



Title: **Foster Animal Pick up - Directions**

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1. Purpose and Scope

In order to prevent limitations of when an animal can leave the shelter, the foster department offers that foster animals are available for pick-up at both our New York Avenue and Oglethorpe Locations.

These instructions are intended for the person who assists the foster parent during pick up. If a foster coordinator is on site, this person is expected to assist the foster parent with pick up. If a foster coordinator is not on site, a Customer Care Associate at the New York Avenue facility or an Adoptions Counselor at the Oglethorpe Street Facility should assist the foster parent during pick up.

2. Procedure

The foster care department is responsible for coordinating with the medical department to ensure all pending medical tasks are completed, paperwork is prepared and assembled, and needed supplies are gathered. See [SOP-137 Preparing for an animal to go into foster care](#) for reference.

Collect items to be sent out with foster parents include (but are not limited to):

Packet of paperwork

- Located in the foster pick up file holder:
 - on the wall behind the front desk at the New York Avenue Facility or
 - on the closet door in the adoptions office at the Oglethorpe Street Facility.
- Reference the *Pick Up Instructions* on the front of the packet that outlines the exact items to go home with this particular animal. Use this to ensure all necessary items leave with the foster parent.
- A prepared cat carrier (if the foster has noted needing one)
- Miscellaneous supplies as indicated on the *Pick Up Instructions* (i.e. dog or cat food, treats, toys, litter box, leash harness, kitty litter, etc.)
 - Located in a bag, clearly labeled with the foster parent's name:
 - behind the front desk at the New York Avenue facility, or
 - in the far right (closest to the store) cabinet directly behind the front desk at the Oglethorpe Street facility.
- Medications and accompanying medical supplies (if needed)
 - Located:
 - in the medicine chest behind the front desk or in the refrigerator behind the front desk at the New York Avenue Facility, or
 - in a bin in the refrigerator in the medical center next to the Cat Ward

Sign paperwork:

- Ask the foster parent to sign the foster agreement/contract.
 - Located directly behind the *Pick Up Instructions* in the packet of paperwork.
 - Return the signed copy to the foster pick up file holder.

Retrieve animal:

- Staff members may provide a cardboard cat carrier, free of charge, if the foster parent does not have a carrier.
- Except in special circumstances, the foster parent should **not** accompany the staff person who is retrieving

the animal.

Change animal status in PetPoint:

- The staff member who is assisting the foster parent with the pick-up of their foster animal is responsible for changing the animal's location in Petpoint.

Failure to update the location will result in confusion and possible urgent actions taken if animal care staff and management believe an animal to be missing.

- A member of the foster department is responsible for ensuring that an animal's start in foster care is completed and the animal's stage is updated and accurate.
- See attached document for instructions on how to complete an animal's start in foster care.

3. Attachment

1. [Completing_Foster_Start_in_PetPoint.docx](#)

4. References