



GUIDE TO VIRTUAL MEET AND GREETINGS

Step 1 – Phone Call. Some handy questions to ask.

- Why are you looking at adopting a dog?
- What is it about this dog that you like?
- Have you thought about life for the dog when everyone goes back to work / school?
- How are you planning on training the pup without such services being available at the moment (puppy school / basic training / socialising etc)?
- Where will the dog spend its days?
- Where will the dog sleep at night?
- Will the dog be allowed in the human's bed or on the couch / furniture?
- Have you had a dog before?
- Have the kids lived with a dog before?

Don't forget to allow them to ask some questions too and encourage this so they get a feel for the dog/s nature and personality, energy levels, requirements, likes and dislikes, where they're at with basic training (toileting etc). If they don't ask questions, this is a bit of a red flag that they'll take "any dog" without actually putting thought or effort into 'this' dog.

Step 3 – Virtual meet and greet.

- Video chat with people and show them the dog/s they're enquiring about. Help them understand the size if small (perhaps by holding in your hands or next to something distinct like a soft drink can or bottle).
- Show them where they sleep, or your puppy set up. Show them how they play, any cool tricks they may know (like if you've mastered sit for example).
- Ask them to introduce you to the members who reside in the home – so mum / dad / kids / flat mates / siblings / grandparents etc.
- Ask them to introduce / show you the other animals in the home. See if they do any cool tricks and watch how the family interact with them. You'll be able to see the love they have – is the dog outside alone or on the couch with the family?
- Ask them to do a walk-through of the home – so maybe start at the front door and walk through living spaces, out to the backyard and show the fences etc, specifically are your fences set up for a tiny pup - are there any gaps? Show where the pup might sleep and where they will stay or play etc. Some people would prefer to record a short 1-2-minute video on their phone and send to you or email this to ARQ after the meet chat. That is fine, especially if the quality of the video call is difficult / or hard to hear etc. You can also follow up with a voice call afterwards for any questions if again, it's hard to hear.





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Things to look for.

Take a look at the overall presentation of the home. Now this doesn't mean the home should be in showroom state, but there shouldn't be any major concerns like no fences, or an apartment balcony that has a huge gap at the bottom, or an excessive amount of mess / clutter in the home or exceptionally long overgrown lawns. Again, people have a right to live the way they choose, but if it looks like there is a big lack of tidiness or perhaps some hoarding of things going on, or the yard is in a state of urgent attention, then this is a concern.

Take a look at how the family presents. Do they seem engaged on the video call? Is everyone trying to see the screen when you're showing them the pup/s. Are they laughing or excited or making any comments? Or are they in the background not really caring about the dog or the situation.

Be mindful of the kids and their interaction. If they're screaming or the family are yelling or they're not paying attention or listening, this can be a red flag to how they may be with a new dog. If they're quiet, and respectful and listening to instruction or engaged in the moment, these are good signs.

Feel free to ask for a second virtual meet. If the first one is interrupted or hard to hear or you simply what to clarify something, don't feel like you can't ask them to show you things again or ask further questions. Sometimes, when we think things through after a meet and greet, we think of extra questions we would like to ask.



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