

# Home Visit Training

### Thank you!

Confirming that a dog has been well placed by doing a home visit is the final step in safely rescuing a dog. Your contribution to this effort is greatly appreciated! Please let us know if you have any questions or suggestions.

The Home Visit Coordinator will call or email you with names of people to visit after an adoption has been finalized. It's very important that you complete your home visit within two weeks of receiving the adopter information. If you can't complete our visit please let your coordinator know and we will find another volunteer.

If you're comfortable using Facebook there is a private group called "Dog Days Home Visit Team" which you may join if you choose.

#### **Calling the Adopter**

Introduce yourself as a volunteer with Dog Days and explain your role in our organization. Ask if there is a time where all family members are home so you may stop by to get an update on how the new dog is doing. Emphasize this is not a "pass/fail" exercise and they should feel free to use you as a resource for future questions or needs. Most people are wary of home visits and they seem a bit defensive.

If the adopter asks, please explain that any medical or financial issues related to their dog should be directed to their rescue, whose contact information whose contact information was in the folder they received at the adoption event.

#### The Visit

The home visit volunteer is our in person representative of the charity. If you have a Dog Days t-shirt it would be great if you could wear it, if not please dress professionally and arrive on time.

Please use the question sheet provided as a guide for questions.

\*\*\*Don't Forget to Take a Picture!!!\*\*\*
We love to see the dog living large in a new home and so
do the people who worked so hard to rescue her!

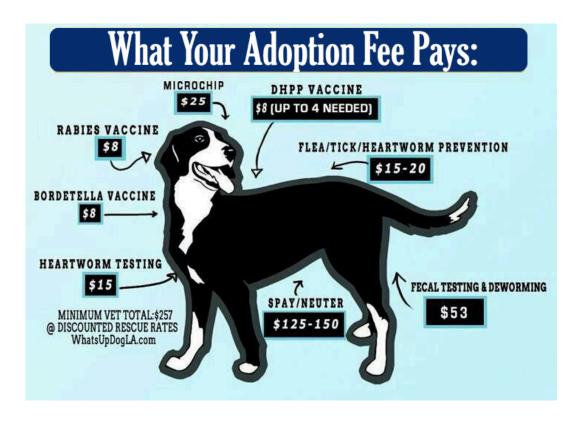
#### **Leave Behind**

- Dog Days Brochure
- DD business card (Home Visit Coordinator has blank ones for you)
- New Adopter Petco booklet of coupons (if available)

#### **AFTER THE HOME VISIT**

If you heard any negative comments or issues regarding health please contact your Home Visit Coordinator immediately!

Thank You!



#### Follow Up Visits – FAQ

#### 1. Why does Dog Days conduct home visits?

Home visits are performed for several reasons:

- 1. To ensure that an applicant's residence and lifestyle fit with their new dog.
- 2. To ensure that all family members support adopting a dog
- 3. To review the adjustments that the new dog has made
- 4. To discuss how the family will exercise and train the dog
- 5. To answer any questions that the applicant has
- 6. To serve as the "eyes and ears" of an Adoption Coordinator who may be located far from the applicant

#### 2. Who performs Home Visits for Dog Days?

Member of our Dog Days Adoption Team will conduct all home visits. When Dog Days doesn't have members in an area, we will ask nearby rescues, animal control officers, or local veterinary hospital staff to perform home visits.

#### 3. Must every adopter and foster have a home visit?

Yes, all adopters or fosters must have a home visit.

#### 4. When are home visits performed?

Home visits are performed post-adoption unless the adopter has never owned a dog, then we do one before and after the adoption when possible.

#### 5. Who should be at the home visit?

All family members residing at the residence should attend the home visit if possible. Exceptions are made for college students living away from home and for military personnel currently deployed away from home for an extended period.

#### 6. What should I do if someone is absent?

If you arrive at the home to find that one or more family members are absent, you should remind the applicant that all residents should attend. This is to make sure the dog isn't treated poorly by one family member.

You should feel free to reschedule the home visit to a different time and notify the Home Visit Coordinator of the change. If you travelled a considerable distance to perform the home visit, and do not want to return at a later date, then you can perform the visit clearly noting who was absent when you submit your report.

#### 7. Does every applicant "pass" the home visit?

Although Dog Days has a thorough screening process before a home visit is conducted, not all applicants "pass" the home visit. While an applicant may look good on paper, issues may be detected at the home visit that could not be detected

on an application or in interview. Notify your Home Visit Coordinator immediately if you have a concern regarding your visit.

#### 8. Who decides if an applicant "passes" or "fails" the home visit?

This decision is made by the dog's adoption counselor who uses the information provided on the application, interview, vet check and home visit to determine an applicant's suitability for adopting or fostering a dog. The adoption counselor will notify the rescue if there is a concern.

#### 9. What authority does the home visit volunteer have?

The home visit volunteer does not have the authority to "pass" or "fail" the applicant during the course of the visit. The home visit volunteer's purpose is to gather information, ask and answer questions, and provide their report and recommendation to Dog Days. If the home visit volunteer has any reservations about an applicant's suitability to adopt a dog, they should be noted on their report.

# 10. Can I perform a home visit for a friend, neighbor, relative, or business associate?

No, home visit volunteers should refuse to perform home visits for friends, neighbors, relatives, or business associates. If one of Dog Days' Home Visit Coordinators asks you to perform a home visit for a friend, neighbor, relative, or business associate, you should decline the request noting that you are familiar with the applicant. You should only perform home visits for applicants you do not have a prior relationship with.

#### 11. How do I submit my report to Dog Days?

If you fill in the sheet supplied and send to the Home Visit Coordinator that would be great. If you can scan your information and send via email to <a href="mailto:info@godogdays.org">info@godogdays.org</a> that would also be really helpful.

#### 12. How much information should I provide on the home visit form?

When in doubt, please provide as much information as possible. Be sure to raise any concerns you have, no matter how minor they may seem.

# 13. Is the home visit report provided to the adoption or foster applicant?

No, a copy of your report is not provided to the applicant. Although the Adoption Coordinator may discuss the results with the applicant, they may not supply the completed home visit form to the applicant.

#### 14. Are home visit volunteers compensated for performing a home visit?

Dog Days is a volunteer, non-profit 501(c)(3) organization. As such, home visit volunteers receive no financial remuneration for completing a home visit. Dog Days does not reimburse home visit volunteers for travel expenses, gas or tolls unless approved by the CEO. Check with your tax advisor/preparer to determine if you can

deduct your unreimbursed out-of-pocket expenses or mileage on your tax return.

#### 15. Are fences required?

The need for fencing is evaluated on an individual basis. If a fence is required, you will be notified before you perform the home visit. Some situations requiring a fence may include property abutting a major highway or a history of having a previous dog hit by a car. Please read our policy on invisible fence systems.

#### 16. Are outdoor kennels or doghouses allowed?

Dog Days wants its adopters to treat their new dogs as family members. As such, the use of an outdoor kennel or doghouse is prohibited. Please report the presence of an outdoor kennel or doghouse that you feel is used excessively when you submit your report.

#### 17. Are outdoor tethers or runs allowed?

The unsupervised use of an outdoor tether or run for more than 20 - 30 minutes at a time is prohibited. Please report the presence of an outdoor tether or run when you submit your report.

## 18. What should I remind the applicant of during the home visit?

Please remind the family of the following:

- First and foremost, we're here to support the adopter for the lifetime of owning this dog. We will help in any situations related to pet ownership if we can do so please call or email.
- We have a list of great trainers that we recommend, the adopter should always feel free to call us for a recommendation.
- Adopters should read through their New Adopter packet given at the event or sent via email.
- PLEASE remind the adopter to register the microchip for their dog!!
- Please remind the adopter that shelter dogs are a flight risk for the first six months they're in a new home. For this reason we encourage the use of a Martingale collar, a harness and a clear, large ID tag.
- Pet Insurance is a very low cost monthly fee that can really help with vet bills, we suggest the adopter research a plan that suits their needs.
- Rescues request that all adopters administer heartworm preventative (chemoprophylaxis) monthly, regardless of the season or their location.
- The dog should not be left outside unsupervised for long periods of time, even if the yard is fenced in.

- The dog should not be left off leash in an unfenced area.
- Some dogs have been fostered in single story homes and may need to learn how to go up and down a flight of stairs safely.
- If, for any reason, an adopter cannot keep the dog for its entire life, it must be returned to the rescue.

#### 19. What if the applicant has questions that I cannot answer?

Please say you'll research the question and get back to the applicant within 24 hours.

#### 20. What paperwork should the adopter have?

The adopter should have their new dog's: medical overview, rabies certificate AND tag, microchip information and any other notes or background information about their dog.

#### **Contact Information for Dog Days and The Red Dog Project**

Dog Days/Red Dog Project 48 Main Street Old Saybrook, CT 06475

800.653.3135 info@godogdays.org