Dog-Dog Meet and Greet SOP

# Description

HSP recognizes the importance of matchmaking in the adoption process. It is highly encouraged that a potential adopter who has another dog in the home already arrange for a meet and greet between the dogs under supervision of trained staff.

# Preparing for the Meet and Greet

# Get your tools ready. This includes grabbing one of the playgroup aprons with a spray bottle, shake can, pet corrector/citronella spray, martingale collar(s)\*.

# \*It is important that ALL DOGS coming on site need to wear a martingale collar. This is to prevent dogs from slipping out of their current equipment in a new, scary environment. Explain this to the potential adopters.

# Ask potential adopters about their dogs. Be specific. Most people truly don’t know their dogs' sociability. Good questions to ask are:

# Do you take them to dog parks? Do they have dog friends?

# Are they playful or do they mostly keep to themself?

# Have they lived with other dogs before?

# If their dog is small and meeting a big dog: Have they been around big dogs before?

# Be sure not to use technical terms when asking questions.

# \*Have the potential adopter sign a meet and greet release form!\*

# A staff member needs to walk the dog while in the facility. There are exceptions to this, including but not limited to:

# The incoming dog is defensive and won’t let you walk them.

# If the incoming dog is small, the potential adopters can carry their dog.

# If the potential adopter/foster is an experienced volunteer or staff member, they can walk their own dog.

# If the potential adopters’ dog is small and they are meeting a big dog, the big dog starts out on muzzle in order to keep everyone safe. We can always take the muzzle off quickly if they are doing well but can’t exactly put it on if they aren’t doing well.

# In the Yard

# Anyone 18 and older can be in the yard during the meet and greet. (After the dogs have met and the meet and greet is going well, you can invite children into the yard.)

# All dogs involved in the meet and greet need to wear a drag leash. Explain this to the potential adopters.

# Talk through how the process works and address any questions or concerns from the Potential adopters. Explain all the aversive tools and how they work, place emphasis on the fact that the aversive tools don’t hurt the dogs, they are mostly to distract or startle them.

# Remove all resources during the meet and greet. Explain this to adopters and why we do this.

# Set up the expectation for a successful meet and greet. Talk through what happens if the meeting should go south but explain that we are being prepared for the worst case, even though we don’t expect that to happen. Explain to the potential adopters that we don’t want to pet or interact with the dogs at first.

# If the potential adopters have more than one dog, ask for help from another staff member or volunteer and introduce only one dog at a time.

# Go fetch the dog from their kennel or if a foster, the parking lot!

# Explain to the potential adopters any body language seen in the catch pen. Describe any barrier reactivity, if seen. Ask potential adopters if they feel comfortable with the dog entering the yard.

# \*\*\*If you are unsure or the behavior does not look friendly, call the behavior and training coordinator\*\*\*

# Let the dog in and take a step back!

# Explain any greetings, play or coexisting. Describe play solicitations and corrections in easy to understand terms. Corrections can be scary for potential adopters, make sure you explain that corrections are not only normal, but a thing we like to see.

# If the dog is on muzzle: After both dogs have had several positive interactions, ask the potential adopters if they feel comfortable with you removing the muzzle and move forward accordingly.

# After both dogs have had several positive interactions, you can allow pets. Make sure both dogs are getting equal amounts of attention and if you see any concerning body language, tell potential adopters to step back.

# If all has gone well, go over dog/dog management and re-introducing them in the home.

# Bring the dog back to their kennel/ the parking lot, reiterate to the potential adopters that you will be right back to walk them out.

# Walk the potential adopter and their dog out of the facility.

# Notes for PetPoint

# It is important to log how the meet and greet went, especially if they decide not to adopt the dog as it could be valuable information for the next potential adopter. In the notes you want to describe the:

# Potential adopter’s dog (small, big, male, female, etc.)

# Interaction at the gate

# Greetings

# Play styles seen (if any)

# How well they shared affection

# Things to Remember

* Most people have no idea about dog/dog interactions. Things that seem regular to us are a mystery to them so explain everything in easy to understand terms.
* Dog - Dog meet and greets are new and scary for most people. It is important to reassure them that the meet and greet is going to go well while also explaining what will happen in the unlikely event things do go wrong. Make sure the potential adopters feel comfortable at every step.
* If the potential adopters ask you a question you do not know the answer to, let them know you will find out the answer for them.