

Adoption Follow Up & Pet Safety Programs



Presenter: Denise Deisler, Executive Director of The Jacksonville Humane Society



Why should you do follow ups?? They help adopters be successful!

- Set up new adopter for success
- Help staff overcome the fear of Open Adoptions
- Share "Happy Tails" with staff, volunteers and social media

The Jacksonville Humane Society
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Looks like Storm is fitting in just fine with her new dad. He tells us she even has a new BFF - an African grey parrot!

Storm was formerly named Ukulele came to us from our partners are Animal Care & Protective Services in Riverside. We love working together to keep Jacksonville a no kill city!



How do follow ups help adopters to be successful?

- Make sure adopters have the information they need
 - Adopters are excited and may not retain all of the information you share while adopting
 - Resulting in problems and returns that otherwise might have been prevented.
- Easy way to stop minor issues from escalating and prevent returns
- Create a relationship and level of trust with the adopter



How to start a follow up program



- Get staff buy in
 - Stress to staff that we are trying to help adopters be successful and head off problems **before** they come back to the shelter to return
 - It's not a check up, but rather a check in with the adopter
 - Adoption Counselor follows up with their adopters
 - Set time each week for follow-ups
 - Adoption Counselor prioritizes follow-up calls
- Decide platform to track
 - Excel Document
 - PetPoint Hotline
 - Adoption Reports by Adoption Counselor
- Permission based follow-up
 - Let adopters know they will receive a follow-up
 - Encourage Adopter to call with questions

No Resources? No Problem!

- Too much on your shoulders to do follow-ups?
 - Train volunteers to do initial calls and emails
 - If there are issues or questions, volunteer alerts appropriate staff member to help them
 - Adoption Counselors spend less time during initial adoption counseling
 - During follow-up, review all important information
 - Adopter will retain information better after the excitement of adopting a new pet
- Tracking can be pulled from database adoption reports
- Simple excel document for tracking



Who gets a phone call?

- It is not reasonable for most organizations to call ALL adopters so create a priority list:
 - First time pet owners
 - Animals with behavior issues or long timers
 - Animals with medical issues
 - If for any reason the Adoption Counselor had concerns about the adoption
 - All adopters receive an email follow-up
 - Adoption Supervisor reviews follow-ups weekly



Follow-up Intervals

- 3 days, 3 weeks and 3 months
- If adopter is doing well with new pet, no need to follow up after initial call
- Let adopter know we are a resource and here to help at anytime
- If adopter is struggling with any issues, give information or resource and follow up again



The JHS Follow-up Program gives us a greater level of confidence about the ongoing care of the pet. The adopter views JHS as their "go to" resource for information and advice.

Sample Follow-up log

Needs to be Followed	Awaiting Response	Completed						
Date	Animal	Animal	Adopter	Phone	E-mail	Reason for Follow Up	Follow Up	Notes
10/16/2015	Gooby	A29712968	Christina Caceres	757-292-1956	christinacaceres@gmail.com	Check on Gooby mouthiness, how is he doing in home	10/23 - waiting response	
10/9/2015	Willie	A29849624	George Kabase	904-400-5991	martuca4@hotmail.com	Check on Willie post-mega	10/17/2015 - Completed	Willie is doing great, they sent pictures :) Now he is named Wesley
10/9/2015	Ashleigh	A29793480	Barbara Delander	904-771-2047	nbeecheer@att.net	Set up HW Consultation?	10/16/2015 - Completed	Ashleigh is doing well. Barbara took her to the Lake Shore Animal Hospital to get her HW treatment started, she said they are going to take care of it there.
10/9/2015	Zack	A29778212	James Collins	615-483-0762	jcollinsmusic@yahoo.com	Set up HW Consultation? Working on his pt? Get along with other dogs?	10/17/2015	Is still working with Zack on physical therapy, he is doing great and is perfect for the family!
10/17/2015	Scott	A2984410143	James Dreyer	904-248-8244	pfusn@aol.com	How is scott's separation anxiety? Get along with Knight?	23-Oct	Sent really great pictures of Scott and Knight, scott is doing great
10/18/2015	Giblet	A29849320	Averill McCaffrey	904-482-6280	/	Giblet and Al get along?	10/23 called, left a message	
10/23/2015	Nellie	A29220526	Margaret Marril	904-874-8264	merrill.magg@gmail.com	Nellie at home	10/30/15 - scheduled	

Resources to secure for Pet Safety Net

Keeping pets in homes and reduce returns

What is Pet Safety Net?

- Resources that can keep a pet with their family
 - **Low cost or free medical care**
 - Build relationship with local Veterinarians or Low Cost Clinic
 - **Low cost or free pet boarding**
 - Offer marketing to boarding facility in lieu of emergency boarding for pets and families in need
 - **Pet Food Bank**
 - Ask community to donate pet food to keep pets in homes and out of the shelter
 - **Behavior/Training help**
 - Many issues can be addressed over the phone
 - Build a library of training tips for minor issues
 - Build relationship with local trainers to offer free or low-cost training
 - Behavior Hotline



Resources to secure for Pet Safety Net

Keeping pets in homes and reduce returns

- When to use Pet Safety Net to save an adoption
 - Is it in the best interest of the family and pet?
 - Is it a good fit?
 - Is the adopter committed?
- When it is not a good match
 - Do not be judgmental
 - Do not lose a chance to find them a pet that is a better match



*"Change can be hard, but will produce great results.
How does one become a butterfly? You must want to fly so much that you are willing to give up
being a caterpillar."*



Questions?

