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## INTRODUCTION

The Foster Team is to follow these procedures unless otherwise instructed differently by their direct supervisor(s). Please contact your supervisor before making any adjustments. If variation from these guidelines is required, the situation is urgent and your supervisor is unavailable, please contact your manager or Senior Director before making any change. If changes are made to the procedures, they will be forwarded to the Foster Team within 48 hours.

## EXPECTATIONS

Foster Team members are expected to:

- Report to work on time.
- Communicate effectively and professionally with co-workers, volunteers, supervisors and management.
- Take all breaks in accordance with SDHS guidelines.
- Be present with no distractions.
- Sign and adhere to the Kitten Nursery Team Commitments.

## OVERVIEW

The San Diego Humane Society's Foster Program is a decentralized program operating out of each of its three campus locations in San Diego, Escondido and Oceanside. Each campus has its own Foster Team reporting to a supervisory team based out of that campus. Though the three teams communicate and share volunteer

resources, each Foster Team is responsible for recruiting/training volunteers, its budget and securing foster homes for the animals in need at its location. In the event that a Foster Care Volunteer from another campus steps forward for a case, care for the animal can be transferred to another campus.

## **PURPOSE**

**The role of the Foster Care Program is to provide:**

- Space for the shelter to help more animals.
- Time for underage animals to grow.
- Time for injured or sick animals to heal.
- Safe spaces for animals experiencing stress.

## **ANIMALS TYPICALLY ELIGIBLE FOR THE FOSTER CARE PROGRAM**

- Animals under 8-weeks of age (neonate, transitional, socialization/weight gain).
- Animals recovering from surgery.
- Animals with minor or major medical issues (include info on approval process – e.g. Case Review).
  - Animals that are Unhealthy/Untreatable are not eligible for foster care unless approved by the Foster/Nursery Manager or Campus Director.
- Animals with behavior issues (include info on approval process – e.g. Case Review)
  - Animals that are UU are not eligible for foster care unless approved by Foster/Nursery Manager or Campus Director.
- Pregnant or mother's with litters.
- Space/overcrowding (e.g. prior to July Fourth).
- Finder Fosters
  - Animals that are stray or underage and the finder requests to care for them.

## **PEOPLE ELIGIBLE TO FOSTER**

Persons eligible to foster must be at least 18 years of age, have access to a vehicle for routine and emergency transportation and possess an active email account.

Persons less than 18 years of age are not eligible to foster but can assist their parent or adult guardian. The parent or adult guardian assumes responsibility for the well-being of the foster animal. The adult foster is responsible for routine and emergency communication and emergency transportation. The minor is allowed to assist in routine feeding, grooming, general care and supply pick up if in possession of a valid driver's license.

## **SDHS STAFF FOSTERING VOLUNTEER POLICY**

### **Staff Foster Volunteer Requirements**

- Only staff that does not have caregiving directly in their job description can foster, with the exception of exempt staff.
- Staff must have direct supervisor/manager approval before fostering an animal.
- Must complete "Request to Volunteer" form.

## **Fosters in the Workplace**

- Fostering an animal must comply with SDHS Pets in the Workplace Policy.
- When fostering an animal in the workplace, it must not interfere with your day-to-day duties.
- Employees must have approval from their supervisor/manager to bring foster pets to work.

## **STAFF FOSTER VOLUNTEER RESPONSIBILITIES**

- The foster volunteer is responsible for the care and feeding of their foster animal(s). Do not allow anyone who does not have the appropriate foster training to feed or care for your foster animal(s).
- It is the foster volunteer's responsibility to make sure any person handling your foster animal(s) has washed their hands to avoid the spread of disease.
- Do not change your foster animal(s) name in the computer. All name changes are to be completed by Foster staff.
- Follow all procedure outlines for Foster Volunteers (including supplies, vet appointments, etc.)

## **Emergency Staff Fosters**

In extreme circumstances, a staff member who is not normally allowed to foster may be allowed to take an animal home for a short period of time, typically one day. In these cases, the Director of Operations or Campus Director will jointly determine if this arrangement is appropriate on a case-by-case basis. Examples include, but are not limited to:

- Animals admitted late in the day and not eating on their own.
- Animals not typically eligible for foster (ringworm, panleuk, parvo, etc.).
- Animals requiring 24-hour medical attention.
- Exotics, livestock or other species unable to be housed within our facilities.

Emergency foster staff will need approval from their immediate supervisor, manager and director. Qualifications include exempt employment status and previous experience with age-appropriate care for a particular species to be sent home. Foster Staff will maintain a list of available emergency fosters. Staff interested in emergency fostering should contact the Foster department for more details.

Foster staff will contact emergency fosters on an as-needed basis, in an emergency situation.

## **FOSTER RECRUITMENT**

Foster Information Sessions are hosted at each campus on a monthly basis. Typically a member of the Foster Team hosts the session. Prospective fosters RSVP for an info session on the SDHS website. A prospective foster is able to attend a session at any campus but it is recommended that they attend a session at the campus nearest to them. Each session should include information on the SDHS mission and core values. This is followed by expectations regarding care, transport, communication and conduct. At these sessions, the prospective fosters are greeted by the Foster Team member leading the session and asked to sign in and confirm their email as follow up contact will require an accurate email address (sign in sheet includes first name, last name and email address used to sign up for the session).

## Recruitment Steps

1. Prospective Fosters RSVP and attend Info Session.
2. Complete Foster Application - Emailed by the Volunteer Engagement Team after the Info Session.
3. Applications are reviewed by VE within the week.
4. VE sends a welcome email to Fosters who have been accepted into the program.

Once a foster receives their welcome email, they are eligible to begin fostering.

## FOSTER TRAINING

The Foster Team offers a variety of optional training opportunities for Foster Care Volunteers to learn and build skills. These opportunities are intended to equip our volunteers with information and skills that will help them better care for the animals in their care. Some training classes include:

- Kitten Bottle Feeding
- Kitten Handling
- Common Kitten Illnesses/Diseases
- Causes of Kitten Diarrhea
- Aging/Sexing Kittens

The Foster Team will also offer kitten bottle training to Foster Care Volunteers on an individual, as needed basis.

## HOW TO REQUEST FOSTER FOR A PET

### To make an animal a Foster Candidate:

- Operations or Medical Leadership change the animal's sub status to "Foster Candidate."
  - \*If there are details regarding specialized care, they should be entered into the animal's notes. If another higher priority sub status is in use, email the appropriate campus foster team and enter a note regarding the reason for the foster request.
- Foster Team posts animals that are made Foster Candidates to the Foster blog.
- Once posted to the blog, Foster Team enters a note stating that animal has been posted.

General staff interested in requesting an animal to be considered for foster care should contact their supervisor, who will then follow the steps above.

## FOSTER BLOG

The [Foster Blog](#) is a website used by the Foster team to communicate which animals are in need of foster placement. The blog is also used as a platform for Foster Care Volunteers to access resources, important for the care of their foster animals (i.e. care sheets, log sheets, informative training articles/videos as well as contact information and hours of operation).

## **Formatting a Post**

All posts should be formatted in a uniform manner in order to help Foster Care Volunteers understand an animal's foster needs.

### **The post's title should include the following:**

- Name of the animal(s).
- The animal's species.
- The animal's ShelterBuddy ID number.
- Reason for foster.
- The campus the animal is to be picked up from.
- Picture as featured image – if no picture is available use seeking foster, foster pending or foster found as appropriate.

**Sample Title: Daisy / Dog / 228277 / Behavior / San Diego Campus**

### **The body of the post is to include the following:**

- Brief greeting
- Brief introduction to the animal(s) case and background.
- Estimated length of foster assignment.
- Brief care information:
  - Feeding times
  - Food/feeding type
  - Food/feeding amounts
  - Any information pertinent to animal's care needs
- Next scheduled medical /behavior recheck/check-in date.
- Preferred pick up date/time.
- How/who to contact.

When foster placement has been found, the post is to remain active and the title is to include either "Foster Pending" or "Foster Found" to alert anyone viewing the site that a foster has been located. If no photo of the animal is posted as the featured image, then the "Seeking Foster," "Foster Pending" or "Foster Found" images are to be used (whichever is applicable).

## **FOSTER ASSIGNMENT PROCESS**

Volunteers will be responsible for checking their email or the foster care blog to identify foster care assignments they are interested in. Volunteers will email their assignment preference to the Foster team who will review responses and make assignments within a 48-hour period. In cases where multiple volunteers are interested in the same assignment, the foster team will make final determination. Once details of the assignment have been coordinated, the Foster Volunteer will schedule a pickup time, based on the timeline discussed with the Foster team. Foster staff will advise volunteers on the pick up location.

Pick up appointments will be 30 minutes. During this time, a member of the Foster team will review the pet's needs and care instructions as well as provide a basic supply kit. The Foster Volunteer is then free to supplement the supply kit on their own (preferred) or with additional items from the available foster supply inventory. The list of essential items as well as a list of suggested items will be posted in the Foster Care Center.

## PROCESSING FOSTER ANIMALS

- All animals admitted into the Foster Care Program will have had a physical exam prior to going to their foster home. This includes, but is not limited to, an exam performed by a Veterinarian, Registered Veterinary Technician, Vet Assistant, Admissions Counselor and/or the Foster team.
- All animals will be processed according to SDHS vaccination and de-worming protocol prior to their physical examination.
- All orphaned neonates, two weeks and under, will receive plasma at time of admittance and prior to going out to foster home.
- All foster animals, supplies and equipment is to be picked up at the campus location where animal is housed ("home campus").
- All foster puppies and kittens under eight weeks of age are required to have a foster buddy of similar age and/or size in order to achieve proper socialization.
- During Kitten Season, orphaned neonate and transitional animals will be admitted to the Kitten Nursery for care and observation if no foster is identified by 3 p.m. on day of admission.
- The Foster team will review in-care inventory on a daily basis for respective location(s), exiting as many animals as possible to Foster Care in an effort to keep shelter space open and available for incoming animals.
- If orphaned kittens unable to eat on their own are admitted during Kitten Nursery off-season and no immediate foster home is available, the appropriate Campus Director should be contacted to be made aware of the situation so other disposition determinations can be decided. Campus Directors will communicate with the Chief Operating Officer in situations when euthanasia is being considered.

## FOSTER PLACEMENT & DOCUMENTATION

1. Foster Staff is to review vet treatments in ShelterBuddy and administer any treatments due, then update vet treatments in ShelterBuddy.
2. Foster staff is to check "Vet Treatment (Vacc Cert)" for FELV snap test results (felines only), if available.
3. Foster staff is to check Medical History to see if animal requires medications, rechecks or other treatment prior to going out to foster.
4. Foster staff is to check Animal Care Requests to determine if there are any pending medical concerns that have not been examined.
5. Foster staff is to review the General Animal Notes for information about the animal (where he came from, quirks, history, etc.) to relay pertinent information to the foster volunteer to make transition into the foster home successful.
6. Foster staff will ensure current weight is in database prior to going to foster.
  - If neonate/transitional, weigh animal(s) in grams.
  - If socialization puppy, weigh in pounds.
  - Update weight in ShelterBuddy.

7. Animals going to foster should be as clean as possible.
  - Some animals may require bath, nail trim, etc.
  - If needed, Foster staff will arrange for or bathe animals prior to going to foster home (as time allows).
8. All foster animals to be picked up at animal's "home" campus, unless otherwise specified by the Foster team.
9. When picking up foster animals, volunteer will receive:
  - Foster Essentials Kit.
  - Foster pets with appropriate travel carrier or equipment.
  - Foster Assignment Packet via email, which includes:
    - Foster Pet Care Sheet, which includes volunteer name; date of pick up; animal ID numbers; name of animal/description, if needed; instructions for medication/ treatment needed; vet appointment date(s)/time; feeding instructions; tentative due back date.
    - Foster log sheet for each animal (with current weights).
  - Any medication/treatments. Treatments should be placed in plastic bag and clearly labeled with instructions. Vaccines and other medications requiring injection may require an appointment and will not be given for volunteer to administer, unless volunteer has been trained and/or approved as a specialized medical foster.
10. Foster staff will assign foster animal to the volunteer in ShelterBuddy. The original animal paperwork for foster pets that are not currently available for adoption will be stored in the Foster office and filed alphabetically by last name. Paperwork for those that are Available for Adoption will be placed in the Adoptions office, filed alphabetically by the pet's name.

## PLACING AN ANIMAL IN FOSTER

It is important that animals going to foster are placed into foster in a timely manner so that anyone looking at ShelterBuddy is aware of the animal's location. If an animal is unable to be placed into foster in the database in a timely manner, change their status to "Awaiting Foster" to signify that the animal may be in foster.

When placing an animal in foster, it is important to use the correct status, sub status, location and due out date. Use the SDHS status and due out date guides found in ShelterBuddy.

## FOSTER FOLLOW-UP

1. Foster volunteer to email weights and updates weekly.
2. Foster staff or clerical volunteer will update weights and enter notes in ShelterBuddy.
3. Any behavior observations reported by the volunteer should be entered into General Animal Notes by Foster staff. Behaviors required to be reported will be sent via email immediately to the Behavior Information Group in addition to a copy of the notes entered in ShelterBuddy. If there is indication of aggressive behaviors (bite, etc.), animal is to return to SDHS immediately to be placed on bite quarantine or for further evaluation as needed. If there was a bite, a bite report and injury report are to be completed and distributed to the Director of Volunteer Engagement, Employee Engagement, Assistant Director or Manager of Animal Services, Campus Director and the Humane Law Enforcement team.



## FOSTER SUPPLIES AND EQUIPMENT

- The Foster program will supply foster volunteers with all necessary supplies and equipment. This includes supplies such as litter, blankets, beds, food, pee pads, etc.
- All foster supplies and equipment is to be returned to the location from which they were loaned out, unless otherwise specified by Foster team.
- Foster Care Volunteers are responsible for picking up refill supplies (food/litter) from the self-serve supply area of the Foster Center. The Foster Center is open seven days per week from 9:30 a.m. to 6 p.m.
- Foster volunteers are not to change the foster animal's diet, unless approved by an SDHS Veterinarian and/or Nursery Supervisor/Manager.
- Supplies can be prepared and staged at a specified location, labeled with the foster volunteer name.
- If supplies are needed by the foster volunteer and self-serve option is not available, the Foster team may contact the Nursery team to assist with distribution of supplies.

Where available, Foster volunteers will be asked to replenish their own supplies from the Foster Center.

### **Supplies regularly stocked in the Foster Center:**

- Purina Pro Plan Canned Kitten Food
- Purina Pro Plan Canned Puppy Food
- Purina One Canned Dog Food
- Purina Fancy Feast Canned Cat Food
- Purina Pro Plan Cat/Dog/Kitten/Puppy Dry Food Diets
- Purina Tidy Cats Clay Non Clumping Litter
- Purina Yesterday's News Paper Litter
- Breeders' Edge Kitten Formula
- Breeders' Edge Puppy Formula

The Foster team is only to stock diets and litter listed above. All other diets are to be stored in the Foster Center but not in public view. Special diets are only to be distributed if prescribed by a veterinarian or approved by the Foster Supervisor/Manager.

### **SDHS Provided Supplies**

SDHS will provide all supplies necessary to the care of a foster animal, including food, bedding, litter/pee pads, enrichment, housing and heat, if necessary. A quick reference table has been provided in the Appendix at the end of this document to outline all necessary supplies as well as additional suggested supplies by species and assignment type.

## ASSIGNMENT LENGTH

Assignment lengths will vary dependent upon each pet's needs.

- Kitten/Puppy Assignments: The most typical assignment would be a litter of 4-5 week old kittens. This assignment could go as long as four to five weeks. Daily time commitment would range from two to four hours per day.
- Young Rabbit Assignments: Typically young rabbits in foster while awaiting spay/neuter will need to remain in foster until 4-6 months of age. Young male rabbits can be neutered as early as four months of age but may need more time for growth and development. Young female rabbits can typically be spayed at six

months of age but can be spayed earlier at veterinarian's discretion.

- Behavior Assignments: Length varies, dependent upon each individual animal's needs and behavior staff's recommendations. These assignments could be as short as 24-hours up to 3-4 weeks. Daily time commitment would be approximately 2-3 hours per day.
- Medical Assignments: Assignments range from 2-8 weeks for medical recovery or disease treatment, dependent upon the veterinary team's recommendations.
- Available for Adoption: If you foster an animal that is Available for Adoption, you are encouraged but not required to become an Adoption Ambassador (ask us how!). Foster pets that are Available for Adoption generally remain in foster for 2-8 weeks, and typically require only a couple hours of care daily.
- Projected assignment length should be communicated to foster in initial blog post and at the time of pickup.

## ROUTINE TREATMENTS

The Foster team is responsible for coordinating, scheduling and administering all routine deworming, vaccinations, microchipping, and Feline Leukemia testing for all animals in foster care. If unable to administer treatments due to behavior/restraint sensitivity, a Nursery Supervisor/Manager is to be notified so that other arrangements can be made to have the animal's routine treatments done.

Routine treatments are to be administered regularly in accordance with the schedule outlined in the SDHS Canine/Feline Vaccination Charts.

## VETERINARY APPOINTMENTS

Foster animals in need of a veterinary appointment are to be seen by a SDHS Veterinarian at a SDHS Campus location unless approved by the medical leadership team.

### Steps to Schedule a Vet Appointment

1. Foster Volunteer notifies the Foster team of the medical need via email.
2. Foster team schedules animal(s) in next appropriate appointment slot on Medical/Wellness Google Calendar.
3. If foster animal's symptoms are presented as urgent, call a Medical Supervisor to have the animal seen as soon as possible.
4. If an appointment needs to be cancelled or rescheduled, adjust it on the Google calendar and notify the Wellness Center if the change is to the current day's schedule.
5. If a foster has a medical emergency and it is after regular shelter hours, the volunteer is to call the Foster Emergency phone number. The Foster team will arrange for veterinary care at an approved ER facility. The foster volunteer will need to transport to the facility once confirmed. The ER facility will be in communication with the On-Call Veterinarian for any decisions regarding care or treatment. The foster volunteer is not responsible for care decisions or cost of care.

## EMERGENCIES

In the event that an SDHS foster animal is in need of emergency medical care, volunteers are to be advised to follow the procedures below.

### Contact Information

During normal business hours, Foster volunteers should contact their respective campus' Foster team. After hours (6 p.m. to 9 a.m.), Foster Volunteers should call the After-Hours Emergency Line to reach the on call employee. Foster volunteers are to be notified to call and NOT text the After-Hours Emergency Line.

### After-Hours On Call Procedures

When taking an after-hours emergency call, follow the steps below:

1. Ask who is speaking. Sometimes the foster's spouse, child, roommate etc. will call the emergency line.
2. Get the name and AID of the animal they are concerned about.
3. Ask the foster about their concerns.
4. If concerns do not constitute an emergency, thank the foster for their concern and reassure them that their foster pet will be ok until the morning.
  - Ask the foster to call the Foster team at the appropriate campus in the morning.
  - Advise the foster to call the emergency number again if additional symptoms arise or if symptoms worsen.
5. If concerns warrant emergency medical intervention follow the steps below (see chart below for a list of medical symptoms to report to the on-call veterinarian).
6. When done collecting information, let them know that you need to consult with the on-call veterinarian to approve sending an animal to one of our preferred partner emergency clinics (see chart below for approved clinics).
7. Call the on-call veterinarian and give the age, species and AID of the animal.
8. Relay all medical concerns to the on-call vet and ask them to advise on next steps

## DECEASED FOSTER PETS

### Unassisted or Accidental Death in the Foster Home

- If foster animal dies while in the foster home, and it is after hours, the Foster volunteer should call the Emergency After-Hours Foster Phone Number if they are unable to confirm death.
- On-call Foster staff should attempt to confirm that the animal has expired. Questions to ask the Foster volunteer would include:
  - Is the pet breathing? Can you see the rise and fall of their chest?
  - Can you hear or feel a heartbeat?
    - When feeling for a heartbeat, advise Foster volunteer not use to their thumb.
  - Pinch toes or tap eyeball to check for response (note: you may get a reflex shortly after death).
  - Has rigor mortis set in? Is there stiffness in the animal's body?
- Arrangements will be made for animal remains to be brought to agreed-upon SDHS campus for communal cremation.
- The Foster team will take remains to Admissions for processing.

- Necropsy may be performed at the Medical team's discretion.
- Foster staff will be responsible for changing the animal's status in ShelterBuddy.
- Foster staff will update general notes in ShelterBuddy.
- Foster staff will counsel volunteer, as appropriate.
- If Foster staff suspects neglect, abuse or cruelty, Humane Law Enforcement is to be notified as soon as possible.

### **Deceased or Euthanized On-Site**

If a foster pet is euthanized or dies while on-site, it is the responsibility of the Foster team to notify the Foster volunteer. If the Foster volunteer has been working closely with the Veterinary team, it may be appropriate for a member of the Vet team to contact the volunteer directly.

If an animal is euthanized or dies while on-site and an extended period of time has elapsed, it is not required that the Foster Care Volunteer be notified. In these cases, the Foster will be notified at the Foster Team Leadership's discretion. This is not meant to hide information, but only to respect the wishes of some volunteers. If a volunteer asks the outcome of any case, the Foster team is to share all applicable information with the volunteer.

## **NATURAL DISASTERS**

- Foster animals may remain in foster homes not affected by disaster and may be asked to keep animals for an extended period of time.
- If the Foster volunteer is affected by a natural disaster, evacuated, etc., the volunteer will need to contact the Foster department immediately so arrangements can be made for the animals to return to any SDHS facility.
- Any current foster animal that requires bottle feeding, special care, etc., and needs to return from their foster home due to the disaster may be placed in another unaffected foster home, or may be placed with an approved staff member.
- In the event that any SDHS facility is affected by natural disaster, animals can be housed with approved staff members.
- If a Foster volunteer is in an evacuation zone and is unable to evacuate with their foster pet, the Humane Law Enforcement team should be contacted to assist with retrieving the animal from the home and returning to the shelter.

## **RETURNING FOSTER ANIMALS**

- Foster animals should return to their home campus unless otherwise specified and agreed upon by the Animal Services Supervisor/Manager.
- Foster staff will reach out to the Animal Services Supervisor/Managers to arrange for housing at the appropriate SDHS location. Whenever possible, foster animals should be worked into the general population. Foster staging space is to be used as a last resort.
- The Foster team is to coordinate appointments for the foster animals to return.
- Foster staff will update the Animal Services Manager/Supervisor weekly (or as needed) of upcoming returning foster animals for space.
- Upon return of foster animal(s), the foster volunteer is to return all equipment and left over supplies, unless

otherwise specified by Foster staff. If foster volunteer will be accepting another similar assignment within two weeks, supplies and equipment would not need to be returned. Foster staff will advise on proper cleaning and disinfection of equipment.

- Foster staff will weigh animals and check for treatments due.
- Administer treatments due and update ShelterBuddy.
- Change animal status to most appropriate status, based on SDHS Status and Source Guide.
- Foster staff is responsible for scheduling surgeries.

### **Scheduling Spay/Neuter Return**

The Foster team is responsible for scheduling foster animals for spay/neuter return on the Medical Google Calendar. The Medical Team allots for eight foster spay/neuters per day. If more than eight surgery appointments are needed, contact the Medical Supervisors for approval to add more.

#### **Animals are determined to be ready for spay/neuter based on the following criteria:**

- **Puppy:** Puppies are to be returned for spay/neuter at eight weeks of age and a weight of two pounds. Spay/neuter is to be delayed if the animal is not at appropriate weight/body condition, or if the Medical team determines the animal is not ready.
  - If a litter of puppies is to be returned for spay/neuter, the Animal Services Team is to be notified to confirm there is adequate housing space available.
- **Kitten:** Kittens can be returned for spay/neuter at eight weeks of age and 1.8 pounds (820 grams). Spay/neuter is to be delayed if animal is not at appropriate weight/body condition or if the Medical team determines animal is not ready.
- **Rabbit Kits:** Rabbit kits can be returned for spay/neuter between 4-6 months of age and when they are of an approved maturity and body condition score, to be determined by the Medical team.
  - The Foster team is to schedule medical appointment to confirm gender at three months of age.
  - Follow up appointment to be scheduled at four months of age to determine if rabbit is ready for spay/neuter.
  - Schedule spay/neuter readiness recheck every month after, until ready for spay/neuter unless otherwise directed by the Medical team.
- **Guinea Pig Pups:** Guinea Pig pups are not spayed/neutered but are to be returned at 20-21 days of age to be sexed and separated based on gender.
- **Hamster Pups:** Hamster pups are not spayed/neutered but are to be returned at 20-21 days of age to be sexed and separated based on gender.

## FOSTER RESIDENT ANIMAL RECOMMENDATIONS

- **All resident dogs are recommended but not required to have:**
  - DHPP within three years
  - Current rabies vaccination
  - Bordetella vaccine
- **All resident cats are recommended but not required to have:**
  - FVRCP within three years
  - Current rabies vaccination
  - Negative FeLV / FIV test
    - If indoor/outdoor cat negative test every year
    - Test is only recommended if foster is caring for kittens or cats

## ADOPTION OF FOSTER PETS

If a Foster volunteer is interested in adopting their foster pet, they are to notify the Foster team via email as soon as they decide they would like to adopt.

- Foster team to complete the following:
  - Enter notes of the date/time they will come in to complete adoption.
  - Place a hold with date/time to expire at 6 p.m. on the date of adoption.
  - Change status to “Hold In Foster” with a sub status of “Awaiting Adoption Paperwork Completion.”
- If the animal is not available for adoption, the Foster team is to advise the Foster volunteer that the animal is not yet available for adoption, but a hold will be placed for them to adopt when/if the animal does become available. A hold does not mean the animal will become available for adoption, normal SDHS procedures must be followed.
- The Foster team is to complete the following:
  - Enter a note stating that the Foster volunteer is interested in adopting the animal when they become available.
  - Place a hold with the date/time to expire two weeks beyond the due out date.

### **Adoption of Foster Animals for Family/Friend of Foster Care Volunteer**

## APPENDIX

### Emergency Symptoms Reported and Suggested Actions

Symptoms Reported	Volunteer's Action	Foster Team Action
Fading kitten/puppy – weight loss, anorexia, lethargy	Report to Foster Team immediately; call emergency line if after hours.	Follow steps above and consult with on call vet.
Unassisted Death	Report to Foster Team immediately; call emergency line if after hours.	Confirm the AID of the deceased animal and ask foster if they are comfortable bringing deceased pet to nearest SDHS location in the morning for communal cremation.
Inability to urinate – especially for cats/kittens; multiple unproductive visits to litter box; pain/crying while in the litter box	Report to Foster Team immediately; call emergency line if after hours.	Follow steps above and consult with on call vet.
Inability to defecate/constipation	If longer than 3 days, report to Foster Team immediately; call emergency line if after hours.	Follow steps above and consult with on call vet.
Traumatic Injury; hit by car, stepped on, amputations etc...	Report to Foster Team immediately; call emergency line if after hours.	Follow steps above and consult with on call vet.
Seizure(s)	Report to Foster Team immediately; call emergency line if after hours.	Follow steps above and consult with on call vet.
Presence of parasites – worms, fleas, ticks, etc.	Report to Foster Team that day or next morning; many parasitic issues can be treated in the foster home.	Make the next available appointment for animal to be seen by medical or foster staff; advise foster to separate from resident pets.
Bleeding from the nose or mouth	Report to Foster Team immediately; call emergency line if after hours.	Follow steps above and consult with on call vet.
Limping	Report to Foster Team that day or next morning; restrict activity and monitor.	Advise foster to monitor and contact next morning; may resolve. If foster seems to be in pain or non-weight bearing, contact medical for an appt.
Escaped/stolen or missing animal	Report to Foster Team immediately; call emergency line if after hours.	Ask for detailed description of the foster animal and confirm AID; notify HLE.
Bites that break skin	Report to Foster Team that day or next morning; do not allow animal to have contact with other animals or new people – animal will need to be placed on bite quarantine.	Complete injury and bite report and submit to Animal Services Manager, Volunteer Engagement and HLE.
In kittens/puppies; any combination of lethargy, anorexia, diarrhea, vomiting and/or weight loss	Report to Foster Team immediately; call emergency line if after hours.	Follow steps above and consult with on call vet.
Diarrhea – multiple instances	Report to Foster Team that day or next morning; separate from resident pets	Ask if animal is losing weight, or presents other symptoms, for how long – if underage, schedule vet appointment if pet has 3 or more days of diarrhea.

Vomiting - multiple instances	Report to Foster Team that day or next morning; separate from resident pets	Ask if animal is losing weight, or presents other symptoms, for how long - if underage, schedule vet appointment if pet has 3 or more days of vomiting
Sneezing/Coughing	Report to Foster Team that day or next morning; separate from resident pets	Ask if animal has any ocular or nasal discharge, if not, advise foster to monitor. If discharge is present, ask color. If there is yellow or green color, schedule vet appt - if no color, advise monitoring, likely viral.
Nasal discharge preventing underage animal from latching on bottle	Report to Foster Team immediately; call emergency line if after hours.	Follow steps above and consult with on call vet.
Anorexia (animal under 8 weeks; 3 meals in a row)	Report to Foster Team that day or next morning.	Ask foster if animal has other symptoms present, if vomiting, diarrhea, lethargy and/or weight loss are also present, schedule emergency medical appt; if not present offer alternative diets.
Anorexia (adult animal; 2 days)	Report to Foster Team that day or next morning.	Ask foster if animal has other symptoms present, if vomiting, diarrhea, lethargy and/or weight loss are also present, schedule emergency medical appt; if not present offer alternative diets.
Ocular/Nasal Discharge	Report to Foster Team that day or next morning; separate from resident pets.	Ask if animal has animal has other symptoms - if discharge is yellow or green color, schedule vet appt - if no color, advise monitoring, likely viral.
Hair loss	Report to Foster Team that day or next morning; separate from resident pets.	Ask if animal has had anything stuck to fur - food or anything that might remove fur- if not, schedule next available vet appt. If unsure, schedule next available appt.
Head tilt	Report to Foster Team immediately; call emergency line if after hours.	Ask if animal is scratching/pawing at ears or has an odor from ears; if animal is not pawing at ears consult on call veterinarian
Scratching/pawing at ears	Report to Foster Team that day or next morning; separate from resident pets.	Ask if animal has a head tilt; if so, schedule for next available medical appt.
Scratching/biting due to itchiness	Report to Foster Team that day or next morning; separate from resident pets.	Ask if fleas are present, recommend a bath if so and schedule for flea treatment.



## ShelterBuddy - How to Place an Animal in Foster

1. Before putting a pet in foster with someone, you'll need to know the AID# of the pet(s) going into foster, PID# or name. If they don't have PID# you'll need to create one.
2. Search for the volunteer/person in the **Person Search** section on the Welcome page of ShelterBuddy. This can be done with their PID or by their first and last names (Circled in red below).

**Welcome**

**Search Menu**

- Online Diary
- License Owner Search
- Agency Search
- Ambulance Search
- Agency Animal Link Search
- Bulk Updating Menu
- Animal Tasks
- Ambulance Pick up Location Search
- Animal Walk Event Search
- Receipt Search
- Kennel Cleaning Requests
- Animal Transfer Search
- Microchip Search
- Interested Party
- Sponsorship Overview

**Person Advanced Search**

**Person Search**

Go to Person ID:  View

Go to Agency:  View

Go to Shelter / Rescue:  View

**Animal Advanced Search**

**Animal Search**

Go to Animal ID:  View

**Partial search:**

Partial search: ☐ Search Person Name History

Last Name:

First Name:

DOB:

**Partial search:**

Partial search: ☒ Search History

Shelter Tag / Band Number:

Old Database Number:

Microchip Number:

3. Once on the Person Details Page, scroll down and click **Foster Person** in the left hand column near the bottom of the page.

☐ Agency Incoming

☐ Agency Outgoing

☐ Dog Obedience

☐ Pledge

☐ DOA

☐ Volunteer

☐ Member

☐ Wildlife

☐ Branch / Community Council Member

☐ Clinic

☐ Voucher / Certificate

☐ Board Member

☒ Foster Person

☐ Identification type & Services

☐ Annual Report

☐ Emergency Evacuation

☐ Media Contact

☐ General Mailing

☐ Pre Adoption Counselling

☐ Hold Interested Party

☐ Major Donor

☐ Online Diary

☐ External Rabies

☐ Regular Payments

☐ Sponsorship

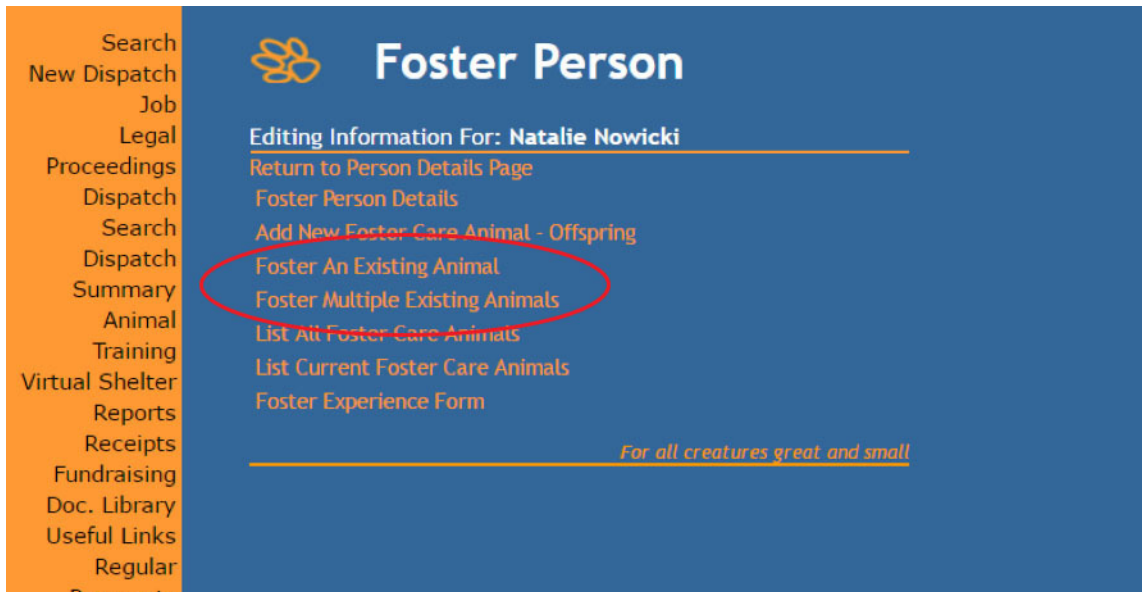
☐ Corporate Partner

☐ Community Fundraising

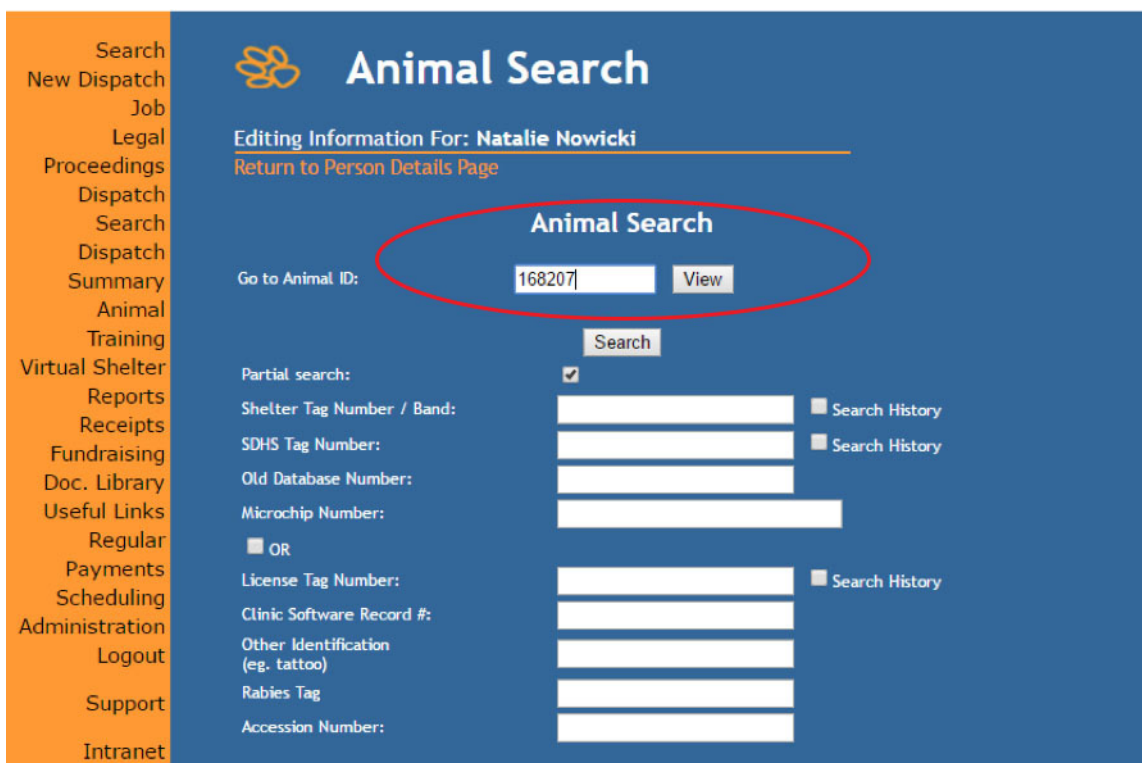
☐ Emergency Boarding

☐ Abandoned Animals

4. On the Foster Person Page click **Foster An Existing Animal** to place a single animal in foster. Click **Foster Multiple Existing Animals** to place multiple animals in foster.



5. On the Animal Search page type in the animals ID number and click View.



6. On the Animal Search Results Page, click **Foster** next to the animal's ID number.

**Animal Search Results**

Editing Information For: Natalie Nowicki  
Return to Search Page

Task	Animal ID	SDHS Tag	Name	Other Identification Type (eg. tattoo)	Breed	2nd Breed	Color	2nd Color	Gender	City	Physical Location	Status	Photo
<b>Foster</b>	168207		Lacey		American Staffordshire Terrier		Fawn Brindle	None	Female	Escondido	San Diego Campus - For Sherman Adoption Street	Available	<a href="#">View Photo</a>

1

[For all creatures great and small](#)

7. On the Edit Animal Details Page, change the animal's status to the appropriate foster **Status** and the **Sub Status** to the appropriate sub status. Also change the animal's location to **In Foster**. Depending on the campus the animal is located, you may see GSC - In Foster or SSC - In Foster, but every campus has an In Foster location. Please change the **Due out Date to the date the kitten will be 8-weeks old**.

**Edit Animals Details**

Editing Information For: Natalie Nowicki  
Click here to go back to Animal Search Results

Animal ID: 168207  
Name: Lacey  
Age: 7 Years 1 Month 1 Week  
Breed: American Staffordshire Terrier  
Entered By: Cynthia Swayze on 3/5/2015  
Flag Animal To Delete: ☐  
Interested Parties: 0 (0 anonymous)

[Update Details](#)

**Identification Details**

Source:

Status:

Sub-Status:

Other Identification (eg. tattoo):

Emergency Clinic Ref Number:

Emergency Boarding Reason:

**Go to Person Record**

Status Date:

Sub-Status Date:

ACD Record #:

**Animal Menu**

- Medical Notes
- View Owner History
- Behavior Assessment
- Edit Adoption Summary (in)
- Wanted / Identity
- Referred Animals
- Put Animal On Hold (2)
- Kennel Card (in)
- Pet Profile
- General Animal Notes (in ptp)
- Youtube Videos (0)
- Add Animal Care Request
- Edit Animal Care Request
- Add Vet Treatment Record
- View Vet Treatment History
- Vet Treatment History (Vacc Cert)
- Refined Certificate
- Copy Vet Treatments to Other Animals
- Add Medication
- View Medication Sheet
- View Medical History
- Spayed / Neutered Certificate
- Transfer (in)
- Add Bandwidth Incident (in ptp)
- Create Filter
- Sell Product / Service
- Animal Behavior
- Foster Experience
- Post Adoption Questionnaire
- Socialization Questionnaire (in)
- Rescue Needs Review

\*\* The appropriate status for kittens or puppies going into foster with a finder is **In Foster**. The sub status should be **HOLD Intervention**.

8. On the Foster Instructions Page, add the **Date in Foster** and an approximate **Date Due to Return**. The Reason for Foster and any special instructions should be added at this time as well and click **Update Details**.

The menu is not available for this page.

Contact Number  
(619) 299-7012

Funding for this site generously provided by the  
Ellen Browning Scripps Foundation



## Fostering Instructions

### Editing Information For: Natalie Nowicki

Date in foster:  

Date Due To Return:  

Reason For foster:

Foster Out Health Status

Foster Out Behavior Status

foster Instructions:

*For all creatures great and small*

9. A Foster Agreement will be generated and can be printed. At this point, the animal is "In Foster" with the Foster volunteer.

## FOSTER SUPPLY KIT QUICK REFERENCE TABLES

Feline	Neo Kitten	Trans Kitten	Soc Kitten	Queen and Kittens	Cat
Feeding	Kitten Formula Bottle	Kitten Formula Canned Kitten Food Kitten Kibble Bottle Kitten Dishes	Canned Kitten Food Kitten Kibble Kitten Dishes  Kitten Formula* Bottle*	Canned Kitten Food Kitten Kibble Cat & Kitten Dishes  Kitten Formula* Bottle*	Canned Cat Food Adult Cat Kibble Cat Dishes
Bedding	Soft Baby Blankets	Soft Blankets Kitten Bed	Towels Soft Blankets Kitten Bed	Towels Soft Blankets Cat Bed	Towels Soft Blankets Kitten Bed
Bathroom	Tissue/Wet Wipes	Tissue/Wet Wipes Non Clump Litter Litter Boxes	Non Clump Litter Cardboard Litter Boxes	Non Clump Litter Plastic Litter Box Cardboard Litter Boxes	Non Clump Litter Plastic Litter Box
Heat	Snuggle Safe Heat Disc Heating Pad	Snuggle Safe Heat Disc Heating Pad	n/a	n/a	n/a
Housing	Carrier Guinea Pig Cage	Guinea Pig Cage Ex Pen	Ex Pen w/ lid Spare Room	Ex Pen w/ lid Spare Room	Ex Pen w/ lid Spare Room
Weights	Gram Scale	Gram Scale	Gram Scale	Gram Scale	
Enrichment	Snuggle Buddies	Mylar Balls Plastic Balls Wand Toys Small Cardboard Boxes	Mylar Balls Plastic Balls Wand Toys Scratch Pad Mini Cat Tree Cardboard Boxes	Mylar Balls Plastic Balls Wand Toys Scratch Pad Cat Tree Cardboard Boxes	Mylar Balls Plastic Balls Wand Toys Scratch Pad Cat Tree Cardboard Boxes
Travel	Kitten Carrier	Kitten Carrier	Kitten Carrier	Cat Carrier	Cat Carrier
Bathing	Wet Wipes	Wet Wipes	Wet Wipes	Wet Wipes	
Additional	Flea Comb Toothbrush	Flea Comb Toothbrush	Flea Comb Toothbrush Kitten Treats	Flea Comb Toothbrush Kitten/Cat Treats	Cat Treats
Recommended but not provided	Dawn Dish Soap Bleach Hair Dryer	Shower Curtain Dawn Dish Soap Bleach Hair Dryer	Shower Curtain Dawn Dish Soap Bleach Hair Dryer	Shower Curtain Dawn Dish Soap Bleach Hair Dryer	Shower Curtain Dawn Dish Soap Bleach

Canine	Neo Puppy	Trans Puppy	Soc Puppy	Mom and Pups	Dog
Feeding	Puppy Formula Bottle	Puppy Formula Bottle Canned Puppy Food Puppy Kibble Puppy Dishes	Canned Puppy Food Puppy Kibble Puppy Dishes	Canned Puppy Food Puppy Kibble Dog & Puppy Dishes	Canned Dog Food Dog Kibble Dog Dishes
Bedding	Soft Baby Blankets	Towels Soft Blankets Puppy Bed	Towels Soft Blankets Puppy Bed	Towels Soft Blankets Dog/Puppy Beds	Towels Soft Blankets Dog Bed
Bathroom	Tissue/Wet Wipes	Tissue/Wet Wipes Pee Pads	Pee Pads Poop Bags	Pee Pads Poop Bags	Pee Pads Poop Bags
Heat	Snuggle Safe Heat Disc Heating Pad	Snuggle Safe Heat Disc Heating Pad	n/a	n/a	n/a
Housing	Carrier Guinea Pig Cage	Ex Pen Spare Room	Ex Pen Spare Room	Ex Pen w/ lid Spare Room	Crate Ex Pen
Weights	Gram Scale	Gram Scale	n/a Weigh in Foster Center	Gram Scale	n/a Weight in Foster Center
Enrichment	Snuggle Buddies	Stuffed Toys Kong Food Puzzle Tennis Balls Teething Toys	Stuffed Toys Kong Food Puzzle Tennis Balls Teething Toys	Leash for mom Harness for mom Stuffed Toys Kong Food Puzzle Tennis Balls	Leash Harness Stuffed Toys Kong Food Puzzle Tennis Balls
Travel	Travel Crate	Travel Crate	Travel Crate Leash	Collar with SDHS Tags Travel Crate	Collar with SDHS Tags Travel Crate
Bathing	Wet Wipes	Wet Wipes	Wet Wipes	Wet Wipes	
Additional	Flea Comb	Flea Comb Puppy Treats	Flea Comb Puppy Treats Collar	Plastic Pool Dog/Puppy Treats Brush/Comb	Dog Treats Brush/Comb
Additional but not provided	Dawn Dish Soap Bleach Hair Dryer	Shower Curtain Dawn Dish Soap Bleach Hair Dryer	Shower Curtain Dawn Dish Soap Bleach Hair Dryer	Shower Curtain Dawn Dish Soap Bleach Hair Dryer Plastic Pool	Shower Curtain Dawn Dish Soap Bleach

Small Pets	Young Rabbit	Adult Rabbit	Small Pets (Guinea Pig/Rat/Hamster)	Mom and Babies (Various Species)
<b>Feeding</b>	Young Rabbit Pellets Alfalfa Hay Approved Veggies Dishes Water Bottle	Adult Rabbit Pellets Timothy Hay Approved Veggies Dishes Water Bottle	Approved Pellet/Seed Diet Approved Hay (if needed) Approved Veggies Dishes Water Bottle	Approved Pellet/Seed Diet Approved Hay (if needed) Approved Veggies Dishes Water Bottle
<b>Bedding</b>	Paper Pellet Bedding Hay	Paper Pellet Bedding Hay	Species specific bedding	Species specific bedding
<b>Bathroom</b>	Paper Pellet Bedding	Paper Pellet Bedding	Species specific bedding/litter	Species specific bedding/litter
<b>Housing</b>	Guinea Pig Cage Ex Pen w/ Lid	Ex Pen w/ Lid	Species specific housing	Species specific housing
<b>Weights</b>	Gram Scale	Gram Scale Weigh in Foster Center	Gram Scale (if necessary)	Gram Scale
<b>Enrichment</b>	Cardboard Tube w/ Hay Paper Bag w/ Hay Jingly Plastic Balls Hanging Plastic Rings Tissue Boxes Plastic Igloo Bells	Cardboard Tube w/ Hay Paper Bag w/ Hay Jingly Plastic Balls Hanging Plastic Rings Tissues Boxes Plastic Igloo Bells		
<b>Travel</b>	Carrier	Carrier		Carrier (if needed)
<b>Bathing</b>	n/a	n/a	n/a	n/a
<b>Additional</b>	Rabbit Treats	Rabbit Treats	Large Plastic Bin for Exercise Running Wheel (Hamster)	
<b>Recommended but not provided</b>	Approved Veggies Frozen water bottles Shower Curtain	Approved Veggies Frozen water bottles Shower Curtain	Approved Veggies Shower Curtain	Shower Curtain