



Title: **Foster Parent Orientation: Preparation and implementation**

Document type: **Procedure**

Document ID: **SOP-123**

Author: Jennah Billeter

Owner: Jennah Billeter

Approver(s): Beau Archer
approved at 2017-07-25 12:05 (UTC -0400)

Approval date: 2017-07-25

Effective date: 2017-07-25

1. Purpose and Scope

Anyone who is interested in becoming a foster parent of animals in the care of the Humane Rescue Alliance must attend an orientation, with few exceptions. This provides an outline of necessary tasks related to preparing for the orientation and then an outline of topics that must be covered in order for the orientation to be comprehensive and effective.

2. Procedure

Orientation preparation:

72 hrs prior to orientation: Send reminder email to participants of orientation within 72 hrs prior to orientation that includes a link to Foster on Deck

24 hrs prior to orientation: Make matches between new foster parents signed up on deck and available animals in need of foster care. If an animal requires medical care or other special treatment while in foster care, communicate with appropriate department on those points. Confirm all routine medical completed for animals entering foster care. This includes microchip and rabies vaccine, if age appropriate, even if the animal has not yet been spayed/neutered.

Day of orientation: prepare folder of paperwork for each attendee of orientation: information flyers, release/waiver for animals in foster care, quick reference sheet

Agenda:

Presented to all attendees.

1. Thank-you to individuals for fostering.
2. Discussion of HRA as an organization
 1. Merged organization
 2. 2 locations (& what each location is comprised of)
 3. High volume, open access
3. Intro to animal sheltering and challenges faced:
 1. Meaning/Implications of being open admission.
 2. Role of a foster care program.
 3. Discussion of role/reality of need for euthanasia.
 4. Discussion of live release rate.
4. Discussion of types of animals who enter foster care:
 1. To underscore where foster parents make the biggest difference/have the greatest impact.
5. Structure of Foster Program
 1. Foster Program Manager
 2. Foster Care Coordinators
 3. Volunteers & Case Managers
 1. Check in w/in 24 hours of first foster placement, and weekly after that- otherwise reach out via email w/ questions/concerns
 2. Help through adoption process

3. Liaison for medical/behavioral questions
4. Remind about boosters & routine medical appointments
6. Overview of foster care release:
 1. Purpose of this is talk through expectations of foster parents:
 1. General care.
 2. Transparency of communication.
 3. Roles and responsibilities of departments: Adoptions, medical, foster.
 4. General release of liability.
7. Medical care for animals in foster care:
 1. Routine medical care:
 1. Vaccination schedule presented at time of animal pick up.
 2. HRA protocol for all animals.
 2. Online appointment system:
 1. Appointment types.
 2. Days/times/locations.
 3. What warrants an urgent appointment.
 3. General statement on emergencies that arise outside of normal business hours and realistic expectations/ability to respond.
8. Spay/Neuter Appointments:
 1. General availability: day/time of when these will be scheduled.
 2. Responsibility of foster parent to schedule surgery (reference Reference sheet).
 3. Allow 2 weeks between scheduling and appointment date.
 4. Kittens must be 2 lbs and approximately 8 weeks old.

Separate into groups, depending on species- 30 minute tours/animal care discussions

1. Cat foster parents:
 1. Adult Cat care:
 1. Indoor only.
 2. Food/feeding (RX food)
 3. Grooming
 4. Litter Box
 5. Physical/Mental exercise
 6. Positive Training
 7. Positive confinement
 8. Common behavior issues
 1. Not using litter box

2. Aggressive playing
3. Scratching furniture, etc.
4. General house destruction
5. Not drinking water out of bowl
6. Hissing, swatting, biting
9. Intro to Resident Animals
2. Kitten Care
 1. Types of kittens we send out
 1. Bottle babies
 2. Moms & babies
 3. Cusp
 4. Underage (under 1.5 lb)
 5. Socialization
 6. Sick
 2. Thermoregulation
 3. Feeding/Weaning
 4. Socializing
 5. Positive confinement
3. Volunteer led tour of cat areas:
 1. Where do the cats come from
 2. What types of cats need foster
 3. Point out foster candidates
 4. Talk about vulnerable populations
 5. Talk about TNR
 6. Summary of adoption process and foster's roles in the adoption process
 7. Adoption event etiquette
 8. "Pro tips" for advertising your foster
 9. General pickup process
 10. General supplies every foster should have
2. Dog foster parents:
 1. Dog care:
 1. Eating- in shelter v. out of shelter (RX food)
 2. Mental/physical exercise
 3. Positive Training
 4. Decompress for Success

5. Basic Manners
 1. Sit
 2. Down
 3. 4 on floor
 4. Come
 5. Sit for pets
 6. Place
 7. Leave it
6. Crate Training
7. Leash Manners (front-clip harness, martingale collar)
8. Potty training (positive confinement)
9. Intro to resident animals
10. Common Behavior Issues
 1. Barking
 2. Hyper/destructive in the home
 3. Mouthiness
 4. Reactivity
2. Puppy Care
 1. Why do we send out puppies:
 1. Mom & litter of puppies
 2. Orphan too young for adoption floor
 3. Sick/injured
 4. Behavior case
 2. Basic training & handling
 1. Leash walking
 2. Potty/house training
 3. Crate training
 4. Jumpy/mouthy
 5. sit/down/stay/drop/come/touch
3. Volunteer led tour of dogs areas:
 1. Where do our dogs come from
 2. Our "breed" philosophy
 3. What types of dogs need foster/point out candidates
 4. Talk about most vulnerable populations
 5. Quick Summary of adoption process & Foster's role

6. Adoption events & event etiquette
7. "Pro tips" for advertising foster
8. General pickup process
9. General supplies every foster should have

Reconvene into a single group to answer any questions from tours or earlier sections of orientation

Brief Plug about IRL program & how to sign up

Foster On-Deck

Pay attention to the population tab you're on (dogs, cats, etc.)

- Fill out all of your contact info
- Fill out every column w/ full detail
- Yes and No's only- no maybe's
- Keep available pick up date UTD
- ** we will alert you of your match via e-mail & expect you to be able to pick up your foster animal w/in 24 hours of notification
- Go through critical care populations
 - Ringworm
 - Bottle babies
 - Safe Haven
- Fospice

Send home pre-matched animals

3. Attachment

No attachments.

4. References