



A Commitment to Caring *Since 1899*

## **FOSTER VOLUNTEER MANUAL**

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## WELCOME

Dear Friend of The Anti-Cruelty Society,

Thank you for volunteering your time to help the animals of The Anti-Cruelty Society. Your generosity and dedication make a significant difference to our organization and, more importantly, to the dogs and cats in our care.

Last year, The Anti-Cruelty Society came to the aid of approximately 27,000 animals through various programs and initiatives. These include the animal shelter, our high volume adoptions, veterinary services including a public spay/neuter program, cruelty complaint investigation, animal rescue, and animal behavior and training programs. Clearly, these would not be possible without the participation of hundreds of animal lovers like you, who selflessly donated over 30,000 hours to help the animals in our care.

You are joining us at a very exciting time, when your assistance is particularly critical to creating a brighter future for our animal companions. Since The Anti-Cruelty Society is now finding homes for all adoptable animals that come to us, we are further turning our attention to assist pets that are not yet adoptable through our rehabilitation centers. Just imagine how many additional animals can be rehabilitated and placed in loving homes with your help!

Equally exciting, The Anti-Cruelty Society is performing record numbers of spay/neuter operations, with over 13,000 surgical procedures projected for the coming year. Conducted in the home of Chicago's oldest and largest low-cost spay/neuter clinic, this amazing number of sterilizations prevents the birth of tens of thousands of unwanted kittens and puppies for whom there are just not enough loving homes. Whether you are helping with adoptions, in the veterinary clinic, with special events, in the office, or by opening your heart and home as a foster parent, you can take great pleasure in knowing that you are making a difference in the lives of the animals at The Anti-Cruelty Society.

We hope that your volunteer experience with us is as rewarding to you as it is to the animals you are caring for. Without the help of each and every one of you, our work assisting animals would not be possible.

Thank you again!

Sincerely,

*Robyn Barbiers, D.V.M*

President

*Darlene Duggan*

Director of Volunteer Services

*Lydia Krupinski*

Coordinator of Volunteer Services

## **THE ANTI-CRUELTY SOCIETY FOSTER PROGRAM**

By becoming an Anti-Cruelty Society Foster Volunteer, you provide a vital lifeline for cats, dogs, kittens, and puppies who are not ready for adoption room placement. The individual love and care you provide gives animals an opportunity to flourish in a home rather than in the shelter environment. Foster periods may vary from a couple of weeks to several months - but the impact on the person and pet last a lifetime.

Being a foster parent for homeless animals is a rewarding and gratifying experience. With the extra attention and socialization, animals that are fostered are more likely to be adopted into permanent, loving homes. Thanks to volunteers like you - we temporarily housed over 500 animals in 2009 and this number continues to grow!

In an effort to better the Foster Volunteer experience we have created the following manual to best serve your needs. In it we address questions and concerns that you may have while fostering with The Anti-Cruelty Society. The contents also include specific information regarding animal care and shelter policies – please be sure to review these carefully.

As a foster parent you will also enjoy many personal benefits. These include rehabilitating a sick or under-socialized animal, receiving a 10% discount in our shelter store, discounts to School of Dog Training classes, and access to continuing education lectures by staff and field experts. Once again – thank you for joining us in this incredible and important program - we couldn't do it without you!

## **ABOUT US**

**OUR MISSION – Building a community of caring by helping pets and educating people.**

**The Anti-Cruelty Society shall:**

- Provide compassionate care for any animal in need
- Attempt to find a home for every healthy or rehabilitatable dog and cat that comes to us
- Intervene to prevent cruelty to animals
- Partner with the community to educate on animal issues and inspire compassion and respect
- Provide low or no cost spaying or neutering

**VALUES – We will provide the best quality animal care through:**

- Collaboration – only through partnerships and relationships can we achieve our mission
- Excellence - we will strive to have a best practice model in all that we do
- Professionalism – we will act with integrity and in an ethical manner
- Leadership – we will plan for the next generation of issues that will impact our organization, our community and pets
- Communication – we will fearlessly outline and communicate our commitment to being advocates for animals
- Transparency – we support the Asilomar Accords and proudly and publicly report our statistics

**PHILOSOPHY** – At The Anti-Cruelty Society we believe:

- In an open door policy – we will not turn away any animal in need
- There are no time limits placed on any animal in our care
- That no healthy or rehabilitatable pet should be euthanized
- The key to pet overpopulation is sterilization
- That education can prevent cruelty, abuse and neglect and promote responsible pet ownership
- If an animal's quality of life is severely compromised, euthanasia is the humane alternative

**SINCE 1899...** The Anti-Cruelty Society has been committed to serving the needs of companion animals and the humans who care for—and about—them.

**OUR SECOND CENTURY** – Since 1999, the beginning of our second century of caring, we have found loving permanent homes for more than 40,000 pets, spayed or neutered more than 61,000 animals and taught messages of compassion and caring for the animals to more than 225,000 school-aged children and community groups

## **THE ANTI-CRUELTY SOCIETY POLICIES**

**Open Admissions Policy** – All animals that come through our doors receive the most humane treatment possible. No animal will be turned away, whether they are sick, injured, ill-tempered, young, old, feral, not wanted, or a stray. Maintaining an open admission shelter allows The Anti-Cruelty Society to take in animals that might otherwise be abandoned, neglected, or abused.

While the adoption guarantee organization is performing a valuable service, in many communities it is not enough. These shelters are limited admission facilities that only accept animals that are highly adoptable and on a space-available basis. The Anti-Cruelty Society recognizes the limitations of these low-capacity shelters, and for this reason has always implemented an open-admission policy. As a foster volunteer, you play an important role as a source of information about these, and other issues, for the potential adopters.

**Euthanasia** – Knowing that the shelter performs euthanasia is often the most difficult reality faced by volunteers.

- 57% of euthanasia's performed in 2009 were at the request of the owners due to illness, age, or behavior of the animal. Concerning shelter animals, euthanasia is performed prior to an animal's placement in foster care or an adoption room. Tests and evaluations are done by the clinic and staff to deem whether a cat or dog is fit for adoption. Animals who may be rehabilitated through veterinary care or behavioral therapy are placed in special programs. Animals are never euthanized for their age or for lack of space. Once an animal is placed in the Adoption Room, it will stay there until it is adopted. There is no time limit on a cat that is up for adoption.
- If an animal becomes sick, it may be moved to an isolation room, the Bruckner or Butts-Berger Rehabilitation Centers, placed in a foster home until the cat recuperates, or given to a rescue organization.
- If the previously mentioned options are unavailable, the cat may be euthanized. It is important to note that under exceptional circumstances, The Anti-Cruelty Society may euthanize cats that have been in the Adoption Room.

## OVERALL FOSTER PROGRAM GUIDELINES

**LICENSE** - The State of Illinois Department of Agriculture requires that every foster parent obtain a license that recognizes them as a foster household. The State and Anti-Cruelty Society have the authority to inspect each foster home. The annual fee for this license is \$25 and is collected by the shelter for payment to the State. The Anti-Cruelty Society will pay the fee in subsequent years, should you remain an active foster parent in good standing. If you become inactive in the Program for a twelve month period, you will be required to regain state licensure and pay the \$25 fee if you wish to resume fostering.

**OWNERSHIP** - Foster animals remain the legal property of The Anti-Cruelty Society while in foster care. Foster volunteers must return the animal to The Anti-Cruelty Society when requested.

**CONTACT INFORMATION** - The Volunteer Coordinators must be advised of any name, address or telephone number changes as soon as they occur.

**SCHEDULE** - We ask that you do not have any *planned* vacations or business trips on your calendar when contemplating a fostering period. You will be advised of the recommended length of the foster stay, but you should allow yourself an extra week or two. We understand that personal or professional emergencies come up from time to time. If this does occur, we recommend the following: A friend, neighbor or relative may tend to the animal(s). However, the Volunteer Coordinators **MUST** be advised of the name, daytime and evening telephone number of the person. Anti-Cruelty Society animal(s) in foster care should not be placed with Veterinary Clinics, Animal Hospitals, boarding facilities or the like without permission from The Anti-Cruelty Society. In any situation, animal(s) should be returned directly to The Anti-Cruelty Society if no other arrangements can be made.

**OTHER PETS** - For health reasons, it is better to foster an animal of another species than your resident pet(s). Most common dog and cat diseases are not transferable from one species to the other. We still urge you to keep the foster animal segregated from your resident pet(s). You should always wash your hands between handling a foster animal and your resident pet. Finally, check with your veterinarian to make sure that your own animals are up to date on their vaccinations. The Anti-Cruelty Society will not reimburse you for medical attention for your own resident pets.

**FOSTER INFORMATION** - The day you pick up an animal(s), you will be given a copy of a Foster Contract for each individual animal. It is important that you keep this in your possession and available when calling ACS with any concerns that you may have. You will easily be able to reference the animal(s) identification number, age, sex, breed, etc. This will enable us to respond to your concerns on a more comprehensive level. When you return the animal(s) after the foster period, it will also help the Receiving Department book your return in a more timely fashion.

**HOUSEHOLD HAZARDS** - Foster animals should not have any access to plants or flowers, electrical cords, or other hazardous materials. Survey the area where foster animals will be housed. Anticipate that as foster animals grow, or are rehabilitated, their capabilities may change (e.g. jumping over pet gate). Never allow foster or your own animals to ingest chocolate, or other human foods, as many can have negative health effects. Visit the following website for a comprehensive and continually updated list of Toxic and Non-Toxic Plants: <http://www.aspca.org/pet-care/poison-control/plants/>

**FOSTER ANIMALS** - It is not unusual for foster animals to have a reduced appetite for a day after the foster period begins. Remember that the animal is coping with new surroundings, new people and perhaps a new diet. All of this can be stressful. Allow your foster animal some time to adjust to its new environment.

- Most animals placed in foster care will be microchipped prior to departure from the shelter for permanent identification purposes.
- All animals are given de-worming medication upon arrival at ACS. However, further treatment may be required. Please monitor your foster animal(s) bowel movements. Loose or watery stools may be an indication of continued infestation and should be reported to the Volunteer Coordinator.
- The Anti-Cruelty Society recommends the use of stainless steel food and water bowls. They are most durable, easy to disinfect and keep free of contaminants. The best way to disinfect objects (toys, bowls, litter boxes, etc.) is with a mild bleach solution: 1 part bleach to 32 parts water (e.g. ½ cup household bleach in 1 gallon of water).
- It is important to recognize, regardless of the original cause for foster care, it is still possible that foster animals may become ill during the foster period. Animals that appear free of a contagious sickness upon veterinary examination may be incubating a viral or bacterial infection, and can show symptoms later on. Please inform the Volunteer Coordinator of any new symptoms.

All medical attention, exams, medications, and special foods for foster animals should be obtained from the Anti-Cruelty Society Clinic, free of charge. Our veterinarians are available seven days a week by phone or pre-arranged appointment. Please note that the clinic itself is closed to the public on weekends, although staff is present.

**SAFETY** - If you have children, they should be supervised at all times when in the presence of a foster animal. Should anyone be bitten or scratched (where the skin is broken) by the foster animal, the Volunteer Coordinator must be notified immediately. Be certain you scrub the affected area with hot water and soap. You should also seek the consultation of your health care provider as soon as possible. A bite report may need to be completed by the authorities, depending on your community. The animal should be returned to the Shelter as soon as possible for observation and will be examined by an Anti-Cruelty Society Veterinarian and Behaviorist.

**LOST** - Should an animal become lost or stolen, The Anti-Cruelty Society should be notified immediately. A police report should be made for any stolen animal.

**DEATH** - If a foster animal should die, it **must** be returned to the Anti-Cruelty Society as quickly as possible. This will be helpful in ascertaining the cause of death, and will also help in determining time frames or special disinfecting instructions before your next foster animal. Our Receiving Department is open 365 days a year between the hours of 9am and 6:45pm.

**BEHAVIOR PROBLEMS** - Our Animal Behaviorists are available to foster parents Monday through Fridays. Please contact the Volunteer Coordinator to speak with a designated staff member.

**EMERGENCY POLICY** – Any excessive vomiting, diarrhea, blood in the stool, loss of appetite and lethargy that occur for more than 24 hours may be a sign of serious illness. In these events it is important that Foster Volunteers contact a medical professional at The Anti-Cruelty Society as soon as possible by calling the main shelter number and dialing '0'. The Anti-Cruelty Society cannot reimburse Foster Volunteers for charges incurred at other facilities or clinics, so it is important to recognize these symptoms early, and to contact a member of the staff or clinic before our phone lines close at 7:30pm.

**ADOPTIONS** – Animals must be at least eight weeks of age and weigh at least two pounds before becoming eligible for the adoption room placement. Once these criteria are met and all obvious symptoms of any illness or injury have disappeared, a foster animal is ready to return to the ACS.

**THE FOSTER BLOG** – The Foster Blog is a resource for foster volunteers as well as an avenue for promoting current adoptable animals. To become a contributor to the foster blog, contact the Volunteer Coordinator and they will add you to the list of approved authors. You are welcome to post questions, suggestions, photos, and personality profiles of your animals. Many animals find their future homes because of the extra exposure received through the foster blog. The blog is located at the following url: <http://acsfosters.wordpress.com/>

## **FOSTER CANDIDATES**

The Anti-Cruelty Society reaches out to a diverse community of both animals and people. Because of this, we intake animals from various backgrounds in ranging conditions into the shelter. Some animals who find their way to The Anti-Cruelty Society may be too young, underweight, ill, or temperamentally unstable and therefore not ready adoption room placement.

This is where foster volunteers come in. Each week the Volunteer Coordinator sends out a general announcement which includes the current pool of Foster Candidates. Included in the information provided will be the animal's identification number, age, breed, foster reason, and estimated length of stay.

**SELECTING YOUR FOSTER** – When choosing an animal to foster, you will want to pay particular attention to the suggested foster length of stay as well as the reason for foster. You know your own availability best and can choose which animal/s is right for you. When selecting a foster, only choose animals who you feel confident in sheltering. If you have little experience dealing with older dogs with behavior issues, perhaps a puppy is a better fit. A litter of kittens that needs to be bottle fed six times a day may not be suitable for someone who works 8-10 hours on weekdays. In addition, fosters marked as "high risk" should only be fostered by experienced Foster Volunteers, as these animals may be more susceptible to complications or death. All fosters also run the potential of developing a communicable illness such as Bordetella or Upper Respiratory Infection – even if sent out for age, weight, or socialization. Keep all of these factors in mind when choosing who to bring home.

We have found that most young foster animals do better in pairs. If you're considering fostering a kitten or puppy who is amongst a litter, think about taking a sibling in as well. Many times young animals gain valuable socialization from their litter mates and provide round the clock companionship for the animal. Once you have chosen your foster animal/s, contact the Volunteer Coordinator and indicate who you are interested in and when you are available to pick them up.

## **PICK UP**

Check-in at the Adoption Center Lobby when picking up your foster animal/s. A customer service staff member will ask for your name and will confirm the number of animals you are signed up to foster. They will print out one contract per animal for you to sign, and will also provide you with copies. Please keep these files for reference during the entire length of the foster animals stay.

Once the contracts are signed a staff member will bring the animal/s to the front desk. Unless the animal is too young, they will be microchipped and will be wearing a collar with their unique Anti-Cruelty Society tag number. When picking up litters it is important to keep these collars on the animals to ensure proper identification during clinic visits and returns.

If you do not bring a carrier with you, the staff member will place smaller animals in a recyclable paper crate, or if the animal is walkable, will provide you with a leash. You will also be sent home with a bag of dry Science Diet food, free of charge. Fosters receive a 10% discount in our store and are encouraged to pick up any additional supplies and accessories at the time of pick up.

## **RETURN**

Our Receiving Department is open from 9:00 a.m. to 6:45 p.m. seven days a week. When returning a foster animal, staff will ask you for the name of the volunteer with which the animal was originally booked. Please keep this in mind if your partner or a friend is making the return. At the time of return is when you can present staff with a personality profile on your foster animal/s which will be included with their kennel card in the adoption room. The forms can be found at the end of this manual. Please note that any toys or personal items left with the animal may not make their way with the pet to the adoption room.

If your foster animal is a good candidate for our special return program, Ready, Set, Go, the Volunteer Coordinator will help you setup the necessary appointment with the clinic. This program requires that an animal be checked by a veterinarian and administered vaccinations a week before their return. It ensures that the animal will be given priority placement into an adoption room. This program is only available for animals above 1 year of age, who are already spayed or neutered, during seasons of low animal intake .

## **ADOPTION**

### **General Adoption Requirements:**

- Must be 18 years of age or older.
- Must have valid photo I.D. with current address.
- All members of the household should be present or contactable by telephone.
- Landlord's name and telephone number (or copy of lease)
- Payment of the adoption fee, payable by cash, check or charge.

### **Adoption Fee Covers:**

- Complete veterinary exam
- Inoculations against rabies and other diseases
- Heartworm test for dogs
- Feline leukemia test for cats
- Spaying or neutering (mandatory)
- Collar

- Lifetime ID tag (on The Anti-Cruelty Society's registry) and a permanent identification microchip
- Dog leash or cat carrier
- 15 day free post-adoption veterinary care in our clinic for any condition which may have been present but undetectable at the time of adoption

If you have a friend, relative, or co-worker who wishes to adopt your foster animal, they are welcome to complete an adoption application and submit it to the Volunteer Coordinator for review. The Coordinator will then follow up with the adopters to schedule a processing appointment.

1. If the animal is already spayed or neutered:
  - The animal can be returned on a Friday afternoon between 12:00 p.m. and 4:00 p.m.
  - The potential adopter should come in at the same time to complete adoption paperwork. All potential adopters must go through the same process as members of the general public. This process cannot be expedited.
2. If the animal is NOT spayed or neutered:
  - The animal is returned on a Thursday between 9:00 a.m. and 6:45 p.m through our Receiving Department. Receiving Agents should be told by the person doing the drop-off that this is a foster-to-adoption arrangement and provide the adopter's first and last name and daytime telephone number. Also, confirm with the Receiving Agent that the animal is not altered and needs to be transferred the following morning to the Clinic for surgery. This will help ensure that the animal is not fed that evening and that the proper paperwork is attached to the animal's kennel card. The Volunteer Coordinator will notify staff as well.
  - The prospective adopter will be asked to come to The Anti-Cruelty Society on a Friday afternoon, preferably between 3:00 and 4:00 p.m. to complete the adoption. Once the adoption is completed, the adopter can pick up the animal from the Clinic. The adopter must have their contract with them to perform the pickup. Animal pickups cannot occur before 4pm or after 5pm – so timing is key.

**OBTAINING INFORMATION ABOUT YOUR FOSTER RETURN** - At the time of return, you will be given invoice from the Receiving Department. This invoice will contain the animal's identification number. While we can never breach the privacy of an adopter - such as giving out name, address or telephone number - we can inform you of the status of the animal. You are welcome to e-mail the Volunteer Coordinator to find out the disposition of an animal you have fostered. Just reference the identification number allocated at the time of return. You can also regularly check the adopted animals list. We provide the secret link to this portion of our website in our weekly e-mail.

## **CAT & KITTEN CARE**

### **WHAT YOU WILL NEED –**

- Carrier
- Newspapers
- Size Appropriate Litter Pan
- Water Bowls
- Food Bowls
- Age Appropriate dry and canned food
- Old Towels
- Toys

## **GENERAL CARE**

- Always remember to kitty proof the area where the foster cat will be staying. Electrical cords, computer cables, telephone wires, drapes, anything valuable or irreplaceable, etc. should be removed or secured.
- Cats must be confined inside your home at all times. When transporting them to and from The Anti-Cruelty Society, they must be in a carrier.
- Cats clean themselves, so bathing is rarely if ever, required. Small kittens may not quite understand the concept of cleaning and preening themselves. A sponge bath is all that is needed.
- Nail clipping is fine, especially for kittens with razor sharp nails. Be careful when doing so, make sure you clip off only the curved end. Avoid the pink area where the veins are located.
- No cow's milk! It can cause diarrhea in some cats.
- Cats may develop hairballs. Frequent brushing will help alleviate this and will also keep their coat clean and shiny. If hairballs persist, commercially available products such as Petromalt are available at the ACS Store or other pet stores.

## **MEDICAL CONDITIONS**

### **Symptoms of Illness:**

- Runny discharge from the eyes or nose
- Lack of appetite
- Lethargy
- Diarrhea
- Vomiting
- Weight loss (or no gain if a kitten)
- Coughing and sneezing
- Congested breathing
- Unresponsiveness or unconsciousness
- Blood from any orifice or in elimination

**CLINIC ETIQUETTE:** Our veterinary clinic is a valuable resource for Foster Volunteers and the animals in your care. When requesting a veterinary consultation or visit, please be aware that unless there is an emergency, it may take up to a day for staff to return your call. Veterinarian Dr. Shudell has set time aside on Thursdays for "Open Foster Hours" between 3 and 5pm. During this time fosters are welcome to visit the clinic with their foster animal for a check-up. Please contact the Volunteer Coordinator to notify them of the visit so that proper medical records can be prepared.

**EMERGENCIES:** In case of an emergency please call the shelter operator by dialing 312.644.8338 and pressing "0." Notify the staff person that you are a foster parent needing immediate correspondence with a veterinarian. Emergencies can be described as an animal experiencing long-term lethargy and showing the following symptoms for over 24 hours: bloody stool, vomiting, and appetite loss. Please note that in the event a Foster Volunteer seeks outside clinical care, The Anti-Cruelty Society will not reimburse any costs incurred.

**UPPER RESPIRATORY INFECTION (URI)** - This "head cold" is very common among foster cats and kittens. Even if your foster animal appears healthy at discharge, the incubation period for URI is anywhere from 2 days to 2 weeks. It is primarily caused by some common viruses, but bacteria may be involved secondarily. Symptoms include: sneezing, runny nose or eyes, lack of appetite, lethargy and fever (over

103 degrees). It is most important that the cat continues to eat and nursing care can make all the difference. When they are congested, they can't smell food very well and may not want to eat. Offer smelly, fish-flavored canned food. Warming it up a bit in a microwave may help too. Gently clean the nose and eyes with a washcloth moistened with warm water. If discharges become greenish or yellowish in color, an antibiotic may be prescribed by an ACS veterinarian. If medication is prescribed, make sure to give the animal all doses until it is gone. Call an ACS Veterinarian if the animal is not showing any signs of improvement after one week, or if there is any deterioration in condition.

**VOMITING** - In cats and kittens can be caused by any number of problems. It may simply be that the animal is eating its meals too quickly. It can also be an early sign of something as severe as distemper. Please monitor your foster cats and kittens closely if they are vomiting, paying close attention to frequency, duration, consistency and color and report to the ACS veterinarians.

**DIARRHEA** – This can be caused by parasites, viruses, bacteria, changes in diet, stress and overfeeding. If the diarrhea is mild and the cat or kitten is otherwise alert, you should offer the animal less canned food (if you were at all) and more dry food. If the diarrhea is severe, lasts more than after 3-4 feedings, or contains any evidence of parasites or blood, you should contact an ACS Veterinarian and be prepared to bring a stool sample with you in a Ziploc bag. Although all animals are given a de-worming medication upon arrival at ACS, continued infestation may occur. If your foster animal has loose or watery stools or you can actually see worms in their fecal matter, you should schedule an appointment with an ACS Veterinarian so that they may be treated. Always be ready to bring a stool sample along.

**FLEAS/MITES** - Any cat or kitten found to have fleas shall be given a flea bath prior to departure from the Shelter. Any cat or kitten found to have ear mites will be treated prior to departure from the Shelter. You may notice a crumbly dark brown discharge in the outer ear canals. This is a residue that can be swabbed out gently with a cotton ball. Do not put anything (including "Q-tips") into the ear canal.

**RINGWORM** - Ringworm is a fungal infection (not a parasite) that appears as irregularly shaped spots of fur loss. The skin will appear rough and scaly. **Ringworm is contagious to other cats, dogs and humans.** If you notice any unusual fur loss, you should have the animal seen by an ACS Vet.

**SUDDEN DEATH** - Fading kitten syndrome (a.k.a. "sudden death") may occur in kittens that are particularly young, especially less than 6 weeks. While no one knows exactly why this occurs, it is suspected that the internal physiology of the kitten is so under-developed that it could not sustain itself. This may affect only one kitten in an entire litter.

**MEDICATION** - Never give a foster animal any medication-prescriptive or herbal-without consulting with an ACS Veterinarian first. Do not offer aspirin, Tylenol or ibuprofen. These drugs and their derivatives are toxic to felines.

**ASSISTANCE** - If, at any time, you have any concerns or questions, do not hesitate to contact the Volunteer Coordinator or an ACS Veterinarian.

#### **FELINE BEHAVIORAL/TEMPERAMENT ISSUES**

Common Behavioral Problems:

- Scratching
- Biting

- Inappropriate Elimination
- Aggression toward people, littermates or other animals

**SCRATCHING** – Cats scratch for a variety of reasons, both physical and behavioral. They do it for exercise, play, stretching and to remove dead layers of their nails. They also "mark" their territory with scent glands located in the pads of their feet. If a cat or kitten is inappropriately scratching your furniture, you may want to consider purchasing a post and training the cat to it. ACS recommends posts covered with rope or sisal and that is at least 3 feet tall. Carpeted posts do not always appeal to a cat. You may try sprinkling catnip on the base or side of the post to entice the kitty. An occasional treat reward may be used as well. Scratching on inappropriate surfaces (such as furniture) can also be lessened by the use of "sticky paws", a type of tape that makes scratching unappealing. It is available at any pet store.

**BITING** – Biting is not unusual during play. It may be the result of over-stimulation or the cat's innate predatory drive. If a cat or kitten begins to bite, have a toy handy and direct the animal's mouth toward it. The cat will learn to look for toys instead of hands. A loud "Ouch" will frequently work too. If you yell "Ouch", immediately stop handling or holding the animal. If the cat continues to bite, a 5 minute "time out" in a dark room (bathrooms are good) can also be effective. If a cat ambushes you by attacking your legs or feet, try using a squirt bottle filled with water and zap them once with it. If plain water does not work, add a bit of vinegar to the squirt bottle. Also try using a toy attached to a wand or stick and drag it behind you. Hopefully they'll attack that instead of your feet.

**INAPPROPRIATE ELIMINATION** – Inappropriate litterbox use may arise from physical or behavioral problems. Always rule out medical conditions first. A kitten may have "accidents" because its living area is too large and is unable to make it to the box in time. Keep kittens confined to one room with their box when you are unable to closely supervise them.

Cats may prefer to eliminate on the floor rather than in a soiled box. Scoop the litter box at least once a day. If using clay litter, clean the box and replace the filler at least once a week. If using clumping litter, add a little fresh litter after each cleaning. If you are unsure why your foster cat is not using its litter box, and medical reasons have been ruled out by the Clinic, call the Behavior Hotline Monday through Friday.

**AGGRESSION** – Aggression against people can frequently be handled using the techniques described to thwart biting. What we may view as over-aggression against littermates may be normal, natural behavior. Usually, they will settle everything amongst themselves. If your foster cat is exhibiting signs of excessive aggression, please contact the Behavior Hotline and the Volunteer Coordinator immediately.

## DOG & PUPPY CARE

### WHAT YOU WILL NEED:

- Large Carrier or Crate
- Newspapers
- Water Bowl
- Food Bowls
- Age Appropriate Food

**GENERAL CARE** - Always remember to "doggie" proof the area where the foster dog will be staying. Electrical cords, computer cables, telephone wires, drapes, anything valuable or irreplaceable, etc. should be removed or secured. Many dogs love to chew! Dogs must not be taken to Doggie Parks or Doggie Daycare Centers. Dogs must always be on leash when outdoors, or in a secure, fenced backyard, with supervision. Nail clipping is fine, especially for puppies with very sharp nails. Be careful when doing so, make sure you clip off only the curved end. Avoid the pink area where the veins are located. Puppies in particular are a chore to keep clean. Frequent sponge baths may be needed to keep their paws free of fecal material. If giving a full bath, always use a mild shampoo. Make sure chew toys are manufactured here in the United States. Foreign imports may contain pesticides or chemical preservatives.

## **MEDICAL CONDITIONS**

### **Symptoms of Illness:**

- Runny discharge from the eyes or nose
- Lack of appetite
- Lethargy
- Diarrhea
- Vomiting
- Weight loss (or no gain if a puppy)
- Coughing and sneezing
- Congested breathing
- Unresponsiveness or unconsciousness
- Blood from any orifice or in elimination

**CLINIC ETIQUETTE:** Our veterinary clinic is a valuable resource for Foster Volunteers and the animals in your care. When requesting a veterinary consultation or visit, please be aware that unless there is an emergency, it may take up to a day for staff to return your call. Veterinarian Dr. Shudell has set time aside on Thursdays for "Open Foster Hours" between 3 and 5pm. During this time fosters are welcome to visit the clinic with their foster animal for a check-up. Please contact the Volunteer Coordinator to notify them of the visit so that proper medical records can be prepared.

**EMERGENCIES:** In case of an emergency please call the shelter operator by dialing 312.633.8338 and pressing "0." Notify the staff person that you are a foster parent needing immediate correspondence with a veterinarian. Emergencies can be described as an animal experiencing long-term lethargy and showing the following symptoms for over 24 hours: bloody stool, vomiting, and appetite loss. Please note that in the event a Foster Volunteer seeks outside clinical care, The Anti-Cruelty Society will not reimburse any costs incurred.

**KENNEL COUGH** - Kennel cough is very common among foster dogs and puppies. Even if your foster animal appears healthy, the incubation period for kennel cough is anywhere from 5 to 15 days. It is caused by a virus, but bacteria may be involved secondarily. The major symptom of kennel cough is a dry, harsh cough that is worsened with exercise or excitement. Dogs usually do not run a fever. Other symptoms include sneezing, snorting, gagging and a discharge from the nose or eyes. Ensure that the animal is drinking plenty of water. If need be, gently clean the nose and eyes with a washcloth moistened with warm water. If discharges become greenish or yellowish in color, an antibiotic may be prescribed by the ACS Veterinarian. If medication is prescribed, make sure to give the animal all doses until it is gone. If the cough is severe, our Veterinarians may recommend the use of specific over-the-counter cough preparations. It is imperative that you use only the particular formulations given. Others

formulations may contain harmful ingredients. Contact an ACS Veterinarian if the animal is not showing any signs of improvement after 10 days, or if there is any deterioration in condition.

**DIARRHEA** - can be caused by parasites, viruses, bacteria, changes in diet, stress and overfeeding. If the diarrhea is mild and the puppy or dog is otherwise alert, you should offer the animal less canned food (if you were at all) and more dry food. If the diarrhea is severe, lasts more than after 3-4 feedings or contains any evidence of parasites or blood, you should contact an ACS Veterinarian and be prepared to bring a stool sample with you in a Ziploc bag. Although all animals are given a de-worming medication upon arrival at ACS, continued infestation may occur. If your foster animal has loose or watery stools or you can actually see worms in their fecal matter, you should schedule an appointment with an ACS Veterinarian so that they may be treated. Always be ready to bring a stool sample along.

**VOMITING** - in dogs and puppies can be caused by any number of reasons. It may simply be that the animal is eating meals too quickly. It can also be an early sign of something as severe as parvovirus. Please monitor your foster dogs and puppies very closely if they are vomiting, paying close attention to frequency, duration, consistency and color and report to the ACS veterinarian.

**FLEAS/MITES** - Any dog or puppy found to have ear mites will be treated prior to departure from the Shelter. You may notice a crumbly dark brown discharge in the outer ear canals. This is a residue that can be swabbed out gently with a cotton ball. Do not put anything (including "Q-tips") into the ear canal.

**RINGWORM** - Ringworm is a fungal infection (not a parasite) that appears as a pink or reddish shaped ring. The dog's fur in that area may fall out, leaving a round bare spot. **Ringworm is contagious to other cats, dogs and humans.** If you notice any unusual fur loss, you should have the animal seen by an ACS Vet.

**SUDDEN DEATH** - Fading puppy syndrome (a.k.a. "sudden death") may occur in puppies that are particularly young, especially less than 6 weeks. While no one knows exactly why this occurs, it is suspected that the internal physiology of the puppy is so under-developed that it could not sustain itself. This may affect only one puppy in an entire litter.

**MEDICATION** - Never give a foster animal any medication-prescriptive or herbal-without consulting with an ACS Veterinarian first. Do not offer aspirin, Tylenol or ibuprofen. These drugs and their derivatives are toxic to canines.

**ASSISTANCE** - If, at any time, you have any concerns or questions, do not hesitate to contact the Foster Program Coordinator or an ACS veterinarian.

### **CANINE BEHAVIORAL/TEMPERAMENT ISSUES**

Common Behavioral Problems:

- Housebreaking
- Separation anxiety
- Bossy behavior
- Aggression toward people, littermates or other animals

**HOUSEBREAKING** – Housebreaking can be difficult to achieve during the brevity of a foster period. However, you can get an animal well on its way to an "accident" free life. What is first and foremost is

establishing a routine. Once a schedule has been set, be consistent! Dogs and puppies need to eliminate after a nap, after exercise or play and after eating and/or drinking. You may choose to paper train, crate train or outdoor train. This is a personal preference. Should you choose to paper train, designate ONE area where you will lay the newspaper (a kitchen or bathroom floor would be ideal).

To outdoor train, also designate ONE area where the animal can eliminate. This area should be secure, grassy and offer some privacy. Choose an area nearby. Once you've decided upon one of these two options, the first step is to take the animal to the elimination area and encourage the animal to eliminate. If outdoor training, keep the animal on leash. Do not allow the animal to wander. If the animal has not eliminated after 10 minutes, and you suspect that they may need to, bring them back inside, but do not remove the leash. Keep them within visual range. When you see the animal begin to prepare to eliminate (circling, sniffing), calmly tell him "Not here" and rush back to the designated area. If he eliminates, verbally praise them. If not, take them back indoors and start over. If they show no signs of preparing to eliminate within 20 minutes, take them out again. Repeat until they eliminate. It is also a good idea to leave the urine or stool undisturbed until the pup's next trip. Most dogs will eliminate where they have done so previously.

**SEPARATION ANXIETY** – Some people may choose to crate train an animal. An important thing to keep in mind is proper crate size - if the crate is too big for the animal, he can relieve himself in a far corner of the crate and still have a clean sleeping area. The crate should be large enough for the animal to stand up, stretch, turn around and lie down comfortably.

If your animal throws a temper tantrum during the early stages of training, do NOT let them out until they are quiet. If you let them out, they will have learned that temper tantrums work. Instead, tell the dog "NO! Quiet!" in a mild voice. Once the dog calms, open the door in a matter-of-fact fashion. Take the dog to their outdoor elimination area immediately after letting them out of the crate, especially if they have been crated for a couple of hours. It is not unusual for a previously housetrained dog to have a few accidents once placed in foster care. The animal will need time to adjust to its new schedule and environment. If the dog does have an accident and you don't find it for a while, it's already much too late to correct the dog. You have to catch them in the act. When you do catch them, interrupt him "Nope.. .ahhh ahhh!" and take them outside to your previously designated area. When cleaning up any accidents, do not use ammonia-based cleaners. Urine is composed mostly of ammonia and an ammonia cleaner will bring the dog right back to that spot. Use instead any product that contains an enzymatic component such as Nature's Miracle.

Separation anxiety affects both dogs and puppies. Separation anxiety leads to destructive behaviors such as chewing, scratching, barking, howling and "accidents" in the house. Boredom and anxiety are the biggest reason for destructive behavior. Keep your dog occupied with chew toys. Filling a Kong with peanut butter or soft treats will keep a dog busy for a long time. Make sure you give the animal a lot of exercise time and mental stimulation. Don't "baby" them by lavishing them with too much attention as this can create over-dependence.

**OVERLY ASSERTIVE DOGS** – Bossy or overly-assertive dogs are conditioned that way from an early age. As dogs are "pack" animals, they establish themselves in a hierarchy as pups. Those at the top of the pyramid - the pack leaders - are frequently territorial, possessive, demanding and uncooperative. As obnoxious as they may seem, they should never be corrected with physical or heavy-handed techniques. Never hit a dog with any object! When an animal attempts to get your attention in an inappropriate way (i.e., nudging you with his head, pawing you), walk away and ignore the animal.

Another suggestion would be to disregard the behavior while issuing a command such as "sit". Never tease such a dog with a game of "tug of war".

**AGRESSION** – A dog's aggression can come in many forms: defensive, dominance, possessive, territorial and predatory. There are no easy solutions to aggressive behavior, and aggression frequently is multi-faceted. If your foster dog exhibits aggressive behavior, please contact the Volunteer Coordinator immediately.

## FOSTER TO FOSTER TIPS

The following advice was compiled by experienced Foster Volunteers. Thank you to everyone who has contributed to this list!

- “Heating pads are great for keeping tiny underweight kittens warm – just be sure to keep the setting low!”
- “First thing we do when we get our kittens home, we wrap them gently in a towel and take out one paw at a time in order to clip their nails. The towel keeps them from squirming and it makes it possible for one person to do the entire nail clipping themselves. You don't need a special nail clipper to clip kitten nails.”
- Puppies and kittens love a toasty towel after a quick bath.
- “We always put fosters in a nice cozy small clean place to rest. We leave water, an animal bed, small toys and litter for cats. They have been through a lot, coming home from the shelter, being handled and bathed and they like a good nap and a little relaxation time to de-stress and settle in before being expected to socialize or even eat.”
- “We find that by waiting to introduce food for a couple of hours, our fosters are much more likely to start eating when we bring the food to them. If you just have food sitting there when they first come home, they are likely to remain uninterested.”
- Provide fresh, cool water for your fosters that is available to them at all times.
- If your foster is being picky about their dry food – try a tiny bit of high-quality wet food to stir their appetites. If they're still not eating, pop their food in the microwave for a few seconds to release the aroma. Be sure to check that the food is not too hot.
- Some cats have sensitive whiskers. If they're not interested in food from a bowl – try a plate.
- Animals who are experiencing URI or Kennel Cough symptoms find relief if placed in a foggy bathroom. Just pop your foster in next time someone's taking a hot shower and the steam coming from within it can clear their sinuses.
- “It's easiest not to have connecting food and water bowls. Young animals are messy and you'll be amazed at how much time you can spend cleaning food out of the water bowl when it is attached to the food bowl. If you already have a combination bowl, use it just for water and get something else for food.”
- “Have a picky adult cat? Try giving them some cuddle time. Some cats are social eaters and will chow down if touched.”
- If your foster is mouthy, try substituting flesh with toys and snacks. Balls and rawhides are great for dogs while catnip-filled mice will redirect cats.
- Buy childproof cabinet locks to make sure fosters, especially puppies, don't get into cabinets and ingest harmful chemicals and cleaning agents.
- “Always have on hand some boneless, skinless chicken breast meat that can be prepared quickly (boiled/poached) so that you are not at a loss for what to feed fosters in case they have indigestion. After a few meals of chicken (sometimes mixed with white rice, sometimes not) and quiet time, I gradually introduce regular cat food and this solves the problem.”
- “I keep on hand some fleece baby blankets, baby shampoo, and some super absorbant kitchen towels (just the right size) in case a clean up is needed.”

## IMPORTANT CONTACTS LIST

### MAIN TELEPHONE NUMBER

312-644-8338

### VOLUNTEER COORDINATOR

*Lydia Krupinski*

lkrupinski@anticruelty.org

x330

### VOLUNTEER DIRECTOR

*Darlene Duggan*

dduggan@anticruelty.org

x313

### ANIMAL BEHAVIOR & TRAINING

Animal Behaviorists are available Monday through Friday. Leave a detailed message on the voice mail. Most behavior calls are returned the following afternoon. Please identify yourself as a foster parent when leaving a voicemail. Your calls will be a priority.

*Karen Okura*

Animal Behavior & Training Manager

kokura@anticruelty.org

x343

*Melissa Klett* Animal

Behavior & Training Specialist

mklett@anticruelty.org

x315

### VETERINARY CLINIC

x 350 or 351

*The Clinic's switchboard is open Monday through Friday, 10:00 a.m. to 4:00 p.m.*

The receptionist will take a message for one of our Veterinarians. A doctor will then contact you at their earliest opportunity. Please always identify yourself as a foster parent when leaving messages and include the animal/s number/s found on your foster contract. On weekends, you will have to leave a message with the main switchboard operator by dialing the main number (312) 644-8338, then 0. The weekend Veterinarian on duty will return your call as soon as possible. The Clinic accepts clients by appointment only. There is no "walk-in" service available. Veterinarians are on staff seven days a week to assist you.

## Foster Personality Profile—CATS

Hello! Before I was placed in the adoption room here at the Anti-Cruelty Society, I spent some time in a wonderful foster home. Sometimes, staff at the ACS want special animals like me to develop and mature in a home rather than in the stressful shelter environment. I had a fantastic time in my foster home, but now I am ready to find my permanent home. Here are some things my foster parents had to say about me:

Name \_\_\_\_\_ Animal Number \_\_\_\_\_

Breed \_\_\_\_\_ Sex \_\_\_\_\_ Age \_\_\_\_\_

Time I was in foster care \_\_\_\_\_ I was fostered because \_\_\_\_\_

I like to eat this type of food and at these times of day \_\_\_\_\_

My favorite treats are \_\_\_\_\_

Am I potty trained?  yes!  not yet, I'm working on it! Type of litter I prefer \_\_\_\_\_

These are my favorite toys \_\_\_\_\_ My favorite games \_\_\_\_\_

At bedtime, I slept \_\_\_\_\_ During the day, I was kept \_\_\_\_\_

Sometimes, I am afraid of \_\_\_\_\_

These are my good habits \_\_\_\_\_

Things I'm working on \_\_\_\_\_

I am good with children:

yes  not really Kids in my permanent home should be this old \_\_\_\_\_

I am good with other animals:

yes  some  no way, I need to be the only pet in the house!

These are the other animals I get along well

with \_\_\_\_\_



## **Foster Personality Profile—DOGS**

Hello! Before I was placed in the adoption room here at the Anti-Cruelty Society, I spent some time in a wonderful foster home. Sometimes, staff at the ACS want special animals like me to develop and mature in a home rather than in the stressful shelter environment. I had a fantastic time in my foster home, but now I am ready to find my permanent home. Here are some things my foster parents had to say about me:

Name \_\_\_\_\_ Animal Number \_\_\_\_\_

Breed \_\_\_\_\_ Sex \_\_\_\_\_ Age \_\_\_\_\_

Time I was in foster care \_\_\_\_\_ I was fostered because \_\_\_\_\_

I like to eat this type of food and at these times of day \_\_\_\_\_

My favorite treats are \_\_\_\_\_

Am I potty trained?       yes!       not yet, I'm working on it!

These are my favorite toys \_\_\_\_\_ My favorite games \_\_\_\_\_

At bedtime, I slept \_\_\_\_\_ During the day, I was kept \_\_\_\_\_

When I was left alone in the house, this is where I was kept \_\_\_\_\_

My usual reaction to being left alone was \_\_\_\_\_

Sometimes, I am afraid of \_\_\_\_\_

These are my good habits \_\_\_\_\_

These are things I'm working on \_\_\_\_\_

I am good with children:

yes    not really   Kids in my permanent home should be this old \_\_\_\_\_

I am good with other animals:

yes       some       no way, I need to be the only pet in the house!

These are the other animals I get along well with \_\_\_\_\_

