

Foster
Handbook

GETTING A FOSTER PET

Ready for another foster animal? You can let us know by filling out our Foster Ready Form (use the QR code at the end of this booklet!), or by emailing/texting our placement coordinator. They will be in touch with you once we have an animal in need that fits your parameters!

Be sure to also keep a close eye on your emails and our Foster Facebook group for notifications of urgent foster needs.

APPOINTMENTS

We see all animals out in foster care about every 2-3 weeks for medical appointments. You will receive a text and email with details of your appointment outlining the day, time, length of time the appointment is expected to take, and details about what the appointment is for.

We ask that you please stay on campus during your appointment, as we don't always have the space to keep your foster animal after their appointment has finished. You can find more in-depth information about how our appointments work by reading any of our foster care manuals on our foster resources webpage by using the QR codes at the end of this booklet.

QUARANTINE

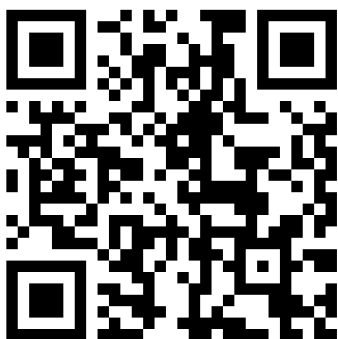
We strongly suggest all foster animals are kept to a quarantine space for a minimum of two weeks after entering your home. Quarantine spaces are defined as an easy-to-disinfect space with minimal soft/porous surfaces (such as a bathroom), that eliminates the ability for the foster animal and any resident pets to interact (including nose-to-nose/paw-to-paw).

This will ensure any contagious illnesses the foster animal may have, or may develop, is contained to one room vs. being spread throughout the entire home, and will help to keep resident pets healthy. **Please do not end a foster pet's quarantine until a medical assistant approves their release.**

AFTER HOURS EMERGENCIES

Vidaah provides fosters with 24/7, immediate live access to a licensed veterinarian from the convenience of any device with an internet connection. The average time between a foster initiating a chat and a veterinarian connecting is 51 seconds.

Should your pet need immediate medical attention, you will be referred to MedVet, which has a contract with Asheville Humane Society that outlines what services they are allowed to provide.



Use Vidaah on Sundays,
holidays, or after hours
(Mon–Sat, 6 p.m.–9 a.m.)

Scan to create an
account and get started



Username:

Password:

What is an emergency?

CRITICAL

Call right away during hours or use Vidaah after hours

- Severe lethargy/non-responsive
- Difficulty breathing
- Cold to the touch
- Kittens or puppies under five weeks that refuse to eat for more than 2 meals
- Broken bones or sudden swelling
- Severe lacerations
- Injuries to eyeball
- Seizures
- Toxic plant or substance ingestion
- Vomiting blood or repeat attempts to vomit
- Male cats screaming while trying to urinate/not producing urine

URGENT

Text or call our daytime number; we will follow up the next day if after hours

- Lost foster
- Bites that break skin
- Congestion
- Severe/leaking diarrhea
- Vomiting more than twice
- Not eating
- Limping
- Minor injury (minimal bleeding)

LESS URGENT

Email or call/text our daytime number; we will follow up the next day if after hours

- Weepy/swollen eyes
- Nasal discharge/coughing
- Hair loss or skin lesions
- "Happy Tail"
- Fleas or parasites
- Vomiting (1-2x)
- Bloody stool
- Diarrhea
- Cats urinating outside of litter box
- Kittens or puppies under five weeks losing weight, not eating, or having severe diarrhea

If AHS or Vidaah instructs you to proceed to an emergency vet, proceed to Medvet (677 Brevard Road).

FAQS

Q. HOW WILL I KNOW WHEN MY FOSTER ANIMAL IS READY TO RETURN?

- A.** We will always try to give you a heads up regarding your foster animal being ready to return. It will also be noted in your appointment notification you should receive via email and text. We ask that you please bring any foster supplies you were given at their return appointment so we can sanitize them and loan them out to other foster parents.

For more detailed information regarding returning your foster animal, please read the foster manual by using the QR code at the end of this booklet.

Q. MY ANIMAL IS GETTING SICK! WHAT SHOULD I DO?

- A.** If you feel your foster animal is developing an illness or G.I. upset, please reach out to one of our medical assistants via email or phone. We will schedule an appointment for us to see the animal and begin any necessary medications, as well as give you information on how you can help your foster pet while you wait for your appointment.

The sooner we know about an issue, the sooner we can help the animal (and you!), so please don't hesitate or wait until their next previously scheduled appointment to alert us of any health concerns you may have.

Q. CAN I USE MEDS FROM PREVIOUS FOSTERS WITH THIS FOSTER?

- A.** No. We use specific medications for specific illnesses, and we calculate the dosage the animal needs based on their individual weight. What works for one animal may not work for your current animal!

Once you let us know your foster may be sick, we'll schedule a medical check appointment where we'll examine your foster. It is at this point we will prescribe and fill any medications your foster animal may need. Please return any unused medications when you return the foster animal they were prescribed to.

Q. I NEED TO GO OUT OF TOWN. WHAT DO I DO?

- A.** As soon as you are aware of any travel plans, please let us know! In most cases, we are comfortable with pet sitters caring for your foster pet, however this must be approved before you leave town. If a pet sitter is not an option, we will schedule a return appointment for your foster.

Please give us as much notice as possible, as many animals will require a respite foster while you're out of town to continue their care, and this can sometimes take several days to arrange.

Q. HOW DO I KEEP THEM ENTERTAINED WHILE I'M WORKING?

- A.** Most foster parents have to leave their foster pets at home alone while they work, so you aren't alone! Please see our Foster Resources webpage (link in the "Welcome" email as well as a QR code at the end of this booklet) to read our handout on creating cheap and easy enrichment items for your foster pets. Remember: variety is the spice of life so be sure to switch up your enrichment items regularly!

Reach out to us if your foster is becoming disruptive while you're gone, and we can offer you more detailed guidance on how to keep them appropriately entertained.

Q. WHERE CAN I TAKE MY FOSTER DOGS AND/OR PUPPIES?

- A.** Please see our Age Guidelines for Puppy Activities on our Foster Resources webpage for details on what you can do with your foster puppy according to their age. For adult dogs, most dog-friendly locations (bars, hiking trails, pet stores) would be appropriate places to take them, however, some dogs may have behavioral restrictions so please always check with a member of the foster team before taking your foster dog to a new place. Dog parks are strictly off-limits, including apartment/condo complex dog parks. Additionally, foster animals should always be released from their quarantine period by a medical assistant before being taken out in public beyond short potty break walks.

Q. WHY IS ANOTHER DEPARTMENT CONTACTING ME?

- A.** Sometimes we may request another department, such as our behavior and/or adoptions teams, to contact you. Our behavior department may reach out to discuss and offer guidance on handling specific behaviors you've reported your foster animal exhibiting, and our adoptions department may reach out to discuss any interested adopter situations.

Q. I CAN'T FIND MY FOSTER. WHAT DO I DO?

- A.** If you are fostering a cat and/or kittens, chances are good they have found a top-notch hiding spot in your home! If you are certain they are not hiding in their quarantine room (be sure to look high and low, and pull everything off of shelves and out of cabinets!), reach out to the foster team during business hours to let us know. We'll supply you with extra litter boxes and food/water bowls so that you can set one up in each room of your home. After setting up the litter box & bowls, keep the door of the room closed and check in periodically to see if the box has been used or the food/water disturbed.

Once you've narrowed down the room your cat/kittens are in, let us know and we can guide you from there on how to catch your foster. If you are fostering a dog and/or puppies and you cannot find them, please reach out to us during business hours and let us know. We'll alert our intake team and animal control services to be on the lookout for your foster to be reported as a found stray.

You should also follow the QR code in the back of this booklet to go to our "Lost Pet Resources" webpage, which will walk you through all the avenues you should take to try to find your foster. If your foster pet goes missing after hours, please call your local animal control to let them know, and touch base with the foster department on the next business day.

ADOPTING

If you or someone you know is interested in adopting your foster, please contact a member of the foster department ASAP. Providing the animal does not already have an adopter waiting for it, we can make a note on their file with information about the interested adopter. All interested adopters must meet the animal in person before adopting, and all interested adopters must speak with one of our adoption counselors to complete the adoption process.

For interested adopters that are not the immediate foster family, we will need their first and last name, phone number, and email address before we can place a note on the animal's file. You can find more in-depth information about returning your foster animal and how to handle any interested adopters by reading any of our foster care manuals using the QR code for the foster resources webpage at the end of this booklet.

RETURNING & RESETTING YOUR SPACE

When your foster pet returns, most of the time you can foster again right away! Let us know when you're ready for another foster animal by completing the Foster Ready Form or contacting the foster team. We ask that you return all foster supplies so they can be cleaned and sanitized before being used again. Before welcoming your next foster pet, please visit our Foster Resources page for information on cleaning and resetting your foster space.

RESOURCES

FOSTER READY FORM



FOSTER RESOURCES



LOST PET RESOURCES



ON-CALL EMERGENCY



OPERATING HOURS (9 a.m.–6 p.m.) CONTACTS

Call or text: (828) 202-8445

Medical:
mfoster@ashevillehumane.org

Foster Placement Coordinator:
fosteradmin@ashevillehumane.org