**Support Adopters During and After the Adoption Process**

If you need to create or enhance your adopter support system, ask staff and volunteers to come up with a list of common challenges and questions from adopters.

Visit [*animalsheltering.org/counselorinfo*](http://www.animalsheltering.org/counselorinfo) to find a list of websites that include online and printable information about common pet care issues.

Next, collect a list of related resources from your organization and your community along with details like where to find supplies and what adopters can expect to spend on them, if they aren’t free. Consider all options, including retail stores or donations centers attached to local animal welfare organizations that stock common pet-related items. Some organizations also offer rentals for supplies like dog crates.

Finally, prepare cheat sheets that staff and volunteers can use to offer consistent assistance and be sure to keep them up to date! (Collecting and preparing these details can be a great service learning project for area students.) Use the following examples to help you brainstorm.

**Adopter’s challenge: Keeping a new cat indoors**

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| Helpful options | Where to find | Approximate cost | Additional notes |
| Tips on indoor enrichment | [*indoorpet.osu.edu/cats/*](https://indoorpet.osu.edu/cats/) | Free | Look under the “For Pet Owners” tab |
| Toys cats like to hunt | Local shelter’s retail store  All local pet supply stores  Online | $7+ | Some favorites are:  Treat-dispensing toys  Fishing rod toys  Interactive toys |
| Cat harness | Local shelter’s retail store  All local pet supply stores  Online | $10+ |  |
| Making cat-friendly changes to your home | *Catification* by Jackson Galaxy | $13+ | Includes ideas that range from cheap DIY to professional remodeling |

**Adopter’s challenge: House-training a new puppy or dog**

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| --- | --- | --- | --- |
| Helpful options | Where to find | Approximate cost | Additional notes |
| Tips on house-training | Find house-training tips at [*humanesociety.org/animals/dogs/tips*](http://www.humanesociety.org/animals/dogs/tips) | Free | HSUS online tip sheets can be copied and pasted into a document with your agency’s contact info. Simply credit The HSUS as the source. |
| Crates | Shelter crate rental program | Refundable deposit | Allows exchanges for larger sizes when needed. |
| Baby gates | ABC Hardware  Online | Approximately $25-$100+ | Google “baby gates” and “dog gates” for a variety of options. |
| Enzymatic cleaners | Shelter retail store All local pet supply stores Online | Approximately $5-$35+ (depending on size) | Google “enzyme cleaners” for options. |