

POST-ADOPTION INTERVIEWS: GUIDELINES AND TIPS

POST ADOPTION INTERVIEW PURPOSE:

To contact families who have adopted MAESSR dogs at 3 month and 1 year intervals to see how the dog and family have transitioned, to see how things are going, and to offer to help if there are any issues or questions.

PROCESS:

- 1) Pat maintains a list of recent adoptions.
- 2) Pat will identify those dogs that need to be followed up on, both 3 month and 1 year follow ups.
- 3) Pat will assign a list of dogs for each of the volunteers to follow up on.
- 4) Volunteers will review the write up on the adopted dog from the MAESSR website
- 5) Volunteers call the new family to conduct the interview.
- 6) Volunteers email summary of the interview to Pat and send copy of interview form to Debbie either email to president@maessr.org or fax 888-688-7240
- 7) Pat makes MAESSR referrals as appropriate: behavioral issues to training team, new volunteers and contact changes to volunteer coordinator; urgent situations to Debbie Lipscey
- 8) Pat maintains the Excel spreadsheet with the family info.

GENERAL TIPS:

- It is helpful to print out the dog's write-up before the interview is conducted. This information can be used to direct your questions on the interview form
- When calling, let the owner know that you are a MAESSR volunteer following up on the dog. • Be friendly and informal.
- Show your interest and knowledge, the new owner will often open up and do all of the talking. • Gently probe for any issues or problems that they may be struggling with.
- If you discover a MAJOR ISSUE (aggression, unhappy spouse, dog left alone long periods, or kept outside, owner wants to relinquish dog, etc)- let Pat Alberta know immediately.
- Make sure you record any changes in the owner's contact information.
- Happy new owners are likely candidates to become MAESSR volunteers, let Pat know and she will ask the volunteer coordinator to recruit them.
- If a follow-up is needed about behavioral issues, make sure you note that on your write-up to Pat, Pat will forward your notes to the training team for follow up.

TERMS and ABBREVIATIONS:

- Do not contact (DNC)- means the owner does not want to be contacted
- Could not contact (CNC)- could not get a hold of family (see below)
- Dog returned (DR)- self explanatory
- Put to sleep (PTS)- dog euthanized, explanation should be included on the interview form for Debbie

PROCESS TIPS

- Pat will email a list of the families that the volunteers need to contact that month • If the volunteer prefers, they may contact the family via email first to set up the interview • If you call and get an answering machine, leave a detailed message asking the family to return your call or say when you will call back to see how the dog and family is doing.
- Volunteers should attempt to contact the family at least three (3) times- via phone and via email • If the calls and emails are not returned, try sending a note via US postal mail. IF that doesn't work, note that the family could not be contacted (CNC) on your summary to Pat.

- IF the phone number the volunteer has for the family is not correct, try 411 information, or go to www.superpages.com to look up a number.
- Volunteers should try and batch the completed summaries and interviews, this makes it easier for the coordinators to record and update the spreadsheets.

SAMPLE OF INFO THAT WILL BE EMAILED TO VOLUNTEER FOR FOLLOW UP:

Owners name: Teresa Example
Dog: Rhapsody, adopted 11/2/2007
email: [happy owner@comcast.net](mailto:happyowner@comcast.net)
phone: 410-555-1212
address: 123 Springer Ave, Springerville, USA

SAMPLES OF INTERVIEW SUMMARIES THAT GET EMAILED TO PAT:

SAMPLE #1

Owner's name: Pat Race
Dog's name: Tracey
Interview date: Jan 22, 2008
Contact info: no changes
Interested in volunteering: already an active volunteer
No further follow up needed at this time.

SAMPLE #2

Owner's name: Harry Price
Dog's name: Hunter
Interview date: Jan 22, 2008
Contact info: new email address as follows...harry@newemail.com
Interested in volunteering: yes, please have someone contact Harry
No further follow up needed at this time.

SAMPLE #3

Owner's name: Linda Woods
Dog's name: Rodney
Interview date: Jan 24, 2008
Contact info: no changes
Interested in volunteering: not at this time
Linda would like someone to contact her to help with Rodney's separation anxiety.

CONTACT INFORMATION

Email summaries to Pat Alberta: PAAlberta207@aol.com

Mail hard copies of the interview forms to Debbie Lipscey, c/o MAESSR, PO Box 807 Goochland, VA 23063

Emergency/urgent situation contact information:

Debbie Lipscey

Email: president@maessr.org

Cell: 804-690-9157

Assignments of 3 month and 1 year post adoption interviews are going to now be done by the same person who conducted the first interview at 3 months. Pat will keep track of who was assigned first interview at 3 months and then assign them the 1 year interview also. Please make a copy of the interview form before it is mailed to Debbie Lipscey for your own file so you can continue the interview at one year and already have the information on the family.

Please remember the proper chain of command when reporting any problems, concerns or if you feel that there is a problem with the family or dog. If the situation is an emergency situation, please notify Debbie Lipscey immediately but always notify Pat Alberta that you are doing so. Also when you feel the need of any correspondence with Debbie or another officer of MAESSR concerning a post adoption interview, remember to carbon copy Pat Alberta on that e-mail. If you have any questions relating to how to follow through on a particular problem that isn't an emergency, that situation will be handled by Pat Alberta. Not only does she assign the post adoption interviews that need to be done that month, she is also a coordinator of post adoptions and will handle any situations that come up regarding post adoption interviews. She knows the proper procedure on how to handle these situations. When a situation is an emergency, that is the only time that it is necessary for you to contact Debbie. She keeps informed by the post adoption interviewing forms that are mailed to her. She has enough to do in all her many responsibilities and that is why all other situations that aren't emergencies are handled by the coordinators.