



**FURRY FRIENDS**  
ANIMAL RESCUE QUEENSLAND INC

## **Manual**

***Internal Use, Petbarn Ipswich & Petbarn Virginia***

Version 5: 24 May 2023

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## Contacts

These contact numbers are for internal use only. General contact numbers should be given to the public.

### Public Enquiries

Please refer all Furry Friends ARQ inc public related enquiries to [enquiry@ffarq.com.au](mailto:enquiry@ffarq.com.au)

### Internal Enquiries

#### a) Primary contact for store related enquiries

The following administrator(s) are the authorised contacts for all matters relating to pets in store including arrivals.

Email: [cats@ffarq.com.au](mailto:cats@ffarq.com.au)

#### **Petbarn Ipswich:**

Contact Name: Maggie Finley, Foster Carer Coordinator

Contact Number: 0414 570 355

#### **Petbarn Virginia:**

Contact Name Alison Campbell, Foster Carer Coordinator

Contact Number 0452 595 268

#### b) Emergency contact (including all health-related enquiries)

Email: [admin@ffarq.com.au](mailto:admin@ffarq.com.au)

Contact Name: Marina (Minnie) Begolo, President

Contact Number: 0423 088 558

#### c) Vet Contacts

Below is a list of Furry Friends ARQ inc affiliated veterinary clinics.

#### **Petbarn Ipswich**

Clinic Name: Little Critters Veterinary Care

Contact Number: (07) 3466 3174

Address: Shop 9, 19 Mining Street, Bundamba

#### **Petbarn Virginia**

Clinic Name: Vetwell Deagon Sandgate Veterinary Practice

Contact Number: (07) 3869 0075

Address: 80 Board St, Deagon

***Please do not give out the direct contact details of Furry Friends ARQ inc's staff to members of the public. Instead provide the customer with the appropriate general email address – or take the details of the enquiry (including a contact number) to pass to your Furry Friends ARQ inc representative to follow up.***

## Food Agreement

Furry Friends ARQ inc will supply the store with dry food to feed the cats/kittens currently housed in store in accordance to the recommended feeding guide. Any other prescription diet or wet food will also be supplied by the adoption partner. If an authorised representative with a Furry Friends debit card can't attend the store to purchase the food in store, and can't obtain our discount when purchasing online, the food will be purchased elsewhere and couriered to the store. Staff need to email a Furry Friends representative when bags are down to quarter full so that we can organise a replacement before it runs out.

***Do not change food unless this has first been discussed with FFARQ, as it can lead to diarrhea.***

## Transfer of Kitties

The Foster Carer Coordinator will email Petbarn with the: date and approximate time, details of the kittens/cats, the up to date Treatment Certificate, Change of Ownership (COO) document, desexing certificate and Kitty Profile Card for the cage.

On the nominated day the foster carer will deliver the cat/s/kitten/s to Petbarn. They will speak to a staff member and brief them on the kitten personality, likes and dislikes.

## Paperwork Checklist - Coming in to Store

### **Before the animal arrives in store Furry Friends will email**

- Link to printable Petbarn Kitten Profile Card
- Microchip Registration Form or COO form
- Desexing Certificate
- FFARQ Treatment Certificate
- FFARQ Vaccination Certificate

### **When the animal arrives in store FFARQ foster carer gives Petbarn**

- FFARQ Vaccination Certificate with vaccination sticker

## Preparing for Arrival

Follow the normal cleaning protocols for Petbarn, prior to the kitten arriving. When the kitty arrives ensure there is food, water and a clean litter tray, and toys made available.

Print a copy of the Kitty Profile Card and post on the outside of the cage. If possible, print in colour. Print other required documents in preparation food the adoption. The adoption fee will be included on the Kitty Profile Card.

FFARQ will nominate which kitties can be in one combined cage. FFARQ will determine this based on how well kittens being fostered together are socialised with each other.

## **Caring for Kittens/Cats in Store**

If a kitty appears distressed, is not eating or has diarrhea, notify the foster care coordinator after 24 hours. Some kitties may find it difficult to adjust to a new environment, and need time to settle in. To help the kitty settle in, interact with the kitty and speak gently to the kitty to encourage playful behaviour and confidence.

If a kitty continues with this behaviour, or is very distressed, notify the foster carer coordinator who will arrange a pick up of the kitty.

***Note - FFARQ will not send kitties to Petbarn that they believe are very shy or have any signs of illness or diarrhea.***

If a cat/kitten has been in Petbarn for 10 days and has not been adopted the foster care coordinator will be in touch and may consider a price reduction, and will organise for the kitten/cat to be removed at the end of the fourteen day period.

## Adoption Process

### Adopter Assessment

FFARQ and Petbarn want to ensure that all the kitties will be adopted into a loving, caring home that meets the FFARQ requirements, and the adopter is able to provide the appropriate food and medical attention.

Petbarn staff should use a conversational style, to determine what the home environment is like, how many other animals are in the home, willingness of adopter to have indoor only cats, family members (i.e. lots of very young children may not be suitable for all kitties), allergies and allergy management, understanding of the costs associated with food and vet bills. Also assess how the potential adopter interacts with the kitty.

### Suitability Questionnaire (in Adoption Form)

This is the list of questions that need to be reviewed with the adopter and agreed to by the adopter.

#### **I've considered my household situation; \***

- The number of and ages of people living with this pet.
- The number of existing pets in the household is within council regulated limits.
- Nobody in my home has allergies to fur or has Asthma.
- I own my property or rent my property and have written permission from the landlord to keep a pet.
- All of my windows and doors are screened, and the cat can't escape outside.
- I can get an outdoor enclosure, so my cat can roam safely outside.

#### **I have discussed these issues with store staff; \***

- Other pets; species, breed, age, temperament, any dominant personalities, desexing status.
- Any previously rehomed pets that didn't work out.
- Length of time this pet will be alone each day.
- Options for my pet if I have to move to a new house.
- Options for my pet if I go on holiday.

#### **I know Furry Friends cats are indoor only cats and agree to keep them indoors or in an outdoor cat enclosure during the day/night? \***

- Yes

### Commitment

**The following questions are to help you think about your commitment to adopting a pet.**

I know that I will need these supplies for my pet before collecting them \*

- Cat carrier for car trips (QLD Transport requirement)
- Separate litter tray (one litter tray per cat and one extra)

- Recommended premium dry food and wet meals
- Bowls for water and foods
- Scratch posts and toys
- Bedding
- Veterinary approved flea and worm treatments

**I have considered the following issues; \***

- 1 - I understand regular vet visits will be required to maintain my cats health and will book my cat in for their next vaccination.
- 2 - I understand to initially keep this pet separated from existing pets and to introduce this pet to the others slowly.
- 3 - I understand this animal is now part of my family and is now my responsibility.
- 4 - I understand the potential costs associated with owning a pet, and I know about pet insurance options to help with the cost of vet treatments.
- 5 - I know I'll receive my microchip registration documentation about two weeks after I bring my pet home.
- 6 - I understand Furry Friends will be one of the alternative contact numbers on the chip registration in case the pet gets out and the vet or pound can't contact me.
- 7 - If I have to rehome my adopted pet due to my circumstances changing, I will contact Furry Friends for help if I'm unable to find a suitable home myself.

**Completing an Adoption**

1. Check you have the right kitty and associated paperwork
2. [Adoption Form](#) -

this form is located on the FFARQ website/Store Partners/Petbarn

**Adoption - PETBARN IPSWICH & PETBARN VIRGINIA**



Enter all the information and click submit.

**PETBARN STAFF TO COMPLETE**

Petbarn Staff Members Name \*

**DETAILS OF THE CAT YOU WISH TO ADOPT**

Name of Cat - Please select from list \*

Your reason for choosing this cat

I am over 18 years of age \*

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- Constance (Cat - CaTr090323018)
- Crossbones (Cat - CaAb160223004)
- Daisy (Cat - CaSu230521006)
- Pippi (Cat - CaSu300422003)
- Skully (Cat - CaAb160223001)
- Steve / Tilly the Tripod (Cat - 0019UU0516)

Make sure the correct cat is chosen in the drop down list.

You then progress to the formal Interview stage using the Adoption Form from FFARQ. This raises many of the questions in a more formal setting that you would have discussed informally with the potential adopter.

Ensure you check that the potential adopters address on the form matches their drivers license address. (If they have just moved or don't have a driver's license they need to show some evidence of where they live - utilities bill, government letter).

3. Complete the microchip/change of ownership form with the customer.
  - a. Ensure this is filled in neatly and accurately.
  - b. Please ensure that Furry Friends ARQ is one of the alternate contacts.
  - c. Take a copy of the completed form and send to FFARQ
  - d. Give the original to the customer.
  - e. Please make sure it is signed by the customer and signed as a witness.
4. Let the adopter know the cat may need to be registered with their local council.
5. Provide the adopter with:
  - Desex certificate
  - FFARQ Vaccination certification
  - FFARQ Treatment Certificate

**Please note that all required certificates will be emailed to Petbarn prior to a pet arriving in store.**

6. Take payment at POS using the correct ILC. Amount to be paid will be displayed on the Kitty Profile Card.
7. Give customer receipt and copy of their certificates and direct them to read the Furry Friends Adoption Guide on our website.
8. Inform the adopter that the foster carer from Furry Friends will be in touch to let them know more about their new family member, and answer any questions they have.
9. Inform the adopter that they will receive emailed copies of paperwork from Furry Friends fourteen (14) days after adoption when the trial period has ended.
  - At that time, Furry Friends will also send the completed COO and fee to the microchip registry to update the registered details; each registry is different and it can take up to 6 weeks for some registries to process emailed COO's.
10. Advise Furry Friends via [cats@ffarq.com.au](mailto:cats@ffarq.com.au) that you have had an adoption.
  - Scan and email the manually completed COO form to [cats@ffarq.com.au](mailto:cats@ffarq.com.au) and ensure it is legible.



## Paperwork Checklist - Adoption

### To be completed by Petbarn upon adoption

- [Adoption Form](#) (from website)

### To be Emailed by Petbarn to FFARQ upon adoption

- Scanned completed signed Microchip COO form.

### To be given to the customer (hard copies)

- Receipt
- Copy of FFARQ Treatment Certificate
- Copy of the Microchip Registration Form or COO form
- Original FFARQ Vaccination Certificate
- Copy of Desexing certificate

## Adoption Fee Payment

The adopter pays the adoption fee directly to Petbarn.

Petbarn to deposit the adoption fee into the FFARQ account (Bank: Commonwealth Bank Australia, BSB: 064 448, Account No: 1028 6554 Account Name: Furry Friends Animal Rescue Qld) within 24 hours of adoption.

The tax invoice to be sent to [treasurer@ffarq.com.au](mailto:treasurer@ffarq.com.au), and to include the following:

- Store Name
- Date adopted
- Cats Name
- Fee

## **Adoption Warranty**

All animals adopted through Furry Friends ARQ are covered by a 14-day limited warranty from the date of adoption.

The warranty covers only infectious medical conditions that may have been acquired prior to adoption and does not cover identified pre-existing conditions.

Should a new owner be concerned for their new pets' health and/or wellbeing within 14-days of adoption, please advise the new owner that they are to contact Petbarn or Furry Friends ARQ inc immediately at [cats@ffarq.com.au](mailto:cats@ffarq.com.au).

In the case of an emergency, the new owner is to be referred to the closest Furry Friends ARQ inc affiliated veterinary clinic as listed in the contacts section. Furry Friends ARQ inc will not cover any costs incurred if the pet is taken to an unaffiliated clinic (without prior discussion and approval by Furry Friends ARQ inc).

This health guarantee does not cover illness or injuries incurred in the new home.

All other medical conditions will not be covered and will remain the responsibility of the new pet owner.

## **Return policy**

All animals adopted through Furry Friends ARQ inc come with a 14-day return policy – this is to ensure that the pet is suitably rehomed. If during the 'trial' period a pet is deemed not suitable for their new adoptive family, please direct the owner(s) to make direct contact with Furry Friends ARQ inc at [cats@ffarq.com.au](mailto:cats@ffarq.com.au), whereby a full refund of the adoption fee will be made available.