

## VETERINARY REFERENCE CHECK

*Before you do the reference check...*

The prospective adopter enters information about their veterinarian on the *Prospective Adopter Questionnaire*. (You may need to google the vet practice for complete contact info.) Based on review of the *Questionnaire*, you decide whether to proceed with the next step in the screening, the veterinary reference check. Before contacting the veterinary practice, email the applicant to ask them to contact their vet's office. Use this language in the email:

**Please contact your veterinarian's office and tell them that "[enter your first name] from Tibetan Spaniel Rescue" will be calling them for a routine veterinary reference in connection with your application to adopt a Tibbie from us. Ask them to mark your file that they have your permission to speak with us.**

*Notes:*

- When speaking with people in our role as rescue coordinator, we generally refer to TSCA Rescue as "Tibetan Spaniel Rescue" because no one knows what TSCA is. However, in written correspondence as a rescue coordinator, refer to TSCA Rescue in this manner: "[TSCA \(Tibetan Spaniel\) Rescue](#)." Include the link.
- We generally speak to the person answering the phone or practice manager. Some practices that work with rescues many have a "rescue liaison" who handles calls from rescues. You do not need to speak to the veterinarian personally.
- The email should specifically ask the applicant to have the vet practice "mark the file" because the person the applicant speaks to may not be the same person you speak to. Marking the file ensures that whoever you speak to will see that the applicant (their client) gave permission.

*Calling the Practice...*

**Name of Prospective Adopter (Applicant):**

**Name of Tibbie(s) (or, if no Tibbie, dogs) this practice has treated for the applicant:**

**Veterinary Practice:**

**Contact Number:**

The person answering the phone at the practice usually gives their name. Note the name of the person you're talking to:

Begin the conversation by identifying yourself and the purpose of the call. Use this script:

**Hi, my name is [your name]. I am the [region name] regional coordinator for Tibetan Spaniel Rescue. Your client, [name of applicant], has applied to adopt a Tibetan Spaniel from us. We asked [her/him] to call you to give permission to give us a routine veterinary reference. Can you help me with that?**

### Questions...

How you word these questions depends on whether the applicant's dog(s) is living or deceased. Use the present tense for those living and past tense for those deceased. Example: Do they keep Coco's vaccinations up to date? OR Did they keep Coco's vaccinations up to date? Similarly, change the pronoun you use depending on whether the applicant is a he, she or a couple

1. **Did [applicant name] bring [name of applicant's dog] in for wellness checks once a year or more?**
2. **Did [he/she/they] keep [name of dog]'s vaccinations up to date?**
3. **Did [he/she/they] bring in [name of dog] for yearly heartworm test?**

**[If yes] Can you tell if [he/she/they] gave the dog heartworm preventative?**

4. **[Ask this question only if the dog is (or was) over 5-6 years old.] Did [he/she/they] have the dog's teeth cleaned?**
5. **Does the file reflect any concerns with how the applicant took care of the dog, such as neglect, abuse, failure to follow the vet's instructions or other issues?**

You may ask other questions depending on the veterinary needs of dogs in the area. For example, if tick-borne disease is prevalent in the area, you may ask a question such as **"Did [he/she/they] use a flea/tick preventative?"**

If you didn't catch the name of the person you're talking to at the beginning, ask for it:

*Thank them and let them know how much you appreciate them taking their time to help you!!*