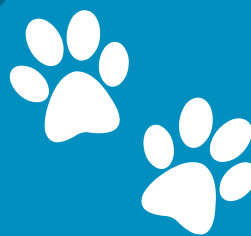




Humane Society
Silicon Valley

Thank you for saving a life!

HSSV CANINE FOSTER MANUAL



► About this Manual

We're here to help you be the best foster parent you can be. This manual contains a ton of helpful information and links to even more resources. If you don't find what you're looking for, please reach out!



www.hssv.org



901 Ames Ave. Milpitas CA

► Highlights from Inside:

- HSSV Contacts..... page 3
- Vet Emergency Protocol..... page 7
- Escaped Dog Protocol..... page 9
- Dog Bite Protocol..... page 10
- Feeding Guidelines..... page 15
- Behavior Challenges..... page 19
- Returning Your Foster..... page 20

For questions, please email:

canine.foster@hssv.org

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Dear foster parent,

First and foremost, we want to THANK YOU!

You are about to embark on a life-saving adventure that you'll never forget!

Opening your home to a foster animal not only allows us to increase the number of animals we save, but it also immensely improves the quality of life for the individuals YOU foster while they wait for their forever homes.

The shelter is a stressful place to live, no matter how nice we make it. You have a major impact as foster parents just by providing these animals some stability during a really scary and uncertain point in their life.

Additionally, sharing the information you've learned about your foster will help capture the attention of potential adopters, and it will help their new home be as prepared as possible to offer that same stability.

In this manual, you will find guidance and helpful tips to ensure success for the duration of your foster animal's stay.

If the requirements included in the following section do not work well with your schedule, please let us know. We can help you find a foster situation that will work best for you!

Sincerely,

HSSV Foster Team



TYPES OF FOSTERS & THEIR CARE REQUIREMENTS

Type of Foster	Typical Care Requirements
Sick or Injured Foster	• Vary based on the individual issue and other factors • May include activity restrictions, medications, and/or routine vet visits.
<u>Neonate Puppies (0-5 wks)</u>	• Bottle feed every 2-4 hours, even overnight ◦ Time spaces further as they age • Need to be stimulated to poop & pee at every feeding • Puppies are weaning from 3-5 weeks
<u>Moms with Puppies</u>	• Mom does most of the work for puppies first 4-5 weeks • Mom needs: ◦ Food available at all times ◦ Short walks and time away from her puppies ◦ Quiet space away from resident animals and children to nurse puppies
<u>Underage puppies (5 – 12 wks)</u>	• Feed 3 x daily • Can't leave them alone for more than 4-5 hours • Cannot go on walks (they are under-vaccinated) • Need a secure, clean, & enclosed indoor space (xpens are available to borrow from HSSV) • Need area cleaned multiple times a day • Quarantined for 2 weeks from resident pets
Adult Dogs	• Feed twice daily • Walked min. 30 - 60 minutes per day (3-4 potty breaks) • Other enrichment requirements vary • Designated safe space away from resident animals • Most should not be left alone for more than 4-5 hours at a time - especially at first.

Click on titles for links to additional resources

HSSV CONTACTS



Group	Contacts	When to Contact
FAVS	FAVS@hssv.org 408-262-2133 ext. 158 Schedule appointments HERE	• Schedule routine vaccinations • Personality profiles • Schedule supply pick ups
Foster Mentors	caninefostermentors@hssv.org Individual mentor will be assigned at pick up	• To get a mentor assigned • General advice & support
Foster Staff	canine.foster@hssv.org 408-262-2133 ext. 364	• Schedule surgeries • Schedule pick up, drop off • Schedule 1st triage • Provide medical updates • You want to adopt • There's an emergency
Medical	Use the QR code below	Non-emergency medical concerns
Behavior	Use the QR code below	Non-emergency behavior concerns

MEDICAL CONCERNS*



BEHAVIOR CONCERNS*



*Expect a response within about 24 hours

WHERE TO GO WHEN YOU ARRIVE



901 Ames Ave. Milpitas CA



Extra parking
near FAVS

Depending on your appointment type, you will be directed to go to one of the following:

- ★ HSSV Medical Center (Medical)
- ★ Community Services Lobby (Intake)
- ★ Foster Animal Vaccination Station (FAVS)

HOW TO SCHEDULE A FOSTER PICKUP



REQUEST A PICKUP APPOINTMENT

- Select the type of canine you'd like to foster: adult, puppy, or bottle baby
- Choose a time that works for you
- We will matchmake for you: your first time meeting the dog will be at pickup

You will be notified 12+ hours before your requested appointment whether it is **confirmed** or **canceled**

Confirmed Appointments:

- Show up at FAVS at your scheduled time
- Email canine foster if you are running late or need to cancel

Canceled Appointments:

- Do NOT show up at FAVS
- Request a future appointment
- Email canine foster if you are willing to take a different type of canine

OR

ATTEND A "YAPPY HOUR" EVENT

- Q&A with mentors and staff
- Meet multiple pups available for foster, during the showcase or 1:1 afterward
- Take home a foster pup same day!



WHAT IS CONSIDERED A "MEDICAL EMERGENCY"?

EMERGENCY	NON-URGENT CONCERN
Difficulty breathing	Unusual feces (diarrhea or constipation)
Vomiting, lethargy, loss of appetite and/or diarrhea	Vomiting or loss of appetite (more than 12 hours)
Ingested something toxic	Discharge from nose and/or eyes
Broken limbs or severe swelling	Sneezing or coughing
Uncontrolled bleeding	small cuts/abrasions
Multiple seizures	Limping, mild swelling

- If you're unsure if something is a concern, please consult your mentor
- All medical appointments will need to be at the HSSV Medical Center
- You will always need a scheduled appointment to use the Medical Center
 - Email canine.foster@hssv.org to schedule an appointment

REPORTING NON-URGENT MEDICAL CONCERNS:



*Expect a response within 24 hours.
If the situation becomes urgent while
you are waiting, take emergency
steps (next page)



WHAT TO DO IF THERE'S A MEDICAL EMERGENCY



Daytime Emergencies

Between the hours of **7am–5pm**

- Call ahead: **(408) 262-2133 x188**
- Come directly to the Medical Center



Night Time Emergencies

Between the hours of **5 pm–7 am**

- Go to www.vettriage.com/hssv
- Click "Connect Now"
- Use discount code **HSSV50**



If the Veterinarian on duty determines emergency care is needed, you will be directed to a specific emergency vet hospital

If you have been instructed to take your foster to a hospital, please make sure to bring your foster's **animal ID number** with you

**ALL EMERGENCY VET VISITS MUST BE
APPROVED IN ADVANCE!**

**Pease send an email to foster staff in the morning so
we can schedule you for follow-up care at the shelter**



WHAT TO DO IF YOUR FOSTER PASSES AWAY

UNEXPECTED DEATHS

- In rare cases, a dog may die unexpectedly
 - Most common in young puppies, or medical cases
- This is not the fault of the foster, the medical team, or anyone else
 - Sometimes pups simply fail to thrive, or have a sudden health crisis

If this happens with one of your fosters:

- Contact canine.foster@hssv.org immediately
- Bring the diseased pet to HSSV's Intake area
- After hours? A small pup may be stored in the freezer until morning

EUTHANASIA

- In some cases, the best outcome for an animal is humane euthanasia
 - Medical cases that are not treatable, and the animal is suffering
 - Behavioral cases that pose a safety risk, or are not treatable and result in poor quality of life for the animal
- Euthanasia is decided by veterinarians or a panel of shelter managers
 - Always with the animals' best interest at heart

If euthanasia is necessary for your current foster, you will be notified

SELF CARE

- *Compassion fatigue* is a common side effect of rescue work:
 - The physical & mental exhaustion or emotional withdrawal experienced by those who care for sick or traumatized individuals
- Self care is critical to your own health, and to your ability to continue to help pets in need of foster care -especially after losing a foster...
 - [Click here for CF resources specific to animal welfare](#)

WHAT TO DO IF YOUR FOSTER DOG ESCAPES

1 Remain calm

Yelling or chasing the dog will usually cause them to run farther, faster. Take a deep breath, and gather supplies: **your phone, a leash, and some high value snacks**

3 Keep eyes on the dog

Following at a distance and keeping the dog in your sights will help you narrow in on their location. Calling for backup will be most effective if we have an accurate search area.

5 Make the leash a slip lead

You might corner or contain the dog in someone's yard, but if they are scared or not wearing a collar, you may not be able to clip the leash. In this case, slip the leash clip into the handle, put the big loop over their head and gently tighten by pulling on the clip end.

2 Call and bribe them

Dogs in a panicked run may not go for this, but dogs who are just exploring will! Be fun and inviting; use a jolly voice and offer yummy snacks (human food is OK here!)

4 Avoid direct approaches

Your first priority is to get the dog to approach you. However, if you must close the distance, do so using a curved path, arcing your approach. This is less threatening to the dog!



**If you can't easily collect the dog, contact HSSV right away:
canine.foster@hssv.org -- (408) 262-2133 x188**

WHAT TO DO IF YOUR FOSTER DOG BITES

If your foster animal bites **and breaks skin** on anyone (including you) we need to know right away.

They are not in trouble, but per CA state law, we are required to complete a bite report to send to animal control.

Your foster will need to complete a 10-day **bite quarantine**, to ensure they do not show signs of rabies.

This quarantine can be completed in your care or return to HSSV, whichever you prefer.

Please document the following information about the incident:

Bite Victim Information:

- ▶ Victim's full legal name
- ▶ Victim's age
- ▶ Victim's address and phone number



Seek first aid or medical care as needed

Incident Information:

- ▶ Location and severity of the bite (photos are very helpful)
- ▶ Date and time that the bite occurred
- ▶ Address where the bite occurred
- ▶ Circumstances surrounding the bite (the more detailed, the better)

What happened before, during, after?



PREPARING YOUR HOME

1. Ensure your personal pets are fully vaccinated



- Make sure your own animals are current on their vaccinations and are in the best possible health.
- If they have health concerns, check with your veterinarian to ensure that fostering is safe for your pets.

2. Check your home and yard for hazards



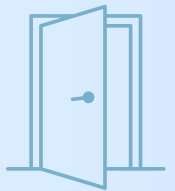
- Check your fence line and property for:
 - Holes, loose planks, foxtails, poisonous plants or gardening supplies.
- Dog-proof inside your home:
 - Store loose cords and small or valuable objects to avoid chewing
 - Clear your countertops of food (if you're fostering a large dog)

3. Set up a safe confinement zone



- You'll need a space where you can safely house your foster dog while they are unsupervised
- See the next page for details!

4. Secure the entrance and exit from your home



- Dogs sometimes try to leave the house as we enter or exit!
- Going through the garage, laundry room, or back door can ensure that even if your new foster gets past you, they are still safely contained.
- Sectioning off the front door with an x-pen can be helpful if you have a lot of people coming and going.

5. Decide on ground rules for your foster

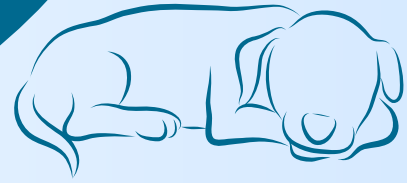
- It's important that everyone in the family is consistent and agrees to the same terms ahead of time.
 - Are you going to allow the foster dog on the couch?
 - What words are you going to use for training?
 - What is the schedule is going to be?





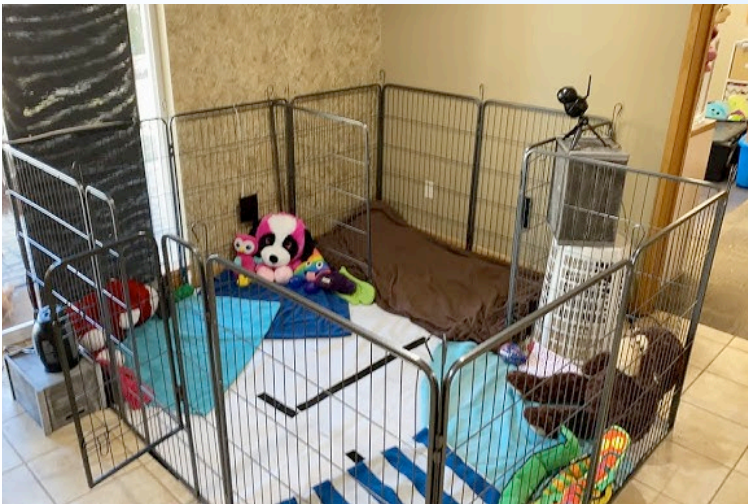
FOSTER DOG CONFINEMENT AREA

zzz



Where will your fosters stay when you're not at home?

- The area you choose should be indoors, climate controlled, easy to clean, dog proof, and secure. Bathrooms or laundry rooms are popular!
- If you don't have a room you can section off with a door or baby gate, we can loan you a folding gate (x-pen) to create an enclosed space.



Puppy care tip: line the bottom of the x-pen with a shower curtain to protect your flooring underneath!

Everything is new for them

- Animals need time to get used to a new home, new family, and new routine
- Be patient, and take the following steps to help set them up for success while they transition into life in your home

Take time to help them adjust

- If you work during the week, picking your foster up on Friday evening or Saturday morning may be ideal, so you can stay home with them for a few days while they adjust

Keep things simple

- Having visitors over, or taking big trips can be stressful for a dog in transition
- Keep things as quiet as possible around your home and let them get used to your routine before bringing people over, or trying an outing with your foster

Keep them on leash while you show them around

- Take them to their new potty spot right away so they establish a good habit
- Walk them around your home to let them sniff and explore for the first time
- After that, drop the leash and leave it dragging behind them
 - This will allow you to quickly redirect them if they make a mistake

Introduce them to their “confinement zone”

- Help make the confinement zone (where you’ll leave them when they’re unsupervised) a happy place by spending time with them there
- Then, have them spend some time there alone while you’re still home

Set a regular routine

- The sooner you establish a routine for eating, sleeping, potty breaks and play time, the faster your pup will acclimate!
- Remember: it takes dogs **3 days** to decompress and **3 weeks** to get comfortable in a new routine



Do you have kids or pets?

Check out this page for info on safe intros and management



RULES TO LIVE BY

1

Expect the **unexpected**

Every dog is an individual, and we usually don't have a lot of background information on the dogs before they go to foster. Prepare your home proactively and let us know if you have any trouble.

2

Keep your foster dog **on leash** while in public places

Additionally, never bring your foster dog to public dog parks or other areas where dogs may be off leash. This is for their safety and yours!

3

Carefully watch your foster dog's **body language**

Your foster dog will experience many new things while in your care. [Watching their body language](#) will let you know if they're feeling uncomfortable. If you notice signs of stress, slow down and/or get them some space from whatever is stressing them out.

4

Train your foster dog using **positive reinforcement**

Reward behaviors you like with praise and treats. Reduce behaviors you don't like by ignoring them or arranging things so they can't practice them. This is the safest and most effective approach! [See the common behaviors sheet](#) - or [HSSV contacts](#) for more help.

5

Keep under-vaccinated puppies **safe from disease**

Until puppies have had 4 DHPP vaccines (for Distemper/Parvo), they should not be on the ground in public spaces. They may be carried or walked in a stroller so they continue to socialize to our busy world!

6

If you're not sure about something - **ask us!**

There's a lot to keep track of when you're caring for dogs and puppies, and we don't expect you to know it all right away. That's why we have a team of folks to help you along the way.

[See the HSSV contacts for help.](#)

FEEDING YOUR FOSTER

Please only feed the food provided by HSSV

Separate from resident dogs while feeding

- Ensure your foster has a place to eat their meals in peace
 - Away from other pets and children
- If you have multiple foster puppies, keep an eye on their habits
 - Most pups eat well with their litter-mates
 - Separate for feeding if you notice food guarding or hogging

Feed 2 meals per day unless otherwise directed

- Reasons to feed more than 2x:
 - Underage puppies are free fed and fed 3 meals of wet + dry mix
 - Nursing moms are *free fed*; they always have food available
 - Severely underweight dogs are fed multiple small meals

Feeding Amounts:

ANIMAL WEIGHT	DRY KIBBLE PER MEAL
UNDER 10 LBS	1/3 CUP
10-20 LBS	1/2 CUP
20-30 LBS	2/3 CUP
30-40 LBS	1 CUP
40-60	1 1/2 CUP
60-80	1 3/4 CUP
80+	2 CUPS

Puppy Feeding Ratios:

PUPPY AGE	% DRY KIBBLE	% WET FOOD
0-3 Wks	0%	See Neonate Packet
3-5 Wks	50%	50% + warm water
5-12 Wks	75%	25%
12-16 Wks	90%	10%
16-24 Wks	100%	Add wet if picky

MORE ON FEEDING YOUR FOSTER

Picky eaters

When should I be concerned?

- Adult dogs (6 months and up):
 - Not eating for 24 hours is OK
 - Submit a medical concern on the 3rd day, after troubleshooting
- Puppies (Under 6 months):
 - Submit a medical concern if they haven't eaten for 24 hours
 - After trouble-shooting, using the tips below

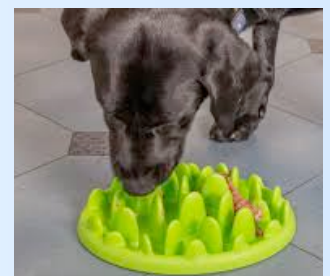
Trouble-shooting Tips:

- Warm up the food (add water to plain kibble for adults)
- Mix in something extra tasty:
 - Low sodium chicken broth, chicken baby food, or pumpkin
- Try hand feeding
- Give them some privacy (secure space, no onlookers)
- Make sure their bowl is totally cleaned of older food remnants
- If you're still having issues, ask your mentor

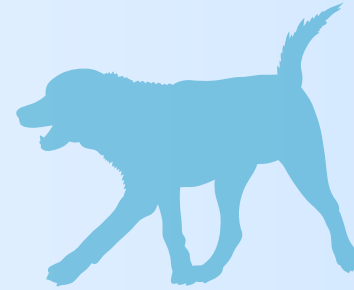
Make it more than a meal

Feeding time is an opportunity for socialization and training!

- Hand feeding shy dogs helps them learn to trust you
- Placing food in a Kong or Puzzle toy provides mental stimulation
 - Freezing makes it last even longer!
- Food can also be used for training
 - They can earn their meal one trick at a time



RESIDENT PETS AND CHILDREN



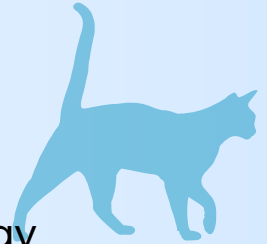
If you have **dogs** at home

- Put away valued items like toys and chews before you get your foster
- Introduce the dogs on a walk outside of your home
- When you return home, leave leashes dragging for easy redirection
- Supervise all interactions and never leave the dogs unattended together

Puppies may meet your dog through a gate after a 2-week quarantine

If you have **cats** at home

- Note that none of the shelter dogs have been “cat tested”
- Create a separate and secure place for your cats to get away
 - Have a plan to keep them separate as long as is needed
- To try introducing, have your foster dog on leash
 - Use a gate across a doorway so they can see but not touch/chase
 - Feed treats to build positive associations and reward calm behavior



If you have **kids** at home

- Supervise all interactions between children and your foster dog.
- Establish ground rules for your children ahead of time to set their fostering experience up for success:
 - Leave the foster dog alone when they're eating, or sleeping
 - Never take a toy or chew away from the foster dog
 - Do not tease the foster dog
 - Walk, don't run, near the foster dog – and never play chase
 - Pick up all your toys so the foster doesn't think they're OK to chew
 - Adults must always hold the dog's leash on walks
 - A kid may hold a second leash



FOSTER DOG ENRICHMENT

Enrichment is anything your foster dog enjoys doing that promotes normal dog behavior.

Variety is critical – try a different option each day!

ENRICHMENT EXAMPLES

Scent Enrichment

- Being allowed to sniff on walks
- Smelling packages at the door
- Nose work training (“Find it” game).
- Dog-safe oils – e.g., lavender
- Meeting/smelling new people
- Following the scent of an animal

Object-oriented Play

- Playing fetch with a ball
- Playing tug with a rope or toy
- Chasing/catching a Frisbee
- Independent toy play (chewing)

Foraging Enrichment

- Chewing on dog-safe bones/chews
- Eating from a food puzzle
- Licking goodies from a frozen kong
- Tearing a cardboard box full of treats
- Finding kibble scattered on the floor
- Digging in their bedding/blankets

Social Connection

- Basic training sessions
- Gentle petting or massage
- Walking with dog friends
- Playing with dog friends
- Snuggling on the couch

Providing ample enrichment tends to reduce challenging behaviors!

“Enrichment must be given the same significance as other aspects of animal care, and should never be considered optional.

– Association of Shelter Veterinarians

”

COMMON TRAINING CHALLENGES

Crate Training*

- Make the crate inviting with soft bedding
- Feed meals in the crate with the door closed
 - Open the door as soon as they are done eating
- Drop treats or toys in the crate at random times

**FOLLOW THE QR BELOW TO
GET HELP FROM THE
BEHAVIOR TEAM:**



Potty Training (starting at 16 weeks)

- Reward your foster dog each time they go in the “right” place
- Keep a log of each time your foster dog goes potty:
 - Include the time, type (1 or 2), and the location
 - Adjust your schedule according to the patterns you notice

***Click on titles
for links to
training plans**

Mouthiness

- Have a toy handy in every interaction with your foster dog
 - Redirect them to the toy any time they start to get mouthy
 - If they persist in mouthing you *instead* of the toy, stop the interaction
- Say “ouch!” if they bite hard, then stop the interaction and ignore them
 - This helps make it clear to them what makes the interaction stop

Chewing

- Ensure appropriate chew items are readily available at all times
- Praise your foster when you see them chewing on “their” items
 - Make playing with toys extra reinforcing by engaging with them in play!
- Put forbidden items out of reach
- If you find them chewing on something forbidden, calmly exchange it for a toy

Barking

- Ignore barking if it’s directed at you for attention
 - Pick an alternative behavior to reward (sitting, pawing, licking, etc.)
- Move your foster away from other things they are barking at (other dogs, etc.)
 - Give treats for moving away, and/or checking in with you instead of barking

Fear/Avoidance

- Give your foster space and choice to interact in their own time.
 - Never force them to approach something they seem afraid of
- Feed treats while they see the stressor at a distance, or lower intensity



FOSTER RETURNS & OUTCOMES

Personality Profiles

- Your stories help dogs get adopted!
- [Click here for personality profile form](#)
- Please do this 2-3 days before returning

Spay/Neuter Surgery

- Scheduled by Foster Staff – email canine.foster@hssv.org
- For most, this is “goodbye and good luck!” – foster stays for adoption

Other Pathways & Outcomes:

Neighborhood Adoption Center (NAC)

- Some fosters will be asked to drop off at our off-site adoption center
- Petco in W. San Jose – 500 El Paseo de Saratoga, San Jose, CA 95130

Available for Adoption in Foster

- For those willing to keep a foster until they get adopted
- For more details, see the next page!

Return to Shelter for Adoption

- For animals who's journey doesn't include a spay/neuter surgery
- For foster families who helped their foster recover after spay/neuter
- Email canine.foster@hssv.org when you are ready to return

Foster “Fails” – you adopt your foster

- Contact canine.foster@hssv.org ASAP if you'd like to adopt
- Include the A# and your contact info (phone, address, email)
- Adoptions may be finalized in person or over the phone

Friends or Family adopt your foster

- Contact canine.foster@hssv.org
- Include the animals A# and the adopters contact information

AVAILABLE FOR ADOPTION IN FOSTER

Who qualifies to be made available in foster?

- Adult dogs
- Older puppies (adolescents)

Why can't I keep my underage puppies until they are adopted?

- Young puppies get adopted quickest when they're visible on the adoption floor

Why foster a dog who's available for adoption?

- Improve a dog's quality of life while they wait for their people
- Provide photos that show off their home-life skills, to attract adopters
- Share greater insights about their personality in a home environment
- Enjoy the satisfaction of a happy ending!

How does it work?



- 1 Provide your availability to bring your foster in for adoption appointments via our [foster availability survey](#)
- 2 Look for emails from our Adoptions team alerting you to the scheduled adoption appointment(s)
 - We give at least 24 hours notice ahead of an appointment
 - There could be multiple meets scheduled per visit
- 3 Bring your foster dog in at scheduled times, and allow our adoptions associates to work their magic!
 - You may leave if you prefer, or stay on site and wait
 - Each appointment typically lasts 30-45 minutes
 - Adoptions staff will call to tell you if your foster needs to be picked up, or if they found their people

[Click here for more info on the "adopt from foster" process](#)



THE ADOPTION PROCESS



Help us Market your Foster Animal

- Provide bright, in-focus images of your foster pet being adorable
- Play up their best qualities when filling out their [personality profile](#)

Leave Adoptions to the Adoptions Team

- The adoptions team will provide counseling to adopters based on the information you've provided about their time in foster

Our Adoption Philosophies:

- We trust people.
- We look for ways to make an adoption happen, not turn one down.
- We take a conversational approach with customers by asking open-ended questions rather than a pass/fail application process.
- We are respectful of the customer's experience and knowledge, and assume they come from a place of wanting to help animals.
- We cater to the individual, both person and pet, with flexible guidelines.
- We provide support before, during & after adoption to help them succeed
- We provide exceptional customer service to all our visitors, regardless if they intend to adopt, because word of mouth is the best advertising.
- We view adoption returns as an opportunity to learn more about our adopters and our animals to make better matches for both the next time.

Thank you for fostering!