

SURRENDER PROTOCOL

7/25/12 update

When you intake a dog, if the person surrendering the dog asks for any kind of follow up, tell them you are not authorized to make that commitment and that they must talk to Jean about it. Tell them that normally we do NOT contact the person surrendering to give them updates. And we do want to encourage the original owners to make a complete separation and go on with their lives. If they really want to learn more about the dog's situation, tell them that they must email or call Jean and she will give them general information. At no time will she ever tell them who has adopted their dog but she will tell them if the dog has been adopted and perhaps some general information about the family situation.

Okay, here are reasons for this policy.....

- 1) When we are dealing with 30 or more dogs a year, there simply isn't time to be calling and communicating with the surrendering family on a regular basis. Our obligations are to the dog and to the adopters....not to the surrendering party.
- 2) A continued relationship with the people who have surrendered too often leads to trouble. Some cannot make the break and will continue to want updates for years to come. Some will become angry and it can lead to lawsuits, justified or not. Some are not mentally stable and will begin stalking or threatening. It has happened.
- 3) If they are giving up the dog, they need to get past it and go on with their lives. It isn't any favor to keep reminding them of the situation.

Should you see them later, even if you want to do so, DO NOT give them a piece of your mind. It is kind of like giving the finger to a driver on the road. You don't know who might have a loaded gun on the seat beside them. Just be polite and say as little as possible. Even lightly loaded comments can blow up in your face.

BE CAREFUL OUT THERE!