

Short Term (Vacation) & Sleepover

Foster Program Manual

**Hayward Animal Shelter**

**16 Barnes Ct.**

**Hayward, CA 94544**

**510-293-7200**

[Animal.Services@Hayward-ca.gov](mailto:Animal.Services@Hayward-ca.gov)

[www.Haywardanimals.org](http://www.Haywardanimals.org)

11/27/19

**WELCOME!**

First and foremost, THANK YOU for gifting your time to our shelter animals! As a foster caregiver, your work is invaluable in saving lives. A foster caregiver’s role is to love, care for, learn about and help market foster pets to adopters. Many animals suffer behaviorally, mentally, emotionally and physically in a shelter setting and a foster home can change the game for them. By taking them out for a sleepover or vacation, our temporary residents can exert pent up energy, decompress from a sometimes-stressful shelter environment, as well as be mentally stimulated to new experiences and people! As a result, our animals are less anxious or exuberant when they meet potential adopters and we gain valuable information about their behaviors outside of the shelter that we can use to further promote them for adoption into permanent homes.

**Important Numbers and Contact Information**

**Hayward Animal Services Bureau (HASB)**

Main line: 510-293-7200

**Hayward Animal Shelter**

Inside line: 510-881-7931

**Hayward Animal Shelter Supervisors**

Cristabel Nakata 510-520-8264 (Cell)

Email: [Cristabel.Nakata@Hayward-ca.gov](mailto:Cristabel.Nakata@Hayward-ca.gov)

Schedule: Sunday - Thursday

Nikki Rappa 510-427-2025 (Cell)

Email: [Heather.Rappa@Hayward-ca.gov](mailto:Heather.Rappa@Hayward-ca.gov)

Schedule: Tuesday - Saturday

**SUPERVISORS ARE AVAILABLE BY PHONE AFTERHOURS FOR EMERGENCY PURPOSES ONLY!**

**Hayward Animal Services email address**

Animal.Services@Hayward-ca.gov

**HASB Foster Care Program**

In case of an After-Hours Emergency

Hayward Animal Shelter has a Supervisor on-duty seven days a week from 8:15 a.m. – 5:15 p.m.

For after-hour emergencies contact a HASB Supervisor by phone:

Heather “Nikki” Rappa Cristabel Nakata

510-427-2025 510-520-8264

**\*\*\*All visits to the emergency clinic must be approved in advance\*\*\***

VCA Bay Area Veterinary Specialists & Emergency Hospital

14790 Washington Ave in San Leandro

510-483-7387

If your foster animal becomes injured and/or is showing any of the following signs/symptoms, please contact the HASB Foster Coordinator or HASB Supervisor immediately as the animal may require immediate medical attention:

* Sudden or blowout diarrhea where dog has no control at all
* Temperatures over 104 degrees
* Extreme dehydration – If you pinch the skin and the skin remains tented for 5 seconds. (The eyes may appear to be sunken in. The gums will feel dry or tacky.)
* Excessive vomiting or vomiting blood or green or yellow bile
* Vomiting combined with diarrhea and lethargy
* Difficulty breathing or very shallow or labored breathing
* Extreme lethargy - dog is barely moving or not moving at all
* Swelling of the face or eyes
* Prolapsed rectum
* Ingestion of something toxic
* Swollen or broken limbs
* Seizures
* Uncontrolled bleeding
* Sudden disorientation or incoordination
* Anything else that makes you think that your dog is in pain or in danger of passing away

Signs/Symptoms not requiring immediate attention:

If you notice that your foster animal has any of the following symptoms, but the animal is alert, active, eating and drinking well, please notify the foster coordinator by text or by email so that it can be determined how best to proceed.

\*mild, cold-like symptoms (sneezing or coughing occasionally, clear ocular or nasal discharge) \* mild diarrhea \*vomiting \*yellow/green ocular discharge \*previously undocumented hair loss \*limping

**Foster Program Policies and Procedures**

**Legal Guardianship**

All animals in foster care are the property of the Hayward Animal Services Bureau and are subject to all applicable HASB policies, rules and restrictions.

The HASB reserves the right to perform home checks in order to ensure that foster animals are being adequately and appropriately cared for.

If a foster care provider refuses to return a foster animal upon request by HASB staff, or has improperly transferred an animal to another individual or entity, the foster care provider will be permanently removed from the foster program and the HASB may initiate appropriate legal action in order to secure the return of the animal.

Only animals that have been spayed/neutered, rabies vaccinated (dogs) and microchipped are eligible to participate in the foster program.

**Housing and Care Requirements**

Foster caregivers are expected to follow and abide by all policies and procedures regarding proper care of foster animals, including giving them proper food, access to water at all times, daylight, socialization, health care, etc. Foster animals must be kept in climate-controlled homes where the temperature is kept between 60 and 80° F.

Foster caregivers are only allowed to treat foster animals with medications and supplements prescribed by HASB staff, unless alternative care arrangements have been approved by the foster coordinator.

**Puppies and Dogs**

Puppies should never be left unsupervised outdoors. High traffic areas, such as the park, animal stores, public sidewalks/trails, etc., should be avoided, as puppies can be susceptible to deadly diseases that could be lurking there.

Dogs can go outside for supervised play time/exercise. While outdoors, foster dogs must be kept on leash or in a securely fenced rear yard. Some dogs can jump/climb over or dig under fences surprisingly fast, so please do not leave your foster dogs unsupervised in the yard.

Check your backyard fence line and property for holes, lose planks, poisonous plants, foxtails, and other dangerous household items. Even if you have/had a dog that has never gotten loose, please don’t assume that your property is secure. Again, we don’t know the history of most of the dogs that come to us as the majority of them were strays.

Foster dogs that do not have a prior history with each other should not be combined in a foster home unless the foster care provider has sought and been given permission by the foster coordinator.

Foster dogs are prohibited from socializing with other dogs, unless an exception has been made by the HASB Foster Coordinator or HASB Supervisor.

Bathrooms, baby gates and crates can be useful tools for keeping animals separate or keeping your foster dog secure and out of areas of the home you do not want them in.

**Foster dogs are prohibited from going to off leash dog parks or other off leash areas.** **Dogs must be on leash, under your control, at all times**.

During walks, a minimum 10-feet should be maintained between fosters dogs and other animals, unless an exception has been made by the HASB Foster Coordinator or HASB Supervisor.

**Dogs - Riding in the car**

* Dogs should be confined or secured: either in a crate or by doggie seatbelt.
* Windows should not be rolled all the way down to prevent the dog from jumping out.

**Keep the following in mind:**

* If the dog will be visiting a place other than your home during your time together, consider whether they will truly benefit from, and enjoy the particular environment to which you will be taking them. Think about the surroundings, the traffic (both people and other animals), and whether the environment may cause further stress to your chosen dog.
* Crowded public areas should be avoided, including school grounds.
* Fearful dogs may not enjoy going for walks. They may prefer staying indoors where they can simply enjoy the company of their foster family and decompress.
* Fearful dogs should not be taken to public locations such as Starbucks or dog friendly restaurants.
* Have a blast! Ride in the car, walk in the neighborhood, play, watch TV, whatever you want to do within the limits outlined above. Use structure, kindness, attention, training, and snuggling as needed. Some dogs will want to spend their time resting and some will want to do lots of fun things.
* Keep in mind the dog’s safety and needs, and yours, and have fun!

**Kittens and Cats**

Kittens and cats in foster care should be kept indoors only. When being transported, cats and kittens must be kept in secure carriers.

**Additional Requirements**

Children under the age of 16 should not be left unsupervised with any foster animals.

Children under the age of 18 shall not be in control of the foster dog’s leash at anytime outside of the shelter or foster home.

Foster dog’s leash shall only be controlled by the approved foster caregiver when outside of the home.

**Foster caregivers must notify the HASB Foster Coordinator or HASB Supervisor immediately if a foster animal bites a person or other animal.**

**If a foster pet gets loose, the HASB Foster care Coordinator or HASB Supervisor should be contacted immediately.**

**Supplies**

HASB will provide foster care providers with certain supplies –

* Food – enough for 1 week. (this includes formula when needed for foster kittens) Recommended feeding amount will be provided.
* Any medications, supplements or prescription diets that have been prescribed by our veterinary staff
* Cat litter – enough for 1-2 nights
* Other items (based on availability and need)
  + Ex. Crate, dog bed, poop bags, toys, treats, Kong
* “Adopt Me” Vest for dogs
* Crate or seatbelt for dogs or plastic carrier for cats
* Hayward Animal Shelter ID band with ID number clearly visible on it
* HASB identification tag or City of Hayward dog license attached to dog’s collar
* HASB Business cards

Please remember: any money spent on foster care may be tax deductible as donations!

**Feeding**

At HASB, we feed adult animals dry Science Diet, once daily in the mornings. You do not need to keep your foster pet on the same schedule. The amount recommended to feed your foster pet will be provided.

Fresh water should be available for your foster pet to drink at all times.

Some human foods are toxic to animals or can give them upset tummies. Please DO NOT give your pet human food.

**Health and Temperament**

HASB will be as accurate as possible when providing information about the medical and behavioral health of animals seeking foster placement.

HASB **cannot guarantee the health and temperament** of the foster animal. Therefore, HASB recommends that foster animals be kept separated from your own animals. HASB recommends that you keep all of your animals up to date on their vaccinations (usually this means being vaccinated annually). If you have other animals, HASB recommends contacting your veterinarian before fostering to help ensure the health of your animals.

Foster caregivers are required to be as accurate as possible about their foster animal’s health and behavior when reporting back to the shelter. This will assist the shelter in determining the proper medical treatment, training, rescue or adoption need for the animal.

**Medical Care**

All animals entering the shelter receive the following vaccinations, flea preventative and dewormers on impound:

|  |  |
| --- | --- |
| **DOGS** | **CATS** |
| DHPPV | FVRCP |
| Bordatella | Activyl |
| Activyl | Nemex, Strongid or Drontal |
| Nemex, Strongid or Drontal |  |

**Sick or Injured Fosters**

If you notice that your foster animal has mild, cold-like symptoms (sneezing or coughing occasionally, clear ocular or nasal discharge), diarrhea, have vomited, or has undocumented hair loss, but are alert, active, eating and drinking well, please notify the HASB Foster coordinator or HASB Supervisor by email so that it can be determined how best to proceed.

If your foster animal becomes injured or is showing more severe symptoms of illness, please contact the HASB Foster Coordinator or HASB Supervisor immediately as the animal may require immediate medical attention.

**Examples of conditions that need to be reported immediately:**

* Sudden or blowout diarrhea where dog has no control at all
* Temperatures over 104 degrees
* Extreme dehydration – If you pinch the skin and the skin remains tented for 5 seconds. (The eyes may appear to be sunken in. The gums will feel dry or tacky.)
* Excessive vomiting or vomiting blood or green or yellow bile
* Vomiting combined with diarrhea and lethargy
* Difficulty breathing or very shallow or labored breathing
* Extreme lethargy - dog is barely moving or not moving at all
* Swelling of the face or eyes
* Prolapsed rectum
* Ingestion of something toxic
* Swollen or broken limbs
* Seizures
* Uncontrolled bleeding
* Sudden disorientation or incoordination
* Anything else that makes you think that your dog is in pain or in danger of passing away

**In Case of an After-Hours Emergency**

If your foster animal is having an urgent, life threatening medical issue while the shelter is closed, contact the HASB Foster Coordinator or HASB Supervisor immediately. You may be directed to take your foster to the VCA Bay Area Veterinary Specialist and Emergency Hospital in San Leandro.

VCA Bay Area Veterinary Specialists & Emergency Hospital

14790 Washington Ave in San Leandro

510-483-7387

**All visits to the emergency clinic must be approved in advance.**

When you present your foster animal to the emergency clinic, you must inform the staff there that it is a Hayward Animal Shelter foster animal. If you know your foster pet’s shelter identification number, please provide to emergency clinic staff at that time. The emergency clinic staff will then contact designated HASB staff to verify that treatment can be provided. HASB does not authorize significant diagnostics or life-saving treatment to be provided. Treatment to make the animal comfortable and pain free may be authorized until the animal can be transferred to the HASB regular contracted veterinarian. If the pet is severely injured and suffering, humane euthanasia will be authorized.

Foster animals taken to the emergency vet clinic for treatment may be kept overnight at the clinic and an HASB Officer will be assigned in the morning to transfer the animal back to the shelter or contracted veterinarian for further treatment/care.

**Parasites**

If you notice that your foster animal has fleas or worms, please notify the HASB Foster coordinator or HASB Supervisor by email so that it can be determined how best to proceed. Please be sure to describe what the worms look like. You may be asked to bring your foster animal to HASB to be weighed and to receive another dose of flea preventative or dewormer. Foster animals may be bathed with a pet shampoo approved for dogs or cats

**Foster Puppies or Kittens with Fleas, Ticks or Other Parasites**

If your foster animal is under 8 weeks of age and you notice that it has fleas, it can be bathed with plain Dawn dish soap or Johnsons & Johnsons baby shampoo, and a small comb can be used to remove the fleas. Afterwards, they should be dried thoroughly, and steps should be taken to ensure that they stay warm. All bedding used before bathing should be washed with hot water and detergent and carpets should be vacuumed thoroughly.

For additional advice on how best to handle fleas/ticks and other parasites, please contact the HASB Foster Coordinator or Front Office clerk.

**Prescription Diets**

If your foster animal is on a veterinary prescribed diet, refill requests must be submitted to the HASB Foster Coordinator or HASB Supervisor. Please plan ahead as it may take a few days to fill your request.

**Questions/Concerns after surgery**

If the animal that you are fostering is recovering from a recent surgery and it appears to be having complications or you have any questions/concerns, please contact the HASB Supervisor.

**Returning Foster Animals to the Shelter**

If you need to return a foster pet to the shelter for any reason prior to your scheduled return date, please contact the HASB Foster Coordinator or HASB Supervisor so that we can make arrangements for you to do so.

When returning foster pets to the shelter, you will check-in at the front desk and let the clerk know you are returning a foster pet.

You must submit a foster pet profile for the animal(s) that you are returning. This can be filled out beforehand. Both the Foster Cat Profile and the Foster Dog Profile will be provided to you when you pick up your foster animal. A pdf fillable profile can also be emailed to you upon request.

The Hayward Animal Shelter is open Tuesday – Saturday from 1 p.m. – 5 p.m. Please try to arrive no later than 4:30 p.m. Arrangements to return your foster pet during non-business hours and on days that we are closed must be pre-arranged by the HASB Foster Coordinator or HASB Supervisor.

**How can I help my foster animal find a forever home?**

When fostering an animal for HASB, you can be the animal’s number one advocate! By acting as an adoption ambassador, you won’t just be a foster caregiver. You will be a photographer, videographer, biographer, a marketing specialist, and an adoption counselor!

* Share the experience!
* Take at least one clear photo of your foster animal and email it to the HASB Foster coordinator, HASB Supervisor Rappa or HASB Records Clerk Tracy Chang to be added to the shelter’s social media sites.
* Short videos of the foster animal are also extremely helpful and can be texted to the HASB Foster Coordinator or HASB Supervisor Rappa.
* Promote the foster animal on your social media websites like Facebook, Twitter, Instagram and Nextdoor. Be sure to share with people your foster pet’s name and the shelter it can be adopted from.
* Complete a foster pet profile for the animal documenting your experience. This can be done in person at the time of drop off, or beforehand.

Please be aware that anyone interested in adopting your foster animal must complete and submit a HASB Adoption application. Adoption Applications can be found on our website [www.Haywardanimals.org](http://www.Haywardanimals.org). Applications must be reviewed and approved by an HASB Adoption Counselor prior to the foster animal going to their new pet parent.

**Public Outings and Walks**

**Safety Tips for You and Your Foster Dog**

**Before the Outing/Walk**

* Make sure that you have the appropriate supplies. These include: a cell phone, poop bags, a bottle of water, a collapsible bowl, and a list of emergency numbers.
* Make sure that the dog is properly fitted with an HASB provided harness and collar.
* A carabineer will be provided to attach the collar to the harness.
* The dog should have a leash properly attached to their harness. Check to be sure that all equipment is fastened, and that no equipment is frayed, worn or has stitching coming out.
* Retractable leashes are NOT approved and should never be used.
* All strong, pully dogs shall be double leashed. One regular leash clipped to the harness and one slip lead.
* The dog may be excitable. Be calm and assertive and try not to get the dog any more excited or playful than it already is.
* If you feel that you cannot control the dog, do not take it for a walk and please return it to the shelter.
* Walk your dog on a short leash – a long leash gives the dog more strength and leverage.
* Be sure your foster dog is wearing their HASB provided “Adopt Me” vest.
* When choosing a location to walk, select areas that have reduced foot traffic and areas that off-leash walking is prohibited.

**During the Outing/Walk**

* Be aware of other dogs, bicyclists, runners and walkers that might cross your path and give them the right of way.
* Keep your distance from other animals and do not introduce shelter dogs to privately owned dogs.
* Be visible! Wear bright colors so that you can be easily seen by oncoming traffic.
* Cross safely. Look both ways when you cross traffic and remember that the prey drive of any dog can kick in at any time. Be aware of your surroundings and do not let the dog walk far in front of you or far behind you.
* Do not use headphones or talk on a cell phone while walking the dog. Use all of your senses to ensure that you, those around you, and the dog remain safe.
* Pay attention to the dog’s respiration rate and overall appearance and attitude. Since many of the dogs have been relatively non-mobile for weeks or months, they may become fatigued quite quickly.
* Make sure to offer water regularly and take breaks periodically so the dog can catch his breath.
* If you notice the dog acting strangely or you find yourself in a dangerous situation, do not hesitate to contact an HASB Supervisor immediately.
* If there is an emergency, such as a person being bitten, call 911 for assistance.

**Meeting strangers**

Dogs are welcome and encouraged to meet strangers while offsite. However, if a dog shows aggression towards a person offsite, please bring them back to the shelter immediately, and notify a staff member.

This can include:

|  |  |
| --- | --- |
| * Growling | * Snapping |
| * Lip Lifting/ Baring teeth | * Barking (in conjunction with these other signs) |
| * Hard Staring | * Hackles up (ridge of fur standing on edge, usually by the neck/tail/or along the back) |

**Please be vigilant about reading the dog’s body language. Pick up the “subtle signs” if you can, don’t wait until the dog snaps, or growls. See below for more “subtle signs” that a dog is stressed.**

Other Body Language to watch out for that can indicate a dog is overwhelmed or stressed out:

|  |  |  |
| --- | --- | --- |
| * Whale Eye (Eyes so wide you can see the whites easily) | | * Heavy Panting |
| * Frequent Yawning | * Sweaty paws | |
| * Cowering | * Trembling | |
| * Constantly tucking tail | * Voiding anal glands | |
| * Excessively whiny | * Flinchy/jumpy when touched | |

These signals indicate that the dog is not enjoying the situation and should be either taken back to the shelter or to a less stressful location.

**Interaction with other dogs while in public**

* Dogs should not meet other dogs nose-to-nose, but if they can be in close proximity without being reactive, it is good practice for them. Walk with the other dog. Treat and praise them for good behavior.
* If they are leash reactive, remove them from the situation immediately.
* Remember that we want the dogs to show well, and it doesn’t help the dog’s chances for adoption if they are allowed to bark, jump, etc.

Additional Tips

* Use distance or distraction to reduce aroused behavior.
* Keep two hands on leash for best control.
* Reward & praise the dog for calm behavior, easy walking or jogging, and sitting for greetings.

**What to do if you meet an off-leash dog on your fieldtrip**

* Always be aware, so you can prevent an incident.
* If it is an owned dog, have the owner call it. You can tell them the shelter dog is “in training” and can’t meet other dogs.
* Go the other direction if and put some distance between you and the other dog
* If it is approaching you, try throwing treats to distract it.
* If the dog tries to attack the other dog, then use whistle to try to scare away the loose dog.

**What to do if your dog gets loose**

Sometimes despite our best intentions, a dog will get loose. Please try not to panic.

* Call the dog in a happy, upbeat voice.
* Do not chase the dog as this can encourage the dog to engage you in a game of keep-away.
* You may have more success calling them to get their attention and then walking in the opposite direction. Kneel down and try digging in the dirt like you found something interesting.
* Use treats to try and lure the dog to you
* If you are close enough, try stepping on the leash
* Reaching for a scared dog may cause the dog to bolt and can result in a bite. USE CAUTION.
* If the dog is in an area that is secured but the dog is so scared that it is growling at you, please call the HASBs inside line or an HASB Supervisor for help!
* If the dog is panicked and running, please try following them from a distance so that you can see the direction it is going and hopefully catch up to it once it has slowed down.
* If the dog enters a yard, garage, etc., please try to secure the area to make sure it can’t bolt again before attempting to lure it to you.

**If the dog runs away, and you lose sight of it:**

Call the HASB inside line or HASB Supervisor immediately. This way staff can help search for the dog, then patrol the area on foot, or if you think the dog has gotten pretty far, patrol the area in your car.

**If a bite occurs:**

If the dog bites anyone (you included) we need to know right away. If the dog bites a stranger, please take all of their information so that we can contact them to fill out the appropriate paperwork. We will need you to document what happened and the location and severity of the wound. We are required by law to report any bites that break skin to the Alameda County Health Department. ***We will also need to follow state laws for quarantine.*** **If you are seeing any signs of aggression, even if it is very minor, please contact the HASB Foster coordinator or HASB Supervisor immediately.**

**What to do if someone is interested in adopting**

* Give them a business card (with location and hours) and animal’s identification number written on it.
* Explain our adoption procedure and requirements:
  + The entire household must be present to meet the dog before adoption
  + They must have permission from their landlord to own a dog
  + Any other dog that lives in the household must also come in to meet the dog they are considering
  + Adoptions include a microchip, spay or neuter and age appropriate vaccinations.

If they are interested and the shelter is open, you can drive the dog back so that they can spend some time with them on the grounds or in a visiting room. **NEVER** hand the dog over to them offsite.

Have fun!

Be safe!