

Realisation

Learning about the process

Shelter Visit

Surrender

Touchpoints



Online search



Contact staff



Contact staff



Transport



Paper work



Doc.Verification



Payment



Surrender

Actions

Start realising that the pet is not able to adjust with kids

Research and decide shelter to surrender

Submit an online questionnaire for the pet

Contact intake coordinator

HSGS staff member will contact to discuss your situation

Schedule an appointment

Call for additional questions

Visit the shelter

Share documents

Verification by HSGS Staff

Pay surrendering fees

Surrender Pet

Feeling

Disappointed

Interested

Confused

Neutral

Angry

Neutral

Happy

Neutral

Comfort

Happy

Angry

Smooth

Confused

Sad

Pet is not able to go along with kids

What are the options out there?

Too many question regarding pet

To know more details about the process

The information should be communicated prior form filling

To discuss the reason of the action

For the pet

The process takes more work

The center looks warm.

The staff is happy to help

What all additional documents are required?

The staff is happy to help with all queries

Why I adopt the pet when I was not ready

Surrender the pet
Satisfied

What does the pet need?

Sad

Am I doing the right thing?

Uncomfortable

Staff judging the pet owner

Insights

Someone to discuss problems

List of Nearby shelters who are open to take pet.

💡 One common portal where form can be sent to multiple shelters at once.

Making information accessible and understandable online

💡 Communicate vacancy for pet online

Counselling sessions for pet owners
The staff should not judge the pet owner

💡 Mail confirming the appointment

FAQs to be mentioned on the website
Online session with staff to solve further query

How is the experience of getting to the center?

💡 Documents can be uploaded online

Online session to review the documents prior to the visit

Faster verification process

💡 Counselling sessions before adoption

Online Counselling

