***Customers must come through the main gate and park before they are eligible for getting in line.***

1. Entry into the gate
	1. The first group of vehicles in will receive their groupings at the gate to help with the chaos of the first rush in.
2. Parking
	1. Customers must park and get into line for the welcome table prior to receiving their grouping and being called to go into the kennels to look for a pet.
3. Welcome table/Selfie Station
	1. This table will supply the customers with the event information, vendor information, tickets for the food stuffs, groupings and oversee the “Selfie Station”. This Selfie Station is to promote “Waiting to adopt at WPCAS #ctsdfw!”.
	2. Once they receive their grouping and begin the wait to be called into the kennels, they are welcome to visit the vendor stations and enjoy the booths available, however, if they miss their grouping being called, they will have to receive a new grouping. They will have 5 minutes to meet in front of the kennels for directions.
4. Kennels
	1. Customers will be called into the kennels/cat rooms according to the grouping they receive at the welcome desk. These groupings will have 10 potential dog adopters and 5 potential cat adopters, dependent on adopter numbers. When their grouping is called, they will have 5 minutes to meet in front of the kennels to be directed to find their new pet. They will be given time to see the animals and potentially select their new pet. The next group will be called according to volume (once the number of visitors thin out in the kennels enough to allow the next group in).
5. Selecting a new pet
	1. Customers, once in the kennels, will be allowed to select a new pet, as long as the pet they are interested in is previously adopted. There will be 1 person assigned per 3 to 5 kennels to assist customers in meet and greets, along with taking them to the play yards for more one-on-one interaction. Customers are not allowed to take an animal out of the kennel without the assistance of a volunteer or staff member. There will be a staff member assigned to each adoption room as a room monitor. These staff members will be there in case issues arise or questions are asked that a volunteer may not feel comfortable asking. When a customer picks out a new pet, they will need to pull the kennel paperwork and proceed to the next table. Once a customer removes the kennel card, please place an “I’M ADOPTED” sign in their kennel card sleeve.
6. Parker County Pets Alive/Parker Paws
	1. Once a customer has selected a new pet, they will then need to go to the coordinating booth (Parker County Pets Alive for dogs and Parker Paws for cats) to take the short presentation regarding responsible pet ownership and to receive their Fee Waived adoption voucher.
7. Paperwork Station
	1. Once they have received their voucher (or have decided to pay for the adoption to bypass the presentation) they will then move on to the paperwork station. One volunteer will be at this table to assist customers in completing the pre-adoption paperwork and reviewing to ensure it is completed fully prior to moving on to the office to complete the adoption. If for some reason a “red flag” appears, try to grab a floating staff member or lead volunteer to help with adoption counseling if needed.
8. Office – Complete Adoption
	1. Once they have completed the pre-adoption paperwork they will then move into line to complete their adoption. At this point they will move through the line to be serviced by a staff member who will review the pre-adoption paperwork and process the adoption.
9. New Pet Runner
	1. Once they have completed the adoption of their new pet they will come back out of the office to the Runner’s Station. The volunteers at this station will work as “valet” to get the pet they have just adopted from the kennels. The customer will need to give the kennel card that contains the animal’s kennel number to the runner. At this point, if the customer would like to visit the vendor booths they are welcome to do so and will just need to return to this station when they are ready to collect their new pet.
10. Tag and Collar Station
	1. DOG ADOPTIONS: Once they receive their new pet they can move on to the tag and collar station where they will receive their goodies such as tags, collar, leash, and toys.
	2. CAT ADOPTIONS: Once they receive their new pet, they can move back to the PARKER PAWS table to receive their collar and goodie bag. This is to keep the stress level of the cats down and keep them away from the dogs.
11. Photo Booth
	1. Once they have received their “goodies” they will move on to complete the process with a picture to commemorate the adoption. Dogs will move into the barn to have their picture made, where cats will move towards the “Catio” to have their pictures made.
12. Visit is completed
	1. Once they have received their new pet and have stopped by the photo booth and tag/collar station they will not be able to visit the vendor booths due to the animals they will have set up. Once they have had their fun with the event, they will then head to the parking lot and follow the parking directors to the exit.