



Helping Hands Humane Society, Inc.

Foster Manual

“Until one has loved an animal, a part of one’s soul remains unawakened.”

-Anatole France

Contents

Section 1: Welcome!

Contact Information	4
Facebook	4
Emergency Protocol and Contact Information	5

Section 2: Helping Hands Humane Society

HHHS contact information & Hours of Operation	5
Operation Teams	6
Who is HHHS?	6
What Does HHHS Do?	7

Section 3: Basic Foster Information

Foster Candidates	8
Suggested Supplies	8
Dog and Cat Proofing Your Home	9
Picking Up Your New Foster Animal	9
Bring Home Your New Foster Animal	10
Quarantine Periods	10
Introductions with Your Companion Animals	11
Health and Medical Issues	
Common Medical Issues and Conditions	12
Administering Medications	14

Section 4: Fostering Puppies and Dogs

Puppy Room Set Up	16
Care of Puppies	
General Information	17
Feeding	19
Puppy Expectations and Care by Age	
Puppy Behavior	19
House Training	19
Socialization of Puppies	21
Socialization Checklist	21
Care of Dogs	
Feeding Dogs	22
Dog Behavior	22

When to Call for Behavioral Help	22
<i>Section 5: Fostering Kittens and Cats</i>	
Kitten Room Set Up	24
Care of Kittens	
General Information	25
Feeding	26
Kitten Expectations and Care by Age	
Kitten Behavior	26
Litter Box Training	26
Kitten Growth	27
Care of Cats	
Feeding Cats	28
Cat Behavior	28
<i>Section 6: Health and Safety for those who Foster and Volunteer</i>	
Important Health Information for You and Your Pets	31
<i>Section 7: Rules and Policies</i>	
Volunteer Code of Ethics	33
Non-Discrimination and Harassment Policy	34
Volunteer Privileges and Disciplinary Process	34
Communication and Social Media Policy	35
Potential Adopter Policy	38
Volunteer Activities Policy	39
Rules and Policies on HHHS Premises	
Animal Handling Policy	39
Animal Intake Policy	39
Medical Emergency Policy	39
HHHS Weapon Policy	40
HHHS Tobacco, Alcohol, and Drug Policy	40
<i>Section 8: Operational Guidelines and Information</i>	
Adoption Guidelines	41
Intake Guidelines	42
Behavior Tests	43
Euthanasia	44

Section 1: Welcome

Thank you for joining Helping Hands Humane Society's Foster Program. Being a foster parent is an experience that is as rewarding as it is fulfilling. Foster parents help raise puppies and kittens, help to heal the sick, and help to mend broken bones and, sometimes, broken hearts. Bringing a homeless animal into your household can certainly be a challenge, but one we hope you will enjoy. HHHS receives over 6,000 animals each year, and many of these animals are in need of some special TLC. As a foster caregiver, you will be instrumental in providing the animals with the specific TLC needed to make them adoptable. There is no better moment than when the animal you have invested your heart and soul in – is adopted. Or, for our fospice parents, knowing you gave them the very best end of their life they could ask for.

Thank you for the donation of your time and home. Your generosity and love of animals is applauded!

Contact Information

Please contact Dakota at dakota.terrell@hhhstopeka.org for all medical concerns including scheduling veterinary care, medical emergencies, any signs of illness you see, etc. Please email foster@hhhstopeka.org with non-medical questions such as supplies (food, bedding, crates, etc.), picture updates, personality information to include in the pet's bio, etc. Please note that if you decide to take the foster animal directly to any veterinary facility without prior approval from HHHS, HHHS will not be responsible for any of the costs incurred.

You can also call HHHS at 785-233-7325 during operating hours with foster care questions.

Facebook Group

HHHS Foster Parents

Join our Facebook group for updates on the program and to connect with other fosters.

HHHS Team

Also join our team page on Facebook to keep connected with others who volunteer and work at HHHS. We post lists of adopted pets daily here!

Foster and Volunteer Home Page

Located on hhhstopeka.org under the volunteer tab. You will be able to find additional information like manuals, videos, and answers to common questions.

Section 2: Helping Hands Humane Society

"Caring People Promoting the Human-Animal Bond"

HHHS Contact Information and Hours of Operation

Helping Hands Humane Society
5720 SW 21st Street
Topeka, KS 66604
(785) 233.7325
(785) 233.8151 fax
www.hhhstopeka.org
helpinghands@hhhstopeka.org

Adoption & Admission Hours

Monday-Saturday 11:30am to 6:00pm

Sunday 1:00pm to 5:00pm

Note: Adoptions halt 30 minutes prior to close

Volunteer Hours

If you have interest in volunteering early before we are officially open, please speak to the Volunteer Coordinator about where and how to enter the building and what activities you are allowed to do.

Monday-Saturday 11:30am-5:30pm

Sunday 1:00pm-4:30pm

Note: There are occasions when these hours may change, such as in extreme weather conditions. We post on our public Facebook page and in HHHS Team when this happens.

We are closed on the following holidays: New Year's Eve, New Year's Day, Easter, Memorial Day, 4th of July, Labor Day, Thanksgiving, Christmas Eve, and Christmas Day

Operations Team

Kathy Maxwell	Executive Director
Dr. Jami Grace	Veterinarian
Dr. Heather Eller	Veterinarian

Don Beck	Accountant
Grace Clinton	Director of Philanthropy
Margaret Price	Manager of Admissions, Foster/Rescue, Behavior
Shelby Reich	Volunteer Coordinator
Rachel Coover	Cat Care Coordinator
Emi Griess	Communications Coordinator
Marrissa Stark	Manager of Adoptions & Customer Care

Who Is HHHS?

To be an effective volunteer, we believe it is important that you know who you are volunteering for. HHHS is a not-for-profit 501(c)3 organization. We are funded through corporate and public donations. HHHS exists to serve several purposes: sheltering companion animals in need of care, advocating for anti-cruelty protection of animals, and promoting humane education and animal welfare issues.

Mission

As advocates for animal welfare, Helping Hands Humane Society, Inc. provides sanctuary for animals in need of compassionate care and protection. We accept responsibility for:

Fostering the adoption of healthy animals into responsible homes and reuniting lost animals with their owners

Reducing overpopulation by promoting sterilization of animals

Providing an accessible facility with effective leadership and well-trained staff

Serving the community through education and addressing animal welfare issues

Maintaining a fiscally responsible organization by adhering to the highest standards of integrity

What Does HHHS Do?

Animal Adoptions: HHHS finds homes for thousands of animals each year. HHHS adopts dogs, cats, and other small mammals to responsible, loving homes. The organization employs Adoption Counselors who are trained to assist the public in finding their perfect match. People interested in adopting must be approved for adoption (Appendix A: Adoption Guidelines).

Admission of Animals: HHHS is an open-admission shelter meaning we will accept any domesticated companion animal from our county that comes to our door for any reason. We will not deny an animal admittance based on their breed, health, age, behavior, or any other factor. All animals are vaccinated upon entrance to the shelter. Animals admitted as strays will be held

for at least a 72-hour period to allow time for their owner to claim them. Once the three days have passed, unclaimed animals officially belong to HHHS and will go through health and behavior assessments to determine their next step (foster, rescue, adoption, etc.).

Lost and Found: HHHS keeps both lost and found reports. People who have lost their pets or people who have found a pet may call HHHS and leave a description. HHHS will compare all incoming animals and found reports with lost reports. HHHS encourages people who have lost their pets to come to the shelter daily and look at the animals. Their description of their animal may be different from ours, and nobody will be able to identify your pet as well as you can. We suggest bringing in any found pets to be scanned for a microchip, even if you don't plan to leave them at HHHS.

Humane Education and Community Outreach: HHHS hosts presentations on a variety of educational topics for kids and adults. These presentations can be at the shelter or off-site. As part of our education program, HHHS does community outreach events with educational booths and works with other community organizations.

Foster/Rescue: Many animals admitted to HHHS are in need of special care. Often they suffer from injuries and illnesses, or they may be a mother with newborns. Foster care offers these animals the chance to heal, grow up, or simply receive the socialization they need. Foster caregivers are volunteers. If you're interested in our foster care program, please contact our Foster Care Coordinator at (785)233.7325 ext. 104. We also partner with many rescues and other animal welfare organizations where we can transfer animals when we're low on resources.

Training and Behavior Assessment: The goals of our training department are to improve relationships between people and their pets and to help with any behavioral problems that may interfere with permanent adoptions. Training focuses not only on the animals but also on adopters and volunteers. The best way to train an animal is to train the people. Our classes are open to the public and their dogs. We also offer shelter dog training classes and shelter dog agility classes for volunteers and adoptable dogs.

Section 3: Basic Foster Information

Foster Candidates

Not every animal is eligible for the foster program. Animals available for foster care are those who are expected to be deemed adoptable upon completion of a term of foster care OR are fospice (foster hospice) pets who will live out the remainder of their lives in foster. Animals with severe health or behavior problems that would prevent them from being adopted even after specialized care are not placed into the foster program (unless a fospice case with health issues). Reasons animals are placed in foster care include but are not limited to: weight gain, socialization, young age, minor injuries, URI (Upper Respiratory Infection), other illnesses/injuries, pregnant, surgery recovery, mom with a litter, and space. The Foster Care Supervisor and other members of management retain the discretionary authority for selecting animals for foster care.

Animals will not be considered for foster care if any of the following apply:

- o Represent a threat to public health or safety
- o Have prognosis of poor quality of life or chronic pain and suffering
- o Have conditions (medical or behavioral) requiring an unreasonable investment of time and expense by HHHS, the foster parent, or the potential adopter
- o Have any contagious medical problems such as mange, Feline Leukemia, or Parvo

Suggested Supplies

The number of foster animals HHHS is able to support is limited by the annual resources available to the program. Foster caregivers are encouraged to donate supplies for their own foster animals in order to maximize the number of animals fostered by HHHS each year. Supplies are available to give or loan to foster caregivers who require them in order to foster. The Foster Care Coordinator will work with the foster to try and provide as many supplies as possible. The following is a list of supplies recommended for the care and maintenance of your foster animals:

- Blankets and towels
- Paper towels and rags
- Newspaper
- Food and water bowls
- Crate
- Grooming supplies—brushes, combs, and flea combs
- Litter and litter boxes
- Toys
- Collars and leashes

- Food (**Always feed Hill's Pet Nutrition, provided by the shelter.**)
- Medical supplies
- Beds

This is not a complete list of all supplies needed for fostering. Some supplies will be dependent on the animal you foster and their special needs. The above supplies are the basics that will help with dogs, puppies, cats, and kittens. The foster caregiver's best judgment should be used when obtaining supplies. The Foster Care Coordinator will work with the foster to ensure they have the supplies needed.

Dog and Cat Proofing Your Home

It is important to ensure that your home and foster room are safe; animals can do the most unlikely things.

- All cleaning supplies and medications should be kept out of reach of jumping and climbing cats and dogs.
- Place all chewable items out of reach; put away all socks, shoes, etc.
- Block off small areas and hiding places.
- Wires and mini blind cords should be placed out of reach.
- Trash cans should be kept covered.
- Drapery and shower curtains should be placed out of reach.
- Count your foster animals when opening and closing any doors (closet, room, and main).
- Many house and garden plants are poisonous. Keep household plants out of reach and supervise your foster animals outside. (It is good to know which plants are poisonous so please talk to a gardener or vet about the plants you have).
- Make sure your foster dog will not jump the fence before leaving him or her unsupervised in the yard. You should not leave your foster dog outside while you are away from the house.
- Toys should be safe. Please show the Foster Care Coordinator any toys that you are unsure about. The coordinator will determine the safety of the toy.
- Prevent your home from being damaged by using sheets, tarps, and newspapers to protect carpet and floors. ANY unprotected surface can potentially be damaged.

Picking Up a New Foster Animal

- The Foster Care Coordinator will contact a potential foster parent by phone or text. You always have the option to accept or decline a foster animal for any reason.
- Once you agree to foster an animal or animals, you are responsible for arranging a pick-up time within 24-48 hours and driving to the shelter to pick up the foster animal(s). Foster animals are to be picked up in the intake section of the shelter.

- HHHS will provide you with any supplies you are unable to donate or supply. If at all possible, please bring a container to put food and/or litter. HHHS has limited containers.
- Foster animals will be provided with collars and a HHHS tag. Please make sure the tag and collar stays on the animal at all times.
- You will receive any necessary medications, dispensers, instructions, and medication log sheet if applicable.

Bringing Your New Foster Animal Home

- Ideally, set up the area where your foster animal will be staying before you bring your foster home.
- New foster animals should be kept separate from your existing companion animals of the same species for a period of 7-10 days. This quarantine period is to protect your own animals and should be strictly observed.
- Cats and kittens do very well in a kitty condo, large crate, bathroom, or spare bedroom.
- Introduce your foster animal to one room of the house first. Try to have homecoming be a quiet experience for the animal.
- Cats and kittens need a cozy, secure place with a bed to snuggle in. The bed can simply be a low box with a blanket in it.
- Show each cat and kitten where the litter box is located.
- Dogs and puppies should have a crate. Please, always be sure to crate your dog or puppy while you are away from your home.
- Allow your new foster quiet time to adjust to the new environment.

Quarantine Periods

Sometimes an animal is sent into a home before evidence of a serious disease has manifested. You should quarantine your new foster animal from your other pets for at least a period of 7 days to prevent any potential diseases from infecting everyone.

Quarantine periods are used to allow infectious diseases to die off in the environment. This protects future foster animals and animals in the home from being infected with the virus or disease. Specific quarantine periods are as follows:

- | | |
|-------------------------------|----------|
| o Feline Leukemia/FIV | 3 days |
| o Sarcoptic Mange | 1 week |
| o FIP or Canine Distemper | 3 weeks |
| o Ringworm | 3 months |
| o Panleukopenia or Parvovirus | 6 months |

If a foster animal is infected with one of the above illnesses, the foster parent will not be allowed to bring another foster into the home for the designated quarantine period.

Introductions with Your Companion Animals

Cats:

- o Use your discretion in deciding whether to introduce your adult cats to your foster cats and kittens. Some resident cats have difficulty adjusting to fosters and may exhibit inappropriate behaviors such as urine marking.
- o If you choose to introduce your adult cat to a foster cat or kitten, the introductions should be done gradually. Observing the 7-10 days waiting period will greatly facilitate this.

Dogs:

- o Introduction between a foster dog and the resident dogs should be done in neutral territory if possible.
- o If introductions are done at your home, take the foster dog to the backyard to sniff and eliminate first. Then put the foster dog inside and let the resident dogs into the yard to investigate the smells left by the new dog. At that point, introductions can be made outside preferably.
- o It may be helpful to keep your new foster on a very loose leash so you can easily break up any altercations. It is a good idea to let them drag the leash for a little awhile because you never know when an altercation will occur.
- o Some growling and/or posturing is completely normal and to be expected. Watch for signs of unusual aggression in your foster animal.
- o If there are multiple dogs in the residence, introductions should be made with the new foster one-on-one.
- o Baby gates are ideal for gradually introducing animals inside.
- o Always supervise your foster's interactions with your companion animals.

Health and Medical Issues

Even if your foster animals appear healthy when you pick them up from the shelter, they may be incubating a disease. This is why it is important to observe the 7-10-day quarantine period when you first bring your foster home. **It is very important that your companion animals of the same species be current on all vaccines for their own protection and well-being.** We encourage you to discuss the fact that you are fostering with your veterinarian. Due to the increased chance of exposure to animal diseases, your veterinarian might recommend vaccines that are not routinely given.

It is important to observe your foster animal for any signs of illness. Warning signs to watch for include:

- Sneezing and or coughing
- Green mucus from the nose or eyes
- Squinting or crusting over of eyes
- Gagging
- Wheezing
- Tiring easily
- Vomiting
- Diarrhea
- Straining to urinate or defecate
- Bleeding from any part of the body
- Twitching abnormally
- Loss or decrease of appetite
- Change in attitude or behavior
- Lethargic or depressed
- Breathing heavily
- Rectal temperature over 102.5 degrees

If your foster animal develops severe or bloody diarrhea, severe vomiting, or is very lethargic, contact the Foster Care Supervisor (Margaret at 785-215-1845) immediately.

Common Illnesses/Medical Conditions

- **URI** - Upper Respiratory Infection can infect dogs and cats. Cats cannot give URI to dogs, nor can dogs give it to cats, but it can be spread within the same species. Symptoms include sneezing, coughing, discharge from the nose or eyes, lethargy, loss of appetite, and elevated temperature.



Severe



Mild

- **Diarrhea** - Generally, feces should be brown and formed. Diarrhea can be a symptom of many different illnesses and parasites. Diarrhea can also be caused by change in diet or overfeeding, especially in puppies. If your foster animal develops diarrhea, you will need to bring a sample of the most normal part of the stool into the shelter.

BRISTOL STOOL CHART



Type 1 Separate hard lumps

SEVERE CONSTIPATION



Type 2 Lumpy and sausage like

MILD CONSTIPATION



Type 3 A sausage shape with cracks in the surface

NORMAL



Type 4 Like a smooth, soft sausage or snake

NORMAL



Type 5 Soft blobs with clear-cut edges

LACKING FIBRE



Type 6 Mushy consistency with ragged edges





MILD DIARRHEA



Type 7 Liquid consistency with no solid pieces

SEVERE DIARRHEA

- *Dehydration* - Animals with diarrhea can quickly become dehydrated. To check for dehydration, pull up gently on the skin at the scruff of the neck. If it bounces back quickly when you let go, hydration is fine. If it does not go back or goes back slowly, your foster animal is dehydrated and needs medical attention.
- *Fleas* - Fleas can affect dogs and cats. A foster animal with fleas will be given a general flea treatment. The severity of fleas and age of the animal will depend on the treatment. **Do not use any over-the-counter flea treatment.** If you notice fleas within a week of having the animal in your home, call the Foster Care Coordinator. Although we do try to prevent fleas, we recommend that all of your pets be on a flea preventative.
- *Worms* - If you detect worms in your foster's stool, contact the Foster Care Coordinator to make arrangements to have the stool checked and treated. Tapeworms resemble a grain of rice, and roundworms resemble spaghetti.

			
Roundworms <i>Toxocara canis</i> <i>Toxascaris leonina</i>	Hookworms <i>Ancylostoma caninum</i> <i>Uncinaria stenocephala</i>	Taenia tapeworm <i>Taenia pisiformis</i>	Whipworm <i>Trichuris vulpis</i>
<ul style="list-style-type: none"> • Acquired from mother and eggs in the environment • Almost all puppies are born infected • Canine roundworm infections are zoonotic meaning they can be transmitted from animals to humans 	<ul style="list-style-type: none"> • Acquired from mother and eggs or larvae in the environment • Eggs survive well in mild temperatures, shade and moist soil or grass • Outdoor dogs can be infected and re-infected by accidentally eating the worm eggs in the environment • Canine hookworms are zoonotic, most often causing a skin irritation 	<ul style="list-style-type: none"> • Consist of a head from which a series of segments grow • Rabbits or rodents accidentally ingest the eggs when grazing • A developmental stage within the rabbit or rodent is infectious to the dog when it consumes the carcass 	<ul style="list-style-type: none"> • Infect not only dogs, but also wildlife such as foxes and coyotes • Eggs are passed to the environment in the feces on an intermittent basis where they remain infectious for many years • Not all dewormers are effective against whipworms

Administering Medications

Administering Pills to Cats:

If the pill can be given with food, try hiding it in a piece of food. A small amount of butter, tuna, cream cheese, liverwurst, canned food, pill pocket or semi-moist food like Pounce is often used. This method rarely works with cats. If your cat will not take the pill in food or cannot have food with the medication:

- Have the pill out and in a convenient place.
- Bring the cat to the place you will give the pill while talking to him or her in a happy, light voice.
- Ask to be shown how to correctly “scruff” a cat.
- **Burrito Wrap:** Sometimes it is helpful to wrap the cat in a blanket or a large towel so just his or her head is sticking out.
- Place the cat between your knees or at eye level on a table.
- Hold the pill between your thumb and index finger of your dominant hand
- Using your other hand, gently but firmly grasp the cat’s head from above with your thumb on one side and your finger on the other.
- Tilt the cat’s head back so he or she is looking at the ceiling. The cat’s lower jaw will automatically drop a bit.
- Place one of your free fingers from the hand holding the pill between the lower canine teeth (long front teeth) and push down.

- Quickly place the pill as far back in the cat's mouth as possible, making sure it is over the hump of the tongue. Do not place your hand too far into the cat's mouth because it might gag.
- Close the cat's mouth. Hold it closed, lower his or her head to a normal position and gently rub or blow on the cat's nose to stimulate swallowing.
- Talk softly to and stroke the cat or give another type of treatment
- You can also look into purchasing a pill popper.

Liquid Medication to Cats:

- Start with the burrito wrap: wrapping the cat's body and legs tightly in a towel leaving only the head sticking out. Insert the dropper between the cheek and teeth while tilting the chin upward. Slowly dispense the medication, remembering not to give it faster than the cat can swallow. The quicker you do this, the more cooperative the cat will be.
- Refrigerated medication **MUST** be kept in the refrigerator

Administering Pills to dogs:

If the medication can be given with food, the easiest way to give pills is to hide it in a piece of food. A small amount of butter, peanut butter, cream cheese, canned food, or liverwurst is often used. If the dog will not take the pill in food or cannot have food with the medications:

- Have the pill out in a convenient place.
- Call the dog in a happy, calm voice.
- Take the dog to a spot where he or she is backed up against something and cannot get away from you. Sometimes putting the dog on a surface off the floor is best, but this requires assistance.
- Squeeze behind the upper canine teeth and tilt the animal's head back so he or she is looking at the ceiling. His or her jaw will automatically drop a bit.
- Place one of the fingers from the hand holding the pill between the lower canine teeth (long front teeth) and push down.
- Quickly place the pill as far back as possible inside the dog's mouth being sure to get it over the hump of the tongue. Do not place your hand in the dog's mouth too far because it might gag.
- Close the dog's mouth and hold it closed while you gently blow or rub his or her nose. This will stimulate swallowing.

Liquid Medication to Dogs:

- Insert dropper between the upper and lower teeth in the back and tilt the chin upward. Slowly administer the medication while being careful not to go faster than the dog can swallow. Always remember to praise the dog and even offer a treat after the medication. This will make administering medication easier in the future.

Applying Eye Drops and Ointments:

- Before administering eye medication, be sure the eye is clear of discharge. You can use warm water on a cotton ball or washcloth to gently clean around the eyes. Use your thumb and forefinger to open the eyelid. With your other hand, place 1-2 drops (as directed) or a small amount of ointment on the eye or the pink tissue around the eye. The foster animal will blink and the medication will cover the entire eye. When applying medication to the eye, try to avoid the animal's direct line of vision when approaching and **avoid touching the eye with the container of medication.**

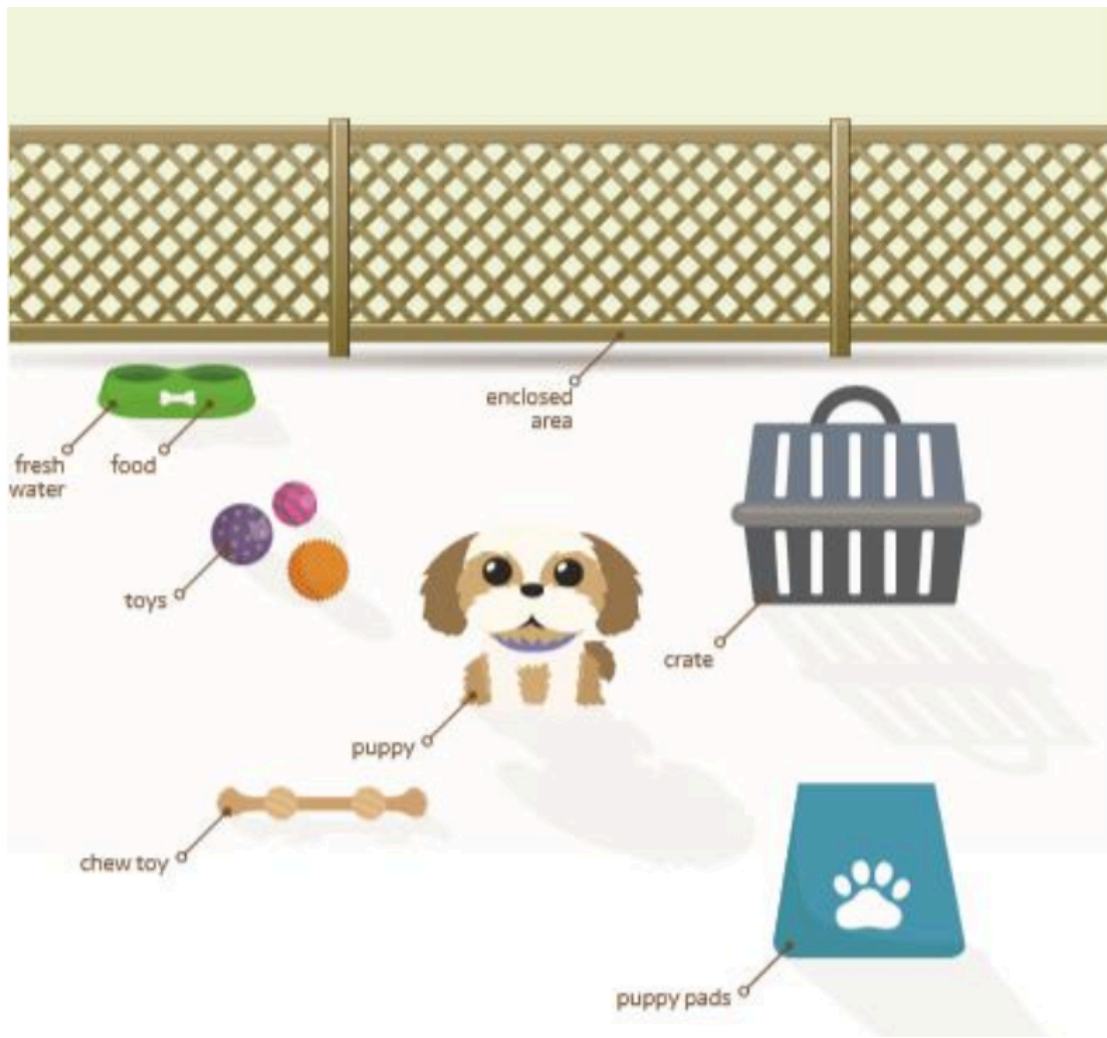
Exams and Checkups

- If your foster animal becomes ill, please call the Foster Care Supervisor (Margaret at 785-215-1845) to make arrangements to see the veterinarian.
- Anytime the foster animal needs to see the vet you need to call the Foster Care Supervisor before coming to the shelter.
- If a health issue comes up at night, please call the Foster Care Supervisor on her cell phone.

Section 4: Fostering Puppies and Dogs

Puppy Room Setup

- Kitchens or bathrooms are great puppy set-ups as they are generally easier to clean up messes.
- Remove rugs as puppies may mistake them for potty pads.
- Leave safe toys/enrichment items to prevent boredom destruction.
- Foster animals are to remain in their foster home at all times unless instructed otherwise.
- Dogs and puppies are to be kept indoors and crated or in a secure room when unattended.
- Puppies are only allowed outside with proper vaccines and in a fully fenced yard. Fosters are not permitted to visit dog parks or other public venues (restaurant patios, bars, downtown, parks, PetSmart, etc.) without individual permission from the foster coordinator.



Care of Puppies

Please let the Foster Care Coordinator know if your foster animal is developing behavior problems.

General Information:

- If you have a litter of puppies, it is important that you are able to identify them. Make a list of their names and any distinguishing markings so you can keep a record of their progress.
- Puppies will need to be at least 8 weeks old and 2 lbs. to go up for adoption. It is beneficial for puppies to remain with their littermates until they are 8 weeks old.
- Puppies should have their first vaccinations before going into a foster home as long as they meet health and age requirements. Foster parents are responsible for bringing in puppies or coming to get the boosters when they are due.

- The area where you keep your foster puppies must be clean, dry, warm, and free of drafts. Puppies younger than 2-3 weeks cannot maintain their own body temperature and can die if they become chilled.
- Puppies with mothers should be kept separate from other animals in the house. The mother may be protective and can attack other animals or people if she feels threatened.
- Use towels or blankets for bedding. Bedding should be changed daily (or more frequently if necessary). The mother will try to keep the area clean, but that can be a difficult chore, especially with a large litter.
- The mother will take care of the babies' elimination needs by frequently cleaning/licking them. Puppies begin eliminating on their own without stimulation from their mother at about 3 weeks of age.
- *Fading puppies:* Rarely, one or more puppies in a litter will begin to "fade" after a week or two of life. They will stop growing, begin to lose weight, stop nursing and stop crawling. They may cry continuously and lose the ability to stay upright. There is no clear cause for the condition. Puppies fade very quickly and often do not recover, even with intensive care. Contact the Foster Care Supervisor immediately if you suspect a problem.

Feeding

- Nursing mothers should be fed dry or puppy food mixed with some wet food. They need to be fed more often and in larger quantities than usual.
- Starting at about 3-4 weeks of age, most puppies will begin trying to eat on their own from their mother's dish. At this time, make sure the dish is large enough for the litter to gather around or use multiple dishes.
- Mix ground dry puppy food with water and a small amount of canned food to make a semi-solid mixture. Some puppies may need to be introduced to the food. Place a small amount on your finger and allow the puppy to lick it off or place a small amount on their lips. Slightly warming the food makes it more palatable.
- Feedings should be done at least 2-3 times a day. Several feedings throughout the day will ensure that your puppies do not overeat. Overeating and introducing new foods can cause vomiting or diarrhea.
- It is important to make sure that each puppy is eating. If it appears that one or more puppy is not making their way to the dish or is getting squeezed out, set up another dish away from the first and closely monitor that puppy or kitten's intake.
- **The milk you drink should never be given to a dog or puppy.**
- Remove the mother during puppy feeding times so she will not eat their food. It is also helpful to remove the mother 1-2 hours prior to feeding time to stimulate the puppies' appetite for the food.
- The puppies will continue to occasionally nurse during this time.

Puppy Expectations & Care by Age

Puppy Behavior:

- Nipping is a common behavior in puppies. A loud shriek will usually get their attention so you can give them a proper toy to chew.
- Try to start your foster puppies off on the right foot by keeping them off of the furniture, not letting them jump, not letting them chew on furniture, etc. Think about the behaviors you would not allow in your home from a puppy or a dog. This will make their transitions to a new home easier.
- Puppies should never be left unsupervised outside while you are gone or overnight. It is recommended that puppies are crated or in a single room when not being supervised. This is the safety of your house and the puppy.
- A single puppy will cry a lot the first couple of nights. Make the crate as comfortable as possible by providing a blanket and a stuffed animal.

Housetraining:

- Puppies will start to eliminate on their own at about 3 weeks of age. Puppies need to eliminate when they first wake up, about 20 minutes after eating and after playing vigorously.
- Once puppies have begun to eliminate on their own, outdoor housetraining should begin. If it is necessary to use an indoor elimination location, it should be as small as possible. Keep it consistently covered with something like newspaper or puppy pads. This will help puppies learn to keep elimination in one area and ease housetraining in the new home.

<u>Weeks</u>	<u>Feeding</u>	<u>Development</u>
0-1	Bottle feeding ½ tablespoon of formula every 2-3 hours, overnight feeding can be every 3-4 hours. If there is a mom dog, make sure that all puppies are nursing. Puppies can nurse from Mom for up to 45 minutes at a time. A lot of crying or activity could indicate a problem with Mom's milk supply.	At one week of age, the puppies should be handled minimally. Puppies will sleep 90% of the time and eat the rest of the time. Newborns are deaf and blind and are unable to maintain their body temperature. Keep puppies warm with provided heating source.
1-2	Bottle feed every 2-3 hours until puppies' bellies are full but not bloated. Overnight feeding can be every 3-4 hours.	Healthy puppies should be round and warm. When you pick up a puppy they should wiggle energetically and healthy puppies seldom cry. Ear canals open between 5-8 days. Eyes open between 8-14 days.

2-3	Bottle feed formula every 3-4 hours, until their bellies are full, but not bloated.	Puppies begin to crawl around and should be almost standing. They will want to play with each other, biting ears, tails, and paws before their teeth come in. They should be teething at this period.
3-4	Bottle feed every 4 hours until the puppies are full, but not bloated. Puppies may start to lap from a bowl.	Puppies begin to see well and their eyes begin to look and function like adult dog eyes. Puppies will start cleaning themselves. If they have a mother, she will continue to do most of the serious cleaning. At three weeks, puppies are in their canine socialization period. If they have siblings allow them to play at will.
4-5	Bottle feed as needed to keep puppies from crying with hunger. Puppies usually can drink and eat from a saucer by 4 weeks. Weaning should be done gradually.	Begin housebreaking at four weeks of age. This can be done by using training pads or taking the puppy to an outside secure fenced-in area of your home. After each feeding, place the puppy on the pad/outside for them to go to the bathroom.
5-6	Feed gruel 4 times a day. Thicken the gruel gradually by reducing the amount of water mixed with it. Introduce dry food and water. If you are fostering a litter with their mother, continue weaning. For reluctant eaters, try mixing puppy formula into the gruel.	At about 5 weeks, puppies can start to roam around the room, under supervision. The strongest, most curious puppy will figure out how to get out of the nest and the others will quickly follow. Be sure to allow the puppies to have different types of toys around so they may explore and become familiar with a variety of surfaces and textures.
6-7	By this age, puppies should be eating dry food well. Feed the puppies at least three meals a day. Puppies may not eat much in a setting; they usually like to eat at frequent intervals throughout the day. Separate mom during feeding time.	By this time, you will have “mini-dogs”. They are able to wash themselves and play games with each other and you. Some puppies may become food possessive; you may need to add another food bowl. Take out often to potty and set a schedule.
7-8	Offer dry food 3-4 times a day. Leave a bowl of water down for them to drink at will. Do not feed puppies table scrapes.	Continue playing and socializing with the puppies. You can even begin training such as sit, down, and come when called.
8+	Offer dry food 3 times a day. Leave down a bowl of water for them to drink at will.	By this time the puppies should be ready for spay/neuter surgery and adoption.

Socialization of Puppies

- Beginning at 3 weeks of age, it is important to begin handling puppies frequently. Make sure each puppy is handled and played with regularly.
- Gradual exposure to new and different things and people; sights and normal household is important to ensure that your foster animal is well adjusted.
- Puppies learn to play by wrestling with their littermates.
- If introducing kittens to dogs or other cats in the house, it is useful to put them in a crate in a common area so they can observe each other prior to interacting

Socialization Checklist

Socializing your puppy to these items/actions is as easy as touching your puppy's paw and giving a treat, having a man with a hat give a treat as he walks by, or saying hello and giving affection.

PEOPLE	
MEN - tall, bearded, variety of ethnicities, younger, older, men with canes/walkers, men with hats, etc.	
WOMEN – tall, younger, variety of ethnicities, older, with purses, with walker/cane/crutches, etc.	
CHILDREN – behaviorally appropriate – keep puppies on the ground	
BEHAVIORS	
Laughing, talking loudly, walking, jogging, running, etc.	
ITEMS	
Vacuums (turned off), mops, brooms, bicycles, skateboards, tricycles, lawnmowers (turned off), etc.	
SURFACES	
Grass, concrete, stairs, carpet, tile, hardwood, etc.	
HEALTH & GROOMING	
Nail clippers, feet being touched, ears being touched, tail being touched	

CARE OF DOGS

Feeding Dogs:

- Dogs should be fed twice daily around the same time of day.
- The amount of food depends on the dog's age and weight. As a general rule, adult dogs get 1 cup per 20 lbs., and puppies get 3 cups daily (divided throughout the day).
- Give the dog 15-20 minutes to eat the food and then remove it.
- If your foster dog is unwilling to eat plain, dry food, you can mix in some warm water or a small amount of canned food. Please see the Foster Care Coordinator for canned food.
- Fresh water should always be available.
- Please let the Foster Care Coordinator know when you need more food.

Dog Behavior:

- If your foster dog exhibits fearful behavior, do not give in to the temptation to comfort him or her. It is only natural to try to make him or her feel better, but what you are doing is reinforcing the message that being afraid is okay. Ignore the fearful behaviors and be alert for indications of curiosity or interest so you can praise him or her enthusiastically.
- Dogs should be crated or gated off to one room when you are unable to supervise them.
- Providing chew toys help to relieve boredom and alleviate stress.
- Teaching your foster dog basic manners will help your dog become more adoptable.
- Dogs should not be left outside for long periods of time.
- Even if a dog is housetrained, an accident upon arriving at your home is not -uncommon.
- Contact the Foster Care Coordinator for suggestions and advice on specific behavior issues.

When to Call for Behavioral Help

- Growling or snarling at humans
- Snapping or biting
- Fearful/hiding that does not improve
- Rough play; such as ripping clothing
- Panic and destructiveness when left alone
- Jumping up
- Housetraining concerns
- Crate training concerns

Please call the Foster Care Coordinator for guidance.

DOGGIE LANGUAGE

starring Boogie the Boston Terrier



ALERT



SUSPICIOUS



ANXIOUS



THREATENED



ANGRY



"PEACE!"
look away/head turn



STRESSED
yawn



STRESSED
nose lick



"PEACE!"
sniff ground



"RESPECT!"
turn & walk away



"NEED SPACE"
whale eye



STALKING



STRESSED
scratching



STRESS RELEASE
shake off



RELAXED
soft ears, blinky eyes



"RESPECT!"
offer his back



FRIENDLY & POLITE
curved body



FRIENDLY



"PRETTY PLEASE"
round puppy face



"I'M YOUR LOVEBUG"
belly-rub pose



"HELLO I LOVE YOU!"
greeting stretch



"I'M FRIENDLY!"
play bow



"READY!"
prey bow



"YOU WILL FEED ME"



CURIOUS
head tilt



HAPPY
(or hot)



OVERJOYED
wiggly



"MMM..."



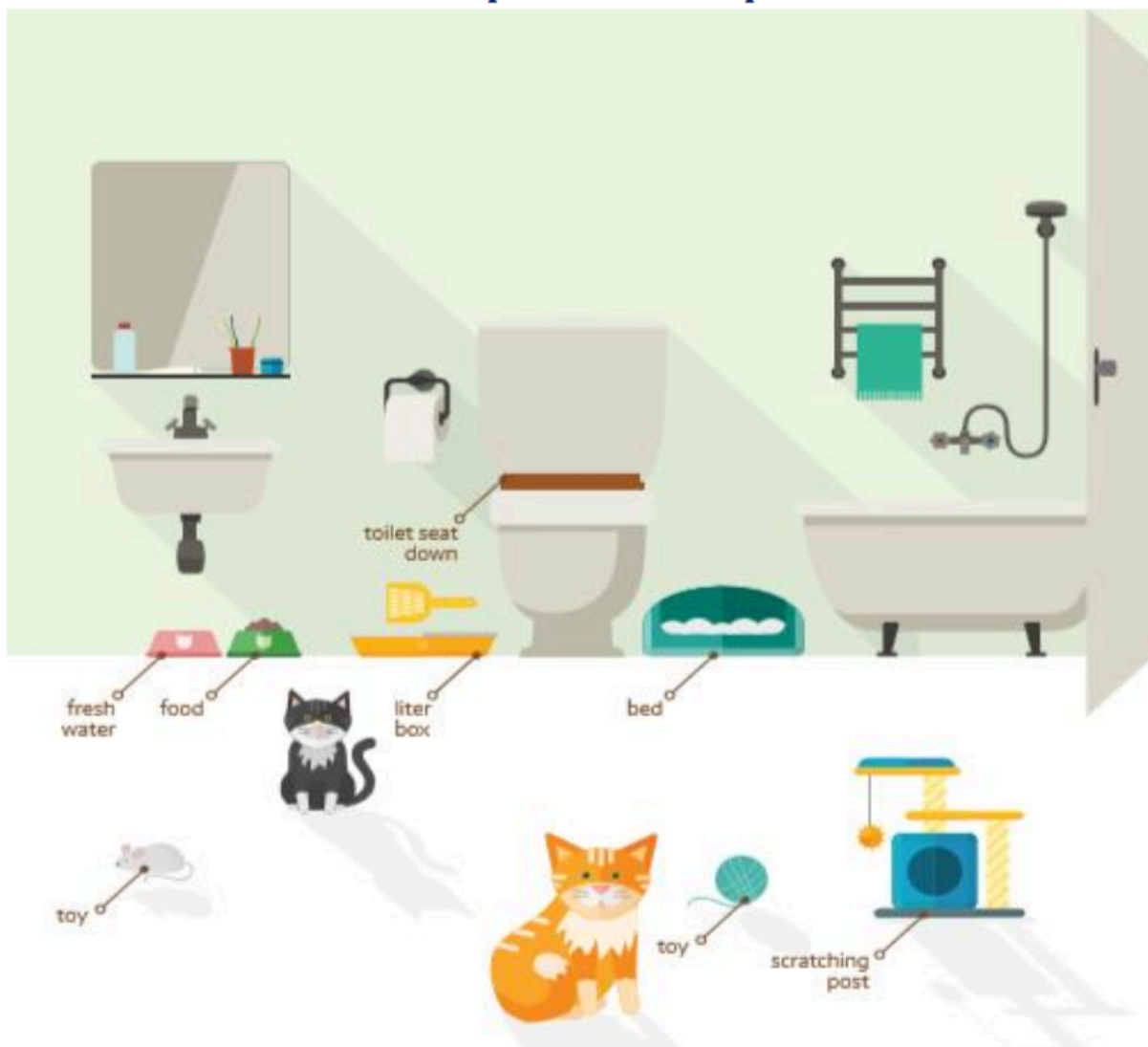
"I LOVE YOU,
DON'T STOP"

Section 5: Fostering Kittens and Cats

Kitten Room Setup

- All cats and kittens are required to be indoor ONLY. No outside play is permitted.
- Bathrooms make a great set-up for cats/kittens as they are generally easier to clean.
- Items on counters need to be safely stored away. We know how cats like to knock things off!

- Remove any plants/flowers from the foster area. Many plants can be toxic to animals.
- Secure window screens in any open window, no matter how small the opening.
- It is important to keep the kittens warm! However, it is also important that kittens have space to move away from a heat source.
- Felines like familiarity. Keep their same blankets, toys, bedding, etc. unless they are soiled and need cleaning.



Care of Kittens

Please let the Foster Care Coordinator know if your foster animal is developing behavior problems.

General Information:

- If you have a litter of kittens, it is important that you are able to identify them. Make a list of their names and any distinguishing markings so you can keep a record of their progress.

- Kittens will need to be at least 8 weeks old and 2 lbs. to go up for adoption. It is beneficial for kittens to remain with their littermates until they are 8 weeks old.
- Kittens should have their first vaccinations before going into a foster home as long as they meet health and age requirements. Foster parents are responsible for bringing in kittens or coming to get the boosters when they are due. The Foster Care Coordinator will text you when they are due for boosters.
- The area where you keep your foster kittens must be clean, dry, warm, and free of drafts. Kittens younger than 2-3 weeks cannot maintain their own body temperature and can die if they become chilled.
- Kittens with mothers should be kept separate from other animals in the house. The mother may be protective and can attack other animals or people if she feels threatened.
- Use towels or blankets for bedding. Bedding should be changed daily (or more frequently if necessary). The mother will try to keep the area clean, but that can be a difficult chore, especially with a large litter.
- The mother will take care of the babies' elimination needs by frequently cleaning/licking them. Kittens begin eliminating on their own without stimulation from their mother at about 3 weeks of age.
- *Fading kittens:* Rarely, one or more kittens in a litter will begin to "fade" after a week or two of life. They will stop growing, begin to lose weight, stop nursing and stop crawling. They may cry continuously and lose the ability to stay upright. There is no clear cause for the condition. Kittens fade very quickly and often do not recover, even with intensive care. Contact the Foster Care Supervisor immediately if you suspect a problem.

Feeding:

- Nursing mothers should be fed dry or kitten food mixed with some wet food. They need to be fed more often and in larger quantities than usual.
- Starting at about 3-4 weeks of age, most kittens will begin trying to eat on their own from their mother's dish. At this time, make sure the dish is large enough for the litter to gather around or use multiple dishes.
- Mix ground dry kitten food with water and a small amount of canned food to make a semi-solid mixture.
- Some kittens may need to be introduced to the food. Place a small amount on your finger and allow the kitten to lick it off or place a small amount on their lips. Slightly warming the food makes it more palatable.
- Feedings should be done at least 2-3 times a day. Several feedings throughout the day will ensure that your kittens do not overeat. Overeating and introducing
- new foods can cause vomiting or diarrhea.
- It is important to make sure that each kitten is eating. If it appears that one or more kittens is not making its way to the dish or is getting squeezed out, set up another dish away from the first and closely monitor that kitten's intake.

- **The milk you drink should never be given to a cat or kitten.**
- Remove the mother during kitten feeding times so she will not eat their food. It is also helpful to remove the mother 1-2 hours prior to feeding time to stimulate kittens' appetites.
- Kittens will continue to occasionally nurse during this time.

Kitten Expectations & Care by Age

Kitten Behavior:

- Kittens are very curious and like to run, jump, and climb. Remove all breakable and dangerous items from their reach.
- Kittens love to play with toys of any kind - even a crumpled piece of paper can provide amusement.
- A single kitten will likely cry a lot the first couple of nights. Make the kitten's area as cozy as possible by providing a blanket and stuffed animal.
- Kittens (and cats) should not be allowed outside.

Litter Box Training:

- By about 4 weeks of age, kittens are ready to begin using the litter box.
- Make sure you have a low-sided litter box for the kittens to get in and out of easily.
- Start them off by putting them in the litter box and scratching the litter with their paw. The kittens will pick this up very quickly. While they are learning to use the litter box, put them in it several times a day for a couple days if necessary.
- Kittens who are unfamiliar with the litter box will taste the litter. Use unscented, non-clumping clay litter for young kittens. Ingested clumping litter will cause illness.
- Several litter boxes may be necessary depending on the size of the litter.
- Litter boxes must be kept clean.
- Make sure the kittens can easily locate their litter box by keeping them in a small room or bathroom.
- Kittens are very messy when first learning to use a litter box. They will step in their excrement and track it through the room. At this time, it is especially important to keep all surfaces clean and covered.

Kitten Growth

<u>Weeks</u>	<u>Feeding</u>	<u>Development</u>
0-1	Bottle feeding ½ tablespoon of formula every 2-3 hours, overnight feeding can be every 3-4 hours. If there is a momma cat, make sure that all kittens are nursing. Kittens can nurse from Mom for up to 45 minutes at a	Kittens will weigh about 4 oz. Kittens will sleep 90% of the time and eat the rest of the time. Handle the kittens minimally. Newborns are deaf and blind and are unable to maintain their body temperature. Keep kittens warm with provided heating source.

	time. A lot of crying or activity could indicate a problem with Mom's milk supply.	
1-2	Bottle feed every 2-3 hours until kittens are full but not bloated. Overnight feeding can be every 3-4 hours. Generally, kittens eat ½ tablespoon per feeding.	Kittens will weigh about 7 oz. Ear canals open between 5-8 days. Eyes open between 8-14 days. Healthy kittens will be round and warm and have pink skin. Healthy kittens seldom cry. They are still unable to maintain their body temperature. Keep kittens warm with provided heating source.
2-3	Bottle feed up to 1 tablespoon (15mL) every 3-4 hours. Overnight feeding can be every 4-5 hours.	Kittens will weigh about 10 oz. and will begin to crawl and stand between 18-21 days old. They begin to play with each other. Increase handling of kittens to get them used to human contact. Ensure that all interactions are gentle and positive. They are still unable to maintain their own body temperature. Keep kittens warm with provided heating source.
3-4	Bottle feed every 3-4 hours until kittens are full but not bloated. Overnight feeding can be every 4 hours. Kittens may start lapping from a bowl. Feeding during the night is not required, unless kittens are not thriving.	Kittens will weigh about 13 oz. Kittens begin to see well. They may start cleaning themselves but will still need help for serious cleaning. Litter box training may begin at 4 weeks of age. (See Litter Box Training description in Kitty Care section.) They are still unable to maintain their body temperature. Keep kittens warm with provided heating source.
4-5	Feed 3 tablespoons of formula every 8 hours. The weaning of kittens may begin gradually. (See Weaning description in Kitty Care section.)	Litter box training may begin at 4 weeks of age. (See Litter Box Training description in Kitty Care section.)
5-6	Feed gruel 4 times a day. Introduce dry food and water. Some kittens do not like canned food – try mixing any meat-flavored human baby food with water. Be sure the meat flavor does NOT have onion powder as this is hazardous to kittens.	Kittens can start to wander around the room, under supervision. Play with your kittens often! (See socialization description in Kitty Care section.)
6-7	Feeding canned and dry food at least 3 meals daily. If any kittens are territorial with food, provide a second bowl so that everyone gets fed.	Kittens will start to act like actual cats: Playing and washing themselves. Be sure to show them the litter box after meals, play sessions, and naps.
7-8	Each kitten will be eating a little over one can of food per day. Offer wet food 3-4 times a day. Leave a bowl of dry food and water for kittens to use at will. DO NOT feed kittens table scraps.	Continue playing and socializing with the kittens.
8+	Feed wet food 2 times per day. Leave a bowl of dry food and water for kittens to use at will. DO NOT feed kitten table scraps.	Kittens should weigh about 2 pounds! When they reach this point, they are ready for adoption, and for spay/neuter.

TEENY TINIES

The tiniest, most vulnerable kittens require gentle and frequent care.

NEWBORN



- umbilical cord attached, eyes closed, ears folded
- can't regulate body temp.

1 WEEK



- eyes closed, ears folded, no umbilical cord
- eyes open at 8-12 days

2 WEEKS



- eyes completely open, blue color
- wobbly on their feet

TEENY WEANIES

As kittens age, you'll help them reach important developmental milestones.

3 WEEKS



- incisors emerging, ears unfolded
- discovering litterbox

4 WEEKS



- canines emerging
- vision improving; walking confidently

5 WEEKS



- premolars emerging
- weaning slowly onto wet kitten food

BIG KIDS CLUB

These social, independent, and coordinated kittens are almost ready for adoption.

6 WEEKS



- all milk (deciduous) teeth have emerged
- eating confidently

7 WEEKS



- transitioning to adult eye color
- coordinated and playful

8 WEEKS



- once 2 pounds, kittens can be spayed/neutered and placed in their forever home!

Care of Cats

Feeding Cats:

- Dry food in an appropriate amount should be given twice a day.
- If your foster cat refuses to eat the dry food you may mix in a little of can food with the dry. Please see the Foster Care Coordinator for cans of food.
- The milk you drink should **never** be given to cats.
- Fresh water should always be available.
- Cats should be fed away from their litter box. It can be in the same room.

- When needing more food/litter please remember to bring a container for each item to fill it up.

Cat Behavior:

- Cats should be provided with a scratching post or other suitable surface to scratch.
- Give your foster cat a variety of toys to play with. Rotate them periodically so they do not lose interest in them. You can try hiding your cat's favorite toys before leaving in the morning and create a sort of "treasure hunt" for him or her (make sure he or she sees you hiding at least a few of the toys).
- Cats should **never** be allowed outside.
- Contact the Foster Care Coordinator for suggestions and advice about specific behavior issues.

Ear mites are a common cause of feline ear problems. These tiny parasites can be extremely itchy and lead to long-term damage if left untreated.

You should always make sure to regularly check inside of your cat's ears so that you can be on the lookout for any problems or a possible infection. It's best to incorporate this into their grooming routine and make sure to look inside their ears at least once a week.

What are the symptoms of ear mites in cats?

Your cat will start scratching at their ears and shaking their head to relieve the itching from these tiny parasites. Here are the most common symptoms you should watch out for:

- Scratching at their ears
- Shaking their head
- Dark, dry discharge from the affected ear
- Red, inflamed appearance of ears
- Scratch marks on the pinna (outer ear)
- Skin lesions around the ear

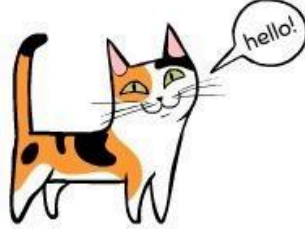


It's important to bring your cat to the veterinarian if she exhibits any ear problems. Left untreated, an ear mite infestation can cause serious damage to the cat's ear canal, especially if the cat develops a secondary bacterial infection. Untreated ear infections are not only very painful, but they can cause hearing loss and balance problems due to loss of equilibrium. Your vet will do a full physical exam and look into your cat's ears.

CAT LANGUAGE



INTERESTED



FRIENDLY



ATTENTIVE



RELAXED



TRUSTING



FRIENDLY, RELAXED



CONTENT



CONFLICTED, CAUTIOUS



PLAYFUL



EXCITED



"THIS IS MINE"



ANXIOUS



PREDATORY



WORRIED



FRIGHTENED



THREATENED



TERRIFIED



SUPER TERRIFIED



IRRITATED



DISGUSTED

Section 6: Health and Safety of those who Foster and Volunteer

To ensure the safety and health of both our animals, volunteers, and fosters, please follow these general guidelines:

- Before and after you interact with an animal, please sanitize or wash your hands. This will prevent the transfer of potential diseases from one animal to another. For your convenience, we have sinks in the kennels, as well as hand sanitizer.
- When you are done in an area wipe down counters and door handles before you leave.
- Only take pairs of animals out together who are in the same kennel. Taking animals from different kennels out together could possibly transfer diseases.
- If an animal or object is too heavy to lift by yourself, ask for help from the HHHS staff or other volunteers.
- Walk slowly when the floors are wet and avoid taking animals outside in the rain or snow.
- Report all injuries, bites, or aggressive behavior to the Volunteer Coordinator or Margaret. We must act immediately to prevent any other injuries to personnel or animals. Even if a bite or scratch is not aggressive, if it draws blood you must report it for health reasons.
- Do NOT attempt to break up a fight between animals. Notify a staff member as quickly as possible and they will resolve the conflict.
- Please stay home if you have any of the following symptoms
 - o Fever
 - o Chills
 - o Coughing
 - o Sore Throat
 - o Shortness of breath
 - o Pain or pressure in your chest
 - o Headache
 - o Sneezing
 - o Sinus or chest congestion
 - o Loss of taste or smell
 - o Fatigue
 - o Joint or muscle pain
 - o Intestinal distress like nausea or diarrhea
 - o Pink eye

Note: If you have been in contact with someone who has been diagnosed with or believes they may have COVID-19 please wait a minimum of 14 days to come into the shelter

Important Health Information for You and Your Pets

THANK YOU for volunteering your time and talents to help make our shelter more like a home for our amazing animals! There are a few important things to remember about the shelter and our animals; there are a large number of animals in a fairly small space, and our animals come in with completely unknown medical histories. This makes disease prevention key in the health of our animals--and you are a part of that too!

Zoonotic illnesses are diseases humans can get from animals. Many infectious diseases can spread from animals to people, and some of these can come from your pet. Know that getting diseases from a pet is pretty uncommon and that you can prevent most of them with some very simple steps.

The most important thing you can do to help prevent the spread of disease is to wash your hands! Wash them thoroughly and between each animal.

The most common way diseases are spread in an animal shelter is via fomites. Fomites are inanimate objects that can carry diseases. Most common fomites: dog dishes, toys, beds, bedding, human hands, shoes, cell phones, door handles, and clothing. Some important steps for you to take (other than washing your hands!): Have a specific pair of shoes that you only wear to the shelter, change your clothes as soon as you get home, and disinfect your cell phone, keys, car door knobs/steering wheel with bleach wipes.

It is important to understand that you can not only spread disease within the shelter, but you can spread disease to your animals at home. Make sure your animals are up-to-date on their vaccines. Don't let them jump on, kiss, or sniff your clothing or shoes after being at the shelter. If you are concerned about your animals, please take them to your regular veterinarian for assistance.

Some zoonotic diseases are:

Rabies: Caused by a virus and spread through bites, rabies is a disease that affects the nervous system and is generally fatal. Although rabies can be spread from pets such as a dog or cat, you are more likely to get it from a wild animal. Tell the Volunteer Coordinator immediately if an animal bites you.

Toxoplasmosis: You are most likely to get toxoplasmosis from eating partially cooked meat or from contact with animal feces while gardening, but you can also get it from contact with contaminated cat feces. It is a protozoan organism; if you are pregnant or getting ready to become pregnant, it is particularly important to be aware of this disease.

Hookworms and roundworms: These are intestinal parasites routinely found in dogs and cats, particularly kittens and puppies. The worms' eggs or larvae are passed from pets through stool. You can pick them up through your skin from walking barefoot, playing outside, or handling feces and not washing your hands.

Tapeworm: Most human tapeworm infections arise from the ingestion of contaminated meats. However, children can pick up tapeworm parasites from cats and dogs by accidentally swallowing a flea infected with tapeworm larvae. Tapeworm segments may show up in stool or around the anal area on a pet or human; they look like grains of rice. The single most important control for tapeworms is to control fleas on your pet and in the environment.

Ringworm: Not really a worm, ringworm is caused by a fungal infection within the top layer of the skin. It is very contagious and dogs, cats, horses, other animals, and humans can pass ringworm. On the skin, ringworm causes a ring-shaped, reddish rash that may be dry and scaly or wet and crusty. It may also be itchy. Although it's difficult to prevent, ringworm responds well to

self-care and treatment. It is estimated that 30% of cats are subclinical carriers of ringworm, meaning they have the fungus on them but are not showing any signs or symptoms.

Thank you for all you do! Written by Dr. Jami Grace, HHHS's Veterinarian 2-19-2016

Section 7: Policies and Procedures

Volunteer Code of Ethics

As an HHHS volunteer, I pledge to:

Respect

Respect others even though I may not agree with them;

Display courtesy, sensitivity, consideration, and compassion for people and animals;

Use good judgment in recognizing the scope of authority of staff members.

Safety

Keep safety at the forefront of all volunteer activities;

Follow the rules presented to me in training;

Respect and use equipment and supplies as they are intended;

Report all injuries immediately to a staff member.

Quality

Perform all tasks to the best of my abilities;

Ask for help when needed;

Recognizing training is essential to maintain safe shelter practices.

Self-Discipline

Recognize my limitations and those of others;

Set boundaries for myself – know my limits with the animals and other activities;

Hold myself accountable for the commitments I undertake.

Communication

Recognize I communicate both verbally and non-verbally;

Listen to the needs of others;

Advise shelter personnel of relevant information regarding the animals and my involvement at the shelter.

Commitment

Recognize true commitment comes from within;

Respect that people and animals count on me to honor my commitments;

Work together with staff and other volunteers to meet HHHS goals.

Welfare

Value my role in the maintenance and growth of the organization;

Strive to promote a positive environment;

Respect and support all people and animals.

Non-discrimination & Harassment Policy

We are committed to providing an inclusive and welcoming environment to all of our volunteers, staff, and visitors. It is the policy of Helping Hands Humane Society to ensure equal opportunities without discrimination or harassment based on race, color, religion, sex, sexual orientation, gender identity or expression, age, disability, marital status, citizenship, national origin, genetic information, or any other characteristic protected by law. Helping Hands Humane Society prohibits any form of discrimination or harassment. We encourage the reporting of any incidents of harassment or discrimination and prohibit retaliation of any sort.

Volunteer Privileges and Disciplinary Process Policy

HHHS reserves the right to deny volunteer applications and to revoke or terminate volunteer privileges at any time. Volunteers may also suspend or terminate their working

relationship with HHHS at any point. We expect all volunteers to follow all policies and procedures and any deviation from said policies can result in disciplinary action.

Although uncommon, HHHS does have a volunteer disciplinary process. It is a case-by-case situation and the seriousness of the offense is taken into consideration. If the action is considered harmful to any of our animals, staff, or volunteers or violates any non-discrimination or harassment policies, said volunteer may be terminated effective immediately.

First offense: the first offense is considered a warning and will be documented by the volunteer coordinator. Depending on the offense, corrective actions like additional training sessions in the corresponding area may be advised.

Second Offense: upon demonstration of a second offense of a similar nature additional training will become mandatory. You will receive a written final warning from the volunteer coordinator.

Third Offense: the third offense of a similar nature will result in volunteer suspension and/or termination. The duration of such is determined by management.

HHHS may choose to terminate volunteer privileges at any time without cause, as can the volunteer.

Communication and Social Media Policy

Fosters represent HHHS both at the shelter and through communications and social media presence. HHHS encourages responsible use of social media and communications with other individuals and organizations. We encourage individuals to take responsibility for what they write and say. The following section provides common-sense guidelines to follow:

- Fosters must not post defamatory statements about:
 - o HHHS
 - o Staff, our adopters, volunteers, or animals
 - o Sponsors
 - o Other Affiliates
- Fosters are not to contact other shelters, rescues, or animal care facilities about animals in our care without expressed permission from the rescue coordinator.

- You are personally responsible for what you post and communicate with others.

We recognize the unique opportunity that social media provides especially when it comes to fostering. We ask that all fosters follow these guidelines when posting on social media:

- If you are posting about fosters or the fostering program you must tag HHHS
- If posting a picture of specific fosters or fosters under your care, please include the following statement in your post
 - o “These foster pet(s) are not available for adoption. You can view current adoptable pets at <https://www.hhhstopeka.org/adoptable-pets/>, and be sure to follow our Facebook page @hhhstopeka, for pictures of animals as they become available for adoption. Adoptions are first come, first serve. We cannot guarantee that the foster pets you see here will come up for adoption.”
- Medical Fragile cases
 - o This is a case-by-case situation, where Dr. Grace may deem an animal medically fragile and may ask a foster to abstained from posting them on any social media platform.
- Commonly asked Questions about HHHS on Social media (You are never required to answer these questions if you feel uncomfortable doing so and you can always refer them to a member of our staff.)

- o **I would like to adopt *blank* animal. How can I do that?**

We are so glad to hear that you are interested in adopting an animal and HHHS would love to be a part of that journey! Animals in the foster program need a little extra TLC from our wonderful volunteers, so we cannot guarantee that they will come up for adoption. All adoptions are first come first serve and we cannot guarantee an animal to anyone, but if they become available for adoption you will be able to see them on our website <https://www.hhhstopeka.org/adoptable-pets/> or our Facebook page @hhhstopeka for daily updates.

- o **I saw a dog on the HHHS lost and found page and would really like to adopt them if they are not claimed.**

We are so glad to hear that you are interested in adopting a dog and HHHS would love to be a part of that journey! The dogs and cats on HHHS Lost and Found Facebook page come in as strays or are surrendered, so we cannot guarantee a particular outcome of any of those animals, but we have many adoptable animals at this time and you can see them all on our website

<https://www.hhhstopeka.org/adoptable-pets/> and our website is updated daily with new animals that are available for adoption.

o **Is HHHS a No-Kill shelter?**

HHHS is an open admissions shelter with a city and county municipal contract. That means that we have to take any animal in Shawnee County regardless of health or behavior and cannot turn an animal away. We often take in animals from outside counties (many no-kill shelters have to close their doors at some point when they become too full or overwhelmed...at that point, those animals who get turned away may be brought to an open admission shelter like HHHS). We are always working to lower our euthanasia rates and save as many lives as possible, and our statistics have improved greatly since moving to our new facility, but because many of the animals brought to us have serious health or behavior problems, this leads us to have to make difficult decisions when an animal is severely injured or could potentially cause harm to another animal or person. These decisions are not taken lightly, as there is a multiple-person committee that decides if there are any other options for these animals. You can see our statistics on the website if you're interested. Here is a good video that talks about the different kinds of shelters and why it's so important for community members to support them all: https://www.youtube.com/watch?v=lpaKT6v_mAw

People are contacting me about adopting or fostering from HHHS, what do I tell them?

Do:

- Tell them about the pet you are fostering and any helpful information. If it's not an adoptable pet (fospice, scheduled to go to rescue, etc.) explain how our foster program works.
- If it's a pet who will most likely be adoptable, encourage to fill out an adoption profile on our website. Let them know that unexpected things can happen, so we cannot guarantee that the pet will become available.
- Contact Marrison if it is a close friend or family member that is wanting to adopt so we can be sure to flag their application. We cannot guarantee they will be able to adopt the pet, but we can meet with them first before the pet is available to the greater public.
- Advocate for the pet and let us know what type of home the pet would do best in!

Don't:

- Do Not schedule meet and greets- the adoption team will do that and will contact you.
- Do Not give your foster pet to anyone else interested in adopting or fostering including friends, family, and neighbors.
- Do Not give them the foster coordinators phone number without expressed consent from the coordinator.
- Do Not promise people the animals. HHHS reserves complete right to choose the adopter for the pet.

Potential Adopter Policy

We recognize that foster animals get viewed in a variety of ways and are oftentimes seen through alternative methods. We ask that if there is someone interested in adopting one of your foster animals, you follow these steps:

1. Have the potential adopter fill out an adoption profile on our website.
2. Contact Marrissa our adoptions and customer service manager to let her know that there is a potential adopter.
 - a. marrissa.stark@hhhstopeka.org
 - b. Please relay the following information when contacting Marrissa
 - i. Your Name
 - ii. Potential Adopters Name
 - iii. Potential Adopters Email Address
 - iv. Potential Adopters Phone Number
 - v. The Name and ID Number of the Animal They Are Interested In
3. Please communicate with the potential adopter that we:
 - a. Do not guarantee them the animal or tell them the adoption price
 - b. ALL adoption qualifications still apply, so the pet cannot be guaranteed to this person.
4. Additional Notes
 - a. ALL Fosters are to contact Marrissa when they have an interested party so she can facilitate the process directly with the interested party and can put notes in on Shelter Buddy. If there is no communication with Marrissa, the interested party has no pre-ahead claim on the animal and does not get any special holds.
 - b. Fosters DO NOT get to decide who the adopter is, cannot finalize, rehome, or promise the pet to ANYONE, they can certainly express concerns to the adoptions team but don't get final say. There are a lot of

factors/laws that pertain to final placement that our adoptions team is well-versed in.

Volunteer Activities Policy

Although uncommon, HHHS reserves the right to demote or remove a volunteer from specific activities if the volunteer is deemed unfit or is compromising the safety of the animals or people around them. Any member of the HHHS admin team can ask a volunteer to stop or step down from the activity they are engaging in and continuance or renewal of those activity privileges may require the volunteer to be paired with another volunteer or further education. Suspension of participating in the activity may also be deemed permanent.

Rules and Policies on the HHHS Premises

Animal Handling Policy

It is expected that HHHS Volunteers treat all animals in the shelter with care, compassion, and respect. It is also required that before handling any animal a volunteer takes the corresponding training. Volunteers are not to take any animal from the shelter without approval from HHHS staff. While we understand that volunteers have the best of intentions, it is ultimately the responsibility of the staff to make policy and procedure decisions concerning the shelter and the animals in its care. If you are interested in taking any of our animal handling classes please fill out this [form](#) or contact the volunteer coordinator.

Animal Intake Policy

Volunteers are not allowed to take an animal from someone who is bringing in a stray or surrendering. This is because intake needs to speak to the individual and receive information about where they were found or other general information about the person and animal. In the case of emergence (like a person threatening to abandon an animal) please tell the individual that you are going to get a staff member and then find the closest staff member. At that time the staff member will take it from there.

Medical Emergency Policies

HHHS is not responsible for an injury that occurs during the time of volunteering. Animal rescue operations entail known and unanticipated risks which could result in physical or emotional injury. HHHS may call an ambulance for any perceived emergency and does not need the expressed permission of the volunteer or staff.

HHHS Weapon Policies

HHHS is a "Gun-Free Zone" and it is a violation of policy for any person to carry a firearm or dangerous weapon to the HHHS premises or other facilities being used exclusively for HHHS activities.

The following persons may carry firearms, as necessary, on the premises:

- A. Persons engaged in military, law enforcement, or security activities;
- B. Any federal, state, or local law enforcement officer

HHHS Tobacco, Alcohol, and Drug Policies

Tobacco-Free Campus: Because HHHS is committed to providing a safe and healthy work environment and to promoting the health and well-being of its employees, volunteers, and the animals, it is the policy of HHHS to prohibit smoking and use of any tobacco products on all company premises or in HHHS vehicles.

Alcohol and Illegal Drugs: HHHS is strongly committed to providing a quality work environment for its employees, volunteers, and animals. Illegal use of drugs and alcohol abuse can result in impairment on the job, which compromises the safe work environment that is essential to our well-being. HHHS will not tolerate or condone substance abuse. HHHS's policy is to maintain a workplace free from the effects of alcohol and drug abuse.

The use of alcoholic beverages while volunteering is prohibited. This prohibition includes HHHS vehicles and all-volunteer locations occupied while conducting HHHS business. A volunteer must not have any measurable alcohol in his/her breath or bodily fluids while volunteering.

It is a violation of policy for volunteers to engage in the sale, use, possession, or transfer of illegal drugs or controlled substances (as defined under the Controlled Substances Act of state law), to offer to buy or sell such substances while at HHHS, or to volunteer while under the influence of such substances. This prohibition includes all HHHS property, HHHS vehicles, private vehicles used while conducting HHHS business, and all-volunteer locations. Volunteers are expected to know those drugs that are illegal to use.

Any volunteers found in violation of these policies will be dismissed from HHHS.

Section 8: Operational Guidelines and Information

Adoption Guidelines

While each adoption situation is different, HHHS will attempt to implement a standard of fairness to maintain consistency in adoptions. Although we must place the responsibility of pet ownership in the adopter's hands, HHHS has developed Adoption Guidelines to assist Adoption Counselors, volunteers, and other personnel towards ensuring the adopter and animal will be a successful match.

- Only companion animals will be placed as pets. Wildlife and domesticated livestock will be sent to rehabilitation centers or rescues.
- Animals that are known to have vicious tendencies or other serious behavioral disorders will not be made available for adoption.
- No animals will be knowingly adopted to a residence where no pets are allowed.
- Animals will be adopted only as companion animals. In some instances, they may be adopted as working animals (herding, hunting, etc.) as long as they will still be companions.
- Only dogs that are physically and behaviorally suited to living outdoors may be adopted as such. Dogs that will be housed permanently outdoors must have physical characteristics that make them suitable for this environment including heavy coats and sturdy builds.
 - o Adopters who will be housing their dog permanently outdoors must supply the animal with a doghouse and a fenced-in, secure area. Adopters must also be willing to continuously socialize the animal and bring it indoors during extreme weather conditions.
- Dogs will not be adopted to owners who intend to chain them permanently outdoors as a means of housing. Short periods of time are acceptable as long as adopters follow the City of Topeka's Ordinances.
- Cats will not be adopted to owners who intend to allow them outdoors unsupervised unless they are adopted out from our Barn Cat Program or are known to have previously been outdoor or indoor/outdoor cats.
- All adopted animals must be sterilized according to the Kansas Animal Pet Act.
- Animals will not be adopted as gifts. Two exceptions may be made:

- o The person who is receiving the gift is present
- o Parents wanting to adopt the animal as a gift for their child (under 18 years of age)
- Any person adopting an animal must be at least 18 years old.
- All potential adopters must complete an Adoption Profile. Any responses on the profile that may be proven false can disqualify the individual from adopting.
- Potential adopters with a poor history (animals repeatedly stolen, hit by cars, ran away, died, etc.) will require special counseling by the Manager of Adoptions who will also determine if the individual will be able to adopt.
- Adopters must agree to pay all shelter fees applicable to their chosen animal.

Any exceptions to these guidelines must be approved by an Adoption Coordinator, the Manager of Adoptions, or the Executive Director.

Intake Guidelines

Intake must take any stray animal found in Shawnee County (excluding wildlife, they must go to a wildlife rescue).

- The animal must have been found in Shawnee county
- When the animal is brought in the individual who brought them in must provide
 - o ID
 - o Phone number
 - A profile is created for the person on Shelter Buddy (our online database to track people and animals) this helps us keep track of how many animals a person surrenders in a year or if the animal becomes sick we will be able to notify them.

Intake also takes in surrendered animals, but the individual must schedule an appointment to do so. This is because a surrender typically takes longer because we ask questions about the animal's personality and habits.

- The individual must live in Shawnee county or it costs \$80 to surrender them

- When the animal is brought in the individual who brought them in must provide
 - ID
 - Phone number
 - A profile is created for the person on Shelter Buddy (our online database to track people and animals) this helps us keep track of how many animals a person surrenders in a year or if the animal becomes sick we will be able to notify them.
- The person must also sign paperwork stating that they cannot call and check on the animal that they are surrendering and there is no guarantee that this animal will go to the adoption floor (this is because there might be health or behavior issues.)

At the time of admission, the animal is checked for a microchip. For dogs, they must be given their Distemper/Parvo and rabies vaccines immediately if they are the appropriate age. Cats also need to be vaccinated and they receive them once processed by the intake staff. The vaccines that the animals receive before they go into our general kennels helps to protect the other animals under our care.

Tracking the individuals who bring in animals also helps us with adoptions, because it allows us to determine if an individual is suited to adopt based on their history.

Behavior Test

Every animal under our care must go through a behavior test for the safety of the people and animals around them. This crucial step also helps us determine what type of family would best suit them. When doing a dog behavior test we look at 6 main components:

- General body handling
 - How the reacts and handles being touched
- Resource guarding/ Food aggression
 - This test helps us determine if the animal guards their food and if they would be able to eat around other animals and people.
- Child test
 - This test uses a child doll to help us determine if a dog would be able to live with a child or if they have aggressive towards them.
- Dog test
 - This involves them meeting another dog on a lead and gauging their reaction.

- Kennel behavior
 - This is an observation not only to see how they act in their kennel but to compare their kennel behavior to their behavior when they are outside of the kennel.
- Socialization
 - This refers to how they act around people and if they seek out attention or if they avoid it.

Euthanasia

HHHS admits over 6,000 animals each year. Many of these animals have medical or behavioral issues that are quite severe and necessitate difficult decision. Euthanasia is considered only when all other realistic alternatives have been exhausted. It is never a decision that's made lightly. The problem of euthanasia does not exist solely for HHHS. Nearly 1.5 million animals are euthanized per year in shelters across the nation. The primary goal of HHHS is to be a resource for animals with nowhere else to go and to find the best possible outcome for each of those animals. The performance and consideration of euthanasia are conducted by HHHS in accordance with the guidelines set forth by The Humane Society of the United States (HSUS), American Veterinary Medical Association (AVMA), and state and federal laws.

For the purposes of HHHS, euthanasia is the process of providing a painless, comfortable death to an animal. Euthanasia is a term derived from the Greek word eu meaning good and thanatos meaning death. A "good death" for HHHS requires that the animal undergoes the process as free of stress as possible and in a quick and painless manner.

The primary reasons HHHS must do euthanasia are a service to the community or because of severe health or behavioral issues. Euthanasia of dangerous animals protects the health and safety of our community. It's always a last resort and all other options are explored first.

Animals come into the shelter for a variety of reasons. Some come in as strays and others are owner surrenders. Owners surrender their pets for numerous reasons: moving, having a baby, pet behavioral issues, or simply not having enough time for the animal. Despite the surrender reason, it is HHHS policy that no animal from Shawnee County is turned away. The organization is an open-admission facility that admits every animal seeking refuge. Due to the open-admission policy, HHHS admits more animals than most other shelters in Kansas. The reality is that because we admit all animals some will have serious health or behavioral issues that require euthanasia.

Decisions about euthanasia are never done lightly and only after all other options have been perused. First, we look at working with other rescues, getting assistance from local veterinaries,

or placing the animal in a foster home. Euthanasia decisions are made by a committee that includes our executive director, our veterinarian, and our behavior team.

Animals are selected based on their behavior, health, and temperament. It is not the policy of HHHS to choose animals to be euthanized simply to make space. If you have additional questions pertaining to euthanasia, please contact the HHHS Executive Director Kathy Maxwell at kathym@hhhstopeka.org or (785) 233-7325. HHHS believes in the importance of thoroughly understanding such a complex and emotional topic. Resources are available to answer all of your questions.