



## PROCEDURE

Title of Procedure	Adoption Follow-Ups
Procedure Number	3.5
Category	Animal Welfare
Approval Body	Board of Directors
Approval/Effective Date	December 2024
Proposed Date of Review	December 2025

## CONTEXT AND PURPOSE

This policy outlines the process for following up with adopters to ensure their new pet is settling into the home ok and to offer any assistance we can to help with the transition.

## SCOPE

These guidelines and procedures apply to all volunteers, employees, and board members of Meant 2B Loved Pet Rescue Society involved with following up with adopters.

## PROCEDURES

### 1. Initial Contact

Whenever possible, an initial reach out to adopters should take place toward the end of the two week “trial period” after the adoption is finalized. Contact should be made either by phone or email (whichever the adopter has checked as their preference). This message is an opportunity to ask how the new pet is settling in, see if they have any questions or concerns, and to offer any help we can during the transition.

### 2. Follow Up Contact

If there are initial concerns with the pet settling into the new home, weekly follow-ups should take place until the adopter and animal are feeling more secure and comfortable

with each other, or, if necessary, until the pet is returned to M2BL care.

### **3. Ongoing Support**

If the adopter has welcomed a dog into their home and the transition isn't going well, M2BL might be able to support the adopters by providing an assessment or visit with a trainer, offer advice, etc. This extraordinary support shouldn't be suggested without first having contacted the dog team lead.

### **4. Communication**

The adoption coordinator and the adoption follow ups volunteer must stay in regular contact, so each is informed of where things stand regarding follow-up calls.

Any concerns about animals should be discussed with Ruth at 250.919.8645 and also brought to the awareness of the adoption coordinator.