

SYDNEY DOGS & CATS HOME

FOSTER CARER CONTACTS & EMERGENCY

INFORMATION

- CALL us immediately if you have an emergency.
- For non-emergencies please call or SMS Flick or SDCH reception during working hours.
- For **after hours emergencies** (outside Mon-Sun, 9am-3pm):
 - Call any after-hours local vet for advice (you can find a list of clinics at the end of this document).
 - If required, take the animal to your local after-hours vet and show this [letter](#) (on last page).

Foster Care Manager: <i>Mon-Fri</i> <i>8:00am - 4:00pm</i>	Felicity Hillenaar (Flick)	0418 589 886
Shelter & Adoptions Reception: <i>Mon-Sat</i> <i>9:00am - 3:30pm &</i> <i>Sun</i> <i>9:00am - 3:00pm</i>	General enquiries: info@sydneydogsandcatshome.org Animal photos & descriptions: photosandvideos@sydneydogsandcatshome.org	(02) 9587 9611 OR 0450 636 481
Vet Clinic: <i>Mon-Fri</i> <i>9:00am - 4:30pm</i>	Triaging nurse: vet@sydneydogsandcatshome.org	0427 909 269

FOSTER RULES – Keeping your foster animal safe

(Chat with the Foster Manager for more info)

Dogs

- No Dog Parks
- When out of home, no off-leash time
- No walks for the first week

Cats

- Do Not allow outside
- Do NOT feed cow's milk

Pocket Pets

- Provide food at all times
- No free roaming outside

Please also do not give your animal to another person unless approved by the Foster Manager.



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Welcome to Foster Caring with Sydney Dogs & Cats Home!!!
Thank you so much for sharing your home to save a beautiful animal.

We're here to support you

As a foster carer, you are joining an animal-loving family where support and guidance are abundant.

Foster resources include:

- This Foster Carer Guide
- The Foster Carer [Tips & Tricks](#) section on our website
- The friendly staff at SDCH and your Foster Manager (contact details above)
- Our awesome Foster Facebook Group – “[SDCH – Foster Carers](#)”
- Some foster carers will also get assigned a Foster Mentor who can provide extra support.

Bringing a foster animal home

For many animals, changing environments can be scary and overwhelming. So, remember ***Less is More*** when it comes to foster caring.

Set your home up so it is quiet and calm, with not too much activity.

Avoid having visitors and going on trips for the first week.

Needing more supplies

Complete our online supplies request form here:

<https://form.jotform.com/SydDCH/requesting-foster-supplies>

Promote your foster animal

Please help find your foster animal their forever home!

Advertise them wherever you can and tell all your family and friends 😊

Please also email photos, videos and written descriptions of your foster animal to photosandvideos@sydneydogsandcatshome.org

For more information check out our [Foster FAQ's](#) and [Tips & Tricks](#) sections on our website.

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The Adoption Process

Once an animal has had their vet work completed, the SDCH team will work on making that animal available for adoption.

When we receive an adoption enquiry, the customer care team will check the applicant based on your feedback. We may also ask you to contact the adopter, to relay more in-depth information about the animal and to then get your feedback. If appropriate, we will organise a meet in person at our shelter.

If a foster carer decides they want to adopt, simply let your Foster Manager or your foster mentor know **ASAP**, so we can ensure the animal is not advertised and start your adoption paperwork.

Returning an animal

You must call SDCH before returning an animal. We will need to reserve a kennel or cage for the animal and make sure we have staff available.

After Hours Sticky Situations (before 8:00am OR after 4:00pm)

In the unlikely situation that it is after hours and you get 'stuck', remember to keep calm and take a minute to process the situation.

My foster animal got out or is lost

- Search your entire house including cupboards and small places (cats in particular, can squeeze into very small spaces).
- Call your local vets.
- Knock on your neighbours' doors.
- Go for a search.
- SMS the foster mobile (0418 589 886) so the Foster Manager finds your message first thing in the morning.
- At 9:00am you can also call Sydney Dogs & Cats Home.

I am not comfortable with my foster animal

Set up a separate room (eg. spare room, toilet, bathroom, laundry etc) with water and bedding. Keep the animal there secured until the morning, when you can call the Foster Manager or SDCH.

If the animal starts becoming destructive, you can try adding treats or chews to calm. SDCH may be able to offer reimbursement for property damage.



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Some Sydney After-Hours Veterinary Clinics:

Sydney Veterinary and Emergency Specialists, Rosebery:	<u>9197 5800</u>
Sydney University Emergency Clinic, Camperdown:	<u>9351 3437</u>
Animal Referral Hospital, Homebush:	<u>9758 8666</u>
North Shore Veterinary Hospital, Artarmon:	<u>9436 1213</u>
Northside Emergency Veterinary Service, Terrey Hills:	<u>9452 2933</u>
Small Animal Veterinary Hospital, North Ryde:	<u>9889 0289</u>
Ingleburn Veterinary Emergency Centre, Ingleburn:	<u>9829 1947</u>
Veterinary Specialists of Sydney (VSOS), Miranda:	<u>8376 8767</u>

SYDNEY DOGS & CATS HOME

 442-446 LIVERPOOL ROAD, SOUTH STRATHFIELD NSW 2136
 02 9587 9611

 SYDNEYDOGSANDCATSHOME.ORG
 INFO@SYDNEYDOGSANDCATSHOME.ORG

 ABN: 16 943 464 587
 CFN: 16738

Sydney Dogs and Cats Home - After Hours Veterinary Emergency Procedure (Please print this letter out to take to your After-Hours vet in an event of an emergency)

Dear Treating Veterinarian,

The animal presented to you is an animal from Sydney Dogs and Cats Home (SDCH), a charity shelter. The person caring for this animal is an SDCH volunteer foster carer who is caring for the animal in their home temporarily.

SDCH has our own veterinary staff and hospital facilities but does not have the capacity to provide after-hours care for our animals. Our foster carers are advised that if their foster animal requires emergency care that they should seek assistance from their nearest after-hours veterinary clinic. In the case of a minor issue that does not require emergency treatment, we ask that foster carers contact SDCH the following morning for treatment and advice.

As you can appreciate, SDCH functions with limited financial resources. In the case of an after-hours emergency we ask that you provide stabilisation and supportive care, with a view to handing over the case to the SDCH veterinarians the following morning.

We appreciate that in some cases euthanasia is the most humane outcome for an animal and we trust your judgement as to whether this is required immediately.

Please be advised that only SDCH management can authorise extensive or nonessential veterinary care as SDCH will be covering all costs incurred. Foster carers are not permitted to authorise nonessential care and SDCH will not cover nonessential costs authorised by foster carers. Any standard costs will be covered by SDCH.

Thank you for caring for our animal/s, we look forward to working with you in future

Kind regards,

Dr Laura Taylor



Head of Animal Care

WOOF. MEOW.



Sydney Dogs & Cats Home is owned and operated by The Sydney Dogs & Cats Home Incorporated.