

Southeastern Virginia Golden Retriever  
Rescue, Education, and Training



Volunteer Training Workshop

Joanne E. Even  
Virginia Commonwealth University  
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**Southeastern Virginia Golden Retriever Rescue, Education, and Training**  
SEVA GRREAT Volunteer Training Workshop

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**Program Rationale**

**Context**

Southeastern Virginia Golden Retriever Rescue, Education, and Training (SEVA GRREAT) is a 501(c)3 founded in 1990 whose mission is to rescue abandoned and unwanted Golden Retrievers and place them in approved adoptive homes. SEVA GRREAT is a 100% volunteer organization whose volunteers, for the most part, have full-time employment in areas unrelated to animal rescue and care.

For many years, the organization was supported by the efforts of a core base of volunteers, many of whom were the original, founding members of the group. However, the organization has experienced tremendous growth in the last few years resulting from two significant events:

- A large rescue operation in 2009 that received significant press coverage across SEVA GRREAT's territory, including Richmond and Virginia Beach, and
- The downturn of the economy that has affected the ability of people to own and care for their dogs.

SEVA GRREAT has been fortunate to grow its volunteer base to support the increase in the number of dogs coming into the rescue and the higher volume of applications resulting from greater awareness of the group. In addition to creating a training need for these new volunteers, the growth has necessitated the creation and implementation of several new protocols to maintain the integrity of the organization by ensuring fairness and consistency throughout the adoption process. This, in turn, has created the need to provide training for long-standing volunteers as well to explain not only what the changes are but also what the rationale is for these new processes.

Another facet of the organization that has changed in recent years is the increase in the incidence of medical and/or behavioral issues in the dogs rescued by SEVA GRREAT. In addition to the strain this puts on the financial resources of the group, this has also changed the dynamics for:

- Foster homes who have to be ready to manage these issues in their homes and assess the ongoing care for the dogs required for successful adoption, and
- Home evaluators who need to be able to explain the issues a family may face if they adopt a rescued Golden Retriever and assess a family's ability to take on that responsibility.

While it is not explicit in the mission statement, education is a part of the organization's name, and this concept extends not only to the volunteers, but also to people considering giving up a Golden or adopting one. Being able to provide that community service starts with educated volunteers.

**Description of the Learners and Leaders**

Volunteers for SEVA GRREAT come in all shapes and sizes. The one common bond they all share is a love of Golden Retrievers.

- Foster homes run the gamut from single people to large families, young adults to senior citizens, and rural- to urban-dwellers.

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- Home evaluators are predominantly female, although there are several married couples who do the home visits together.

Volunteers are dispersed throughout the geographic territory covered by SEVA GRREAT, which is generally considered to be central and southeastern Virginia as well as parts of the southern region of the eastern shore, although currently there are no active volunteers on the eastern shore. The two largest concentrations of volunteers are in Virginia Beach and the greater Richmond area.

The leaders for these workshop sessions will also come from the SEVA GRREAT volunteer base and are likely to include the foster and adoption coordinators. The lead coordinator in both of these functional areas has been in her role a minimum of three years and active with the rescue longer. Assistant coordinators may also be called on during the planning process and to provide program content during the workshop. These volunteers have each been in their roles for at least one year.

Additionally, it is expected that through the design of the program, many of the participants (learners) will take their turn at providing leadership and instruction through the sharing of best practices.

### **Program Support**

Support for this program already exists at the organizational level, with both elected officers and functional coordinators desiring to equip volunteers with the resources and tools they need to continue the work of this organization. After all, without these volunteers, SEVA GRREAT would not be able to fulfill its mission.

Volunteers support the idea of training, but the biggest obstacles to getting volunteers to attend the workshop will be the time, and more importantly, the location. Ideally, the workshop would be offered one time and pull from the entire region to allow for the greatest opportunity to share ideas. Given that the two biggest concentrations of volunteers are located 120 miles from each other, a central location will be the most appealing. Historically, it has been very hard to get volunteers from the Richmond area to attend any functions on “that side” (east side) of the tunnels leading into the southside areas of Norfolk, Chesapeake, and Virginia Beach.

If it appears that attendance will be severely impacted by the location, we may consider offering two sessions – one in the Richmond area and one in Virginia Beach. The volunteers from the Peninsula region seem generally willing to travel to either location.



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3. In what areas would you like additional support from the rescue? (circle all that apply)

Transitioning a foster dog to your home

Managing medical or behavioral issues

Creating a support network

Other areas – please describe:

**Home Evaluators**

1. What do you enjoy most about doing home evaluations?
2. How comfortable are you with assessing how well a family as a whole will relate to a potential adoption? (circle one)

Very comfortable

Comfortable

Somewhat comfortable

HELP!

What kind of information would help increase your comfort level?

3. How would you rate your experience with dog behavior? (circle one)

Expert

Knowledgeable

Still learning

HELP!

Briefly describe your experience with addressing:

Dog-to-dog interactions –

Dog-to-child interactions –

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4. How would you rate your ability to assess a potential adopter's dog experience, including experience with dogs and children, if applicable? (circle one)

Excellent

Good

Fair

HELP!

How comfortable are you assessing the potential adopter's philosophy on dog training and obedience? (circle one)

Very comfortable

Comfortable

Somewhat comfortable

HELP!

5. How do you feel about evaluating the entire house for safety factors and potential hazards? (circle one)

Very comfortable

Comfortable

Somewhat comfortable

HELP!

**All**

1. How well do you feel you understand the steps involved in the adoption process? (circle one)

Completely understand

Still have some questions

I don't remember all the steps

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2. What questions do you have about the adoption process?
  
3. What changes, if any, would you make to the adoption process?

*Thank you for your input! We look forward to creating and presenting a GRREAT program!*

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**Program Goal**

The goal of this training workshop is to equip volunteers with skills and tools to be more confident in their ability to rescue, foster, and adopt out Golden Retrievers.

**Program Objectives / Program Outcomes**

**Program Objectives**

By the end of this training workshop, participants will be able to:

- Conduct a home evaluation according to best practices advocated by SEVA GRREAT for appropriate care of a Golden Retriever as well as the safety of all pets and the families
- Describe the steps involved in the SEVA GRREAT adoption policy
- Assess a potential adopter's knowledge of and experience with dogs
- Execute an adoption contract with a full understanding of each of the 12 Rules of Adoption
- Identify available resources for support when questions arise about medical or behavioral care of a Golden Retriever

By the end of this training workshop, home evaluators will be able to advocate for their approved families when making inquiry calls to foster homes.

By the end of this training workshop, foster homes will be able to identify best practices for conducting a visit with an approved family.

**Operational Objective**

By the end of this training workshop, the functional coordinators (foster and adoption) will be able to update their respective handbooks with feedback gathered from program participants.

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**Program Date and Location**

**Program Date**

This training workshop will need to be held on a weekend – either Saturday or Sunday – since a large portion of our volunteers work full-time during the week. Consideration will be given to the SEVA GRREAT events calendar so that this training session does not conflict with adoption events that are staffed by volunteers. A tentative date of Saturday, March 10, 2012 has been proposed for this workshop.

Given that participants will be coming from a wide geographic area, travel time needs to be factored into the length of the day. It is anticipated that the workshop will start at 10:00 a.m. and conclude no later than 3:00 p.m. Each workshop session will be between 30 and 50 minutes. A budget for lunch has not yet been established, but whether it is provided or “BYO,” 30 minutes will be allocated for a lunch break during the workshop.

**Program Location**

The training workshop will be held at a dog training or daycare facility to accommodate both the human participants and any dogs who accompany them for demonstration purposes. Merrimac Dog Training Club would be an ideal location in terms of accommodations as well as location, since Hampton, VA is centrally located in the SEVA GRREAT coverage area. While rental fees for this facility are reasonable, SEVA GRREAT will either seek a sponsor to cover the rental fee or ask for the space to be donated to keep costs down. Several volunteers with SEVA GRREAT are members of the Merrimac Dog Training Club.

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Instructional Design

**NOTE TO FACILITATORS:** The copy included in this plan that appears in black is suggested wording for your facilitation. The copy in blue are notes to you about actions you should take or suggestions on how you may wish to steer the dialogue.

**Learning Task: Guidelines for Conducting a Home Evaluation**

*Who:* Home Evaluators

*ABO:* By the end of this session, Home Evaluators (HEs) will have identified the three main components of the home visit.

*ABO:* By the end of this session, HEs will have identified two to three “red flags” to look for during a home inspection.

*ABO:* By the end of this session, HEs will have described how to incorporate their own dog into the home evaluation process.

*ABO:* By the end of this session, HEs will have practiced difficult situations that may arise during a home evaluation.

Inductive Work

- How many of you adopted a dog from SEVA GRREAT or another rescue group that conducted a home evaluation?
- What do you remember about your home evaluation?
- How many home evaluations have you done for SEVA GRREAT?
- What do you like best / least about doing home evaluations?

Input

During the input session, the facilitator will be recording participant responses on a flip chart. At the end of the session, these sheets will be distributed to the Adoption Coordinator to use to update the Home Evaluator materials.

At this point in the process, you have received the application, talked with the applicant(s) either over the phone or by email, and scheduled the home visit.

- You should set the expectation that the visit will last approximately 45 minutes to an hour. Take a poll as to the approximate time HEs are currently spending on a home visit.
- Also, ask if you can bring your Golden to the visit.

Before the home visit, you should contact the vet listed on the application. For those of you who have conducted a vet reference check, what kinds of questions do you ask? Expect answers to include:

- Does the applicant keep pets up-to-date on shots?
- Does the applicant provide adequate care for his/her pets?
- Would you have any concerns about the applicant adopting another animal, specifically a Golden Retriever?

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What are some of the first things you take note of when you arrive at the applicant's home? **If not mentioned by the HEs, discuss the following:**

- How much street traffic is there?
- How close is the closest main street?
- Is there a fence?
- What is the condition of the yard?

As you meet the family, take note of how they react to your own dog (if you brought her), and how their dog(s) reacts to the company (human and canine). Confirm that all family members are present (two and four legged).

You may want to start the conversation with some background information about the rescue and how it operates. What background topics are you covering during your conversation with the family? **If not mentioned by the HEs, discuss the following:**

- Provide a brief history of the rescue (formed in 1991, coverage area, rescued over 1,500 Golden Retrievers to date)
- Discuss how we get our dogs (shelters and owner-give ups)
- Explain the initial vetting process (Prior to the workshop, get a full list of what is usually checked for from either the Foster or Intake Coordinator.)
- Describe the fostering process (2 week minimum to allow the foster home to get to know the dog's personality and needs)

One component of the home visit is to assess the family's suitability for adopting. What kinds of questions do you ask about the family and their reasons for wanting to adopt? **If not mentioned be sure to:**

- Ask about the type of dog they want to add to their family – age, sex, size, temperament, etc. Be listening for comments or looking for things that support or work against their ability to adopt that kind of dog.
- Assess familiarity with training options (formal & non-formal, i.e., Gentle leader, etc.) and discuss the benefits of training even with a well-behaved dog.
- Discuss costs associated with owning a Golden – medical care, food, grooming, toys, etc.

Another component of the home visit is the actual inspection of the home.

- How comfortable are you with asking to tour the house?
- How do you explain why this is important? **Expected answers will be along the lines of checking for any safety concerns and/or things that will need to be changed or fixed before the application is approved.**
- How do you use your own dog to assist in this part of the home evaluation?

What do you look for while inspecting the home and why? **Expect answers such as:**

- Clutter – Golden Retrievers love to RETRIEVE!
- Toys with small parts (e.g., Legos) – choking hazard
- Carpeting vs. hard wood, esp. on the stairs and esp. for an older Golden

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What do you look for while inspecting the garage (if applicable) and why? **Expect answers such as:**

- Chemical / cleaners on the floor or lower shelves
- Dangerous tools not stored properly
- Pest control (traps or poisons) accessible to a dog

The last component of the home visit is the outside environment. If it is a safe environment, ask to allow your dog to “help” with this part of the inspection by allowing her to be off leash. What do you look for while inspecting the yard and why? **Expect answers such as:**

- Size (in terms of room for a dog to get adequate exercise)
- Gaps in the fence
- Wood pile close to the fence
- Presence of a pool (are their steps or just a ladder for access)

What do you address with the family if there is no physical fence? **If not mentioned by the HEs, be sure to:**

- Discuss safety and exercise options.
- Explain how this might affect their suitability for certain dogs.
- Ask if the applicant is willing and able (some home associations have restrictions on fencing options) to install a fence.

### Implementation

Since we can't do a full home evaluation, we'll simulate some conversation in a role playing exercise. Each of you will have an opportunity to play the part of the Home Evaluator and the family.

**Situational Cards for the “family” to act out:**

- Child is fearful of the HE's dog
- Family is more concerned with talking about their previous dog or a dog they are interested in adopting than listening to the home evaluator
- Applicant indicates money is tight
- Yard is not fenced and the home is located on a busy street

Take three to five minutes to act out the scene. Then swap roles and swap cards with a group that did not have the same situation. **After everyone has had the opportunity to role play as the Home Evaluator, bring the group back together and discuss briefly each situation.**

### Integration

What new items did you learn about in this session that you were not aware of before that you will include in your home visit process now?

We'll be taking suggestions from this session and updating the “cheat sheet” for HEs and sending this out to you in the next couple of weeks. We will also post this document in the login section of the website.

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**Learning Task: The Adoption Contract**

*Who:* Home Evaluators and Fosters

*ABO:* By the end of this session, participants will have examined the adoption contract and restated the key clauses in their own words.

Inductive Work

The facilitator will begin by handing out a printed copy of the contract to each participant (see Exhibit 4.1).

- How many of you have executed an adoption contract?
- Scan your copy of the contract and circle any items about which you have questions.

Which items did you circle? The facilitator should determine items that were circled the most and be sure to focus extra attention on those items during the Input section.

Input

The Adoption Contract serves several purposes. It:

- Legally transfers ownership of the Golden
- Identifies the responsibilities SEVA GRREAT expects the adopter to fulfill
- Indicates the adopter's understanding of the extent of what SEVA GRREAT knows about the Golden
- Collects pertinent information about the adopter and the dog in one document

Be sure to execute two copies of the contract – one for the adopter to keep and one to be submitted to SEVA GRREAT along with the check for the adoption fee.

In a perfect world, the contract would be executed by the Home Evaluator at the foster home at the time the family is picking up the dog. This would allow all parties to hear the same information at the same time. However, we recognize that schedules rarely permit that ideal situation. It is important, though, for HEs and foster homes to review the special requirements section of the contract together to make sure they both understand what information is being communicated to the adopter.

Both HEs and foster homes need to understand what the contract entails and be comfortable executing it with the adopter. As we're about to do, be sure you are reviewing each part of the contract with the adopter.

Using the handout as a guide, the facilitator will read or have participants read aloud each of the 12 Rules of Adoption exactly as it is written in the contract. Below are key points associated with each Rule. Encourage participants to take notes during the discussion. This is a very content-heavy session, so be sure to ask for questions after each Rule before proceeding to the next one.

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1. The Adopter shall take the Dog to a veterinarian of their choosing within 5 business days of the date of this Contract for a check up. If the Dog's health is found not to be as represented by SEVA GRREAT, the Dog may be returned to SEVA GRREAT within the 5-day period for a full refund of the adoption fee.

- The 5-day window is defined as business days, and it does start from the date of the contract, so be sure that matches the date the adopter will actually take possession of the dog.
- The adoption contract and fee should be held by the SEVA GRREAT representative, if possible, during this window so that if the dog is returned, the check can be returned to the adopter.
- If the SEVA GRREAT representative is not comfortable holding the check during that period of time, and if the dog is returned during that window, SEVA GRREAT will send a check to the adopter to refund the fee.
- If there are any questions about SEVA GRREAT's representation of the dog's health, the adopter should notify their HE who will notify the Adoption Coordinator. The Adoption Coordinator will work with the Foster Team to determine the appropriate course of action, including, if necessary, involving the Intake Team to bring the dog back into the rescue.

2. The Adopter shall provide the Dog with humane care and maintain it in accordance with all current and future state, county, and municipal laws and ordinances where the Adopter resides.

- The adopter will need to register the dog in their locality within a reasonable period of time.
- Some counties have regulations regarding the maximum number of household pets allowed without a special kenneling license. If the adopter has multiple pets, encourage them to check into any such ordinances in their locality.

3. The Adopter shall provide the Dog with necessary veterinary care upon sickness, disease, or injury. In addition, the Adopter shall take it to a veterinarian at least once a year for an annual health examination and routine vaccinations (to include DHLPP and Rabies as required), and will maintain the Dog on year-round heartworm and flea & tick preventative medications.

- Stress the importance of year-round coverage to prevent disease, esp. in light of the current shortage of heartworm treatment medicines.

4. The Adopter shall provide the Dog with a fully fenced yard or other humane means of exercise. The Dog shall not be kept constantly chained or allowed to roam freely. If the yard is enclosed with an electric fence, the dog shall not be left unsupervised in the yard.

- Review any safety issues regarding fencing.
- Electric fences should never be used with dogs under the age of 8 months.

5. If, for any reason, the Dog cannot be kept by the Adopter, the Adopter shall return it to SEVA GRREAT, Inc. The Dog shall not be given away, sold, or exchanged.

- We are very serious about this – if for any reason they cannot or do not want to keep the dog, they must contact SEVA GRREAT.

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- Remind the adopter that the adoption fee is not refundable after the first 5 business days.
6. The Dog shall reside at the Adopter's address. If the Adopter's physical address, phone number(s), or email address changes, SEVA GRREAT must be notified within 30 days of the change.
- This is especially important in terms of our ability to reach them should their dog become lost because SEVA GRREAT remains as the secondary contact on the microchip documentation.
  - In rare cases, when we've had multiple dogs rescued from one location, we will use the contact information on file to alert adopting families of any medical issues they may need to know about.
7. The Adopter shall keep the Dog primarily as a housedog and shall not use it exclusively as a guard dog or hunting dog.
- Any concerns in this area should have been identified during the home evaluation. This rule is used primarily to indicate that the dog should not be living outside.
8. The Adopter shall provide a collar and identification tag for the Dog to wear at all times.
- Remind the adopter that the dog is microchipped but should still have a collar and ID tag for easy identification should the dog become lost.
9. The adoption fee is \$350 for dogs under the age of nine years and \$150 for dogs nine years and older and is nonrefundable after the initial 5 business day period.
- The adoption fee is due at the time the contract is signed. The check may be posted-dated to the actual date of the contract (if different from the current date).
  - Any other special arrangements for the adoption fee must be approved by the Adoption Coordinator in advance of the execution of the contract
10. The Adopter consents to examination of the Dog by SEVA GRREAT, Inc. at any time. The Adopter also consents to reclamation of the Dog by SEVA GRREAT, Inc. at any time for failure to comply with the terms of this Contract or for any misrepresentation of fact made by the Adopter on the SEVA GRREAT, Inc. REQUEST FOR ADOPTION APPLICATION.
- HEs should set the expectation that they will check in with the adopter from time to time to make sure things are going well and to answer any questions. While we do reserve this right to see the dog, most post-adoption contact is done by phone or email.
  - Sadly, we have actually employed this clause in the contract, and on at least one occasion, we have reclaimed a dog.
11. The Adopter agrees to pay SEVA GRREAT, Inc. any and all expenses, including court costs and reasonable attorneys fees, in enforcing the terms and provisions of this Contract.
- This is fairly standard contract language.
12. No one in the Adopter's household has ever been convicted of a felony or animal abuse.

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- This question is asked on the application, but we include it here again to ensure we've covered our bases.

The facilitator should stop here and again ask for questions on any of these items.

SEVA GRREAT recently modified the indemnity clause in its contract. This was done to address several situations that had arisen with adoptions and questions or concerns about the information provided about the dog during the adoption process.

SEVA GRREAT dogs are provided with excellent veterinary care while in the foster system. However, there are some procedures that are primarily elective or not medically necessary that SEVA GRREAT does not cover, e.g., bathing, nail trimming, teeth cleaning, because as a rescue it is simply not financially possible to cover those things for every dog.

While we take every reasonable measure to assess the physical and mental health of each dog, we are not always working with a full medical history or truth in disclosure from a give-up family, so it is not possible to offer any guarantees about future needs.

Because the rescue feels so strongly that this clause be understood, the facilitator should read the Indemnity Clause verbatim – slowly and clearly – as the participants follow along. Participants should circle anything they don't understand. After reading the clause, the facilitator will ask for questions and address them as best she can, making notes to follow up with further information if necessary.

The Special Requirements section is another very important section of the contract. The Home Evaluator should work closely with the foster home to include the necessary instructions for the particular dog.

What are some special requirements that should be written into the contract? The facilitator should write these on the flipchart. **Be sure the following are mentioned:**

- Special training requirements beyond formal obedience
- Follow up medical care, e.g., recheck on an ear infection or final check that the dog is heartworm free; special attention should be made as to whether these procedures will be covered by SEVA GRREAT, which requires the adopter to take the dog to a SEVA GRREAT vet
- Special diet or particular food the dog should be fed
- Ongoing medicine (other than flea, tick, and heartworm preventative medicines) that the dog needs to be on at the adopter's expense

On page 3 of the contract, be sure all blanks are completed, including the microchip number. The foster home should have this information.

Be sure all appropriate initials on page 2 and signatures on page 3 are included on the contract.

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Implementation

Pair up with someone in the group and take turns reviewing the 12 Rules for Adoption. You can alternate rule by rule, or one person takes the first six rules and the other person take the second six. Read the rule aloud and then provide your own understanding of how that rules applies.

Bring the group back together and ask participants if they felt comfortable explaining each of the rules and address any remaining questions about any part of the contract.

Integration

Do you feel better equipped to execute and explain the different parts of the contract? What new descriptions did you learn today that you expect you'll use the next time you execute an adoption contract? We can post these key points in a new document in the login section of the website.

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**Learning Task: Breakout Session for Foster Homes**

*Who:* Fosters

*ABO:* By the end of this session, foster homes will have identified available resources for medical and behavioral questions.

*ABO:* By the end of this session, foster homes will have shared a best practice for conducting visits with approved families.

Inductive Work

The facilitator should gauge the experience level of the foster homes in attendance by asking how many times they have fostered. One way may be to have all participants stand, and start by asking those who have fostered just once to sit down; then those who have fostered 2-3 times; then those who have fostered 5 or fewer. Keep increasing the number until the all participants have taken their seats again.

The facilitator should also gauge how many participants have fostered dogs with medical or behavioral issues, making notes on the flip chart to record those issues. Be sure common issues from the group are address in this session.

Input & Implementation – Part 1

This session will be more informal than other sessions in this workshop where the input and implementation will happen concurrently as the facilitator (ideally the Foster Coordinator) guides an open but orderly discussion of how to manage the medical and behavioral issues identified by the participants during the Input task.

Foster homes who have dealt with a particular issue should provide their experience while the facilitator adds notes to the list on the flip chart. Questions from the group should be encouraged throughout this session.

If not identified by the foster homes as part of the management for the medical or behavioral issues, the facilitator should also suggest resources available to the foster homes. Such resources include:

- SEVA GRREAT vets (e.g. Dr. Hiser for rehabilitation therapy and Dr. Murphie for orthopedic consults)
- Emergency Vet Clinics
- SEVA GRREAT Training Coordinator / resources for behavioral training needs

Input & Implementation – Part 2

Visits with foster dogs who are young and healthy are easy. Visits with a foster dog who has a medical or behavioral condition can be more challenging.

General medical issues that should be disclosed including if a dog has been treated for heartworms while in foster care, known allergies, special dietary needs (or things to avoid), and chronic conditions such as ear infections.

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Major medical issues should be disclosed including current treatment and future care. The foster home should advise the family that their vet can contact the SEVA GRREAT vet who has treated the foster dog for a consult, and records can be faxed to the new vet's office.

Behavioral issues should be addressed even if the foster home feels the dog has overcome the issue while in foster care because the dog may relapse into these behaviors when he/she moves to a new home again.

Referring back to the list of medical and behavioral issues identified during the Input exercise, the facilitator will lead a discussion of how the foster families addressed these issues during visits with an approved family.

Revisit the indemnity clause in the contract and discuss how it relates to the disclosure of medical and behavioral issues.

Integration

Foster homes should never feel that they are alone in the care of their foster dog. In addition to the wider foster home network, there are resources available to help with medical and behavioral issues. However, the Foster Coordinator must be notified of any medical or behavioral issues that arise once a dog has been placed in a foster home so that an accurate record of each dog is maintained in their files. The Coordinator will work with the foster home to help arrange for the appropriate care or training needed.

Foster homes are encouraged to reach out to other foster homes for guidance on how they have presented certain issues to a potential adopting family.

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**Learning Task: Assessment of Potential Adopter's Knowledge & Experience**

*Who:* Home Evaluators

*ABO:* By the end of this session, participants will have identified two new training resources for dog owners.

*ABO:* By the end of this session, participants will have analyzed an applicant and rated the applicant on his level of dog experience and ability to manage certain behaviors.

Inductive Work

The facilitator will jot down notes on the flip chart as the participants answer the following questions.

- How many of you have done a home evaluation for an applicant or family who is a first-time dog owner? What made that home evaluation different from one with an experienced dog owner?
- Has anyone done a home evaluation where the final decision was to decline a family? What was the reason for denial?
- Has anyone worked with a family who has returned a dog to SEVA GRREAT? (The facilitator will likely be one of the people to raise a hand, so that should minimize any feeling of stigma attached to admitting this.) Why was the dog returned?

Input

This session is going to address some of the harder things to assess about an applicant during an hour long home evaluation, namely the adopter's experience with dogs, their philosophy on training, and their ability to manage the interactions between a dog and other "children" in the household, whether those "children" have two or four legs

What are some questions you can ask to assess an adopter's dog experience? Discussion should include:

- Having had a dog as an adult
- Watching or caring for a friend or family member's dog
- Being prepared to incorporate the dog into the family and activities
- Any volunteer activities with shelters or other animal rescue groups

The facilitator should be sure to emphasize that just because an applicant doesn't have any previous dog experience, that does not necessarily mean she is not a good adopter. Remember, we were all first-time dog owners once, too, and we did a pretty good job with our first dogs. Just be sure these first-time dog owners are realistic in their expectations of a rescued Golden.

If you brought your dog with you on the home visit, what things can you look for in the applicants' behavior to assess their dog experience? Discussion should include:

- Level of comfort around the dog
- Desire to pet or play with the dog
- Comfort level with your dog interacting with their children and/or dog

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- **Interaction with the dog – is it just one person? Just the adults or kids?**

These will be hints of how the family may interact when visiting a foster dog, so be sure to take note so that if you approve the family, you can help them overcome these concerns and/or accurately describe their actions to a foster home.

Discerning the applicant's philosophy on training can be difficult unless they currently have a dog and you can assess his behavior. SEVA GRREAT always recommends positive reinforcement training for its dogs.

**Ask participants to identify resources they know about in their regions for positive reinforcement training. The facilitator should record these on the flip chart. Be sure the list includes lower cost options such as PetSmart as well as dog training facilities and one-on-one training options which tend to be more expensive. If the participants don't mention the SEVA GRREAT Training Coordinator, be sure to discuss this resource with the group.**

In addition to obedience training, what other activities can you think of that Golden Retrievers can be trained for to keep them active and fit – both mentally and physically? **The discussion will likely include rally, flyball, agility, dock-diving, and therapy work. Ask participants to identify specific training resources for these activities.**

Golden Retrievers are known for their sweet temperament, but be sure applicants fully understand that rescued Golden Retrievers may come with quirky personalities depending on what chain of events led them to being rescued. Examples of some of these behaviors are:

- Fearful reaction to loud noises
- Shyness around new people
- Aggression toward other dogs

**Ask the participants to name other behaviors they've seen in rescued dogs.**

These behaviors are especially important to consider if the family has small children or other dogs. The discussions will vary from applicant to applicant, but you should be taking the time during the home visit to talk through specific situations such as the ones just identified and how the family would work through those issues.

A home evaluator's job does not end at the end of the home visit. Oftentimes, these issues will need to be addressed or re-addressed with a family depending on the particular dog(s) they want to visit. Taking good notes during the home visit will help you remember the applicants' strengths and weaknesses weeks or months later when they call you about an available dog.

If you have concerns over your family's suitability for a particular dog, be sure to discuss that with the foster home so they can factor that into their decision about whether the family should come visit, and if so, be watchful of certain behaviors during the visit.

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Implementation

Let's break into small groups of three to four people. Within your group, each participant should provide a brief description of a family you have worked with and then; using a 5 point scale where 1 is poor, 3 is average, and 5 is excellent; give them a rating in terms of their dog experience and also their ability to manage dog-child and dog-dog behaviors. Share with your group why you would give the applicant those particular ratings. If the family you describe has already adopted, state whether you feel the family should consider training options, whether formal obedience or training for a particular activity.

Each participant can take five minutes to talk about their particular applicant, so the total time for this activity should be 15-20 minutes, depending on the size of the small groups.

Integration

Going forward, when you complete your home evaluation reports, begin to include more notes about the adopter's dog experience and their ability to manage dog-child and dog-dog behaviors. The Adoption Coordinators will start looking for this kind of detail in your reports.

## **Learning Task: Matchmaking for Goldens (or the Joint Efforts of Fostering and Adoptions)**

*Who:* Fosters and Home Evaluators

*ABO:* By the end of this session, participants will have identified the steps involved in the adoption process.

*ABO:* By the end of this session, HEs and foster homes will have interviewed each other and analyzed three to four real life situations to discover best practices.

### Inductive Work

Within the last couple of years, SEVA GRREAT had modified the steps involved in the adoption process. These changes have been made with a focus on the dog's best interest and with the intent of finding the best match among the growing number of approved families waiting to adopt.

- For those of you who've been involved with the rescue for several years, what changes have you seen in the adoption process?
- Do these changes seem to make the adoption process better or more cumbersome, and why?
- A question for everyone in the group, what part or parts of the process have raised questions or caused problems for you or your families?

### Input

The fostering and adoption sides of the rescue operate in parallel planes until the foster dog posts for adoption. When the new Available Dog list goes out to Home Evaluators and they share it with their approved families, you start to get several points of intersection, and the best way to navigate that new path is for each side to understand the motivations of the other. The good thing is that ultimately, we all have the same goal – to find the best home for our Goldens. But how do we make sure that happens?

Let's review the steps that happen when a new foster dog posts for adoption. [The facilitator will hand out a written summary of this process. This document is included in this program plan as Exhibit 4.2. This process will also be written in advance on flip chart pages – one for each section – so that the facilitator can refer to them during this session.](#)

First, let's talk about the process the foster home has to select a family to visit their foster dog. This covers the first section on the handout. [The facilitator can read the steps out loud or ask different participants to read them. The facilitator should take questions from the group as they discuss each step, jotting down notes on the flip chart to document additional information.](#)

- For Home Evaluators, how do you prepare to advocate for your family when you call the foster home? [Be sure the following are discussed:](#)
  - [What about this dog piqued your family's interest?](#)
  - [Does the dog fit with what they said they were looking for? If not, why have they changed their minds?](#)

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- What information in the dog's write up fits well with the family? Are there things that don't fit with the write up?
- For foster homes, how do you prepare to take calls from HEs? Be sure the following are discussed:
  - Know what key characteristics you want in a new home for your foster dog.
  - Ask questions of the HEs and keep good notes.
  - Ask the HE or Adoption Coordinator for a copy of the applications and/or home evaluation reports for any of the families you're considering.
- For all participants, what questions or problems have you encountered during this part of the process?

After 48 hours, the foster home decides which, if any, of the families they've heard about seem like the right match for their dog. Let's walk through the steps under After the Initial 48 Hours on your handout. The facilitator can read the steps out loud or ask different participants to read them. The facilitator should take questions from the group and add relevant information to the flip chart.

- What questions or problems have you encountered during this part of the process?
- What should you do if your family is interested in more than one dog and is chosen to visit more than one dog?
  - HEs should manage the process so that their family is actively pursuing no more than two dogs at any time.
  - Visits to multiple dogs should be scheduled within 24 hours of each other when possible so as not to hold up the process for other families.

Next, let's review how the process works for the visits. This is not on the handout, but keep that handy because we'll refer to it later in this session.

- For HEs, how do you prepare your family for the visit? Be sure the following are discussed:
  - Ensure all family members, including dogs, go on the visit.
  - Prep the family to be sure to address any questions raised during your initial discussion with the foster home.
  - Encourage the family to ask questions of the foster home, spend enough time getting to know the dog, and ask to take the dog for a short walk.
  - Be sure they understand and explain to any children in the family that they will not be bringing the dog home with them that day.
- For foster homes, how do you prepare for the visit? Be sure the following are discussed:
  - Set aside enough time so the visit won't be rushed.
  - As the advocate for your foster dog, know what questions you want to ask of the family.

The last section on your handout reviews the steps that happen after the visit. The facilitator can read the steps out loud or ask different participants to read them. The facilitator should take questions and add notes to the corresponding flip chart page with new information.

What questions do you have about this part of the process?

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How does this process differ for a dog that has been posted for some period of time?

- Foster homes can take calls on a first-come, first-served basis.
- If a family sounds like a match, the foster home can set up a visit with the family without waiting for additional calls.
- Processes that do not change are the 24 hour waiting period and decision time-frame.

### Implementation

We've covered a lot of information in this session. Let's take a few minutes to work with this information using some real life examples.

The facilitator will break the group into smaller groups that will include both foster homes and home evaluators. Each member of the group should think of a situation that went very smoothly or one that had some bumps and share it (without naming names) with the group. For the smooth examples, the participants should highlight best practices that can be replicated. For the bumps, participants should offer suggestions for a best practice that might have helped improve the situation. Give participants up to 10 minutes to talk within their groups. Then bring the whole group back together and ask for each group to share a best practice.

### Integration

This session was designed to give you a better feel for the adoption process as a whole and to provide you with some insight from the "other" side of the equation. Sometimes it feels like the foster homes and home evaluators are at odds with each other, but remember, everyone's ultimate goal is the same – (wait to see if participants voice this goal) – to find the best match for each Golden.

For Home Evaluators, I challenge you to view the process from the foster home's perspective; and foster homes, I challenge you to see it through the eyes of the Home Evaluators. You each play a critical role in this process, and as the best practices you cited indicate, the process works best when both sides communicate openly and respect the integrity of the process.

Foster homes and HEs, keep these discussions going as you have conversations about particular families and dogs. The handout you received today will be updated with the feedback you provided and sent out to you to remind you of how the process is designed to work. Feel free to reach out to your respective Coordinators with additional questions or when issues arise.

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Exhibit 4.1 – SEVA GRREAT Adoption Contract



**Southeastern Virginia  
Golden Retriever Rescue, Education, And Training**  
P.O.Box 8014, Yorktown VA 23693  
(757) 827-8561

**ADOPTION CONTRACT**

1. The Adopter shall take the Dog to a veterinarian of their choosing within 5 business days of the date of this Contract for a check up. If the Dog's health is found not to be as represented by SEVA GRREAT, the Dog may be returned to SEVA GRREAT within the 5-day period for a full refund of the adoption fee.
2. The Adopter shall provide the Dog with humane care and maintain it in accordance with all current and future state, county, and municipal laws and ordinances where the Adopter resides.
3. The Adopter shall provide the Dog with necessary veterinary care upon sickness, disease, or injury. In addition, the Adopter shall take it to a veterinarian at least once a year for an annual health examination and routine vaccinations (to include DHLPP and Rabies as required), and will maintain the Dog on year-round heartworm and flea & tick preventative medications.
4. The Adopter shall provide the Dog with a fully fenced yard or other humane means of exercise. The Dog shall not be kept constantly chained or allowed to roam freely. If the yard is enclosed with an electric fence, the dog shall not be left unsupervised in the yard.
5. If, for any reason, the Dog cannot be kept by the Adopter, the Adopter shall return it to SEVA GRREAT, Inc. The Dog shall not be given away, sold, or exchanged.
6. The Dog shall reside at the Adopter's address. If the Adopter's physical address, phone number(s), or email address changes, SEVA GRREAT must be notified within 30 days of the change.
7. The Adopter shall keep the Dog primarily as a housedog and shall not use it exclusively as a guard dog or hunting dog.
8. The Adopter shall provide a collar and identification tag for the Dog to wear at all times.
9. The adoption fee is \$350 for dogs under the age of nine years and \$150 for dogs nine years and older and is nonrefundable after the initial 5 business day period.
10. The Adopter consents to examination of the Dog by SEVA GRREAT, Inc. at any time. The Adopter also consents to reclamation of the Dog by SEVA GRREAT, Inc. at any time

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for failure to comply with the terms of this Contract or for any misrepresentation of fact made by the Adopter on the SEVA GRREAT, Inc. REQUEST FOR ADOPTION APPLICATION.

- 11. The Adopter agrees to pay SEVA GRREAT, Inc. any and all expenses, including court costs and reasonable attorneys fees, in enforcing the terms and provisions of this Contract.
- 12. No one in the Adopter's household has ever been convicted of a felony or animal abuse.

INITIALS

**Indemnity Agreement: I / We agree to accept complete responsibility for the Dog and agree to release and indemnify SEVA GRREAT, Inc., its agents, officers, board members, volunteers, and representatives against any and all claims for any personal injuries, damages, or expenses (veterinary or other), or third party claims incurred during ownership of the Dog. I / We agree to assume total financial responsibility for the Dog as of the date of this Contract. It is agreed and understood that while every effort is made to provide an accurate history and assessment of the Dog, SEVA GRREAT does not warrant a dog regarding age, medical status, behavior, or disposition unless specifically provided in writing in this Adoption Agreement. It is further agreed that environmental changes may temporarily or permanently affect the behavior or temperament of the Dog, and that SEVA GRREAT has no liability or responsibility of any nature regarding future changes in the Dog's disposition. SEVA GRREAT is available to make consultation and training referrals, if needed, for the Dog.**

INITIALS

**Special requirements:**

- The Dog identified below requires formal obedience training to be arranged and paid for by the Adopter.

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I / We, \_\_\_\_\_ (the "Adopter"), do  
this \_\_\_\_\_ day of \_\_\_\_\_, 20\_\_\_\_\_, enter into this Adoption Contract and  
acknowledge receipt from SEVA GRREAT, Inc., custody of the Dog named and described as:  
Dog's name \_\_\_\_\_ Sex \_\_\_\_\_ spayed/neutered (circle one) Age \_\_\_\_\_  
Microchip # \_\_\_\_\_ . Foster Home \_\_\_\_\_

I acknowledge having read and agree to abide by each of the twelve Rules for Adoption set forth herein.

Signed: \_\_\_\_\_  
**Applicant** (must be at least 18 years of age)

Signed: \_\_\_\_\_  
**Co-Applicant** (must be at least 18 years of age)

Address: \_\_\_\_\_ Home phone: \_\_\_\_\_  
Please Print

City/State/Zip: \_\_\_\_\_ Cell phone: \_\_\_\_\_  
Please Print

E-Mail: \_\_\_\_\_  
Please Print

Witnessed: \_\_\_\_\_  
**SEVA GRREAT REPRESENTATIVE**

To be completed by a SEVA GRREAT Representative:

Adoption Fee: \$ \_\_\_\_\_

Additional Donation: \$ \_\_\_\_\_

TOTAL: \$ \_\_\_\_\_ Cash \_\_\_\_\_ or Check Number: \_\_\_\_\_

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**Exhibit 4.2 – Steps to Follow for a Newly Posted Available Dog**

**Selecting Families to Visit:**

- Foster homes will take calls from Home Evaluators for 48 hours after their foster dog posts before they decide which family or two families seem like the best match(es) for their dog. The 48 hour period starts when the new Available Dog list is emailed out to the Home Evaluator team.
- The order in which the calls are received does not matter during the initial 48 hours. The goal is for the foster home to choose the best match(es) from all the approved families whose HEs call.
- HEs are not to share the foster home's phone number with their families during this initial time period.

**After the Initial 48 Hours:**

- The foster home will choose one or two families they feel are the best match for their foster dog.
- The foster home will call the HEs for those families chosen and give them permission to have the families contact them to set up a visit.
- The foster home will notify the Foster Coordinator and/or Adoption Coordinator which families were not chosen for a visit. The Coordinator will notify the HEs whose families were not chosen.
- If a family does not contact the foster home or cannot schedule a visit within a week's time, the foster home should not hold up other visits.

**After the Visits:**

- Families have 24 hours after a visit to make a decision about their desire to adopt the dog. Home Evaluators should be in touch with their family during this time to gauge the family's interest in adopting the dog. HEs should not contact the foster home during this time unless the family has decided that the dog is not the right match for them.
- The foster home has 24 hours after the last visit scheduled before making a final decision about an adoption and notifying the HE(s). The foster home should contact HEs directly – even if they did not choose their family to adopt.
- If there was more than one visit and the foster home feels both families are appropriate for their foster dog and cannot choose between them, the decision will be made based on application date, with the preference given to the family who submitted their application first. Application dates will be confirmed by the Adoption Coordinator.

## Program Evaluation

### **Purpose of the Evaluation**

The program rationale listed two main reasons for this training program:

- New protocols to ensure fairness and consistency throughout the adoption process and
- The increase in medical and/or behavioral issues in the dogs rescued by SEVA GRREAT.

These factors created three main training needs for:

- All volunteers to understand the new processes,
- Foster homes to manage medical and behavioral issues and understand how to address these with potential adopters, and
- Home evaluators to assess a family's ability to take on such responsibility.

Thus, the goal of the training program was to equip volunteers with skills and tools to be more confident in their ability to rescue, foster, and adopt out Golden Retrievers.

Therefore, the purpose of the evaluation is to determine if volunteers have enhanced their understanding of the steps involved in the adoption process and are aware of the resources available to assist them throughout the rescue process.

Three questions will get at the heart of what is to be evaluated for this program:

1. Is the adoption process running more smoothly, for example are there fewer mis-steps in the process?
2. To what extent are foster homes better able to manage behavioral needs and issues?
3. To what degree are Home Evaluators more comfortable and better able to evaluate a family's dog experience?

### **Key Stakeholders**

The group that has the most to benefit from the success of this training program is the volunteers themselves because when they feel more confident about the process, they will be better able to facilitate successful adoptions.

The Board of Directors of SEVA GRREAT also has a stake in the success of this program as it has the possibility to increase the:

- Volunteer base supporting the group and helping to fulfill its mission,
- Visibility of the organization, and
- Potential for donations from happy adopters to support the costs involved with rescuing over 100 dogs a year.

The Foster and Adoption Coordinators, who are also members of the Board, stand to gain additional benefits from the success of this training program in terms of alleviating some of the questions and issues they deal with on a daily basis by addressing them in this training session and providing additional resources for assistance.

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And last, but certainly not least, the Golden Retrievers rescued by SEVA GRREAT have a stake in the success of this training, too, as it should result in better medical and behavioral care as well as successful placements in appropriate and loving homes.

### **Overall Design of the Evaluation**

The evaluation is designed to address the four levels of evaluation in the Kirkpatrick model.

- **Reaction (Level 1)** – The surveys administered at the end of the training workshop will evaluate whether the training met the participants’ expectations and if the information presented was helpful and interesting.
- **Learning (Level 2)** – The implementation exercises during the workshop will demonstrate if the participants are learning the content. The facilitators’ survey will evaluate the effectiveness of the exercises
- **Behavioral Results (Level 3)** – The survey and interviews administered three months after the workshop will evaluate how well the content is being used by the volunteers in their work with the rescue. This evaluation will be both a self-assessment by the participants as well as an evaluation by the functional coordinators who oversee these volunteers.
- **Organizational Impact (Level 4)** – The evaluation will look for evidence to answer the following question – *Did the training provided at the workshop improve the process?* The data collected to answer this question will be soft data such as the change in the incidences of communication breakdowns, an increase or decrease in the number of grievances, and statements of increased confidence.

### **Data Collection Methods – Day of the Workshop**

A reaction survey will be distributed to all workshop participants after the last session, and time will be allotted to complete these surveys before a final fun activity of the day (which will be a demonstration of rally, flyball, or agility depending on availability of trainers and dogs). The timing of the surveys is done in an effort to have participants provide thoughtful feedback without feeling pressure to “hurry up” and finish the survey so they can leave.

The survey will be a combination of yes/no, multiple choice, and short answer questions to elicit valuable feedback (see Exhibit 5.1). In addition to gauging immediate reaction to the content presented, participants will be asked to provide ideas for content to help improve the training for future workshops. Participants will not be asked to put their name on the survey so that they may feel more comfortable in offering candid feedback.

Attached to each survey will be an index card and an envelope. Participants will be asked to list three things on the card that they learned during the workshop that they will begin to use immediately. This question will have participants think about how this information will transfer beyond the workshop itself.

Participants will put their completed card in the envelope, seal it, and address it to themselves. These envelopes will be mailed back to the participants about two months after the training program so they can see check up on themselves to see if they implemented these new practices.

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The estimated number of volunteers expected to attend the workshop is relatively low (estimated attendance is 35 volunteers), so this is a manageable undertaking.

The facilitators will also be asked to complete a short survey at the end of the sessions (see Exhibit 5.2). This survey will ask for feedback on how the sessions went, whether the facilitator was able to engage the learners, and how well the implementation exercises worked. The facilitators will also be asked what *they* learned during their session(s).

**Data Collection Methods – Three Months after the Workshop**

Additional data will be collected approximately three months after the training workshop. The reason for the delay in gathering this information is to allow participants to have a new foster dog or to conduct home evaluations where they have the opportunity to use the information they learned during the workshop.

At the three month mark, participants will be contacted by email with an invitation to complete a short online survey via Survey Monkey (see Exhibit 5.3). The questions in this survey will be a combination of yes/no, multiple choice, and short answer questions designed to determine if the volunteers have used the information presented during the workshop. The survey will ask for comments about the items they have and have not implemented.

At the three month mark, the program planner will also contact the Foster and Adoption Coordinators and conduct a short interview with them to determine if, from their perspectives, the adoption process is running smoother with fewer questions and issues from the volunteers (see Exhibit 5.4). This survey will also ask for ideas for future workshops.

**Data Analysis**

The surveys administered at the workshop will have both quantitative and qualitative data to analyze.

The quantitative data will be entered into a spreadsheet, and the following statistics will be calculated: frequency, central tendency (in most cases the mode since survey answers are nominal), and range where appropriate (some of the response sets do not lend themselves to a measure of variability). These statistics will also be represented in charts to show the findings in clear, visual ways. Where there is overlap between surveys (e.g., both participants and facilitators will be asked to rate the effectiveness of the implementation exercises), graphs will be used to show the extent of agreement between the two groups.

Qualitative data from the surveys will be compiled and entered verbatim in a Word document. The program planner will code the responses for key words and themes. (Several of the functional coordinators and assistant coordinators are also educators by profession, and thus familiar with coding responses, so if multiple coders are needed, those resources are available.) Key findings from the qualitative data will be presented in tables and charts to show common themes and sample responses.

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Where possible, connections will be made between the qualitative and quantitative findings. Some of the questions have both quantitative and qualitative parts, so it would be expected, although not certain, that the qualitative comments would support the quantitative findings.

The survey for participants at the three-month mark will be administered by Survey Monkey which provides the response data in a downloadable format so that the results can be analyzed in a similar fashion as described above for the data from the reaction surveys. Survey Monkey also offers its own reporting capabilities, so those features will be explored and incorporated into the reporting as appropriate.

For the data collected during the interviews with the functional coordinators at the three-month mark, the number of responses will be so few (2 if only the head coordinators are interviewed or up to 5 if some of the assistant coordinators are also included), that these responses will be reported as raw data along with a summary of any common findings.

### **Reports of Findings**

The reaction survey findings and the facilitator surveys will be summarized by the program planner and submitted to the Board of SEVA GRREAT for review at the next monthly Board meeting following the workshop. The report will include:

- An Executive Summary that highlights key findings from the surveys along with any trends of suggestions for future training sessions,
- An overview of the program goals and instructional sessions,
- A summary of the number and type (foster home or home evaluator) volunteers who attended the workshop,
- A detailed discussion of key findings and recommendations, and
- An appendix with all the raw data from the surveys along with copies of the survey forms.

With the Board's approval, the Executive Summary will be submitted along with an article about and pictures from the training session for inclusion in the *GRREAT Times* newsletter that is mailed quarterly to all volunteers.

The three-month survey to the participants and the interviews with functional coordinators will also be summarized by the program planner and submitted to the Board. This report will include:

- An Executive Summary that highlights key findings from the participant survey along with a brief summary of the coordinators' responses,
- A summary of the number and type (foster home or home evaluator) volunteers who completed the survey,
- A detailed discussion of key findings and recommendations, and
- An appendix with all the raw data from the surveys and the interviews along with a copy of the survey form and the interview questions.

If the surveys indicate that the participants and the functional coordinators feel the training provided at the workshop has improved the overall adoption process, a follow-up article will be

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submitted for the *GRREAT Times* newsletter. This article will highlight key findings from the surveys, and it will be a marketing tool to entice other volunteers to attend the next workshop.

However, if the results of the three-month surveys indicate that there has been no change or an increase in issues, then no second article will be submitted to the newsletter. Instead, the program planner will work with the Board and the functional coordinators to identify six to ten key volunteers from the participant group to invite to a focus group. The topic(s) and questions for that focus group will be determined by the new or continuing issues identified in the three-month surveys.

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**Exhibit 5.1 – Participant Survey**

Thank you for attending today's workshop! You do not need to put your name on this survey, so we hope you will feel free to provide candid feedback. In addition to assessing how we did today, your feedback will help us plan future training events.

1. What was the most interesting thing you learned today?

2. Was the material presented today useful for you?

<input type="checkbox"/>
<input type="checkbox"/>
<input type="checkbox"/>

Yes, it was very useful.

I knew most of the material, but I did learn a few new things.

No, I already knew the information presented.

3. What other information would you have liked to see included in this program?

4. How effective were the activities at reinforcing the information presented?

<input type="checkbox"/>
<input type="checkbox"/>
<input type="checkbox"/>
<input type="checkbox"/>

Very effective

Somewhat effective

Not very effective

Not effective at all

5. Did you learn what you expected to learn during this workshop?

<input type="checkbox"/>
<input type="checkbox"/>

Yes

No

Comments:

6. Was there enough time allotted for each session?

6a. Guidelines for Conducting a Home Evaluation

<input type="checkbox"/>
<input type="checkbox"/>
<input type="checkbox"/>
<input type="checkbox"/>

Too long

Just right

Too short

Did not attend this session

Comments about the session:

6b. The Adoption Contract

<input type="checkbox"/>
<input type="checkbox"/>
<input type="checkbox"/>

Too long

Just right

Too short

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Did not attend this session  
Comments about the session:

6c. Breakout Session for Foster Homes

Too long  
 Just right  
 Too short  
 Did not attend this session  
Comments about the session:

6d. Assessment of Adopter's Knowledge & Experience

Too long  
 Just right  
 Too short  
 Did not attend this session  
Comments about the session:

6e. Matchmaking for Goldens

Too long  
 Just right  
 Too short  
 Did not attend this session  
Comments about the session:

*Thank you! We truly appreciate your comments!*

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**Exhibit 5.2 – Facilitator Survey**

Thank you for your facilitation at today's workshop! If you facilitated multiple sessions, please complete a separate survey for each session.

Facilitator Name: \_\_\_\_\_

1. Workshop title (please fill out a separate survey for each session you facilitated):

	Guidelines for Conducting a Home Evaluation
	The Adoption Contract
	Breakout Session for Foster Homes
	Assessment of Potential Adopter's Knowledge & Experience
	Matchmaking for Goldens

2. Did you have adequate time for this session?

	Yes
	No

3. Were you able to draw on the experience of the volunteers in your session to enhance the content you were presenting?

	Yes
	No

Comments:

4. How effective do you think the implementation activities were at getting the volunteers to work with the content?

	Very effective
	Somewhat effective
	Not very effective
	Not effective at all

Comments:

5. What was the most interesting thing *you* learned in this session?

*Thank you! Your feedback will help us plan future sessions.*

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**Exhibit 5.3 – Three-Month Follow Up Survey to Workshop Participants**

Thank you again for attending the SEVA GRREAT Volunteer Training Workshop earlier this year! Please complete the following short survey to help us understand how well the training provided is helping you conduct your activities for the rescue. The survey should take 5-10 minutes to complete. Your answers will not be associated with your name or email address.

1. Recently we mailed you the index card with the three things you wanted to implement after the training workshop. Have you implemented these things?

- Yes, I have implemented all of the things I listed.  
 Yes, I have implemented at least one of the things I listed.  
 No, I have not implemented the things I listed.  
 I did not receive my card in the mail.

Please comment on any of the new things you've implemented since the workshop.

2. Since the workshop, have you had a foster dog who exhibited medical or behavioral issues that required you to seek assistance?

- N/A -- I am not a foster home.  
 Yes  
If yes, please describe the issue:  
Indicate which resources you used to help manage or resolve the issue:

No

3. In the last three months, have you referred to the Foster Home Guidebook to answer questions about fostering?

- N/A -- I am not a foster home.  
 Yes  
 No

If no, please indicate why. Your comments here may help us enhance this tool.

4. Since the workshop, have you used the Home Evaluator Checklist during your home visits?

- N/A -- I am not a home evaluator.  
 Yes

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No

If no, please indicate why. Your comments here may help us enhance this tool.

5. What aspects of the Home Evaluation are still difficult for you? Check all that apply:

- N/A -- I am not a home evaluator.
- Assessing the families ability to provide training
- Determining how the children will interact with the dog
- Communicating behavioral issues a rescue dog might exhibit
- Conducting the vet reference check
- Other:

6. Since the workshop, have you had a chance to execute an adoption contract?

Yes

If yes, were you more comfortable explaining the 12 Rules and the indemnity clause?

\_\_\_\_\_ Yes, it was easier to explain.

\_\_\_\_\_ No, I still feel uncomfortable doing the contract.

No

7.

To what degree have you seen improvement in the adoption process since the training program?

- I have seen a significant improvement.
- I have seen some improvement.
- Things seem about the same.
- I have seen an increase in issues since the training program.

Comments:

*Thank you! We truly appreciate your comments!*

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**Exhibit 5.4 – Three-Month Interview Questions for Functional Coordinators**

The program planner will contact both the Foster Coordinator and the Adoption Coordinator and administer the following brief interview.

1. Does the adoption process seem to be running more smoothly since the volunteer training workshop?

	Yes
	No

Why do you feel it is / isn't running more smoothly?

2. Are you getting fewer questions about the process from the volunteers who attended the workshop?

	Yes
	Yes, but now there are new questions
	No
	No, but we're still having some of the same issues with the process

3. What new areas of training would you suggest for future workshops?