



FSD Policy Regarding Puppy Raiser Health Appointment Truancy

Policy:

It is the policy of Freedom Service Dogs (FSD) to require puppy raisers to attend scheduled health appointments when confirmed with the Dog Health Team. If a puppy raiser is unable to fulfill this requirement, the raiser must inform the Dog Health Team in a timely manner prior to the day of the scheduled appointment.

Procedure:

If a puppy raiser fails to attend a scheduled health appointment, the Dog Health Team will contact the raiser and inform them of the infraction. The raiser will be reminded of FSD policy and informed that two instances of unapproved truancy in a row may result in the removal of the puppy from the raiser home.

The Dog Health Team and Puppy Development Team will work with raisers in specific instances of family emergency, medical, or other extenuating circumstances.

Policy Procedures to be adhered to in all instances of puppy raiser truancy:

- In the result of puppy raiser truancy, Dog Health staff will attempt to contact the puppy raiser. The staff member will send an email documenting the conversation. The staff in contact will cc the other staff members of the Puppy Development Team.
- The staff member in contact with the puppy raiser will include a copy of this FSD policy in the documentation email.
- If the puppy raiser fails to respond to the initial staff member, the Puppy Development Manager will attempt to reach the puppy raiser via phone call.
- The Puppy Development Manager will then send a documentation email to the raiser, making sure to cc the other staff members.
- If the puppy raiser remains truant for a second instance, Puppy Development Staff will create an action plan to remove the puppy from the puppy raiser home; and to re-home with a different puppy raiser if appropriate.