

Adoption Follow-Up Phone-Call Script

When communicating with Adopters please use the following tips:

- A positive tone
- Casual language
- Keep brief
- Use a warm approach
- Don't give opinion(s), be non-judgmental

Volunteer: Hi, my name is _____, and I'm calling from SpokAnimal C.A.R.E. to see how the Farm Livin' cat you adopted from us is doing. I hope he/she is doing well. Did you give your new cat a name? Do you mind if I ask you a few more questions?

After the adopter says to go ahead, ask the following questions and record the answers in a log. Do not give behavior or medical advice beyond training. Note issues that need to be addressed and tell the adopter that you will have another staff member/expert call back. Ask about preferred DAY/TIME/METHOD for this conversation to take place and note. Thank the adopter for their time after answering the questions, and encourage them to call with any future questions or concerns.

Standard questions:

- How are things going?

(How well has the animal settled into the new home?)

- Have you had any adjustment questions or behavior concerns with your new pet?
(We can follow up with referrals, handouts/pamphlets on typical problems new pet owners face)

- If the cat is not feral ask if he/she received its next series of vaccinations?
(If the animal did not receive its next series please encourage them to use their vet or our low-cost clinic).