



Safe Housing Program

Roles & Responsibilities for Agency Advocates and Safe Housing Clients

Safe Housing is a client referral program. To ensure a smooth and collaborative process, all communication should go through the agency advocate.

The agency advocate must do the following on behalf of their client:

- Contact Heartland Humane to request Safe Housing services.
 - Please note that services cannot be guaranteed and are dependent on a variety of factors including available space in the shelter, our shelter's ability to provide for the medical and behavioral needs of the pet, etc.
 - Please gather as much information about the health, age, temperament and needs of the pet and communicate this information to Heartland Humane staff when requesting services.
- Provide their client with the Safe Housing contract and ensure that it is completed correctly and in entirety.
 - The advocate should communicate questions about the process and paperwork to Heartland Humane staff *before* the intake appointment.
 - Provide completed paperwork to Heartland Humane staff *before* the intake appointment.
- Explain/set expectations with their client on how the program works.
 - Go through the paperwork thoroughly and explain the medical requirements (vaccinations, parasite control, and sterilization are mandatory for participants), limitations on visitation, length of contract, consequences if animal is not picked up at conclusion of contract, etc.
- Contact Heartland Humane to set up an intake appointment.
 - Intake may be delayed based on space available.
 - Heartland Humane reserves the right to utilize foster services to house Safe Housing clients. Clients will be informed before their pet is sent to foster.
- Attend the intake appointment with the client.
 - If this is not possible, exceptions can be made at Heartland Humane staff discretion.
- Contact Heartland Humane to request and schedule visitation.
 - Visitation cannot be guaranteed as Safe Housing animals are housed in the private, working areas of the shelter and public access is not always appropriate or possible.
 - Heartland Humane staff may decline visitation or end the appointment if the client is fractious, intoxicated, or unsafe.
- Attend visitation with the client if requested by Heartland Humane staff.
- Contact Heartland Humane no less than one week before the end of contract date to discuss outtake.
- Inform Heartland Humane immediately if the client exits their program and is no longer receiving services.
- Set up the outtake appointment.
- Attend outtake if appropriate/necessary (as requested by Heartland Humane staff).
 - We are motivated to reunite pets with their families, so your attendance is not required if the client is able to safely work directly with our staff.

Thank you for your understanding. Our staff are not trained social workers, and we have found that not only are things easier on both staff and the client when communication is handled agency to agency, but we also see higher rates of pet-family reunification.

Questions can be directed to the Shelter Manager at adopt@heartlandhumane.org.