

### Fostering Process - Start to Finish

#### **PURPOSE**

This document describes the cat fostering process from start to finish for new foster applicants

#### **SCOPE**

This procedure starts with foster application and walks through each step that is taken until a foster stay is completed

#### **BACKGROUND**

Fostering involves many behind-the-scenes steps. This document is intended to provide an overview of those steps.

#### **PROCEDURE**

1. Prospective foster will fill out APA! Foster Application at:  
<https://www.shelterluv.com/matchme/foster/APA/Cat>
2. Foster Screener will contact applicant to review application and answer any questions they may have about fostering
3. If approved, Shelterluv will automatically send foster our Welcome Email. Foster Screener will add foster's email address to the Cat Foster Homes Google Group and add any notes from their discussion to Shelterluv. If there are concerns about an application, then the foster screeners as a group discuss if the applicant should be denied. If it is decided that the application needs to be denied, the foster screeners will contact the applicant by phone or email to inform them
4. Cat Foster Plea Team will email out lists of cats/kittens that need foster to the email group daily
5. Foster will reply to Cat Foster Plea Team and volunteer to foster a cat that they see from foster pleas sent out through the Cat Foster Homes Google Group
6. Cat Foster Plea Team will work with foster to answer any questions and arrange pick up of the cat
  - a. If the cat is at another shelter, then a day will be worked out with the foster to pick the animal up from the APA! Clinic following its intake exam. The Cat Foster Manager will plead transport for the cat on the agreed upon day.
  - b. If the cat is at APA!, the foster can pick the cat up during normal business hours.
  - c. If the cat is with another foster, the Cat Foster Plea Team will send an email to the current foster, cc'ing the new foster, instructing them to make arrangements to transfer the cat that are convenient for both of them
7. Once the new foster has acquired the foster cat, the following steps will be taken:
  - a. Cat Foster Manager will add the cat to new foster in Shelterluv (if cat was with another foster prior, CFM will also return the cat from previous foster)
  - b. Cat Foster Manager will add or update cat's information on the Cat Foster Tracking Spreadsheet
  - c. Cat Foster Manager will email Medical/Marketing Info email containing cat's information and assigning a mentor

8. Foster Mentor will check in either by email or phone (usually email, but some fosters are better contacted via phone) with foster as needed, but at least every 2 weeks for kittens or once a month for adults, to make sure the cat is doing well and that all medical, marketing needs are being met.
9. Foster period will end when:
  - a. Foster needs cat moved to another foster
    - i. Foster Plea Team will add cat to the foster pleas to locate a new foster
    - ii. When new foster is found, Foster Plea Team will send current foster an email with the new foster cc'd so they can arrange transferring the cat
    - iii. When cat is transferred, CFM will return cat from existing foster and add cat to new foster in Shelterluv
  - b. Cat is adopted/pre-adopted
    - i. When CFM is notified via Adoption Center EOD's that a foster cat has been adopted, they will email the Cat Foster Adopt Team with the cat's name, foster's name and email address, and adopter's name (if provided)
    - ii. Cat Foster Adopt Team will email foster to inform them that the cat has been adopted and, if the cat is spayed/neutered, they can now release the cat to its adopters or, if it is not yet altered, letting them know that the cat is pre-adopted and will need to remain in foster until its surgery, then it may go home to the adopters.
    - iii. If adopted, the Cat Foster Manager strikes through cat's row on the Cat Foster Tracking Spreadsheet and turns the font red, entering ADOPTED and the date of adoption in the cat's Placement Notes cell. If pre-adopted, Cat Foster Manager turns the font red for the cat's row on the Cat Foster Tracking Spreadsheet and enters PRE-ADOPTED and the date of adoption in the cat's Placement Notes cell.
    - iv. CFM will delete the cat's row from the Cat Foster Tracking Spreadsheet when the cat has been outcomed in Shelterluv by either the Adoptions Team or the Records Team. When the cat is outcomed, the foster stay will be automatically ended in Shelterluv.
  - c. Cat Moves to the Adoption Center
    - i. Cat Foster Manager will notify foster of space in the adoption center via email, giving them a few options as to when to bring the cat in
    - ii. Foster will (hopefully) reply saying when to expect the cat in the adoption center
    - iii. If foster does not reply and does not bring cat in, Cat Foster Manager will change the cell color on Adoption Center Waiting List and continue reaching out to foster
    - iv. Once cat is brought to the adoption center, CFM will be notified through the Adoption Center EOD. CFM can then delete cat's row on the Cat Foster Tracking Spreadsheet.
  - d. Cat Passes Away
    - i. CFM strikes through cat's row on Cat Foster Tracking Spreadsheet and enters Deceased and the date in the Placement Notes cell.
    - ii. CFM will delete the cat's row on the Cat Foster Tracking Spreadsheet when the cat has been outcomed in Shelterluv
    - iii. CFM will contact the foster to express condolences
10. Foster will (hopefully) take another foster kitty and you start over from Step 6

### **ADDITIONAL INFORMATION**

For questions regarding this policy, contact document manager.