



HOW TO INTERVIEW VISITORS ON THEIR FIRST VISIT TO KENNEL

You will need an application packet to review.

Ask the visitor if they are "just looking" or if they are interested in adopting.

If just looking, no paperwork needs to be completed. The visitors may go into the kennel to look at the dogs in the kennel.

If the visitor is interested in adopting, you will need to have them fill out the adoption application.

Once the application is complete:

- 1) Review the application; insure that the application is complete. It will take 2-3 days to process depending on how soon we reach their references.
- 2) Review the Advantages to Adopting from GFNC, Greyhound Basics, begin the Application checklist.
- 3) Ask about *what they read* and ask their opinion of **crating**, patience with transition period, sleeping areas, greyhounds as **indoor** pets only, and the "never off the leash" rule!
- 4) How did you hear about greyhounds?
- 5) What material have you seen or read about Greyhounds?
- 6) Who are the family members in your house? Children? Ages?
- 7) If the application indicates other pets?
 - a) Do they live inside or outside?
 - b) Where do you leave your dog during the day while you are gone?
 - c) Where does your dog sleep at night?
 - d) Explain the meet-n-greet for existing dog and the greyhound for compatibility.
 - e) If they do not have a fenced yard? How do you exercise your pet or let it out for elimination? Explain that weekly fenced-in exercise is needed.
 - f) Does your dog get any other type of exercise? Leash walking? Jogging with you?
 - g) What type of food do you feed your pet?
 - h) What type of heartworm medication is your dog on?



If they have no dog currently, but did in the past, direct the above questions to past pets.

You can compare the care of a Greyhound to the care of a child.

Be careful NOT to discuss something that you may do with your own greyhound that is in **conflict** with GFNC policy! Such as:

Not crating
Feeding differently than we suggest
Bad experiences you have had, etc.

- 1) To hold a Greyhound, they do not need to leave a deposit. Many people, who hold greyhounds from the weekend, never call back or adopt. You can always telephone to get a second opinion.

Once you have completed the application review and gone through the checklist, have the potential adopter sign the checklist and then you sign and date the check list.

Now it is time to go into the kennel. Throughout the application review, be thinking of dogs that would best fit the adopter's lifestyle. When you go back into the kennel, they may meet individual dogs. Only take out 2-4 dogs (1 at a time) muzzled. More dogs makes for a confusing time. Do not play with toys. During hot weather use the small picnic area.

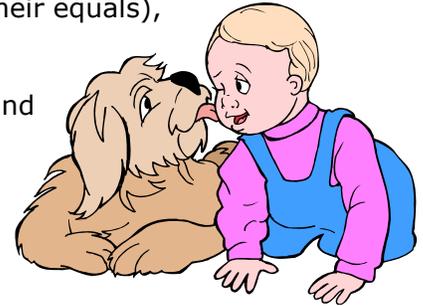
If they decide to place a dog on hold:

- Write the dogs name on the grease board
- Write Pending approval, indicate Micro-chip requested
- Complete an "I'm on Hold" card for the kennel sheet
- Explain the waiting period (up to 2 weeks)
- Give adopters the "What to expect now" sheets to read at home. Stress required reading list.
- After adopter leaves - Complete the back of Adoption Application. Name, any comments and dog interested in or on hold.

Things to Remember

Children

- * Dog sociology teaches that greyhounds think children are dogs (their equals), not masters.
- * Strong supervision by parents is necessary! Children should be taught about down space, & rule that you never bother a greyhound who is sleeping or resting. No one should touch a sleeping dog without calling them first. They may startle and snap at the person.
- * Children should never attempt to **take anything away** from the greyhound, such as a toy or food! This may result in snapping or nipping.
- * Children should NEVER be allowed to climb over greyhounds, pull their tail, tease them, or irritate the greyhound in any way!
- * Advise parents that strict supervision and rules must apply when adopting a greyhound. When parents fail to enforce respect and consideration for their new pet, this often leads to return of the greyhound!
- * It is best for the greyhound NOT to be allowed on furniture or beds in a home with children. Greyhounds become territorial about sofas, couches, recliners, if they are allowed access. They may not always want to share this most comfortable "sleeping space" with a child. If they are allowed to sleep on beds, they may snap if a child gets up on the bed, since they consider young children subordinates.
- * When parents cannot supervise, & children are playing nearby, greyhound should be crated.
- * More crating is better, with children in home.



NOTE: When helping people with small children select a greyhound----

- * look for **calm, easy-going** greyhounds to show them. "Too playful" personalities may be too much for children; they may knock children down while running, etc. or jumping on them.
- * **Very shy** greyhounds may not be as suitable.
- * Older (5yrs & up) female greyhounds may not be as suitable if they are just off the track (an older female return who has previously been in a home with children *successfully* may be fine, it depends on each personality)
- * Be aware of signs that the greyhound you are showing is uncomfortable with the children, ears twitching, avoidance of eye contact, nervousness when child tries to interact, growling, backing up from contact. If you feel uncomfortable with a headstrong child who doesn't listen to the parent, GO OVER the Children and Greyhounds sheet **verbally**. Make sure they are not getting a greyhound "for the child to play with". Explain that greyhounds are not "rough & tumble" dogs.



Introduction to cats/small animals

Before bringing the greyhound into your home for the first time put the cats in another room. The first thing the greyhound sees should not be a cat! Your new greyhound is probably very nervous and the sight of a cat darting through the room in front of him before he is used to his new environment can be detrimental. When you feel that your new greyhound is comfortable in its new environment, usually two days is all it takes but this can vary, introduce the cats. This is how.....

Phase I

- * Put the greyhound into its crate.
- * Bring the cat(s) into the room with the crated greyhound, let the cat(s) walk up to the crate and get used to their new roommate. The greyhound may bark or become agitated at first. Remember this is a new experience for your dog!
- * When you feel that the greyhound has responded favorably, praise him and remove the cats from the room.

Phase II

- * Take your cat into a small room with the door closed (the bathroom works well for this).
- * Sit down with the cat on your lap.
- * Have someone else bring the greyhound into the room leashed and muzzled.
- * Allow the greyhound to investigate. You are looking for signs of potential trouble: visual fixation on the cat, pulling at the leash, barking, snapping jaws etc.
- * You want the greyhound to turn away after the initial introduction. After the dog turns away for the first time. Bring his attention back to the cat. Lift the cat into the air and watch the dog's reaction. If the dog turns away place the cat on the floor and watch his reaction. If he still seems uninterested praise him and take him back to his crate, put the cat into its separate room.

Phase III

- * Take the dog out of his crate. Leash and muzzle again.
- * Have your partner bring the cat into the room. Introduce the cat exactly as you did in Phase II.
- * If the dog continues to show no signs of potential aggression towards the cat remove the leash. Leave the muzzle on!
- * Watch the dog closely. Set boundaries with the dog by using your voice. If he wants to play too roughly with the cat discourage him by saying no in a stern voice. There is a difference in normal curiosity and prey drive. Prey drive is marked by a definite change in the dog's posture, he will become fixated on the other animal, the hair on his back and neck will stand up and he will definitely pull forcefully on the leash! If this happens call GFNC immediately.
- * If you have more than one cat your dog may respond differently to each of them. As long as there are no signs of aggression this should pass.
- * Most greyhounds, even though they are OK with your cats inside, will go after the cats outside. Letting your greyhound play outside with the cats is not recommended!
- * Leaving the greyhound unattended with cats, or any small animal, while visiting friends or family is also very dangerous! Bring your greyhounds crate on vacation too!

SENDING A DOG HOME

Dog has not been vetted:

- If the adoption application checklist is not attached to the original application, go over ALL materials in adoption packet with adopter, emphasizing the pages that MUST be read at home before picking up the dog. If it is attached, go to next item.
- Attach this form once signed to original application.
- Write Pick-up date & time on the grease board & in the upper right corner of the contract.
- Ask about Micro-Chip. If yes, write yes on the grease board in the chip? Column and indicate on the contract where specified.
- Complete an "I'm Adopted" card and place on kennel sheet.



Stress importance of reading information in packet at home!

Dog has been vetted:

- Attach this form once signed to the white copy of the adoption contract.
- Review and Complete the Adoption Contract & Have new adopter pick a (solid color) premier collar from the rack (If they trade up, indicate so on the receipt).
- Payment is due when the contract is completed. Total \$295
- Complete a receipt (bill of sale) with Name, date, dog adopted and method of payment
- Place the copies as follows:
 - Staple White copy of Contract & checklist and place in Linda's box.
 - Staple white receipt & payment and place in the safe.
 - Yellow copy place in the hanging file on the door (with copy of application.)
 - Staple pink copy, copy of receipt and credit card receipt (if applicable) and give to adopter.
- Review medical paperwork, explain heartworm pill and any other medication given, and stress weight range.
- Attach all tags to their new collar, including the GFNC tag. Stress tags should be worn at all times.
- Write tag number in the book in Wayne's desk and also on Contract.
- Give an old kennel muzzle, show how to crate dog, explain how to lift dog into the car.
- IMPORTANT: Remind adopters to **always call us at GFNC** for any problems!! Better to call us at the beginning of a problem instead of waiting. We can then advise best way of handling problem.

PRODUCT SALES

- 1) All sales receipts should be dated with the person's name, address, completed order and total amount. Write down how it was paid. **cash, check, or credit card**
- 2) Adoption fee is \$295 No Sales tax is charged on adoptions or services; add on any additional items purchased and **add % sales tax**, total the non-taxed and taxed items.
- 3) Pink (3-ply) or Yellow (2-PLY) sales receipt copy goes to adopter.
- 4) **Only VISA and MASTERCARD accepted.**
- 5) Donations should be handled the same way, sales receipt filled out
- 6) If person requests no change back from amount of cash given, write "donation--\$____" with whatever the extra amount is, on receipt, even if it is less than a dollar. This keeps our books/cash flow in order.
- 7) Place all white receipt copies and payments in the safe immediately.

