



# FOSTER VOLUNTEER HANDBOOK



# TABLE OF CONTENTS

## [Contact Information 3](#)

### [Welcome and Mission Statement 4](#)

### [Preparing for Your Foster Animals 5](#)

Other Pets in the Home 5

Preparing the Foster Room 5

Supplies 6

### [Picking Up Your Foster Animal\(s\) 6](#)

Choosing Assignments 6

Pick-Ups 7

### [Caring for Your Foster Animal\(s\) 7](#)

Daily Care 7

Feeding 7

Socialization 8

Cleanliness 8

Dog Walks 8

### [Keeping Fosters Healthy 9](#)

Daily Wellness Assessments 9

Weighing Young Animals 9

Medical Concerns 9-10

Routine Wellness Check-Ups 10

Vaccine Reactions 10

### [Medical Emergencies 10](#)

Unassisted Death 11

### [Behavior 11](#)

Teaching Good Manners 11

Behavioral Issues 12

Houstraining 12-13

Aggression and Bite Incidents 13

### [Kids & Fosters 14](#)

### [Returning Your Foster Animal\(s\) 14](#)

Promoting Pets for Adoption 15

Happy Endings 15

Adoption Policy 15

Disease Control between Groups 16

### [Types of Assignments 16](#)

Orphaned Infants 16

Pregnant Animals 16

Moms with Litters 17

Self-Sufficient Puppies and Kittens 17

Medical Conditions 18

Behavior Modification/Socialization 18

Small Animals 18

Crisis Fosters 18

Foster Field Trips and Sleepovers 18

### [After-Hours Emergency Agreement 19](#)

## [General Volunteer Information 20](#)

Volunteer Opportunities 20

Volunteer Benefits 20

Volunteer Newsletter 20

Volunteer Recognition 20

Service Tracking 20

Remaining Active 20

Closings/Inclement Weather 20

Resignation 21

Confirming Volunteer Participation 21

Paid Employment 21

Code of Conduct 21

Personal Questions 21

### [Reporting an Accident 21](#)

### [Infectious Diseases 22](#)

Keeping Personal Pets Healthy 22

Ringworm 22

Giardia 22

Pre-Exposure Rabies Vaccines 22

### [Social Media Policy 23](#)

Online Social Networking 23

Blogs & Personal Websites 23

### [Core Services 23](#)

Pet Intake 23

Adoptions 23

Dog Training/Behavioral Services 24

Community Veterinary Services 24

Pet Food Pantry 24

Humane Education 24

### [Harassment/Sexual Harassment Policy 24](#)

Definition of Harassment 24-25

Reporting Policy 25

Prohibition for Retaliation 25

Procedure for Handling Complaints 25

### [Statement on Euthanasia 26](#)

### [Disciplinary Process 26](#)

Unsatisfactory Performance 26

Misconduct 26

### [Other Ways to Help 27](#)

### [Final Note 27](#)

## CONTACTS

If you have a question or concern about a foster pet in your care call CHS during our regular operating hours. Our call center operators can direct you to your foster coordinator or another staff member who can assist you. After-hours emergencies should be handled in accordance with our [After-Hours Emergency Agreement](#).

### CHS Hours of Operation:

Monday – Sunday: 9am-5pm

### Foster Coordinator Contacts:

#### Newington:

Michelle Green, Foster Coordinator  
860-594-4500 x. 6330  
[newingtonfoster@cthumane.org](mailto:newingtonfoster@cthumane.org)

#### Westport:

Evelia Rivera, Assistant Shelter Manager  
860-594-4500 x. 6605  
[erivera@cthumane.org](mailto:erivera@cthumane.org)

#### Waterford:

Denise McNichol, Assistant Shelter  
Manager/ Volunteer Coordinator  
860-594-4500 x. 6504  
[dmcnichol@cthumane.org](mailto:dmcnichol@cthumane.org)

### CHS Locations:

#### Newington Shelter & Fox Memorial Clinic

701 Russell Road  
Newington, CT 06111

#### Waterford Shelter

169 Old Colchester Road  
Quaker Hill, CT 06375

#### Westport Shelter

455 Post Road East  
Westport, CT 06880

### After-Hours Emergency Facilities:

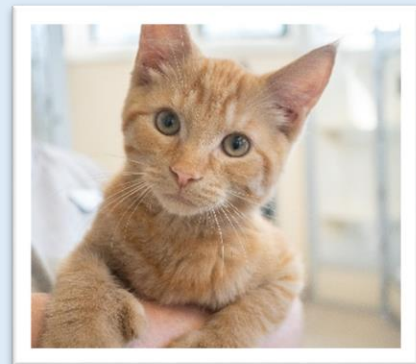
Foster volunteers should use the following facilities for emergencies when CHS is closed:

Pieper Memorial Veterinary Center  
730 Randolph Road, Middletown  
860-347-VETS (8387)

Bolton Veterinary Hospital  
222 Boston Turnpike, Bolton  
860-646-6134 or 860-456-4298

Pieper Memorial Vet Specialist  
51 Boston Post Road, Madison  
Monday – Sunday: 8am-10pm  
860-390-5340

VCA Vet Referral and Emergency Center  
123 West Cedar Street, Norwalk  
203-854-9960 or 203-245-8511



[CThumane.org/FosterResources](http://CThumane.org/FosterResources)

## **WELCOME!**

*Thank you for participating in the Connecticut Humane Society's Foster Care program. CHS was founded in 1881 and is the oldest animal welfare organization in the state. Over the years, CHS has rehomed tens of thousands of animals, developed humane education initiatives, supported legislation that promotes the humane treatment of animals and has provided resources for families in crisis to prevent pet relinquishment. Thousands of volunteers have helped us achieve these goals.*

*Fostering is a wonderful way to contribute to CHS and its mission. The individualized attention you provide for your foster animals is priceless- you are making a lasting impact on their physical and emotional well-being.*

*This handbook will acquaint you with the policies of the foster program. It will also serve as a guide to provide you with important information about caring for your foster animals. Please refer to it often. Any additional questions should be directed to your foster coordinator. Feel free to call or e-mail us. Our goal is to make your foster care experience enjoyable.*

*With a little work and a lot of love, you will make a huge difference in the lives of your foster animals.*

*This is a "live" document. Use the blue links to navigate through the handbook or to learn more on the CHS website. More resources can be found at [CThumane.org/FosterResources](http://CThumane.org/FosterResources).*

*Good luck and happy Fostering!*



## **MISSION STATEMENT**

The Connecticut Humane Society is the leading resource in the state for companion animal welfare, enriching the lives of families and communities through adoption services, medical care, education, and prevention of cruelty.

# PREPARING FOR YOUR FOSTER ANIMALS

Before you pick up your foster animal(s) you will want to prepare your home for their stay.

## Other Pets in the Home

Although animals are examined prior to foster care, they may be harboring an illness or infectious disease that could be contagious to your own animals. In order to prevent disease transmission between foster pets and owned pets you must take extra precautions if there are pets in the home.

- All pets in the home **must** be healthy and up-to-date on their vaccines or vaccine titers, whether or not you plan to let them interact with your foster pets. All owned dogs and cats in the household must be current on their rabies vaccine. Proof of their vaccination status may be required in certain circumstances such as a bite incident between an owned pet and a foster pet. Volunteers should not take foster animals if pets in the household have a contagious illness, are suffering from a disease that suppresses their immune system or prevents them from being vaccinated.
- You **must** provide a separate room for your foster animals and keep them isolated away from other pets in the home unless prior permission has been given from your foster coordinator to let the pets co-mingle. The room must be completely closed off from the other animals with a solid door (not a baby-gate). This is required for the health and safety of all animals involved. Even with permission from CHS staff, allowing foster animals to interact with owned pets carries risks of disease transmission or injury. Volunteers who allow fosters to interact with their own pets are doing so at their own risk.

## Preparing the Foster Room

Even if you do not have other animals, you should have a designated foster room where the foster pet can be kept when you are not home. All pregnant, nursing and young animals should be confined to a small foster room at all times.

The foster room should be:

- A quiet, spare room
- Easy to clean and disinfect
- Free from valuables
- Free of choking, drowning or strangulation hazards
- Free of cleaning chemicals
- Smoke-free
- Able to be closed off from other animals with a solid door

**Tip:** Covering the floor with newspaper or a tarp is a good way to prevent damage from accidents caused by kittens or puppies.

## Supplies

CHS will provide you with the following supplies, depending on the needs of your animal:

- Food/Treats
- Food and water dishes
- Toys
- Bedding
- Crate/Carrier
- Medicine
- Litter (Non-clumping for kittens)
- Litter box and scoop
- Leash/Collar/ID tags
- Formula/Bottles/Warming pad
- Puppy pads
- Digital scale and weight chart

**Tip:** Volunteers may want to invest in their own food and water dishes, digital scale and litter pan to cut down on the amount of supplies carried back and forth between assignments.

CHS cannot reimburse volunteers for foster expenses unless prior authorization was given by the Foster Coordinator.

Volunteers may want to have the following supplies on hand:

- Extra bedding/Old towels
- Paper towels
- Carpet cleaner (Nature's Miracle is recommended)
- Extra toys
- A heating pad or microwaveable heating disk

**Tip:** When buying extra toys, opt for inexpensive options. If a foster animal becomes sick, all supplies may need to be thrown out prior to fostering the next assignment to prevent disease transmission.

## PICKING UP YOUR FOSTER ANIMAL(S)

### Choosing Assignments

When CHS has animals that need fostering, your foster coordinator will begin contacting volunteers to make pick-up arrangements. Detailed information about the assignment will be provided, such as:

- Their species/breed/age
- Number of animals in the litter
- *Approximate* length of the assignment
- Whether they can interact with other pets in the home or must be isolated
- Whether they can be fostered in a home with children or other animals
- Known medical or behavioral issues
- Special care requirements such as feeding or medication

**Note:** Please do not agree to take a foster assignment unless you can keep the animals for the entire length of their foster period.

Once you agree to an assignment, your foster coordinator will schedule a time for you to come to CHS to pick up the animal(s), ideally within 24-48 hours

## Pick-Ups

Please arrive on time and allow at least 15 minutes to complete a foster pick-up.

A staff member will meet with you to:

- Provide you with detailed information about the animal
- Go over specific care instructions
- Schedule the first wellness check-up (if needed)
- Give you your supplies
- Email you a foster receipt and medical records

## CARING FOR YOUR FOSTER ANIMAL(S)

When you first arrive home with your foster animal(s), allow them some time and space to adjust to the new environment. It's a good idea to keep dogs on their leash for the first day so they can be re-directed if needed.

### Daily Care

Each day you will need to:

- Clean the food and water dishes/bottles
- Put out fresh water (except for bottle-feeding infants)
- Feed fresh food (as directed by your foster coordinator)
- Change bedding (if soiled)
- Scoop litter pans (placed away from food)
- Spend at least an hour socializing your foster pet
- Make sure your fosters are clean and dry
- Take dogs out for walks/exercise (if appropriate)
- Perform a wellness assessment

### Feeding

You will be given specific feeding instructions when you pick up your foster pet. Please follow all instructions for the type and amount of food to feed and the number of feedings per day.

Some animals may be placed on a special diet due to medical or behavioral needs.

Feeding guidelines can also be found online at [CThumane.org/FosterResources](http://CThumane.org/FosterResources)

Young animals must be monitored during feedings to ensure they are eating enough and that their mom and littermates aren't preventing them from accessing food.

If your food supply is running low, please submit a supply refill request. We will not be able to reimburse you for purchased food or supplies unless prior authorization was given. The online supply refill request can be found at [CThumane.org/FosterResources](http://CThumane.org/FosterResources).

If your foster animal is a picky eater, refuses to eat or suddenly stops eating, notify your foster coordinator. In order to prevent stomach upset, we ask that you only change a pet's feeding protocol if you have received permission from your foster coordinator.

**Safety Note:** When transporting animals to and from CHS, cats should be secured in a carrier and dogs should be in a carrier or on a leash with a seat belt attachment. Use caution when getting dogs in and out of cars so they do not get loose and do not remove pets from the carrier in the parking lot or lobby. Staff will remove them when they are ready to see them.



## Socialization

Human contact is extremely important for the development of young animals. Socialization from a young age helps animals to become easier to handle when they are older.

Every day you should spend at least an hour performing some of the following activities:

- Playing
- Snuggling
- Petting
- Brushing
- Meeting new people
- Desensitizing them to touch (paws, ears, opening their mouth)
- Exposing them to new sights and sounds (vacuum cleaner, radio, stairs, etc.)

**Note:** While meeting new people is an important part of socialization for young animals, animals that are not fully vaccinated should not be taken out in public. Your friends and family may interact with puppies and kittens when they come over to visit.

A complete socialization checklist can be found at [CThumane.org/FosterResources](http://CThumane.org/FosterResources).

## Cleanliness

Foster animals must be kept clean and dry at all times. Young animals that are learning to eat are especially prone to becoming soiled with food.

As needed, please:

- Brush animals to prevent matting
- Keep faces clean- gently wipe off excess food and “eye gunk”
- Check for fecal matter that can become trapped in long fur
- Bathe in warm water with mild soap if needed
- Dry thoroughly with a hair-dryer set to low (careful not to burn)
- Let your foster coordinator know if your pet needs a nail trim or matted fur cut out. Do not attempt either at home.

## Dog Walks

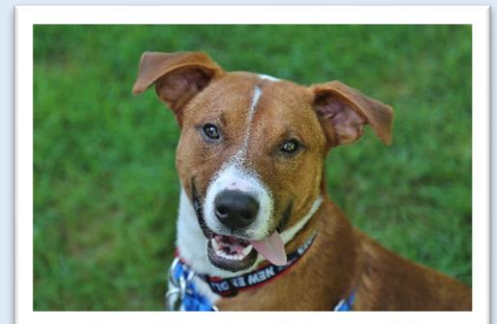
Healthy, vaccinated adult dogs need daily walks and exercise.

It’s ok to:

- Walk adult dogs in your neighborhood
- Take dogs on leashed hikes
- Allow dogs to play loose in fully fenced-in areas

Never:

- Allow dogs off-leash in an unsecured area
- Take dogs to dog parks
- Take your foster pet out of state on hikes, walks or vacations
- Allow foster dogs to interact with other dogs other than those in the household (with permission from your foster coordinator)



**Note:** Young puppies have not been fully vaccinated and should not be around other dogs. Puppies may be taken outside to do their business, but please keep them in your own yard.



# KEEPING FOSTERS HEALTHY

## Daily Wellness Assessments

Every day you must take a few minutes to give each of your foster animals a good once-over to look for any signs of illness or injury.

As part of this assessment you should:

- Weigh infants and record their progress on the [Infant Animal Weight Chart](#)
- Look in their ears (should be clean- no odor or discharge)
- Look in their eyes (should be clear and bright- no discharge)
- Look in their mouth for ulcers (a sign of calicivirus in cats)
- Listen to their breathing (there shouldn't be any wheezing)
- Check their skin for hair loss, scabs, dry patches, etc.
- Check for live fleas or flea dirt (look on the belly where there is less hair)
- Take note of stool consistency

## Weighing Young Animals

Infant kittens, puppies and some small animals must be weighed daily on a digital scale and their [weight recorded](#). If you do not have a scale, one will be provided for you by CHS.

- Kittens and puppies should gain roughly ½ ounce per day.
- A failure to gain weight or loss of weight indicates that something is wrong and they should be seen as soon as possible.
- Young animals should be chubby- not bony!

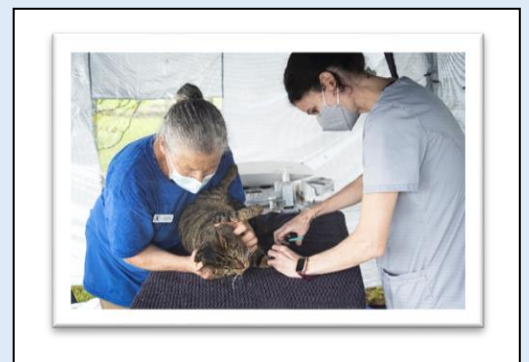
## Medical Concerns

It is important that medical concerns get addressed quickly to prevent symptoms from worsening. Young animals are very fragile and many medical concerns can be life threatening. Diarrhea can lead to severe dehydration which is often fatal and even a flea infestation can lead to anemia and death.

All medical decisions must be handled by CHS veterinary staff. Do not administer any medication without approval or attempt any “home remedies.”

Immediately report to your foster coordinator any:

- Vomiting/Diarrhea/Constipation/Blood in stool
  - Refer to the [Fecal Scoring Chart](#) when reporting diarrhea or issues with stool
- Sneezing/Coughing
- Eye discharge/Ear odor or discharge
- Ulcers in the mouth
- Wheezing/Struggling to breath
- Loss of appetite/Failure to gain weight/Weight loss
- Lethargy/Change in energy level
- Skin issues
- Dehydration
- Bleeding



- Limping
- *Anything* “different”

Depending on the symptoms that your animal is experiencing, your foster pet may need to come in for an exam or be returned for hospitalization. A medical appointment request form is available at [CThumane.org/FosterResources](http://CThumane.org/FosterResources).

**Note:** If the medical staff asks to examine the animal, the appointment should be scheduled as soon as possible. The veterinary team will determine how quickly the animal must be seen.

### **Routine Wellness Check-Ups**

Young animals must be seen every two weeks for wellness check-ups, routine deworming, and vaccines. All foster animals are seen once every month by a veterinarian, sooner if showing signs of illness. Our medical staff must keep a tight schedule, so please arrive on time for scheduled appointments and provide at least 24 hours’ notice if you need to cancel or reschedule an appointment. Exams/rechecks may take 30 minutes or more. Volunteers will need to complete a [Progress Report \(recheck\)](#) at least 24-48 hours before all recheck appointments and alert staff to any concerns or signs of illness so a vet can be available if needed.

### **Vaccine Reactions**

Please monitor animals for vaccine reactions following a check-up and contact CHS immediately if you notice any of the below symptoms:

- Vomiting/Diarrhea
- Lethargy
- Hives or facial swelling
- Loss of appetite
- Anything unusual
- Swelling at injection site

## **MEDICAL EMERGENCIES**

If your foster animal has a medical emergency, you will need to act quickly. A medical emergency is a life-threatening situation that requires immediate care, such as:

- Severe injury or trauma
- Difficulty breathing/blocked airway
- Severe bleeding
- Continuous vomiting
- Lethargy/listlessness
- Dehydration can become life threatening. Signs of dehydration such as concentrated urine and lethargy should be monitored closely.

In the event of an emergency, animals should be brought back to the CHS for treatment if it is during our normal business hours and we have a vet on duty. Call ahead so that our staff can prepare.

If CHS is closed or, with permission, if there is no vet on duty, you will need to bring your foster pet to the after-hours emergency facility that we use in your area. A list of the clinics that we use can be found on the [Contacts page](#) of this manual. After-hours visits can be very costly to CHS, so it is important that you follow the guidelines in the [After-Hours Emergency Agreement](#). A copy of the Emergency Agreement can also be found at [CThumane.org/Foster/Resources](http://CThumane.org/Foster/Resources).

The after-hours clinic will provide short-term care for the foster pet until CHS is open, at which point the volunteer must transfer the animal(s) back to CHS. Volunteers may not leave foster animals hospitalized at the emergency clinic if CHS is open.

It is important that you know how to get to the closest emergency clinic. Look up directions from your house or program the address into your GPS or phone. Have a copy of the animal record, foster contract, and emergency agreement on hand to show the clinic on arrival. This serves as proof of foster and the agreement between CHS and the clinic. All documents will be emailed to you at the start of the foster assignment.

### **Unassisted Death**

In the unfortunate event that a foster animal passes away at your home, please call and inform us right away. The body should be brought to CHS for proper disposal. Our medical staff may want to examine the body to determine the cause of death. Please understand that, unfortunately, death is a reality when fostering infant animals. Infants do not have a fully developed immune system and may not survive despite the best care and medicine.

## **BEHAVIOR**

### **Teaching Good Manners**

- Provide appropriate toys for cats to scratch so they don't claw your furniture.
- Keep kittens clean so they learn good grooming behaviors.
- Don't allow young animals to nibble on hands. It won't be cute when they're larger!
- Give dogs appropriate chew toys so they aren't tempted by shoes or other inappropriate objects.
- Ask dogs to sit before going out for walks, to earn their food and for treats or pets.
- Crate or otherwise contain dogs when they are not being supervised to keep them out of trouble. We can give you tips on desensitizing your dog to their crate so that it becomes a safe haven rather than a "punishment."
- Additional behavior resources can be found at [CThumane.org/FosterResources](http://CThumane.org/FosterResources)

## Behavioral Issues

Behavioral issues that are left untreated may prevent the foster pet from adoption when they are returned to CHS so it is important that any problem behaviors are reported to your foster coordinator as soon as possible. You will be given tips to correct the behavior before it becomes a habit. Do not reward undesirable behavior such as barking at the mailman or begging for food. Petting or talking to a dog while they are exhibiting undesirable behaviors will reinforce it because they are being rewarded with attention.

**Note:** The Connecticut Humane Society utilizes positive reinforcement training, which uses treats and praise to encourage good behavior. Volunteers must never use physical force or a raised voice to reprimand a foster animal.

Immediately inform your foster coordinator of any behavioral issues that you are experiencing with your foster pet, such as:

- Destructive behavior
- Cats avoiding the litter box
- Dogs having accidents inside
- Mouthy behavior from kittens and puppies
- Extreme shyness or withdrawn behavior
- Separation anxiety
- Fear, aggression, biting
- Anything else that is of concern

Failure to report behavioral issues will result in a warning. Repeated failure to report behavioral issues will result in dismissal from the foster program.

## Housetraining

We cannot guarantee that any animal is housetrained. Young animals should not be expected to be fully housetrained. You can start housetraining once they begin eating solid food at around 4-5 weeks of age but expect accidents.

Housetraining Tips:

### Cats:

- Litter pans should be placed away from food and bedding.
- Keep the litter box clean. Some cats/kittens will not use a dirty box.
- Use more than one litter box for large litters.
- Use a litter box with low sides for young kittens so they can easily get in and out.
- Keep kittens confined to a small room so they can easily get to their litter box when needed.
- Many kittens begin using the litter box instinctively at around 4 weeks. If they need help learning, place the kitten in the litter pan and stimulate them with a warm, moist cloth. When the kitten starts to urinate or defecate, remove the cloth and allow the kitten to use the pan. The kitten should naturally start scratching

**Note:** Kittens are curious and may attempt to eat their litter. Clumping litter can cause intestinal problems so only non-clumping litter should be used for young kittens.

and burying their waste. Repeat these steps until the kitten goes into the litter pan on his own.

**Dogs:**

- Dogs and puppies that aren't housetrained should be kept in a crate when not being supervised. They don't like to relieve themselves in a confined area where they will have to lie in their own waste.
- Have a designated "potty spot" outside. Dogs like to go where they can smell their own waste.
- Be observant! Figure out the signs your dog uses to let you know they have to go.
- When removing dogs from the crate immediately take them outside to their "potty spot."
- Take dogs to the "potty spot" a few minutes after eating.
- Use a consistent phrase such as "go potty" or "do your business" to encourage them.
- If they go, reward them with praise, treats and time out of their crate.
- If they don't go after a few minutes, take them inside and return them to the crate. Try again in a little while.
- When housetraining, don't take dogs on long walks to do their business or they won't learn to go quickly. Only take long walks after they have relieved themselves in the designated area.
- If a dog has an accident inside, do not punish or yell at them. Take the fecal matter outside and place it in their designated elimination area.
- Clean accidents with a solution that will neutralize the odor. White vinegar diluted in water works well, as does enzymatic cleaners like Nature's Miracle or Anti-Icky Poo.

**Aggression and Reporting a Bite Incident**

Questionable or fearful animals will not be sent to a home with young children. Even the nicest animal may show signs of aggression if they are protecting their young. It is very important that all nursing moms are approached cautiously.

If an animal begins to show signs of aggression, contact your foster coordinator immediately. Animals showing signs of aggression may need to be returned to CHS.

If a foster pet bites or scratches anybody, contact CHS immediately to report the incident. The animal may need to be returned for a mandatory quarantine. This is for the safety of you and your family.

## KIDS & FOSTERS

Fostering is a great way for children to learn about caring for pets and helping pets in need.

Children can:

- Play with fosters and assist with socializing them
- Assist an adult with measuring out the food

**Safety Note:** Young children should never be left alone with foster animals.

A trained adult must be responsible for:

- Feedings (to ensure all animals are eating the proper amount)
- Dispensing medications
- Performing daily wellness assessments



## RETURNING YOUR FOSTER ANIMAL(S)

All foster animals remain the property of the Connecticut Humane Society and must be returned for adoption. Most puppies and kittens are scheduled to come back when they are 8-9 weeks old and weigh at least two pounds. If they are under two pounds, you may be asked to keep them a little longer.

When returning animals make sure you:

- Have a scheduled return time
- Return the animals clean and ready for adoption
- Have fasted the animals if they are returning for surgery such as spay/neuter (Remove their food the night before surgery and don't feed them in the morning. A little water is ok.)
- Return supplies
- Return your digital scale
- Complete a [Foster Report Card](#).

**Note:** If an emergency arises and you are not able to keep the foster animal(s) until their scheduled return date, call in advance to let us know the animals will be coming back early.

Do not leave fosters in the care of pet-sitters, neighbors or family members that have not gone through the Foster Care training. They will not know whom to contact in case of emergency.

## Promoting Foster Pets for Adoption

Do:

- E-mail up to three high-quality photos to your foster coordinator. Photos should be clear, high resolution, and should not contain people in them. Photos may be used on the CHS website or on social media to promote the pet for adoption.
- Provide detailed information about your pet's personality on the [Foster Report Card](#).
- Let your foster coordinator know if a friend is interested in adopting your foster pet. When the animal is ready for adoption, our adoption staff can provide a courtesy call to let them know the pet will be available.

Don't:

- Promise a foster pet to anybody. All adoptions are first-come, first served and must go through our application process. We cannot put an animal on hold for friends and family. Any interested parties will still have to come in to complete the application process with an adoption counselor. No exceptions.

## Happy Endings

Once foster pets have been made available for adoption they will appear in the list of available animals in the ["Adopt" section](#) of our website. A day after the pet is adopted their name and photo will appear on the [Success Stories](#) page which is located in the Make a Difference menu on our website.

## Adoption Policy

Please remember, fostering is meant to be temporary, and we cannot promise that you will be allowed to adopt your foster animal. In some cases, there is already an adopter lined up or they have an owner expecting them back. If you decide that you would like to adopt your foster pet, let your Foster Coordinator know as soon as possible for consideration.

**Tip:** If you are thinking about adopting, ask yourself how it will affect your ability to continue fostering. As a foster parent you can help many animals each year and your foster animal will likely be adopted quickly by another family.

Foster volunteers will be able to adopt if:

- The animal does not already have a home lined up
- The animal was kept for the entire length of the foster assignment
- The animal is returned in a condition deemed acceptable by the veterinary and behavioral staff
- CHS deems the pet adoptable based on behavioral and medical evaluations
- The foster family meets general CHS adoption policies

Volunteers must complete our adoption process and be approved for adoption. For details about the adoption process and fees visit [cthumane.org/adopt](http://cthumane.org/adopt). Foster volunteers do pay the full adoption fee. Volunteers who have been with the organization for five consecutive years are eligible for one free adoption in accordance with CHS adoption policies.

All returned fosters must be vaccinated, health checked and spayed or neutered (if not done previously) before they can be adopted. If you are approved to adopt, the animal will be

put on hold for you and you will have 24 hours from the time the pet is cleared medically to come in and finalize the process.

### **Disease Control between Foster Groups**

Foster animals may be harboring an illness that can live in the environment. To prevent disease transmission between foster groups it is important that the foster room is thoroughly cleaned between assignments.

To disinfect:

- Wash all bedding, soft toys and linens in the room in hot water with laundry detergent (with bleach when possible)
- Soak all toys, litter pans and other hard items in a solution of 1-part bleach to 32 parts water (ex. 1 oz. bleach per quart of water)
- Vacuum or mop the floor with disinfectant
- Wipe down the walls with disinfectant

## **TYPES OF ASSIGNMENTS**

### ***Bottle Feeders***

Although challenging, fostering orphaned infant kittens and puppies can be extremely rewarding. Animals of this age (0 to 4 weeks old) are completely dependent on you as their “surrogate mother” for survival.

- They require specialized care and around-the-clock bottle-feeding until they are fully weaned onto solid food at around 4-5 weeks of age.



For detailed information about caring for these fosters, please refer to the [Infant Animal Care Handout](#) and [Kitten Bottle-Feeding Guidelines](#).

### ***Pregnant Animals***

Fostering a pregnant animal is a wonderful experience. Pregnant animals need extra care and monitoring as they prepare to give birth.

- They must be confined to a private room or area where resident animals do not have access.
- Moms will need a safe space to give birth, such as a kiddie pool(dogs) or box with towels in it.

Animals like to hide and have privacy while giving birth. While most deliveries go smoothly, it is not uncommon to find one or more stillborn infants. If this occurs, the body must be brought to CHS for cremation.

When you pick up the pregnant animal, staff will give you an estimate as to when the mom may give birth. If the mother is having trouble going into labor, contact CHS. The animal may need to be returned for a medical evaluation or treatment.



Signs that the delivery is not going smoothly:

- Excessive bleeding
- Vocalization that indicates the mom may be in pain (yowling, meowing excessively, whimpering, howling)
- Pushing for long periods with no birth
- Mom not cleaning membrane off of baby requiring human intervention
- Mother rejecting newborns by pushing them away or moving away from them repeatedly

If the mom is in distress, treat the situation as a medical emergency and follow the emergency guidelines in this manual.

Refer to the [Pregnant Animal Care Handout](#) for more detailed information about fostering pregnant animals.

### ***Moms with Litters***

When a mom first comes to your home with her babies, allow her to have some time and space to get used to her surroundings and reduce her stress.

- Keep moms with litters in a quiet room with food and water available at all times.
- Provide a large bed or nest box for mom and babies to nurse in.
- The room should be baby-proofed. Even kittens and puppies with their eyes still shut are very mobile and can find themselves in harm's way.
- Monitor nursing. If an infant is not eating enough, place them right up to the nipple.
- Weigh infants daily! If they are failing to gain weight, contact your foster coordinator.
- If the mom is neglecting the infants, contact your foster coordinator.
- Infants will continue to nurse up to 6-8 weeks of age. Gradually introduce solid food around 4 weeks of age.
- Review the [Weaning Kittens Checklist](#) for instructions on the weaning process.
- Always be cautious around moms with their litters. They can sometimes become protective of their babies. Watch for warning signs such as growling or hissing.

**Note:** For births that occur in your home, contact your Foster Coordinator to report how many were born and how the process went.

### ***Self-Sufficient Puppies and Kittens***

Once kittens and puppies are eating on their own, around 4-5 weeks of age, they are considered self-sufficient.

- At this age they can be kept in a small room where they can run and play.
- A bed should be provided along with food and water and a litter box for kittens.
- Make sure their space is completely baby-proofed and damage-proofed.
- They will want to play and be held and cuddled often.
- Keep kittens confined to a small room so that they have easy access to return to their litter box and so they aren't able to hide or get into trouble.
- Young animals are not fully immune so they must be kept away from other animals and possible exposure to disease. Puppies should only be walked outside in your yard.

### ***Animals with Medical Conditions***

Animals that are recovering from an illness or operation may be placed in a foster home until they are completely recovered and able to be adopted. These animals will be handled on a case-by-case basis and your foster coordinator will make you aware of the specific needs of the animal.

- Follow instructions carefully and be diligent about medicating.
- If any conditions get worse, contact your foster coordinator immediately.

### ***Animals Requiring Behavior Modification/Socialization***

Certain animals may need to be placed into foster care for modification of an unwanted behavior or for general socialization.

- Volunteers who take in these special assignments must be prepared for a little extra work and must be able to follow all instructions from our Behavior team.
- These animals may need extra time spent building their trust (sometimes through hand-feeding and/or training).
- Any specific handling instructions will be relayed to you when the animal is picked up.

### ***Small Animals (Rabbits, Ferrets, Guinea Pigs, Hamsters and Gerbils)***

Small animals have specific requirements for handling, feeding, containment, exercise and care.

- Volunteers must attend a Small Animal Training session prior to accepting a small animal assignment. Let your Foster Coordinator know if it is your first time.
  - The training session will review feeding guidelines, exercise & containment requirements, emergencies and proper handling of small animals.
  - Specific handling or feeding instructions will be relayed to you prior to the foster pick-up.
- GI Stasis in small animals is an emergency and should be reported to your foster coordinator immediately. Symptoms include decreased or no appetite, smaller than normal or non-existent stools, bloated stomach and lethargy.

### ***Crisis Fosters***

Pets in the crisis foster program are owned pets who need foster care when their families temporarily can't take care of them due to a military deployment, hospital stay, housing issue, house fire, domestic violence, or other crisis. This initiative prevents families from having to relinquish a beloved pet when they are going through a rough patch.

### ***Foster Field Trips and Sleepovers***

Do you often find yourself looking for a walking or hiking buddy? This program allows foster volunteers to enjoy a day or night with a shelter dog. This type of assignment gives dogs a break from the kennel and provides our adoption team with useful information about the pet that will help us place them in the best home possible.

# FOSTER CARE AFTER-HOURS EMERGENCY AGREEMENT

## Volunteer Responsibilities:

1. Foster care volunteers may only use the emergency clinic **when CHS is not open** or, with permission, when there is no vet on duty. CHS available for foster emergencies from 9:00AM-5:00PM daily. Please specify it is an emergency when you call. CHS is closed for most major holidays.
2. Foster care volunteers may only use the emergency clinic for true, life-threatening emergencies. Volunteers are required to **call ahead** to the emergency clinic so that the doctor or receptionist can assess the severity of the illness or injury over the phone. Volunteers must not “walk-in” without calling ahead.
3. Volunteers **must present a “Foster Receipt”** on arrival at the hospital to prove that the animal is indeed a CHS foster animal, along with the **medical record** for the foster pet. Receipts and medical records will be emailed to you when you pick up an animal at CHS for fostering.
4. Volunteers must **have a copy of this agreement** with them to show to the hospital.
5. Services for the pet must be entered into the Connecticut Humane Society’s account. Do not set up an account under your own name. The clinic will bill CHS directly for services. Volunteers do not need to pay at the time of the visit.
6. Volunteers do not have the authority to authorize any treatments. The veterinarian must act objectively and according to the signed agreement with CHS that is on file.
7. Foster Volunteers are responsible for notifying their foster coordinator following a trip to the emergency clinic, and for transferring the foster animal back to CHS the first thing in the morning following treatment at the emergency hospital. Please call CHS in the morning and speak directly to your foster coordinator or the manager on duty. Do not leave a message on voice mail but you may send an email if you are unable to reach your foster contact at CHS or the manager on duty.
8. Volunteers must not leave an animal hospitalized for more than one night without the express verbal consent of a CHS manager.
9. If you are unable to pick up a foster animal the morning following treatment at the clinic, you must speak directly to your foster coordinator or the manager on duty to make arrangements for a staff member to pick up the foster pet.

## In addition, the doctor has agreed to:

1. Refer to the signed agreement (found in the Connecticut Humane Society’s account/file).
2. Stabilize the foster animal but refrain from performing excessive surgery/treatments that can wait until the following day.
3. If the doctor deems it is necessary, they will have the authority to euthanize a foster animal, but the volunteer must transfer the body back to CHS the following morning for disposal.
4. The doctor will refrain from dispensing follow-up medications (i.e. Clavamox, etc.) that can be obtained by the volunteer at CHS for no cost.

**\*NOTE: If the emergency clinic staff is not aware of this agreement, please have them reference the Connecticut Humane Society account/file.**

# GENERAL VOLUNTEER INFORMATION

## Volunteer Opportunities

Volunteers assist in almost every program area. Current openings are listed at [CThumane.org/volunteer](http://CThumane.org/volunteer).

## Volunteer Benefits

- The ability to deduct mileage and other volunteer expenses when itemizing taxes. Fosters may use our [Mileage Tracking document](#) to log trips to and from CHS.
- 1 free adoption after five years of consecutive service. Foster volunteers must foster at least two assignments per year to be eligible for this benefit. Eligibility must be approved by the volunteer department. Free adoptions are for an active volunteer's own household and may not be gifted to someone else.

## Volunteer Newsletter

Our monthly volunteer e-newsletter is our main way of communicating important program updates, policy changes and reminders and new volunteer opportunities. Volunteers are expected to view the newsletter each month. If you opt out of any CHS emails you will be removed from the newsletter list and will miss out on seeing this important information. Please notify your foster coordinator if your email address changes.

## Volunteer Recognition

Volunteer recognition events are held every year. Awards are given to those who have gone above and beyond or have reached their 10, 15, or 20+ anniversary with the organization.

## Service Tracking

Foster start and end dates are recorded in the PetPoint database and records are available upon request.

## Remaining Active

Foster families must foster at least two assignments per year to remain active in the program. Volunteers who have not met this requirement will be removed from the volunteer roster. Once a volunteer has been made "inactive" they must re-apply and re-train to return to the program.

## Scheduled Closings & Inclement Weather Closures

CHS closes for major holidays and staff trainings throughout the year. On these days, foster emergencies should be handled in accordance with the after-hours emergency agreement. CHS occasionally closes for inclement weather. Foster volunteers who have a scheduled appointment will be contacted if there is a closure or delay. There will also be a special recording posted to the phone system if CHS is closed for severe weather.

## **Resignation**

Please notify your foster coordinator if you would like to be removed from our volunteer contact list.

## **Confirming Volunteer Participation**

Volunteers may request documentation verifying their volunteer service and start and end dates. CHS is not able to provide references based on a volunteer's personality or make comments about their job performance.

## **Paid Employment**

Volunteers may view and apply for employment online at [CThumane.applicantpro.com/jobs/](http://CThumane.applicantpro.com/jobs/). Volunteers should notify their foster coordinator if they apply for paid employment. Applicants who meet the criteria for the position will be invited in for an interview. If a volunteer is hired, depending on the position, they may not be able to volunteer for CHS. If employment ends, the former staff member can apply for volunteer and fostering opportunities six months after employment ends. ***Volunteer status does not guarantee an interview or paid employment.***

## **Code of Conduct**

Respect is one of our core values and volunteers are expected to treat our staff accordingly.

Volunteers should speak with their volunteer coordinator to express any concerns. If the concern is regarding their volunteer coordinator, they should speak with the operations director.

## **Volunteers May Not:**

- Speak to the media on behalf of CHS. Paid staff handles marketing and media inquiries.
- Act as a representative of CHS with other organizations or rescue groups. If contacted by someone who needs to surrender a pet, have them call for assistance.
- Plan events or submit fundraising grants without approval. Volunteers who have an idea to raise funds should speak with the Development staff.

## **Personal Questions**

Staff (including veterinarians) are not able to answer questions or provide advice regarding personal pets. Please contact your own veterinarian or trainer for questions regarding your own animals. Volunteers may make an appointment at CHS' low-fee vet clinic, the Fox Memorial Clinic, if needed.

## **REPORTING AN ACCIDENT**

Any accident or injury (including bites and scratches) that takes place on or off the premises, which involves a CHS animal, or occurs during an "off location" shift, must be reported to the your foster coordinator or the manager on duty ***immediately***. CHS must be made aware of these instances for state law compliance and to ensure that nobody else is hurt.

Volunteers will be asked to complete an incident form. Bite wounds can become infected so it is advisable that volunteers follow up with their own physician following any bite incidents.

## **INFECTIOUS DISEASES**

CHS has many procedures in place to limit disease-spread amongst animals and to guard volunteers from exposure to zoonotic diseases which can spread from animals to people. However, there is always a risk when handling any animal. To limit the risk of disease-spread, it is imperative that volunteers:

- Wash hands or utilize sanitizer after every animal interaction.
- Immediately report any bite or scratch to your foster coordinator.

### **Keeping Personal Pets Healthy**

Pets at CHS may be carrying diseases that can be transmitted to pets at home. Volunteers should take the following precautions to prevent the transmission of disease:

- Keep their pets at home up-to-date on their vaccinations or vaccine titers.
- Wash their hands thoroughly after interacting with foster pets.
- Change their outfit after interacting with foster pets who are known to be sick and contagious.

### **Ringworm**

Ringworm is a fungal infection of the skin that can pass from animals to people. It is spread through direct contact with a person or animal who is infected or by coming in contact with a fomite (objects or materials that are infected, such as towels, clothing, toys, etc.). Animals who appear healthy may start to show symptoms of a ringworm infection at any time. An infected animal may have areas of missing fur.

On a human, symptoms usually appear 4-14 days after contact and you may notice scaly, itchy lesions that may or may not be in a ring formation. Seek medical advice if symptoms are present.

To learn more about ringworm and to see more photos of what it looks like, visit the Center for Disease Control's website:

<https://cdc.gov/fungal/diseases/ringworm/index.html>.

### **Giardia**

Giardia is a microscopic parasite that causes diarrhea. Humans can contract Giardia from animals by handling infected feces and then inadvertently swallowing the Giardia germs. Foster volunteers should wash their hands well after scooping a litter box or handling pet waste.

### **Pre-Exposure Rabies Vaccines**

Pre-exposure rabies vaccinations are designed to protect people from unknown exposure to rabies. While these shots are not required to become a volunteer, anyone who handles

animals is encouraged to find out more about pre-exposure rabies vaccinations by consulting with their primary care physician.

## **SOCIAL MEDIA POLICY**

### **Online Social Networking**

Volunteers are encouraged to follow CHS on Facebook and Twitter and can share and repost CHS postings. Volunteers should use good judgment to maintain the reputation of CHS. When posting about CHS:

#### **Do:**

- Post information about pets who are available for adoption; link directly to the pet's profile on the CHS website.
- Be respectful of fellow volunteers, co-workers, clients, and competitors.

#### **Don't:**

- Post information or photos about pets that are not currently available.
- Post anything confidential, including the names of clients and information regarding euthanasia or intake decisions.
- Post anything derogatory.

### **Blogging and Personal Websites**

Follow the guidelines above as to what should and should not be discussed on personal websites and blogs. If a volunteer mentions CHS on a personal blog or website it should be clear to their readers that the views expressed are theirs alone by including this or similar wording: *The views expressed on this website/blog are mine alone and don't necessarily reflect the views of the Connecticut Humane Society.*

If you have a question about CHS or its practices, ask your Volunteer Manager or Foster Coordinator for help in getting correct information. Please don't use social media as a platform for that.

## **CORE SERVICES**

### **Pet Intake**

Pets at CHS come from the public, animal control officers and other animal welfare groups. CHS accepts companion animals: dogs, cats, small animals (rabbits, guinea pigs, gerbils, mice, rats, ferrets) and pet birds. CHS accepts stray cats but state law requires stray dogs to be taken to the animal control facility in the town in which they were found.

CHS practices managed intake and may accept pets with health and/or behavioral issues that can be rehabilitated and safely placed in homes.

***Volunteer status does not guarantee acceptance of a pet for surrender. Volunteers are subject to the same intake process that applies to the public.***

### **Adoptions**

Detailed information about available pets, the adoption process and adoption fees can be found at [CThumane.org/adopt](http://CThumane.org/adopt). Once an animal is cleared for adoption their photo and

profile will appear on the website until they are adopted. The day after adoption, they will appear in the database on the Success Stories page: [CThumane.org/adopt/success-stories/](http://CThumane.org/adopt/success-stories/).

### **Dog Training/Behavioral Services**

Dogs at CHS receive basic obedience training. Behavior modification techniques are used to correct problems such as leash-pulling, jumping and reactivity. Foster homes are used if additional training or socialization is needed. Discounted dog training classes are offered for the public at the Newington adoption center.

### **Community Veterinary Services**

CHS' Fox Memorial Clinic is a low-fee vet clinic adjacent to the Newington shelter. Fees average 25-30% less than those at for-profit veterinary hospitals. Services include vaccination, surgery and general wellness care. Fox Memorial Clinic is NOT an emergency vet hospital. A special assistance fund is used to further discount or waive payment for owners in financial need on a case-by-case basis. Learn more at [CThumane.org/veterinary-services/](http://CThumane.org/veterinary-services/).

### **Pet Food Pantry**

CHS' Pet Food Pantry was established to help pet owners who are struggling to feed their pets and to prevent pet relinquishment. Food is distributed at each CHS location and at other locations throughout the state in partnership with other groups. Individuals in need of assistance must complete an application on the CHS website. Food is donated by individuals and groups that coordinate collections. Information about conducting a collection can be found at [CThumane.org/pet-food-pantry-program/](http://CThumane.org/pet-food-pantry-program/).

### **Humane Education**

CHS offers educational classroom and scout programs for students. Detailed information about the Humane Education program and forms to request program are available at [CThumane.org/education-and-outreach/](http://CThumane.org/education-and-outreach/).

## **HARASSMENT/SEXUAL HARASSMENT POLICY**

Consistent with legal and ethical obligations, CHS prohibits harassment on the basis of race, color, religion, sex, sexual orientation, gender identity or expression, national origin, ancestry, age, pregnancy, disability, status as a Vietnam-era veteran or other veteran as well as any other category protected by an applicable federal, state, or local law. This prohibition also includes sexual harassment. CHS will take strong disciplinary steps, up to and including discharge, against any employee or volunteer who engages in conduct which violates this policy.

With this policy, CHS prohibits not only actions which are severe enough to be unlawful but also conduct and comments that do not violate state and federal law, but which are still inappropriate in the workplace. No person in CHS is exempt from this policy.

### **Definition of Harassment**

Harassment consists of unwelcome or unsolicited verbal, written or physical conduct



based on personal bias including actions based on race, color, religion, sex, sexual orientation, gender identity or expression, national origin, ancestry, age, pregnancy, disability, status as a Vietnam-era veteran or other veteran as well as any other category protected by an applicable federal, state, or local law, that are sufficiently severe or pervasive so as to unreasonably interfere with an individual's work performance or create an intimidating, hostile or offensive working environment.

Sexual harassment includes unwelcome sexual advances, request for sexual favors and other such verbal, written or physical conduct of a sexual nature. It exists where a co-worker, superior or non-employee of the Society exercises or threatens to exercise his or her authority to affect the job, duties, earnings or career of another person working at the Society (including prospective staff or volunteers) in order to obtain a sexual favor. It also exists when unwelcome conduct of a sexual nature is sufficiently severe or pervasive so as to unreasonably interfere with an individual's work performance or create an intimidating, hostile, or offensive working environment.

The use of disability-related or racially derogatory jokes or comments, racial or religious epithets, or ethnic slurs which have the effect of creating an intimidating, hostile or offensive work environment, and insults or intimidation demonstrating age bias, are also examples of the type of conduct prohibited by this policy. These examples are not all inclusive.

### **Reporting Policy**

Every CHS employee and volunteer is responsible for making sure that our workplace is free from all forms of prohibited harassment. Any person who experiences or witnesses harassment by anyone at CHS, including supervisors, co-workers, volunteers, or any other person affiliated with the Connecticut Humane Society, must report the harassment to his or her shelter manager, the volunteer manager, or director of human resources.

### **Prohibition for Retaliation**

CHS prohibits retaliation against any person for having raised a complaint of harassment in good faith. No one will be retaliated against for reporting harassment or discrimination. CHS encourages everyone to report harassment or discrimination of any kind immediately.

### **Procedure for Handling Complaints**

Complaints of prohibited harassment will be investigated as promptly and confidentially as possible. The allegations of the complaint and the identity of the persons involved shall be maintained on a confidential basis, subject to the need to conduct a full and impartial investigation, remedy violations, monitor compliance and administer the policy. The investigation will include discussion with the complaining party, the complained-of party, and witnesses. A written report will be completed with recommendations concerning remedial action, if necessary. The executive director and director of human resources will determine the appropriate corrective action, if any, notify the complained-of party and the complaining party of the decision, and implement that decision.

Further, it is the right and obligation of an employee or volunteer to report any complaints to a shelter manager, the volunteer manager, or the director of human resources.

## **STATEMENT ON EUTHANASIA**

CHS does not euthanize for time limits, space, breed or age and has one of the lowest euthanasia rates in the nation. Euthanasia is only considered when a pet has a medical condition that is not treatable or a behavioral condition that prevents them from being safely adopted into the community. The staff members that have the difficult job of making those decisions have to look at each situation objectively to determine if an animal can be placed for adoption.

Euthanasia is a sensitive subject and there are many ideologies regarding its practice. The staff members who are involved in the decision making process do not make the decision to euthanize a pet lightly. Volunteers are asked to respect the decisions the animal welfare professionals must make when necessary. CHS has guidelines to determine when euthanasia may be necessary.

## **DISCIPLINARY PROCESS**

### **Unsatisfactory performance**

CHS values the compassionate and fair treatment of volunteers and will attempt to correct performance issues that arise. Performance may be deemed unsatisfactory if a foster volunteer fails to follow established policies or fails to follow instructions from the staff. Volunteers will be notified if there is a lack of satisfaction with their performance and will be given instructions to correct the issue. If performance continues to be unsatisfactory, the volunteer will be notified and will receive a written warning . If the volunteer fails to correct their performance after a written warning, the volunteer will be dismissed from the program. Volunteers may request additional training at any time. Connecticut State Law does not require a non-profit agency to accept or retain a volunteer that is deemed a poor fit for the agency.

### **Misconduct**

Misconduct is grounds for *immediate* dismissal. Misconduct includes, but is not limited to:

- Inhumane or mistreatment of animals
- Impolite or belligerent attitude when dealing with CHS staff or volunteers
- Stealing, dishonesty
- Sharing confidential information

## OTHER WAYS TO HELP

- Visit [CThumane.org/donate](http://CThumane.org/donate) to make a one-time gift, sign up for monthly giving or to learn about leaving a lasting legacy for animals while planning your estate.
- Donate supplies. View the wish list at [CThumane.org/wishlist](http://CThumane.org/wishlist).
- Organize a fundraiser or collection drive. Visit [CThumane.org/serviceprojects](http://CThumane.org/serviceprojects).
- Check if your employer offers matching gifts for volunteer service. Many companies offer grant money to non-profits where their employees volunteer.
- Direct friends and family to view adoptable pets: [CThumane.org/adopt](http://CThumane.org/adopt).
- Tell friends and family about volunteer openings: [CThumane.org/volunteer](http://CThumane.org/volunteer).

CHS is a private, 501(c)3 non-profit organization. CHS does not receive any funding from federal, state or municipal tax dollars. CHS operates just in the state of Connecticut and is not affiliated with any other animal welfare groups. Funding comes from donations from individuals, foundations and corporations, fees for services and from the interest on endowment investments. Learn more at [CThumane.org/donate](http://CThumane.org/donate).

## FINAL NOTE

Thank you for signing on to foster pets in need! This manual is a reference guide but does not cover every scenario that may occur. Please read the monthly volunteer newsletter for updates about the organization, policy changes and new volunteer opportunities. Additional information about CHS can be found at [CThumane.org](http://CThumane.org).

In order to keep accurate records, volunteers should notify their foster coordinator if their name or contact information changes.

*CHS welcomes suggestions for improving its operations. Ideas can be brought to your Foster Coordinator or you can submit suggestions through our [Virtual Suggestion Box](#).*

