HASS Rubric: Pet Support Services

Does the organization have scripts to assist pet support-based community member interactions?

Terminology
1. **Script**: A written document with predetermined dialogue and directions on a specific topic to be used in communication with the public.
2. **Policy**: An officially accepted rule or idea guides the way the organization operates related to specific topics.
3. **Procedure**: An accepted and established process for doing something. A procedure may expand upon a set policy. May also be referenced as SOP or "Standard Operating Procedure".

Beginner
Organization has created scripts on common situations related to pet support that may be used by staff or volunteers when interfacing with the community. Scripts may include basic details and descriptions for how to access the most commonly requested programs or services and alternative solutions if they are not available. Scrips may also include approved responses for responding to highly emotional situations or crisis.

Intermediate
Skip to advanced.

Advanced
Organization has created scripts, policies, and procedures on common situations related to pet support that may be used by staff or volunteers when interfacing with the community.

1. Policies and procedures may include the organization's official stance or response on commonly requested pet support topics and the best course of action an employee or volunteer should follow when responding to specific pet support requests. This may include a publicly sharable policy, steps to appropriately access and share information for the pet support requested or alternative solutions, and scripts to be used by community-facing staff and volunteers.
2. Scripts may include basic details and descriptions for how to access the most commonly requested programs or services and alternative solutions if they are not available. Scrips may also include approved responses for responding to highly emotional situations or crisis.