

Seattle Animal Shelter Foster Dog Program Case Management



Main Duties: To support foster parents for the duration of their foster experience, to act as a liaison between foster parents, team lead(s) & staff, & to assist the Foster Parents (FPs) in getting their dog adopted into a good home quickly.

Goals:

- Best care possible for each foster dog
- Well-supported foster parents (increase likelihood of fostering again)
- Adoptions as quickly as possible into good homes: requires that we increase adoptability, ensure smooth communication and actively market the dogs

Primary Responsibilities:

- Facilitate **communications and updates** between the FPs, team lead(s), and staff.
Staff = [insert staff names and titles here]
 - Any significant information should be communicated to the team lead(s) in a timely manner. This includes, but is not limited to, medical issues or improvements, behavioral issues or improvements, FP questions or concerns you are not able to address, requests for transfers, scheduled meet and greets, other follow-ups regarding potential adopters.
 - Any bites, lost dogs, accidents, or major issues must immediately be reported to the staff and team lead(s).
 - “2012 Foster Parents”: Complete FP contact info fields upon case assignment. This allows staff and team lead(s) to quickly contact the FPs if need be.
 - “Dogs in Foster Care 2012”: Update spreadsheet **weekly** with pertinent information, adding your initials and the date. If there is nothing significant to report, no update is necessary.
 - If a FP is unresponsive to your communications, please let the team lead(s) know, as this is unacceptable and will need to be addressed.
- Be the **primary point of contact** for the FPs, answering questions, facilitating the adoption process, resolving issues, providing resources and/or enlisting the help of the staff or team.
 - A ton of information is in the FP manual. Refer to team lead(s) for more help.
 - When possible, consult the team lead(s) before contacting staff members. They receive a tremendous amount of email and often your question can be answered by the lead(s). If you do need to contact a staff member, always copy team lead(s).
 - Never play veterinarian. FP must call vet-line with medical issues and before going to an approved vet. **[insert phone number here]**
 - I find it helpful to have a resource list for crate-training, housebreaking, loose-leash walking, etc.
 - We have a small resource library in XX’s office, available for check-out.

- Ensure FPs have the **supplies** they need to foster, including immunization records, harnesses, SAS Foster Dog tag with FPs name & phone #, crate, “Adopt Me” vest, bedding, toys, bowls, etc. See “Checklist for Picking Up Your Foster Dog”.
- Assist the FPs with **marketing**.
 - Help FPs get good bios and pictures posted and/or revised. A well-written, accurate bio and great photos are CRITICAL to getting dogs adopted. Please take some time to understand what good bios and photos entail. Please review the bios before forwarding to XX for Petfinder posting.
 - If the foster parents are not able to get good pictures on their own, XX can be engaged to assist with professional photographs.
 - Dogs that have been in foster care for more than a month should have a video made. XX is our volunteer videographer.
 - See FP Manual for marketing ideas.
 - Forward flyers made by XX to FP via email. XX makes these every week or so as new dogs are added to Petfinder. Watch your email for the PDF file.
 - XX automatically posts pits on xxx.org; XX posts seniors on yyy.org
- Help FPs find foster **sitters and/or transfers**.
 - Email XX for sitters.
 - Speak with the team lead(s) for transfers, as behavioral or other issues, including re-assessment of the FP’s skill level, may need to be addressed.
- Help foster parents **enroll in dog training classes**.
- Help foster parents utilize the **K9 Fun Zone** as appropriate.
- Optional: You may wish to attend meet and greets with potential adopters, for moral support, if for no other reason. You may understand dog body language well, or your FP may want your impression of the applicant. Case Managers are not expected to do this however.
 - If a foster dog is meeting a resident dog(s) at a meet and greet, an officer MUST be present to supervise.
 - All members of adoption applicant’s household must meet the dog before they can adopt it.
- SPECIFIC TO PUPPIES:
 - Encourage socialization and puppy playgroup attendance. *See Puppy Socialization Tips and *Seattle Puppy Playgroups.
 - At 8 weeks, most puppies are ready for S/N surgery. Have FP call the SAS S/N Clinic to schedule. Dogs must be healthy and of a certain weight, and ACOs can assist in recommended timing. Dr. XX makes the final determination if a puppy is ready for surgery.
 - Housebreaking and crate-training are 2 valuable skills that increase adoptability, so encourage both.
 - Monitor puppies’ health particularly closely, as they are more susceptible than adults.

****Please record any hours you spend on Case Management in the SAS volunteer system!!!****

Online “Reference Library” Items:

- General:
 - Dog Foster Agreement- Please review the agreement so you’ve a firm understanding of the rules
 - Foster Dog Team Contact Info
 - Foster Approved Vet List-July2012
 - Medicine Reference Guide 2011
 - SAS Foster Dog Manual-3.2012
 - SAS Dog Handling Manual 01.2011
 - Approved Dog Trainers and Facilities (*will be adding enrollment process, ask me for now)
 - K9 Fun Zone Process
 - Volunteer Reimbursement Form
 - Checklist for Picking Up a Dog
 - Case Management Checklist
 - Emergency Procedures (*will be adding this week)

- For Puppies:
 - Seattle Approved Puppy Playgroups 2011
 - Age requirements for S/N Surgery and Rabies Vaccination
 - Fasting Requirements Pre-S/N Operation-S/N Operation
 - Puppy Socialization Tips