



CABOT

ANIMAL SUPPORT SERVICES

After First 48 Discussion Form

Created May 17, 2022

Purpose:

This document defines the suggested verbiage and flow for follow up discussion with community members who willingly agree to participate in the First 48 program.

Scope and Responsibilities:

This form 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 to determine the success of the first 48 program and the abilities of our community to provide this service.

Conversation starter:

1. Good Morning/Afternoon. Thank you for your compassion, we greatly appreciate you taking care of this pet for the last few days. We noticed you did not come in for your appointment did you happen to find the owner (if yes go to found owner section) (if "no" then go to did not find owner)?

YES NO

Found Owner:

1. That is amazing. You have truly made a difference in not only this pet's life but also in the life of that family. We are very thankful for what you did.
2. Did you happen to get the owners name and maybe where the dog lives so if this happens again, we will know where they live?

Did not find owner:

1. Thank you for all you did for this pet. Please know that you gave this pet the best chance at getting home. Do you still have the pet?
2. If "yes" move to Still has pet section
3. If "no" move to no longer has pet section

YES NO

Still has pet:

1. We appreciate you holding onto this pet. How are they doing in your home? Do you plan on bringing the pet to the shelter or have you fallen in love and want to provide the dog a home?
2. If decided to bring to shelter move to the Bring to shelter section
3. If decided to keep move to Keep Pet section

Bring to Shelter:

1. We greatly appreciate you holding onto the pet and trying to find the owner. We have a couple of options for bringing the dog into our shelter system. We can set another appointment for you to bring the dog in or since you have become familiar with this dog and to increase their chance at finding an amazing new home you could become an adoption ambassador for this dog and assist in finding a new home for the dog. Which would you prefer to do?
2. If they decide to set an appointment, then go ahead and set appointment
3. If they decide to become an adoption ambassador, then set them up to talk to the program coordinator.

Keep Pet:

1. That is amazing, I am glad this pet has found an amazing new home. If you would like, we would like to help in providing a spay/neuter and microchip for your new family member. We can have our coordinator reach out to you this afternoon to set that up.

No longer have Pet:

1. Thank you for your efforts in holding onto the pet. May we ask where the pet is?
2. If given away go to "given away section"
3. If lost go to "lost section"

Given away:

1. Thank you so much for finding a new home for the pet. We would really like to provide help to the new family. Do you have a phone number or address where they can be reached? They are doing such a great thing by providing a new home we would like to help them with the spay/neuter and microchipping.

Lost pet:

1. Thank you so much for trying to hold onto the dog. Can you tell me when he got loose and ran away?
2. Once again thank you for everything you did to help this dog find its way home. Have you talked to your neighbors to see if anyone has seen the dog? When was the last time any one has seen the dog?
3. If you happen to see the dog again, please call us immediately. In the meantime, we will make sure our officers are aware that the dog has gotten loose. Thank you for all you have done.