



First 48 Talking Points

Created June 20, 2021

Purpose:

This document defines the suggested verbiage and flow for helping community members find a pet's owner within the first 48 hours of finding the pet.

Materials, definitions, and references:

- ASO - Animal Service Officer
- CASS - Cabot Animal Support Services

Scope and Responsibilities:

This policy applies to all CASS staff and volunteers responsible for speaking with community members in the lobby and on the phone.

Policy:

Do not read this verbatim to the public. It is expected that you read this, embrace these philosophies, and use these talking points to hold a mutual conversation with our compassionate public.

Conversation starter:

1. Thank you for your compassion, we greatly appreciate you taking care of this pet. How is the pet doing (if injured bring in immediately)? Where did you find the pet? Have you seen the pet before?
2. We would really love to help this pet get back home. So if you are interested in helping us get the pet home I am wondering if you could do us a favor and hold onto the pet for the next 48 hours. We can provide you with a crate, food, toys, and anything else you might need. I know this might be asking a lot but if I could explain.
3. Data shows that if the pet stays in the neighborhood where it was found then over 70% are returned to their families; however, if they are brought into the shelter only 17% are returned home.

CLOSE:

1. You have done a very wonderful thing by picking up this pet. Can they count on you to help find their home over the next 48 hours?
2. If the owner is not found in the next 48 hours, then please bring the pet into the shelter on (date) at either 1pm or 3pm – which time is better for you.

ALTERNATE NEIGHBOR

1. Do you have a neighbor that might be interested in keeping the dog for 48 hours so it doesn't leave the neighborhood?
2. CLOSE

If they hesitate: (review common reasons for hesitation)

1. I understand that we are asking a lot of you, and we wouldn't ask if it wasn't in the best interest of this pet.
2. Unfortunately, they cannot tell us where they live but the data does show that they do not venture far from home and removing them from that area greatly reduces their chance of going home.

3. CLOSE

If they refuse:

1. I understand and we would never ask you to do anything you do not feel comfortable doing. We just appreciate you taking the time out of your life to care enough about this pet to pick them up and make sure they are going to be ok.
2. Let me get some additional information from you just in case the owner calls before you bring them in. (Take personal information and set time to bring in).
3. Once again thank you for your compassion. If things change before you get here and you decide to keep the pet for 48 hours please let us know.

Hesitation reasons:

1. Too many dogs: I could tell you were a dog person. People who don't care about their dogs just tend to drive on by and let the dog roam.
 - a. Have you ever had your dog get loose? Its crazy how easy it is for one dog to just get loose.
 - b. Did someone bring it to you or how did you find your dog?
 - c. Are you sure you can't help this dog find its home by holding it for 48 hours? We can provide a crate, so they won't be another dog under your feet at the house.
 - d. CLOSE
2. My dogs hate other dogs:
 - a. I completely understand. I know I don't like every person so there is no way we can expect every dog to like every other dog. Is your dog just picky about which dogs they like or do they just seem to dislike all dogs?
 - b. We appreciate you picking this dog up and we don't need to stress out your dogs. The chances of the dog going home definitely increases if they stay in the neighborhood but if you can't keep them for 48 hours then we do have a couple other options.
 - c. ALTERNATE NEIGHBOR
 - d. CLOSE
3. Not allowed to have pets:
 - a. I'm so sorry. Its hard to believe that a person as compassionate as you doesn't have a pet at their house. Is it a landlord policy of no pets at all or is it because you have not paid your pet deposit?
 - b. Landlord: I am sorry that your landlord doesn't understand the benefits of having a dog as part of your family. I know a good realtor if you are looking but in the meantime
 - i. ALTERNATE NEIGHBOR
 - ii. CLOSE
 - iii. let's schedule for you to bring in the pet.
 - c. Pet Deposit: You know that for compassionate people like you who deserve a pet we have a program that can help with the deposit. That's how important we think keeping the dog in the neighborhood is.
 - d. CLOSE
4. Allergic to dogs:
 - a. I'm sorry to hear about your allergies. We have a couple of employees that are allergic to dogs, and they have good days and other days they need a little Benadryl. Are you ok right now?
 - b. It must be rough being a compassionate person and being allergic to dogs. I don't know if I could survive without puppy hugs. Puppy hugs make everything better.
 - c. Well, we definitely don't want you to suffer so let's figure this out.
 - d. ALTRENTATIVE NEIGHBOR
 - e. CLOSE
 - f. Let's schedule for you to bring the pet in.
5. On way to work:
 - a. Thank you for being compassionate enough to pick up the dog. We both agree that it is important for the dog to stay in the neighborhood so if we could hold the dog for you so that you can get to work would you be able to come by after work and take him back home for the 48 hours?
 - b. CLOSE

- c. ALTERNATE NEIGHBOR
- d. Let's schedule for you to bring in the pet
- 6. No time to care for dog:
 - a. I completely understand that time is of a concern to you. That is a key reason why many people don't have a dog as part of their family. Have you ever had a dog?
 - i. Yes: Then you know that most dogs take up very little time and we could provide a crate to allow for "alone" time if needed
 - ii. No: Then you probably aren't aware but dogs are generally self-entertaining and do not require constant supervision.
 - iii. CLOSE
 - iv. ALTERNATE NEIGHBOR
 - v. Let's schedule for you to bring the pet in.