



FOSTER COORDINATOR (FC) DUTIES & INFO GUIDE



FC FOCUS



The FC has an important role as a liaison between PPR fosters & the various PPR teams. The FC is responsible for communication with each foster, checking on dogs, requesting updated photos, sharing approved applications & obtaining status on each application. They're responsible for making sure each foster has enough food, meds, supplies and that they're doing well in foster care both behaviorally & medically. Critical functions:



- 1 Questions** - answer foster's questions and be an encourager
- 2 Applications** - help foster screen applicants for foster dog
- 3 Adoptions** - walk foster through process of adoption



Getting a New Foster Parent

- Foster Director will send FC an app
- Does FC want a new foster?

Welcome Email

- Foster Director sends the new foster Welcome email

Pick up Foster Dog

- Foster parent picks up dog (transport can if foster can't)
- Dog picked up from another foster, IAH or CVH
- FC reminds foster parent: get the dog, meds, med info, harness, tag & leash before leaving pick up site
- FC sends pickup photo to **photos@**

THE FC JOURNEY

FC Calls the New Foster within 48 hrs

- Verify welcome e-mail arrived
- Verify volunteer agreement was submitted
- Reiterate key items (flight risks, secure fitting harnesses, PPR tags, etc)
- Email **vetting@** with request for supplies if needed

Photos & Bio

- The foster parent should send photos to FC & fill out bio form when the dog's ready to be listed
- FC forwards photos to **photos@**
- FC should review the bio form before the bio team writes bio

Placing a Dog with a Foster

- FCs are e-mailed as dogs need foster homes
- FCs reach out to their fosters looking to foster
- If a foster parent commits to a dog, FC should "reply all" with foster name & the day/time foster can pick up the dog

Applications for Dogs

- Approved apps will be sent to the FC to send to the foster
- FCs should ensure the foster is following up & reviewing
- If they like the app, they call the applicant
- If both feel the dog's a fit, meet & greet is set up
- Foster lets FC know when meet is or if there's no fit
- FC communicates with **apps@** throughout the process

Adoption

- If the dog's adopted the foster notifies FC & sends FC the "I'm Home" photo
- FC sends "I'm Home" photo to **photos@**
- If no "I'm Home" pic, send email to **photos@** notifying of the adoption
- Have foster finalize the adoption by following the process in the PPR guide



EMAIL ADDRESSES FOR EVERY NEED

To help assist you with your duties, below is the list of possible needs and who should be emailed to satisfy the needs. Also below is a suggested email subject. This email subject is helpful for the receiver to be able to prioritize emails and allow an easy search if needed.



vetting@poodleandpoochrescue.org

Use this email address for the following:

PLEASE
NOTE...

- Fosters need to go through their FC to contact **vetting@**
- **Never contact** the vet offices directly

VET APPTS: Facilitate vet appts as needed according to foster schedule. Include a few dates/times that work for the foster.	Email Subject: EOA/CVH Vet Appointment Needed – (Dog Name)
VETTING QUESTIONS: Read vetting notes in PetStablished. If Foster has any concerns about the dog like coughing, limping, ear infection, suture infection, etc., it's very important to ask for a photo or video prior to sending question/concern.	Email Subject: CVH/EOAH Vetting Concerns (Dog Name)
MEDICATIONS: Help Foster get answers to medication questions or refill requests.	Email Subject: CVH/EOAH Medication Question or Refills – (Dog Name)
SUPPLIES: Crates, belly bands, dog food, etc. Facilitate provision of supplies if needed.	Email Subject: (specific supply) Needed – (Dog Name)
GROOMING: Help Foster with grooming appointments as necessary.	Email Subject: Grooming Needed – (Dog Name)
VET RECORDS: If Foster has a meet and greet and a copy of records is not in PetS, request records.	Email Subject: EOA/CVH Records Needed – (Dog Name)

meds@poodleandpoochrescue.org

Use this email address for the following:

PLEASE
NOTE...

- A **monthly email will be sent to FC's** asking if any heartworm/flea meds are needed
- FC's **MUST REPLY** to email identifying **which dogs are in need.**

HEARTWORM/FLEA PREVENTION: Facilitate provision of heartworm prevention/flea meds if foster has dog long enough to need it. Dogs receive initial dose at intake.	Email Subject: HW/Flea Meds Needed – (Dog Name)
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board@poodleandpoochrescue.org

Use this email address for the following:

REIMBURSEMENT: Fosters may be reimbursed for things like high-quality dog food, puppy pads, grooming, etc. These items should be pre-approved by the board. For reimbursements, send picture or scan of receipt along with Paypal information (if available).	Email Subject: Reimbursement Needed – (Dog Name)
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→ photos@poodleandpoochrescue.org

Use this email address for the following:

INFO/PHOTOS FOR SPONSOR: Request information on dog & pictures from foster a couple of days after the dog arrives in foster care	Email Subject: (Dog Name) for Sponsors
BIO/PHOTOS FOR WEBSITE: Request bio form to be filled out and photos from Foster for website.	Email Subject: (Dog Name) Photos for Listing
UPDATED PICS OR BIO: Every few weeks, request new listing photos and ask if there are any updates to the bio	Email Subject: (Dog Name) Update Bio/Update Photos
DOG ADOPTED: Send I'm home picture when dog has been adopted. If you don't have an I'm home pic, still send an email to notify dog has been adopted. Follow-up with pic when received – see pg 4 of guide for I'm Home sample	Email Subject: (Dog Name) is Home!
CHANGE IN FOSTER: If there is a change in a person fostering, email with updated Foster	Email Subject: Change in Foster – (Dog Name)

→ [PPR Email Addresses for Other Items](#)

fc@poodleandpoochrescue.org - dogs in need of new foster homes or temp fosters

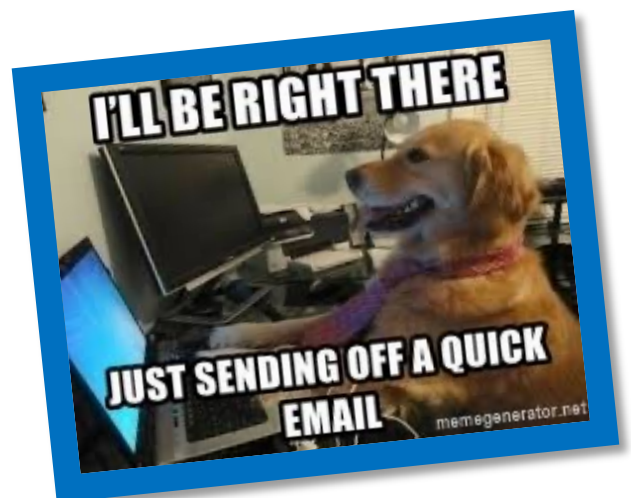
intake@poodleandpoochrescue.org - dog intakes

board@poodleandpoochrescue.org - questions for board, dogs being returned by adopter

apps@poodleandpoochrescue.org - questions regarding applications

events@poodleandpoochrescue.org - questions regarding events

*If you need anything else,
please contact the board....*





POST ADOPTION I'M HOME



We can't survive without our donors, it's so important to keep them updated and engaged

- **detailed information on adoptions** allows the donor team to write the kind of emails that **make our donors feel personally connected to the dog they rescued; lacking specific facts**, donor emails sound **insincere**
- **encourage** your foster parents to give **specific, individualized** information on the adoption so you can include these details **in the I'm Home email**



I'm Home Email Example

See below for an example of exactly what our donor team needs after the adoption takes place. Short, sweet and good info that helps the donor team with their final updates to our sponsors.

When Robyn and Tate signed up to foster once again after a couple of years absence, little did they know a senior named Kiko would work his way into their hearts and home. Kiko was a bit snappy at the vet and they weren't sure how things would work out. Robyn took on the task of cooking a healthy homemade diet because KiKo has a liver shunt and cannot process most dog foods. He settled down and became his mom's shadow as she worked in her custom cake business. KiKo enjoys strutting around the neighborhood to show off HIS new Mom! Welcome home sweet boy.

