current circumstances.

3.2. Return Request Review

- The Return Request Form will be reviewed by the designated intake coordinator or board member.
- If the return is deemed an emergency, the intake will be prioritized and arrangements made as soon as possible, pending foster availability.

- For non-urgent returns, a timeline will be established to ensure M2BL can prepare a suitable foster placement. The adopter will be asked to act as foster for the animal until a foster placement is found or an adoption is completed.

3.3. Return Logistics

- The adopter is responsible for transporting the animal back to M2BL unless other arrangements are made.
- M2BL will coordinate the return location and time to ensure a smooth transition.

3.4. Health and Behavior Assessment

- Upon return, the animal will undergo a health and behavior assessment by M2BL's veterinary partners or trained volunteers.
- Any medical needs will be addressed, and the animal will be placed in a foster home appropriate to its needs.

3.5. Documentation

- The return will be documented in the animal's file, including the reason for return and any relevant health or behavioral information.
- The Return Request Form and any additional notes will be added to the animal's file in Trello.

4. Communication with Adopter

M2BL will maintain a respectful and compassionate tone throughout the return process. The adopter will be informed of the next steps and the animal's status post-return. M2BL may request feedback from the adopter to improve future placements.

5. Post-Return Process

- The returned animal will be re-evaluated for placement.
- If necessary, additional training or rehabilitation will be provided to prepare the animal for a new home.
- M2BL will prioritize finding a suitable forever home for the returned animal.

6. Emergency Returns

- In emergency situations where immediate action is needed to ensure the animal's safety, M2BL will coordinate the return as quickly as possible.
- Emergency contact protocols (internal communications policy) will be followed to ensure appropriate personnel are available to handle the intake.

7. Financial Considerations

- Adopters returning an animal outside of the two-week trial period will not receive reimbursement for adoption fees paid. In some circumstances, the adopter may be asked to make a donation to help cover the cost of the animal's care.
- Any fees or donations related to the return will be documented.

8. Policy Review

This policy will be reviewed annually by the board of directors to ensure it remains effective and reflects best practices in animal welfare and adoption policies.