

# D90 Foster Handbook

## *Dog Fosters*



[BeDallas90.org](http://BeDallas90.org)



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Thank you so much for fostering a shelter pet! You are helping us save lives. Here's what you'll find in this packet.

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# Getting Started



# Who to Contact

## General Questions & Emergency Contacts

To reach the foster team, please email [DASFoster@dallas.gov](mailto:DASFoster@dallas.gov)

If you are having an emergency between 9 a.m. and 6 p.m., please call 214-671-1928

If you are having an emergency after 6 p.m. and you live in the city of Dallas, please call 311. If you live outside of city limits, please call **469-936-0101**.

***All other emergencies will have to wait until 9:00am the next day, or you can choose to take your foster to an emergency veterinarian. Please note that the City of Dallas is unable to reimburse for medical expenses.***

# Medical Questions

Please text FOSTER to **866-603-3692** to opt into text messages with our foster medical team. After opting in, please send us your pet's name, A number, a description of symptoms, and photos (if applicable).

*By texting Foster to 866-603-3692, you agree to receive promotional messages sent via an autodialer. You also agree to the terms of service ([website.com/terms-and-conditions/](http://website.com/terms-and-conditions/)) and privacy policy ([website.com/privacy-policy/](http://website.com/privacy-policy/)). This agreement isn't a condition of any purchase. Message frequency varies. Message and data rates may apply. Reply STOP to opt out; HELP for more information.*

*All other emergencies will have to wait until 9:00am the next day, or you can choose to take your foster to an emergency veterinarian. Please note that the City of Dallas is unable to reimburse for medical expenses.*



## Can't Keep Your Foster Pet?

If you cannot keep your foster any longer and need to surrender them back to the shelter, please book an appointment at [\*\*www.das.as.me/fostersurrender\*\*](http://www.das.as.me/fostersurrender)



# The 3 - 3 - 3 Guide

## The First Three Days



The first few days in your home, your foster dog will need patience and forgiveness. They might be anxious and unsure, have accidents, or not understand the house rules yet.

**We recommend keeping them separated from other pets, taking them for frequent trips outside to relieve themselves, and play gentle music or leave the television on quietly if you're not in the room so they don't feel alone.**

**Don't be alarmed if your foster dog doesn't want to eat or play for the day, or has an upset stomach. These are normal when acclimating to a new place.**

The first few weeks are crucial to setting your foster dog up for success through routine and training.

**If you have resident pets, start slowly introducing them. For the first introduction to your foster dog, a walk together outside is a great neutral meeting place. Keep interactions short - end play on a positive note. Do not leave your foster pet unsupervised with your resident pets or force interactions.**

**Your foster dog's personality will start to show. You may see previously learned habits arise, so you'll want to start teaching them appropriate behaviors with positive reinforcement training.**

## The First Three Weeks



## The First Three Months



Over the course of the next three months, you'll start to see your foster dog really shine. They'll get used to their routine, trust your family to keep them safe, and know in their hearts that they are loved.

**The 3-3-3 rule is a general guideline. Every pet is unique and will adjust differently. Give your foster pet space to go at their own pace.**



# Basics of Dog Fostering

Fostering a shelter dog is a rewarding experience, but with every project comes challenges. Here are a few important tips to help you get started.

## This might be the dog's first time inside a home.

With the majority of our dogs coming in as strays, there's no way to know their past. We don't know what hardships they've faced or habits they've learned. Your foster dog may not be house trained or bark at strange things. Give your new foster dog a few days of patience and grace while they decompress from the shelter environment. Please take the time to carefully review the **3-3-3 Guide**.

## We recommend keeping foster pets separated from your personal pets for at least 72 hours.

This is recommended for the safety and protection of your personal pets. We can give no guarantees about the health and behavior of a pet coming from our facility into your home. Pets are fully vetted upon intake when arriving to DAS, but it is always a good idea to be on the safe side when it comes to your personal pets. Please note that some diseases will not always appear within the first 24-48 hours of arrival to the shelter, or your home, and can incubate in the body for longer than that time frame. An enclosed area or separate room with no carpet will often work best for your foster pet during the isolation period (such as your laundry room or an unoccupied bathroom).

## Important Rules

- **Foster dogs are NOT permitted to visit dog parks.**
- **Foster dogs must be secured on leash and under your control anytime they are in public.**
- **Never leave your foster dog unattended in your yard.**



## Get Advice From Experienced Fosters

Join our D90 Foster Facebook group to connect with other fosters to get advice, ask questions, swap supplies, and share photos and videos!

Get connected at [www.facebook.com/groups/d90fosters](https://www.facebook.com/groups/d90fosters)



# Your First Day as a Foster

Here is a list of everything you should do in the first few days of taking your foster pet home. The sooner you get these done, the easier your foster experience will be!

## Sign up for a MyImpact account

If you haven't already, sign up for a MyImpact account. Go to <https://bit.ly/dasmyimpact> to get started.

## Log into your Adopets dashboard

You should have received an email from the foster team with your login information. Please confirm your foster pet is visible at [BeDallas90.org/pets](http://BeDallas90.org/pets). If they are not visible, **please email [DASFoster@dallas.gov](mailto:DASFoster@dallas.gov)**. Adopets works better on desktop than on mobile, so if you're having issues please try switching to a desktop computer first! View instructions for using Adopets on **page 19**.

## Bookmark the Foster Dashboard

For quick reference to the handbook and other resources on-the-go, add **[BeDallas90.org/fosterdashboard](http://BeDallas90.org/fosterdashboard)** to your favorites or bookmarks!

## Join the D90 Foster Facebook Page

Get support and answers fast from fellow fosters! Share photos, swap supplies, and get advice from seasoned pros. Get connected at **[www.facebook.com/groups/d90fosters](http://www.facebook.com/groups/d90fosters)**

## Follow us on social media!

We are primarily active on Facebook and Instagram. Follow us at **[facebook.com/dallasanimalservices](http://facebook.com/dallasanimalservices)** and **[@dallasanimalservices](https://www.instagram.com/dallasanimalservices)** on Instagram.

## Keep an eye on your email

Check your email for communications about your foster pet, the Foster Newsletter, virtual Foster Town Hall meetings, and upcoming foster adoption events.



# Foster Dog Tool Kit

## Keep them secure



Collar



Harness



6-foot clip leash



D90 Foster Handbook & medical history

## Keep them fed and happy



Food and Water Bowls



Age-appropriate dog food



A variety of toys

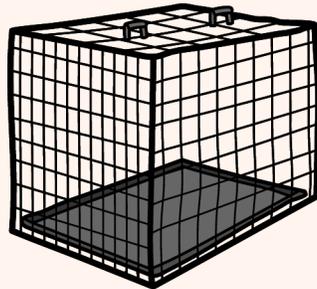


Dog treats

## Keep them safe and comfortable



Travel kennel OR dog seatbelt for car travel



Crate



Dog bed



Dog shampoo & brush



# Behavior & Training

# DOGGIE LANGUAGE

starring Boogie the Boston Terrier



ALERT



SUSPICIOUS



ANXIOUS



THREATENED



ANGRY



"PEACE!"  
look away/head turn



STRESSED  
yawn



STRESSED  
nose lick



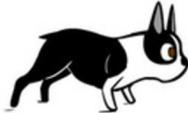
"PEACE!"  
sniff ground



"RESPECT!"  
turn & walk away



"NEED SPACE"  
whale eye



STALKING



STRESSED  
scratching



STRESS RELEASE  
shake off



RELAXED  
soft ears, blinky eyes



"RESPECT!"  
offer his back



FRIENDLY & POLITE  
curved body



FRIENDLY



"PRETTY PLEASE"  
round puppy face



"I'M YOUR LOVEBUG"  
belly-rub pose



"HELLO I LOVE YOU!"  
greeting stretch



"I'M FRIENDLY!"  
play bow



"READY!"  
prey bow



"YOU WILL FEED ME"



CURIOUS  
head tilt



HAPPY  
(or hot)



OVERJOYED  
wiggly



"MMMM...."



"I LOVE YOU,  
DON'T STOP"



# How Kids SHOULD NOT Interact with Dogs

It's common sense. Just imagine how people should interact with each other.

<p>Avoid taking people's food</p> 	 <p>Avoid bothering dogs when they are eating</p>
<p>Avoid stealing other people's toys</p> 	 <p>Avoid taking a dog's bones or toys</p>
<p>Avoid putting your face right up to someone else's face</p> 	 <p>Avoid putting your face right up to a dog's face</p>
<p>Avoid bothering when asleep</p> 	 <p>Avoid bothering animals when they are resting. Let sleeping dogs lie.</p>
<p>Avoid pestering</p> 	 <p>Avoid grabbing tail/ears</p>
<p>Avoid climbing on or trampling</p> 	 <p>Avoid climbing on or trampling</p>
<p>Avoid pinching</p> 	 <p>Avoid hugging. Most dogs dislike it.</p>
<p>Avoid screaming around</p> 	 <p>Avoid hollering and shouting. Use your "inside" voice instead.</p>

© Veterinary Information Network Inc.





# Crate Training Tips

Dogs are, by nature, denning animals. This doesn't mean every dog will take to the crate with ease, but it does mean you shouldn't feel guilty about crating your pup. For a puppy, a warm crate can work as an aid to house-training and a temporary play-pen when they can't be directly supervised. Crates can offer a safe space all to their own for recuperation, whether it's from an injury or simply just to get away from the kids. As long as we aren't using crating for punishment, it can also help correct some undesirable behaviors, such as destructive chewing. More importantly, crates can help prevent problem behaviors before they even start by helping establish a routine for your dog. It's completely reasonable to crate our pups for up to 8-9 hours each day, so long as we set them up for success with the crate. The most fundamental and vital thing to remember about crate training is **the crate is never a punishment.**

## Getting Started

Encourage your dog to investigate the crate. Toss some treats or a favorite toy in to begin the positive association. Work on this until your dog goes in and out of the crate without displaying any nervous body language. This could take a few minutes or several days.

**Food is an excellent training aid. Even if your dog isn't highly food motivated, we can still use this basic necessity to our advantage.**



1. **Start feeding your pup around the crate.** Begin by setting the bowl in front of the crate and over the next several days (or longer, depending on the dog's comfort level) gradually move the bowl further into the crate. Do NOT work on closing the gate until your dog has eaten a few meals, while relaxed, when completely inside the crate.

2. Once they've reached this point, you can begin closing the door while they're eating. At first, open the door once they've finished. Lengthen this over several mealtimes **until they can stay in the crate calmly for up to ten minutes after eating.**

3. If at any point they begin to bark or cry or paw at the gate, DO NOT open the gate until they have stopped. Otherwise they will think complaining will make the gate open. After you get to this point, you can start crating your pup outside of mealtimes. In the beginning, they should be able to see you while in the crate. Wait a minute or two (this doesn't have to be while you are standing right in front of the crate, so long as your pup can see you) and then let them out. Once you've worked up to at least thirty minutes of calm, you can start leaving the home for short periods of time with your pup crated.

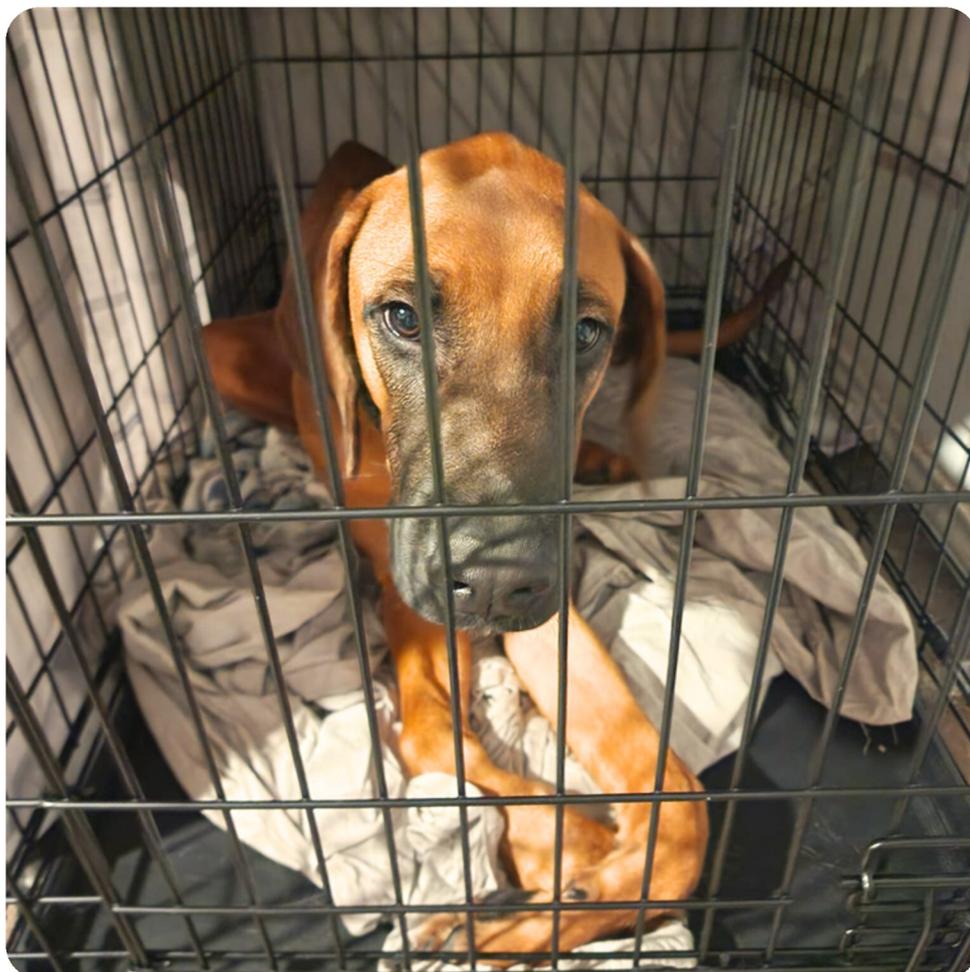
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# Departures & Arrivals

Even if your pet loves their crate, they might whine a little when you first leave. **Avoid an emotional departure**, as it can increase the nervousness of your dog. By being a source of excitement, we reinforce that our being away was something to be upset about in the first place. As much as we want to see how excited our dog is when we come home, we can intensify their stress when we leave by making a big to-do of our comings and goings.

## Crating Alternatives

Ideally, we don't want to crate a dog for longer than they're used to. Realistically, many of us have full time jobs away from home and still want to prevent destructive behaviors and messes. There are ways to work around this reality without ruining progress with the crate. You can keep your pup in a bathroom or laundry room where they can't get into anything that might hurt them. Tiled and linoleum floors are also much easier to clean up than carpet. Another option is to buy a plastic playpen or metal x pen to keep them contained in a specific area of the house.





# Dog-to-Dog Introductions

Many dogs have forgotten or never learned at all how to properly greet other members of their own species. Dogs are mostly on leashes, behind fences, rushed into greetings by their well-meaning people, and kept from situations that would have otherwise helped them learn canine greeting etiquette.

Dogs aren't all that different from people – they have personal space just like we do – and may become offended when a stranger invades that space. Dogs are constantly placed into situations in which they are forced to endure invasion of their space and are set up to fail at greetings. The sad thing is that the dogs get blamed for snappy behavior or are said to be “aggressive” in these situations. But **it's a normal reaction for a dog to get cranky about another dog running up, acting rude and rushing a greeting** (especially so when the dog is on its own territory).

It is a must to properly introduce your current dog to a new dog, especially if the new dog is meant to become part of your family. Do not just walk a new dog into your home with your current dog waiting inside. Your dog will naturally feel that the newcomer is an intruder, not a new friend.

First impressions matter! Properly introduced dogs are more likely to become buddies. To properly introduce your dog to a new dog, **you'll need two people, one person per dog, and some high-value treats**. These can be pieces of chicken, hot dog or cheese, anything that will get the dog's attention and that it doesn't get normally.



**Start by walking the two dogs on leash in the same direction in neutral territory.** If you find that they pull toward each other, stare at each other or are overly excited, then you're too close too soon. Put some distance between the dogs and have them just hang out for a bit at that distance before continuing to walk. Use your treats to reward your dog for remaining calm and focusing on you. This gives them something to do while they get used to each other's presence. Be patient and relax so the dogs can relax too.

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As the dogs begin calming down in each other's presence, begin to move them closer to each other. At some point they should become more relaxed, and you can proceed with your walk. What you're looking for is calm, relaxed and confident behavior. Neither dog should be overly aroused, nervous, stiff, or fearful. (If the dogs don't seem to be able to relax and be friendly, it might be best to separate and try again later). If they are relaxed and nicely interested in each other, then go ahead and let them get close enough to sniff.



As they sniff, watch carefully. Warning signs include stiffening, low growling, avoidance, or hard stares. If you see these behaviors, calmly move the dogs away from each other. Remember, some dogs don't like the company of other dogs and they should never be forced into a greeting. Some dogs may need more time or a few more intros to get used to another dog. If the dogs remain relaxed and pleasantly interested in each other, one or both of them may gesture to play.

Keep the leashes loose and let them interact on leash for a bit to make sure all goes well. If both dogs are still relaxed and showing loose, happy body language, you can drop the leashes and let them play while dragging their leashes in an enclosed area. **Take away all food from this point forward – as it can be a trigger for an argument.**

Watch the play for a while to be sure everyone is minding their manners: no rude behavior or pushy type of mounting behavior allowed initially. Every few minutes, before the dogs reach a state of high arousal or over-excitement, stop the play and get the dogs calm again or walk them. Then let the play resume. End the play on a good note; don't let them play into crankiness. With you as their leader to give them guidance and direction, the dogs will get to know each other and build a trusting bond.

After they have successfully played for some time, you can bring both dogs into your house or yard with their leashes dragging behind them. If the new dog is going to be a member of your family, it's best to crate the new dog often and not let it just roam around. Make sure that both dogs are fed in separate rooms or areas, and to not introduce high value objects like chewies, bones or toys too quickly.



# Introducing Dogs and Cats

The best long-term results for a dog and cat introduction are to take your time and go through a step by step process of slowly acclimating the animals. **The dog and cat/s should not meet or see each other for at least a day so that the dog has time to get used to the new house and the scent of the cat.** To give your cats a break and for them to also acclimate to the smell of the new dog, you can rotate “free” time in the house by kenneling or putting your dog in a secured closed off room and then allowing the cats loose in the house. If you have multiple dogs, you should do this with them individually. Multiple dogs can overwhelm a cat and create a “pack mentality” in the dogs that could make introductions extremely difficult.



## Getting Started

**It is best for both animals to do several short 15-30 minute “introduction sessions” a day.**

1. Grab some stinky treats, put your dog **on leash** and bring the cat into the same room **using crate or baby gate to separate**
2. Reward your dog with food for staying calm while the cat is visible across the room. Do not move the dog any closer until you’re able to get your dog’s attention in the presence of the cat
3. Reward the dog any time they look away from the cat and especially if the dog looks at you
4. If the dog lunges or gets over excited, say “uh-uh” and back away or put them up. Be sure to reward your dog if they choose a calmer behavior afterwards. Your dog can look at the cat but should be heavily rewarded for choosing to look away from the cat
5. If your dog is showing appropriate/ calm behaviors from across the room, begin to move closer and repeat the process. Only choose to move closer after your dog has successfully shown only positive behaviors at the previous distance 3 sessions in a row



**If the dog is pulling, lunging, growling, or staring hard at the cat, or if it is difficult to get the dog’s attention in the presence of the cat, the dog is not likely cat-friendly and you should keep the pets separated.**

**If the first interactions were successful, move on to the steps on the next page.**

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## If the first steps were successful:

Assuming your new dog is remaining calm around the cat and you have moved closer in proximity to the cat in the crate or on the other side of a baby gate, you will start these exercises over again with the cat out of the crate or baby gate.

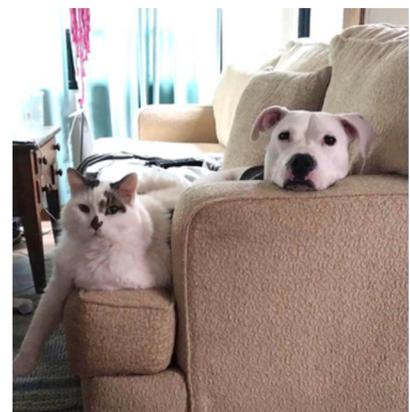
- 1. Start with your dog on leash across the room with the cat loose on the other side. This will look different to your dog since the cat can move more freely.**
- 2. A common trigger for dogs is when the cat runs across the room so be sure to heavily reward your dog if the cat does move quickly or jumps up on something and your dog remains calm.**
- 3. Work up to a closer proximity to the cat but not allowing the cat to approach the dog or for the dog to have access to the cat.**

If the dog is doing well on leash and is responsive to you around the cat, you can try them loose. Keep a leash on your dog but allow it to drag on the ground beside them like an extended handle that you can step on or quickly pick up if you need to interrupt your dog. Allow your cat to give appropriate warnings like hissing or swatting to indicate that he needs space. Your dog should respond to this by moving away, reward him when he does this. If your dog does not understand the cat's warning or thinks that it is play, help your dog by calling or guiding him away by the dragging leash. Continue to reward your dog for relaxed behavior and for any time that your dog looks at the cat but chooses to look/move away.

Once it's clear the dog is respectful of the cat, you can let them interact off-leash.

## Notes:

Even dogs that respect cats indoors may chase or lunge toward cats outdoors so be very careful having your dog and cats in the backyard together. **New dogs and cats should not be left alone together for at least the first 6 months you have the dog.** You are still getting to know your new dog and what he/she will do in every circumstance. Every animal might have a different reaction to the other, so please be mindful and aware of your animal's comfort level.





# Behavior Concerns

## Resource Guarding

This is a broad-spectrum term that means showing possessive, or “guarding,” behavior over any object. Guarding food and/or edible objects can be defined as “food guarding.” When guarding behavior occurs towards a variety of objects, not specifically only food or toys, it may be referred to as “Generalized Guarding.” An easy way to describe Resource Guarding with the public is that “the dog doesn’t like to share.” This behavior may present itself towards other animals, people or both. However, showing resource guarding towards one is not indicative of the other. EXAMPLE: A dog showing food guarding towards another animal in the household is not guaranteed to show guarding towards a human in the house. Learn more about resource guarding at <https://bit.ly/resourceguardingtips>

## On-Leash Reactivity

This is a behavior that occurs usually in the form of barking towards something while the dog is on leash. This is not necessarily an indicator of aggression, but more indicative of the dog feeling excitement, fear, arousal, and/or frustration towards said object or individual. When a dog is displaying on leash reactivity towards an individual, it is advised to not allow a dog to engage with them until they have shown more relaxed behavior. Environment can play a big factor in a dog’s behavior on leash. If a dog displays this behavior in shelter environment, it does not necessarily mean they will display it while in a home. Some dogs display this behavior only when in close proximity to an individual or object, others at a greater distance. Providing the appropriate walking and handling equipment for your foster can provide greater control of a foster pet who is showing this behavior. Learn more at <https://bit.ly/leashreactivitytips>

## Separation Anxiety

Separation Anxiety is a complex issue that can have many levels and variables that compound it. Typically, a dog with Separation Anxiety will display a dramatic response within a short time of their person leaving. This can range in intensity, depending on the dog or the length of time that the dog is left alone. It is important to note that most symptoms of boredom share characteristics with minor separation anxiety, but dogs who are bored might display these behaviors less consistently. Addressing boredom first could eliminate the unwanted behavior. The most common of these behaviors are chewing or knocking down easily accessible items, and howling, barking and/or crying. Depending on the severity, we are looking for an adopter and/or Foster Parent who either has a flexible schedule or is home most of the time/works from home. They should be willing and able to devote time to crate-training and working on the separation anxiety. We may need to counsel the adopter if they live in an apartment or are renting (due to possible noise complaints or destruction to rental property). Depending on severity, anti-anxiety medication and/or an indestructible crate may be recommended. Learn more about separation anxiety at <https://bit.ly/separationanxietytips>





# Health & Wellness



# Medical Concerns

## Medical Emergencies

If you have an emergency medical situation you will now be required to drop off and come back to pick up. Early in the day, these will likely be same-day pickups unless it's determined to be Emergency Rescue or Rescue Only, but later in the day, it will likely be a next-day pickup. Emergency medical drop-off is available between the hours of 9 a.m. to 7 p.m. on weekdays and 9 a.m. to 6 p.m. on weekends.

If the medical team determines when the pet arrives that it is not an emergency, pets will be treated in order of urgency.

Once the pet has been treated, we will reach out to you and let you know when you can pick up.

If there is an emergency outside of DAS hours, you can bring your foster pet to an emergency vet, but **we are unable to pay for the treatment or reimburse fosters for treatment through a third party.**

An emergency can be described as:

- *Trauma –sustaining a severe injury or suspected poisoning or burn*
- *Difficulty breathing (struggling for breath, gasping, or shallow breathing)*
- *Seizures*
- *Deep cuts and gashes that will not stop bleeding with pressure*
- *Extreme lethargy and foster pet is unable to waken or move*
- *Extreme instability or falling over*
- *Liquid diarrhea with blood and vomiting*
- *Rectal temperature 104.5 or above. (If not after a period of high activity.)*

## Deceased Foster Pet

In the rare case your foster dog passes away in your care, please contact DAS Foster Team at: **DASFoster@dallas.gov** to alert the team and return the pet's remains.





# Infectious Diseases

We often compare animal shelters to child daycare centers because of their ability to harbor contagious illness. To keep pets safe, DAS follows disease mitigation best practices, including vaccinating pets immediately at intake, thorough cleaning procedures, and the use of universal precautions, but it is still possible that your new pet may have been exposed to an illness either before arriving at DAS or during their time here. Many illnesses take several weeks after exposure to become symptomatic, so we ask that you keep an eye out for symptoms of common canine illnesses, which are listed below.

If you see signs of these illnesses in your foster pet, [please reach out to DASFoster@dallas.gov](mailto:DASFoster@dallas.gov).

## Kennel Cough

Kennel Cough is a **highly contagious** respiratory illness that is common in shelters, veterinary clinics, boarding facilities, and dog parks. **The biggest sign to watch for is coughing** (often in spasms); coughing episodes may be triggered by excitement, activity, or pressure on the neck (like pulling against a collar). Pneumonia and other generalized signs (nasal discharge, fever, decreased appetite, respiratory difficulty) may occur with more serious infections. Kennel Cough is **highly treatable** with cough-suppressant medications and most infections do not require antibiotics.

## Canine Distemper

Canine distemper is a contagious viral infection in dogs that may cause respiratory, urogenital (urinary and genital), gastrointestinal, ocular (eye), and central nervous system (brain and spinal cord) signs. The infection **weakens the immune system**, making the animal more susceptible to other diseases; common signs vary and depend on the strength of the dog's immune system. Initially, signs of respiratory infection may occur, with severe ocular and nasal discharge, cough, and fever. Additional signs include loss of appetite, vomiting, and diarrhea. Nervous system signs include mental dullness, lethargy, unresponsiveness, disorientation, blindness, imbalance, and seizures. **There is no specific treatment for a distemper infection** but supportive care can be administered. Affected dogs must be kept isolated from other dogs because the disease is **extremely contagious**. Though it is not fatal in all cases, canine distemper causes severe debilitation and death in many cases.

## Parvovirus

Canine Parvovirus (CPV) is very contagious and causes a gastrointestinal (GI) disease. **It is most common in dogs that are young and unvaccinated**. The virus is highly concentrated in the feces of infected animals and it remains in the environment under a variety of conditions and is resistant to many common disinfectants. Because of this resiliency, it can be carried on inanimate objects such as shoes, clothing, and other materials that touch infected substances. Primary signs of Parvovirus include **diminished appetite, vomiting, lethargy, and diarrhea**. Vomiting is often severe, and diarrhea may be profuse and bloody. Fever may be present and animals can become severely dehydrated very quickly. Treatment of CPV is largely supportive, with intravenous fluids and sometimes plasma transfusions. **Early identification and treatment are imperative for a full recovery**.



# Upper Respiratory Infections

DAS does not recommend fostering a dog with an upper respiratory infection (URI) if you have pets in your home, as URI is highly contagious. If you choose to foster a sick pet, please be aware that there is a strong possibility of your pet contracting URI even if you keep your foster pet isolated. If your pets become sick, DAS cannot provide or reimburse you for medical care for your personal pets.

## What is a URI?

A URI is an illness that can affect the lungs, air passages, throat, and nasal cavities. It's often caused by bacteria or a virus, and it's highly contagious. Fortunately, it's typically not life-threatening with rest and basic veterinary treatment. However, it can lead to complications such as pneumonia. One of the URIs currently spreading is canine influenza virus (CIV), commonly known as the canine flu. Source: ASPCA

## How do URIs spread?

Almost all dogs are susceptible to URIs. The Bordetella ("kennel cough") vaccine and CIV vaccines can offer some protection from URIs, however, neither provide 100% protection. Additionally, the vaccine for CIV is currently unavailable at most veterinary clinics due to supply chain delays. URIs spread faster inside shelters and boarding facilities because of the number of dogs housed closely together. URIs are spread primarily through the air by respiratory droplets from the coughing and sneezing of infected dogs. The illness can travel as much as 20 feet in the air and could be spread through air conditioning systems. The illness can also be spread through contact with contaminated surfaces. Dogs coughing or showing other signs of respiratory illness should be isolated from other dogs and cats and see a veterinarian as soon as possible. Clothing, equipment, surfaces, and hands should be cleaned and disinfected after exposure to dogs showing signs of URI. Source: Centers for Disease Control

## What are the symptoms?

The signs of URI in dogs are cough, runny nose, fever, lethargy, eye discharge, and reduced appetite. Not all dogs will show signs of illness. If your foster dog begins showing symptoms, please contact the DAS medical team through Anippanion and email [DASFoster@Dallas.gov](mailto:DASFoster@Dallas.gov) immediately. DAS will provide appropriate veterinary care for all foster dogs and most dogs recover within 2 to 3 weeks. However, some dogs may develop secondary bacterial infections, which may lead to more severe illness and/or pneumonia. If your foster dog is under treatment and is either not getting better or seems to be getting worse, email [DASFoster@dallas.gov](mailto:DASFoster@dallas.gov). Source: Centers for Disease Control

## How are URIs treated?

It is important to keep your foster dog hydrated and comfortable while their body fights the infection. DAS veterinarians may prescribe broad-spectrum antibiotics if a secondary bacterial infection is suspected. Running a humidifier near your foster's crate can help moisturize their airways. Keep activity to a minimum and ensure they always have water. If their appetite is reduced, try plain boiled chicken and rice instead of kibble.





# Adoptions



# Accessing Adopets

**Adopets is the platform we use to network our adoptable pets in the shelter and in foster homes. As a foster, you can quickly update your foster's photos and respond to adoption inquiries through this site.**

## Creating Your Account

Once you have been paired with your foster pet, our team will invite you via email to create a profile. Click the "Register" button to get started. You will now be able to access your dashboard.

## Uploading Photos

To upload photos, click on your foster pet. A popup will zoom out with three pink dots in the upper right hand corner. Click on those dots. In the list that drops down, select Edit Pet Profile. Here you will be able to upload images to your foster pet's profile. Upload them in the order in which you wish them to appear. The first photo should be a clear, well-lit photo that shows your foster pet's face. Videos can be uploaded just below the photos. Adopets requires a YouTube or Vimeo link. Upload your video to YouTube or Vimeo, ensure the privacy settings for the video are set to public viewing, then copy/paste the sharing link into the indicated field.

## Responding to Adoption Inquiries

Dallas Animal Services has an open adoption policy. Please respond to adoption inquiries in the order they are received. If you respond to an interested adopter and they don't respond within 48 hours, feel free to move down the list to the next interested adopter. To respond to interested adopters or archive those who have not responded within 48 hours, click the "Actions" button.

**NOTE: There is a limit to applications for fosters, please review applications DAILY and archive old applications.**

**Once you APPROVE an adopter in Adopets, the DAS Foster Team will initiate the adoption paperwork!**

## Troubleshooting

Adopets help chat is usually very responsive. If you reach out to the chat team and still need help, please reach out to the foster team at [DASFoster@dallas.gov](mailto:DASFoster@dallas.gov). Find the Adopets FAQ here: <https://tinyurl.com/chr66dx4>

**Found an adopter for your foster? Approve their application in Adopets and email [DASFoster@dallas.gov](mailto:DASFoster@dallas.gov)**





# Adoption Marketing

The ultimate goal of fostering a shelter dog is finding them a new home. The best recipe for finding your foster a great home is quality photos and video, an engaging bio, and social media marketing.

## Photos and Video

If you have a smart phone or digital camera, taking photos of your foster dog is simple. We recommend squeaking a toy or holding up a treat to get their attention and snap a picture when they are looking up at the camera. You can also add videos to your pet's profile! If you're savvy with video editing, this is a great opportunity to show off your foster pet's personality. You may upload a YouTube or Vimeo link to your pet's Adopets profile.

The fastest way to get your photos and videos uploaded is to upload them yourself in Adopets! We can also assist with uploads, but as we receive hundreds of emails each day please allow 48 hours for turnaround. Email photos and video to **DASPhotos@dallas.gov**.

## Adoption Bios

A short bio can greatly improve your foster pet's chances of getting adopted quickly. Here's a template for dog adoption bios. Or, use the Petsmart Charities Rescue Writer AI adoption bio generator at <https://rescuewriter.ai/>.

Hi! My name is \_\_\_\_\_. I am a [playful/snuggly/happy-go-lucky/shy/sweet] pup ready to find a loving family. My favorite activity is [napping/playing/sniffing/going for walks]. In my foster home, I live and get along with [kids/other dogs/cats/small animals]. I can't wait to meet you! To reach out to my foster family about adopting me, hit the "I'm Interested" button.

Email your foster's bio to **DASBios@dallas.gov**. Unfortunately this cannot be done in Adopets.

## Social Media

Chances are, someone connected with you on social media is looking for a dog, or knows someone who is! Post about your foster dog on all social media platforms you use, as well as Nextdoor or any places you connect with neighbors or coworkers. *Be sure to include a link to their adoption profile on Adopets!*





# More Adoption Tips

## Offsite Adoption Events

Dallas Animal Services hosts a number of offsite adoption events that fosters are welcome to sign up for!

Sign up for upcoming adoption events at <https://DAS.as.me/FosterAdoptionEvents>

Many, but not all, offsite adoption events require you to bring a **crate** for your foster. Also be sure to bring your foster dog's **leash, poop bags, and a bowl for water**.

## Flyers

Here is a customizable flyer you can use to network your adoptable pet. Ask your local coffee shop, your leasing office, your place of employment, your gym, or anywhere else there is a community board if you can post your foster pet's adoption flyer! This flyer requires a free **Canva** account. Canva.com is a platform that makes design easy, even for complete beginners.

Use the template: <https://bit.ly/d90adoptionflyer>

## Other places to network your foster pet

You can also try posting your pet to adoption websites like RescueMe.org or post in your local Facebook groups! Here are some groups that allow adoptable pet posts:

**DFW Adoptable Shelter & Rescue Pets**

**DFW Dogs & Cats (Adopt & Rescue Only)**

**DFW Metroplex Rehome/Adoption for pets**

**If it has been 30+ days and you have not received any applications, please email [DASFoster@dallas.gov](mailto:DASFoster@dallas.gov) for guidance.**



# Meet-and-Greets

## Tips for meet-and-greets

Having trouble matching schedules, or adopting to a foster that lives too far away to drive? Consider a FaceTime or Zoom intro! Meet in an enclosed area such as inside your home or in a fenced-in yard.

If you are not comfortable having your foster do meet-in-greets in your own home, or if you are not comfortable going to the adopter's home, you can conduct meet-and-greets at public areas such as public parks that permit leashed dogs. Your foster dog must stay on leash the entire time. If the adopter wishes to bring their other dog to the meet-and-greet, make sure the adopter knows both dogs must stay on leash the entire time. Please read the **Dog-to-Dog Introductions** handout prior to conducting dog meet-and-greets.

## What if this doesn't feel right?

First, it's important to stop and take a look at why we might be feeling that this match isn't a good fit. Often, we hear the term, "gut feeling" regarding why an individual isn't the person that you believe should adopt a particular pet. While this isn't to say completely disregard any concerns, the reality is that our "gut instinct" can be a funny thing. That little ball of doubt clenched right below your bellybutton might not necessarily be telling you something rational, but more something that is unchecked or even an unintentionally biased.

Here are some things to ask yourself if you find you're uncomfortable over a decision:

- Did this person already return a pet, and you believe they are being irresponsible?
- Does the worry you have about this adopter stem from their home location or description?
- Are you worried that this person is too young or too elderly to be able to properly care for this pet?
- Do you feel like this person is unable to afford the care or supplies needed for a pet?

We require everyone to practice objectivity and refrain from negative assumptions based on internal bias for what the "ideal home" may look like. We know this is a tough road to navigate, so by speaking to the Foster Team, we can assist you in the communication to a potential adopter or on how best to approach a situation. If you have questions about our open adoptions policy or you have concerns about an adopter interested in your pet, please reach out to **DASFoster@dallas.gov**.

[Learn more about open adoptions at network.bestfriends.org.](https://network.bestfriends.org)



# Finalizing Adoptions

## After the adoption has been finalized through the DAS Foster Team - Handing off your foster pet to their adopter

Until the animal has been fully processed in the DAS system, meaning the adopter has signed all paperwork and the animal has been spayed or neutered, the animal is still the property of DAS. This means that the animal cannot go to the adopter's household. Once paperwork has been processed, a Foster Parent can either bring the animal to DAS or meet the adopter at another location to transfer ownership. Remember, if you do not get the approval from the DAS Foster Team or DAS Adoption Team, the animal is not eligible to leave the foster home. Once your paperwork has been processed, we will send you an email to confirm that you are able to proceed with a hand off of your foster pet to their new adopter.

## What happens next?

If you'd like updates on your foster in their new home, you can ask the adopter for their contact information. However, not all adopters wish to stay in touch. That's okay! It can be difficult to not hear more about the pet you cared for, but the important thing is that they are in a loving home.





# Miscellaneous



# Frequently-Asked-Questions

## What if I receive multiple adoption inquiries for my foster pet?

Respond to adoption applications in Adopets in the order they are received. If a potential adopter is unavailable for a meet-and-greet within a week, you are welcome to begin communicating with the next potential adopter. Dallas Animal Services and their fosters cannot “hold” animals for any length of time due to the high volume of animals in need of placement.

## What if someone wants to adopt from out-of-state?

If an interested adopter lives in another state, have the adopter email [DASFoster@Dallas.gov](mailto:DASFoster@Dallas.gov) with their phone number and the pet’s ID number. The DAS Foster Team will reach out to them to discuss the adoption and if the adopter decides to proceed, they will need to email a photo of their ID. They should be prepared to either pick up or arrange transportation for the pet within 24 hours of finalizing the adoption.

The adopter will have to arrange and pay for their own transportation. Here are a few options for transportation - these companies are in no way affiliated with or endorsed by Dallas Animal Services.

[Citizen Shipper](#)

[Dependable Driver Solutions](#)

[K9 Rides](#)

## What medical care does Dallas Animal Services cover?

Any medication prescribed through Anippanion or in shelter by Dallas Animal Services veterinarians is covered at no cost to you. Nail trims, dental care, grooming, and vet visits outside of DAS (including emergency vet visits) are not covered.

## What is Foster-to-Adopt?

If your interested adopter would like to test how the pet does in their home, you can let them know that foster-to-adopt is an option. Please email [DASFoster@Dallas.gov](mailto:DASFoster@Dallas.gov) for more information. Foster to adopt is typically on a 14 day timeline. After 14 days, legal guardianship of the pet will be transferred to them unless they have contacted [DASFta@dallas.gov](mailto:DASFta@dallas.gov) to request an extension.

## What is a Transport Foster?

We periodically have opportunities to transport dogs out of state to other organizations. They usually need at least two weeks in foster and a health certificate to be transported over state lines. You will not need to find an adopter for your transport pet!



# Dog Care Resources

## Safety

### **ASPCA Animal Poison Control Center: (888) 426-4435**

Many plants, household cleaning items, and human foods are toxic to dogs. Please consult the ASPCA website at [aspca.org/pet-care](http://aspca.org/pet-care) for important information about pet toxins.

### **Disaster Preparedness and First Aid**

The right time to prepare for a disaster or emergency is now. Please consult the Red Cross website at [redcross.org/get-help](http://redcross.org/get-help) for important information about disaster preparedness.

## Behavior

### **Basic Pet Training Tips**

Best Friends Animal Society has a library of pet training resources. Visit their Pet Training library at [resources.bestfriends.org/pet-training/dog-training](http://resources.bestfriends.org/pet-training/dog-training).

### **Common Problems**

The ASPCA has tips on some of the most common issues pet parents might encounter with their dogs. Learn how to stop unwanted dog behaviors at [aspca.org/pet-care/dog-care/common-dog-behavior-issues](http://aspca.org/pet-care/dog-care/common-dog-behavior-issues).

## Health

### **Important Health Information**

VCA Animal Hospitals has a library of medical topics from common illnesses to preventative health care. Visit the resource at [vcahospitals.com/know-your-pet](http://vcahospitals.com/know-your-pet).



# FOSTER MENTORING CALLS

**Need advice? Want support? We got you!**

Adopets Training | Marketing Tips | Events Support  
Training Tips | 1-on-1 Mentoring

**For additional guidance from the fosters who  
have been there, done that...**

**Join the Foster Mentoring / Support Calls!**

**2nd Saturday of every month at 9:00 a.m.**

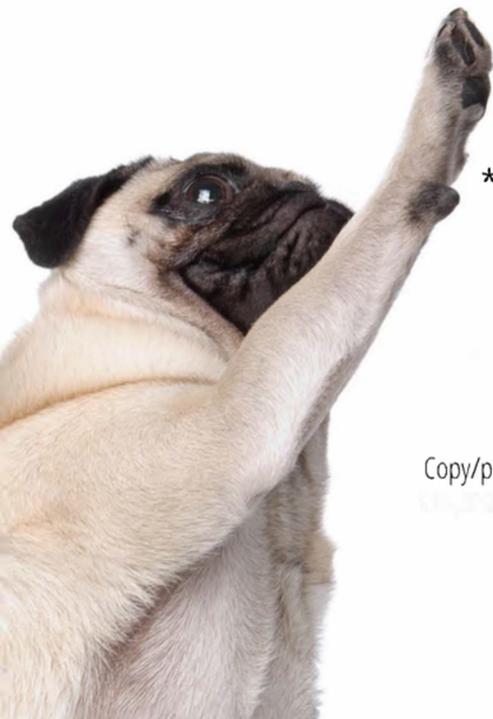
Join via Microsoft Teams

Meeting ID: 240 072 660 36

Passcode: g5VjRk

\*DAS Staff is present on the call as well\*

Copy/past this URL in your browser, then enter the meeting ID and passcode to join:  
<https://www.microsoft.com/en-us/microsoft-teams/join-a-meeting>





# Foster Sitting

**Going out of town and need temporary care for your foster pet?  
Here are your options:**

## **Find a D90 Foster to cover the dates**

Email [DASFoster@Dallas.gov](mailto:DASFoster@Dallas.gov) to alert the foster team that you need a sitter for your foster pet. Include your foster pet's ID number and the dates you need coverage. The DAS Foster Team will post the pet to our Trello board.

Once you've emailed the foster team, you can post in the D90 Foster Facebook group to ask if anyone in the group is available. Include the pet's ID number, a photo, and information about their interactions with kids, cats, or dogs if you have it.

## **Ask a friend or family member**

If a friend or family member can watch your foster pet while you are out of town, please email [DASFoster@Dallas.gov](mailto:DASFoster@Dallas.gov) with their contact information.

## **Pay for a boarding facility**

If you wish to, you are welcome to pay for boarding for your foster pet. They should not be permitted to interact with other dogs at the boarding facility. **Please email [DASFoster@Dallas.gov](mailto:DASFoster@Dallas.gov) before booking to ensure the boarding facility meets our requirements.** Dallas Animal Services cannot reimburse fosters for boarding.

## **If you are unable to find your foster a sitter...**

Please make an appointment to surrender your foster pet back to the shelter:  
**[www.das.as.me/fostersurrender](http://www.das.as.me/fostersurrender)**



# Important Disclosures

## Anti-Harassment Policy

DAS's anti-harassment policy expresses our commitment to maintain a workplace that is free of harassment, so our employees and guests can feel safe and happy. DAS strives to create and maintain a work environment in which people are treated with dignity, decency and respect. In accordance with all federal, state, and local laws, DAS expressly prohibits discrimination or harassment based on race, color, religion, creed, gender, pregnancy, age, national origin, ancestry, physical or mental disability or handicap, citizenship, marital status, sexual orientation, military or veteran's status, or any other protected classification. DAS expressly forbids and will not tolerate any actions (e.g., words, jokes, comments, or gestures) that unreasonably create an intimidating, hostile, or offensive environment. DAS will take appropriate and immediate action in response to complaints or knowledge of violations of this policy. For purposes of this policy, harassment is any verbal or physical conduct designed to threaten, intimidate, or coerce an employee, coworker, client, volunteer, or any person working for or on behalf of DAS. Anyone engaged in sexual or other unlawful harassment will be subject to release from the Foster Program with DAS. If a Foster Parent or other any other individual who is associated with the Foster Parent (i.e., babysitter or other adults in household, etc.) ("Foster Parent Affiliate") believes they are the victim of harassment or have witnessed harassment of any kind, immediately notify the DAS staff contact with the Foster Team. DAS will not tolerate any retaliation, harassment, or intimidation of any DAS employees or volunteer(s) who makes a complaint under this policy or who assists in a complaint investigation. Any retaliation, harassment, or intimidation by a Foster Parent may result in termination of the Foster Parent's Relationship with DAS. Investigation of reports of harassment will be conducted, and these investigations will be kept as confidential as is practical. Following the investigation, the Foster Parent who filed the complaint will be informed of the findings and the action taken. If, because of the investigation, DAS determines that an employee of DAS, a Foster Parent, an Affiliate, or volunteer has engaged in harassment or illegal discrimination in violation of this policy, DAS will take appropriate corrective measures. Such action may range from counseling to immediate termination of employment or release from the Foster Parent's relationship with DAS, or possible legal action.

## Conflicts of Interest

As a supporter of and volunteer for DAS, a Foster Parent should avoid any outside activity that could negatively affect the independence and objectivity of your judgment, interfere with timely and effective performance of your duties and responsibilities, discredit DAS, or conflict/appear to conflict with DAS' best interest. The success of DAS rests on its reputation and the goodwill of the community. Unless expressly authorized, no outside 4 | Page activity should involve the use of DAS assets, funds, materials, facilities, or time or services of other DAS affiliates. Violations of this policy may result in release from the Foster Parent's relationship with DAS. If a Foster Parent is asked to take part in an activity that conflicts with the vision and philosophies of DAS, or if a potential or actual conflict of interest arises, please reach out to a DAS Foster Team member.

## Adoption Prices and Receiving Payment

All adoption fees are waived for foster pets unless otherwise noted. If an animal has been identified as having an adoption fee associated with them, the adoption process will need to be carried out at the main facility. Payment must be given directly to a DAS employee. A Foster Parent shall never collect money on behalf of DAS or solicit money from potential adopters for any reason.

## Suspected Mistreatment of a Foster Pet

If there is suspected mistreatment of a foster pet, DAS will take appropriate measures to investigate. If you are found to have mistreated an animal, either as a Foster Parent or before joining the program, you will be immediately suspended while we investigate and possibly terminated from our Foster Program. A Foster Team member will contact you if there are any concerns.

**Questions? Email [DASFoster@dallas.gov](mailto:DASFoster@dallas.gov)**



# Disclosures Continued

## Legal Guardianship of Animals

All animals in the foster program are the legal property of DAS until the adoption paperwork has been processed, foster team has sent approval of paperwork received, and the animal has been altered. If adoption paperwork has been received, but the animal has not been spayed or neutered, this animal will still be the property of DAS.

## Health and Temperament

DAS does not guarantee any health or temperament of an animal entering your care. By taking an animal into your home, you are acknowledging that you will accept the risk of taking an animal home with unknown or limited history. All medical and behavioral information will be divulged at the time of pick up. It is the responsibility of the Foster Parent to ensure they are following the proper protocols for keeping their foster pet and family safe.

## Stolen Foster Pet

If you believe a foster pet is stolen while in your custody, please contact the Foster Team immediately. We also ask that you call 911 and create a police report to give any information that you might know about the situation. In addition, follow the same steps that are outlined above in the Lost Foster section. DAS will also consider an animal stolen if we have been unable to contact you, the Foster Parent, and the animal has not yet been spayed or neutered. The Foster Team will send out communication during the fostering process periodically. If at any point during this period we believe you as the Foster Parent have become unresponsive, we will make every attempt to reach you. If at 60 days in the foster home we have been unsuccessful in making contact, DAS staff will proceed by releasing the animal as missing or stolen in the DAS Database. This could prohibit you from being able to foster or potentially adopt from DAS in the future.

## Lost Foster Pet

Sometimes, despite your best efforts, your foster pet may escape from you or your home. If this should happen, please email the DAS Foster Team immediately with the following information:

- The animal's A# (EX: A1234567) and Name (this can be found on your foster pet's paperwork or emails)
- Last known location
- Date and time of escape
- What the situation was when escape occurred (opening the front door, walking the foster pet, etc.)

We suggest that you put up fliers around your neighborhood and place ads on local lost and found websites, Facebook pages (including your personal page and the DAS Volunteer and Foster page), and Nextdoor. Should the animal be picked up by an Animal Services Officer of DAS, the Foster Team will be notified and will contact you immediately. The Foster Team can request that an officer be sent out to survey the area if the animal was lost in the city of Dallas. Always keep the Foster Team informed with any updates by phone or email.

**Questions? Email [DASFoster@dallas.gov](mailto:DASFoster@dallas.gov)**