



Updates for volunteers

What to expect and when

Please see the flowchart on page 2, which explains when Canine Partners can provide updates on puppies and dogs you have cared for as a volunteer.

The charity uses a platform called Microsoft Sway, where photos of puppies and dogs will be regularly uploaded so you can follow their journey. Each puppy's Sway will be updated at the stated intervals, with pictures and updates. The link to the Sway will be given to you as one of the dog's volunteers, as well as to donors and others involved in the dog's journey as they move through training and partnership.

Bereavement support

We recognise that grief can come in many different forms and can invoke a range of emotions, whether a dog has passed away or moved on to the next stage of their journey.

Scan me



Our expert Bereavement Support Team have put together a useful selection of support packs to help you through difficult times. You can access these by visiting the website via the link below or by scanning the QR code.



 caninepartners.org.uk/bereavementsupport
 bereavementsupport@caninepartners.org.uk

Etiquette - How to communicate with other volunteers and the dog's final home



We want to encourage volunteers and partners to communicate directly with one another, but we need to highlight that this is at the discretion of each individual. We would give the following advice regarding communicating with each other:

Letters to other volunteers/partnerships




If you wish to write a letter to the next person due to take on a puppy/dog you have cared for, please note they will be opened by staff to review to ensure content is appropriate, and they may not be passed on immediately while the dog settles in their new home.

Passing on contact details

We do pass on contact details (where we have permission to do so) but this would usually be four to six weeks after a dog has moved, to enable them to settle in first.

-  Please ensure your Canine Partners contact is aware if you do or do not give your permission for your contact details to be passed on to the dog's partner in future.
-  We cannot guarantee that other volunteers or partners will make contact with you, as it is completely up to the individual if they choose to reach out or respond.

We encourage all our volunteers and partners to communicate respectfully and appropriately with each other. When communicating please think about:

-  How long the dog has been with their new handler and that they may need time to get to know each other and bond.
-  The impact of what you say, as the dog may have matured and changed a lot since you cared for them.
-  Bear in mind what someone's preferred communication method is – for example, if they have a visual or hearing impairment, they may prefer a certain platform or method.

If you have any questions, please speak to your Canine Partners representative.

