

FOLLOW UP CONTACT GUIDELINES

Once a dog is placed, it isn't the end of our job. Now we need to keep in touch with the adopters to make sure everything is going well. If they have problems that we don't find out about, we can't offer them help. This may end up in the dog being returned unnecessarily or possibly dumped. Also, if the dog were to show any aggression and eventually bite, we could end up in court.

This call schedule and documentation provides:

- 1) Early intervention if there are problems
- 2) A regular reminder to the adopters that the dog is still tied to us and should come back to us if there is ever a situation where they can no longer care for the dog
- 3) Documentation that might help us in court (e.g., they never told us of a problem despite repeated contacts or what we did to help them with problems if they reported any and wanted help).

Use this schedule unless you are doing something that results in approximately the same number of contacts over the six months following adoption.

IMPORTANT: Document each contact; make sure you are encouraging them to let you know of any issues and that you document any help you provide during that period.

- 1) 3 days after adoption
- 2) 10 days after adoption
- 3) 1 month after adoption
- 4) 2 months after adoption
- 5) 6 months after adoption
- 6) After the six month contact, package up all documentation and send it on
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Other information:

- 1) You can make the contact by phone or by email, whichever is most comfortable. If by email, you can then print out the email correspondence and file it. If you make a phone call, document what was said in that call. Be sure to record
 - Date and Time
 - Who you talked to
 - What was discussed
 - Any problems and offers of help
- 2) If they are having problems, you may need to do extra follow ups or continue past the six month period. This is something you will "play by ear". Document if you get a behaviorist involved.

Early on Questions may include

- *Questions to be sure they have followed up on any medical requirements including heartworm*
- *Assurance that they have made a vet appointment to get heartworm prevention and to let the vet meet the dog*
- *Reminder to put an ID tag on the dog's collar and return our tag. We recommend www.boomerangtags.com/.*
- *After 1-2 months, ask them to verify with the microchip company that the dog has been registered (even if they have received verification from the company earlier since they sometimes make errors)*