



FOSTER HANDBOOK

Heidi's Village
Animal Shelter, Rescue, Safe Haven
600 North 40th Street
Phoenix, AZ 86008
602-241-4640
heidisvillage.org

WELCOME TO HEIDI'S VILLAGE

On behalf of the staff, volunteers and other fosters at Heidi's Village, we want to welcome you and thank you for your valuable time and talents. Being a shelter foster can be extremely exciting, rewarding, educational and fun, and we would like to wish you success in all of our various volunteer and fostering opportunities!

We believe that each foster contributes directly to the growth and success of Heidi's Village, as well as to the health and well-being of our animal residents. We hope you will take pride in being a member of our foster team and want you to feel that you are part of the Heidi's Village family.

We have created this handbook to help you have the best possible experience as a foster. It contains information about Heidi's Village, our foster program, various policies and procedures, and so much more. Please take the time to carefully read this handbook and refer to it often during your foster service.

ABOUT HEIDI'S VILLAGE

Vision: We envision a world where all cats and dogs live in forever homes whose environment is healthy, safe, and secure.

Mission: We exist to foster a community where animals are treated with respect, dignity, and compassion.

Core Values:

- Maintain high ethical standards for the safety and security of animals in our care as well as the staff and volunteers who provide that care.
- Create and encourage an inclusive environment for all that respects diverse traditions, heritages and experiences and acknowledges the value of all individuals.
- Advance and utilize best practices for animals, the public, staff, and volunteers in a shelter/veterinary environment.
- Meet the changing needs of animals and animal welfare organizations in our community.
- Help bridge the gap between available animal welfare resources and animal welfare needs in the community.
- Provide state of the art behavioral rehabilitation for animals and training for guardians of cats and dogs to alleviate behavioral issues as a barrier to finding forever homes.

HOURS OF OPERATION

Tuesday – Friday: 11:00am – 7:00pm
Saturday – Sunday: 11:00am – 4:30pm
Monday: Closed

Please note that this is not an exhaustive list of hours, and foster hours and staff availability may differ based on the foster animal's needs. Hours are also subject to change during holidays and under special circumstances.

CONTACT

General main phone: 602-241-4640
General volunteer: volunteer@heidisvillage.org
General foster: foster@heidisvillage.org

Volunteer and Foster Coordinator:
Gabriele Warehime
602-857-3219
gwarehime@heidisvillage.org

Animal Behavior Manager:
Paige Wood
602-241-4637
pwood@heidisvillage.org

Chief Operations Officer:
Karen Anderson
602-241-4627
kanderson@heidisvillage.org

Animal Care Manager:
Sheridan Schilling
602-241-4626
sschilling@heidisvillage.org

Heidi's Village Clinic
clinic@heidisvillage.org
602-241-4619

GENERAL GUIDELINES AND REQUIREMENTS

Requirements:

- Fosters must be at least 18 years of age.
- Fosters should have animal care knowledge, ability, and skill. Fosters must vigilantly monitor for signs of illness, injury, distress or any concerning behaviors and report to Heidi's Village accordingly.
- Fosters must be able to bring fosters back to Heidi's Village for wellness check-ups, vaccinations as required, and adoption once the foster period is over, if requested to do so.
- All fosters must thoroughly read through this foster packet and ask any questions if necessary, for complete understanding. Fosters must effectively communicate with the Foster Coordinator or Heidi's Village staff as needed.
- Owned pets must be current on vaccines and be on flea/tick prevention.
- Fosters must agree to comply with all Heidi's Village policies, procedures, requirements, and recommendations made by Heidi's Village staff members.

When you foster at Heidi's Village, you are giving the animals one of the greatest gifts of all — your time. For that, everyone at Heidi's Village is incredibly grateful, especially the animals. Fosters willingly provide their time to complete a task at the direction of, and on behalf of, Heidi's Village. Fosters do so without compensation or expectation of compensation. *The following guidelines are to be followed in the event that a foster enters Heidi's Village property for appointments, adoptions, etc. and/or is otherwise on-site.*

Alcohol and Drug Free Workplace:

Your health and safety are of paramount concern. The use or abuse of alcohol, drugs, or other controlled substances affects the safety of everyone present at Heidi's Village. Heidi's Village strictly forbids any alcohol or drug use, or being under the influence of drugs or alcohol, on Heidi's Village property. Heidi's Village also does not allow any abuse of prescription or over-the-counter medication on Heidi's Village property.

Heidi's Village Property:

The equipment and facilities of Heidi's Village are to be used only for the benefit of Heidi's Village. Personal use of Heidi's Village equipment is not allowed. Employees and volunteers, including fosters, are expected to exercise appropriate care for furniture, supplies, and equipment at Heidi's Village.

In the event of damage, theft, or sabotage to property of Heidi's Village, its animals, or any employee or volunteer/foster, Heidi's Village reserves the right to ask you to assist and cooperate in necessary investigations. In addition, Heidi's Village reserves the right to conduct routine inspections of all areas on Heidi's Village premises, including lockers. Personal belongings located on the property of Heidi's Village may be subject to search.

This policy extends to all items received through in-kind donations from volunteers and members of the public, which are considered Heidi's Village property upon donation.

Parking;

Heidi's Village is not liable for theft or damage to your personal vehicle while you are volunteering or visiting the shelter. We advise you to keep your doors locked and bring all valuable items with you or leave them at home.

Personal Pets On-Site:

Due to the high-stress environment of an animal shelter, Heidi's Village does not allow volunteers or fosters to bring their personally-owned animals on-site at Heidi's Village while volunteering or otherwise, unless given explicit permission from management.

VOLUNTEER AND FOSTER SAFETY

Safety is of the utmost importance at Heidi's Village. Please read the following guidelines to know how and where to report and/or respond to safety issues or concerns. The animals in our care depend on all of us – please report to staff immediately any observations of concern, such as signs of illness or untreated wounds, or behavioral issues, so they may be addressed.

Animal Bites:

Per state law, whenever an animal tooth breaks skin, it is considered a bite. You are required to report all bites, regardless of how minor the injury. Failure to report a bite, whether the bite happened to you or you witnessed the bite, could result in the ending of your volunteer or foster agreement.

If you witness or sustain a bite, first address any first aid needs, including cleaning the bite wound thoroughly, or if necessary, calling for emergency medical assistance. Then immediately report the bite to the Foster Coordinator, who will ask you to fill out an incident report with your contact information and all details surrounding the bite, including what activity you (or the person you witnessed) were doing with the animal and the animal's body language immediately before the bite occurred.

Animal bites can occur for many reasons and do not necessarily reflect poorly on that animal's behavior. If we have all the relevant information, we will be better prepared to handle the situation in the best interest of the animal and our community.

Fire and Emergencies:

Familiarize yourself with the location of fire evacuation routes that you could use to leave your work area in the event of fire or emergency. Please make every effort to guard against fire hazards. In the event of an emergency elsewhere in the facility, you will receive directions on what to do (evacuate, lock-down, etc.).

Intake Area:

You must not enter the intake area when staff or volunteers are unloading stray animals unless asked. This is for your safety and the safety of our animals. If you are unsure where this area is, please contact the Foster Coordinator or a member of management.

Safety:

An effective safety program requires the full cooperation of all employees, fosters and volunteers. For that reason, employees and volunteers/fosters are expected to exercise care for their own safety and that of fellow workers by observing all safety rules. Volunteers and fosters may be required to use safety and personal protective equipment (PPE) during their volunteer/foster hours.

If you see an unsafe condition, it is imperative that you immediately report it to the Foster Coordinator or a member of management as soon as possible. If you are ever directed to take an action that you believe to be unsafe, you should immediately report the incident to the Foster Coordinator or a member of management. Questions or comments regarding safety issues should be discussed with the Foster Coordinator or a member of management.

Weapons:

To ensure a harmonious, safe, and healthy workplace and to minimize the opportunity for violence, Heidi's Village has adopted a "zero tolerance" policy toward workplace violence. Any and all acts of intimidation, threats (even if apparently facetious), possession of lethal weapons, or acts of violence will be considered a serious Infraction. These acts will be referred to legal authorities when appropriate. A threat, threatening behavior, or any other act of aggression by an employee, foster or volunteer while they are on-site or off-site on official Heidi's Village business is a violation of this policy. Volunteers and fosters should report any knowledge of a direct, or indirect, threat made toward themselves, another volunteer or foster, an employee, or a visitor. Confidential reports can be made to the Foster Coordinator, the CEO, or the first available member of management.

If you encounter a member of the public that you suspect is potentially dangerous or hostile:

- Immediately alert the Foster Coordinator, a supervisor, or other staff member to the situation
- Do not risk harm to yourself
- You should not take any action that might put yourself or others in danger

Heidi's Village does not allow weapons, including concealed handguns or other weapons (to include knives with blades longer than three inches), to be carried onto its property. Possession of any deadly weapons anywhere on-site at Heidi's Village is strictly prohibited and may result in immediate termination from the volunteer and/or foster program.

Injuries:

Every injury, no matter how slight, must be reported immediately to the Foster Coordinator or a member of Heidi's Village management. Even seemingly minor injuries can result in serious complications if proper medical attention is not obtained. If you are injured while volunteering or fostering with Heidi's Village, it is your responsibility to report the accident immediately, and you may be required to complete an incident report.

FOSTER RESPONSIBILITIES

Our fosters are part of the Heidi's Village team and therefore we uphold you to similar standards as our employees.

Code of Conduct:

As a foster of Heidi's Village, you are representing our organization any time you interact with people and animals, even outside of your foster duties. We ask that you are polite and courteous when interacting with visitors to Heidi's Village and potential adopters. We also ask that you treat all employees, other fosters, and volunteers with respect, dignity, and compassion. Further, treat all animals in a humane and safe manner and report any instances of inhumane conduct to a manager. Do not wear Heidi's Village T-shirts, emblems, or name badges while drinking or engaging in any questionable or illegal activities, both on-site and off-site.

Disrespectful or unprofessional behavior, harassment, discrimination, retaliation, threats, disparaging remarks, and discriminatory or vulgar language will not be tolerated. This code of conduct applies to online and/or written material as well as personal interactions with staff, other fosters and volunteers, and members of the public.

Heidi's Village is a unique organization that houses animals from other rescues. We ask that you do not answer questions on behalf of other rescue organizations and instead direct those with questions to the appropriate point person within the rescue in question.

Heidi's Village also asks that you stay up-to-date with our current information to ensure anything shared is as accurate and complete as possible.

Communication with the News Media:

Media relations can be complex. For that reason, we require all media inquiries be sent directly to the Foster Coordinator or other Heidi's Village management. Please note that media inquiries are extremely time-sensitive and should be forwarded as soon as they are received. Do not contact or speak with the media on behalf of Heidi's Village without express permission from Heidi's Village management.

Confidential Information:

Volunteers and fosters are not allowed to share any confidential information they may encounter while volunteering and/or fostering for/at Heidi's Village, unless required by law or approved by the CEO. Confidential information includes personal identifying details (names, phone numbers, addresses, email addresses, etc.) of staff, volunteers, fosters, adopters, previous animal owners, DO NOT ADOPT lists, and animal rescue organizations. Confidential information may also include an individual's credit card numbers, social security numbers, medical history, family member's information, or other personal characteristics.

Volunteers and fosters are expected to exercise care not to disclose confidential information unintentionally, by indiscreet conversation, or by careless handling of confidential information.

Cell Phone Use and Photos:

When working directly with animals, it is imperative that you provide your full attention to the tasks at hand to ensure the safety of the animal and of yourself. Those who volunteer in animal areas or in direct contact with animals may not use their cell phones at any point. Heidi's Village can provide specific areas for you to keep your phone until the end of your shift.

We understand that the service you provide to Heidi's Village is very important and you may want to post or share photos of animals with friends, family, or on social media. However, you are not permitted to take or share photos of any of the animals that are not explicitly Heidi's Village animals (i.e., animals in our care that are boarding with another rescue organization). You are more than encouraged, though, to share photos of adoptable Heidi's Village animals.

Harassment Policy:

Heidi's Village is committed to providing an environment that is free from harassment and unlawful discrimination. In accordance with all federal, state, and local laws, Heidi's Village 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.

Heidi's Village expressly forbids and will not tolerate any actions (e.g., words, jokes, comments, or gestures) that unreasonably create an intimidating, hostile or offensive environment. Anyone engaging in sexual or other unlawful harassment will be subject to release from volunteer and/or foster service. If you believe you are the victim of harassment or have witnessed harassment of any kind, immediately notify the Foster Coordinator.

Corrective Action:

Heidi's Village reserves the right to end any relationships between a volunteer or foster and Heidi's Village at any time, with or without notice or explanation. Failure to comply with this Handbook, Heidi's Village guidelines, policies, and procedures may result in removal from the foster program. Released volunteers and fosters are not permitted entry to Heidi's Village beyond areas of public access.

Although the goal is that with proper training and support, there will never be a need to address inappropriate behavior or conduct, it is important to outline Heidi's Village's corrective action process for volunteers and fosters in the event such issues need to be addressed. To accomplish this goal, everyone must hold themselves to certain standards of conduct and behavior. In order to ensure everyone is informed of those standards and possible consequences for inappropriate conduct, the following outline is provided:

Zero Tolerance Actions – Immediate Cancellation of the Foster Agreement with Heidi's Village:

- Animal cruelty/abuse, including kicking or hitting an animal
- Insubordination
- Fighting or threats of violence
- Intoxication/under the influence (no drug or alcohol use permitted)
- Harassment of any kind, including sexual harassment and/or inappropriate sexual behavior
- Improper use or disclosure of confidential information stored by Heidi's Village
- Theft and/or intentionally damaging property
- Using and/or duplicating building and/or office keys without written authorization
- Failure to immediately (or as soon as possible) report a bite or other injury
- Carrying and/or bringing weapons on to the property
- Unauthorized access to Heidi's Village property (including access outside of volunteer and/or foster hours)
- Disparaging or negative comments about Heidi's Village staff, management, other fosters, volunteers, patrons, or rescue partners

OUR STAFF COMMITMENT

The staff members at Heidi's Village truly appreciate your service and your dedication to help us in our mission. We want to make sure you have a positive and enjoyable experience. As such, we strive to:

- Provide you with adequate information, training, and assistance so you can be successful in your foster position
- Provide you with guidance, goals, and feedback
- Respect your skills, dignity, and individual needs
- Be open-minded and receptive to your comments and suggestions
- Treat you as a valued team member which we feel is vital in successfully implementing our Heidi's Village Mission

FOSTER COMMITMENT

When you serve as a Heidi's Village foster, we ask the following;

Computer Related:

- Have regular access to the internet and a private email address. Email is our main form of communication to share information, such as volunteer and/or foster instructions, opportunities, and confirmations
 - If you do not have computer access, we ask that you find a friend or family member who can help you with your communications with the volunteer/foster department
- Respond to emails from the Heidi's Village staff in a timely manner. Staff are committed to answering emails within 48 hours during regular business hours

Foster Profile and History:

- Complete all required paperwork for acceptance into our foster programs
- Supply references as requested – for certain volunteer and foster positions, Heidi's Village may be required to perform criminal background checks. Heidi's Village may perform these checks at its sole discretion. Be sure to list all criminal convictions on your volunteer/foster application.
- Keep your record updated with your current email address, phone number and USPS mailing address
 - Your name and address will not be sold, traded, or given to any other organization
- Complete any assignments/shifts for which you volunteer or foster. If you cannot complete the assignment/shift, please notify your staff supervisor or the Foster Coordinator ASAP
- Stay within the parameters of your volunteer or foster positions, shifts, and assignments

Pet Care:

Foster animals are sometimes scared and stressed when relocating to a new foster home. Some have had little exposure to people and everyday sounds like TV's, vacuums etc. They are also dealing with changes in diet, new surroundings, and new people. It may take a few days for them to feel comfortable in their new environment. Give them time to adjust to your home. Spend time with them but give them space if they need it. Some of them will be shy and skittish at first, but with time and patience, they will come around. As much as you can, touch their feet, their ears and try grooming them. This will help them adjust to going for vet and grooming appointments. Spend as much time as you can playing and interacting with your foster animals once they are comfortable in your home. It is important for them to be comfortable in a home environment and around people.

We do our best to ensure that all our foster animals health history is known prior to placing them with a foster parent. If a foster animal has a known medical condition, we fully disclose all necessary information including the treatment plan. Even if our foster animals are healthy when they go home, they may begin showing symptoms later.

Children:

Children must be supervised when in the presence of foster animals. Our animals may not have been around children before, and we do not know how they would react in certain situations. We do

provide requirements for children's minimum ages in the home for certain animals, but please always remind children to go slow with any of our foster pets.

FOSTER OPPORTUNITIES

Bottle Babies — These pups or kittens must be bottle fed frequently (every 2-3 hours), as they are too young to eat on their own and do not have a mother. Although Heidi's Village has nursery, it is so important for these youngsters to experience a home environment. As such, these young pups and kittens stay in foster care until they can receive at least two vaccines and get spayed/neutered. Fosters must be knowledgeable or trained for proper feeding and bowel excretion.

Orphaned Puppies — A common need for foster homes is for puppies who are too young for adoption. It is better for the young pups to be in a home environment while they mature instead of the shelter, where they can potentially be exposed to diseases. Positive puppy socialization is critical during this stage of their lives. Puppies are ready for adoption when they reach 8 weeks of age, have received at least two DA2PP vaccines, have been spayed/neutered, and healthy.

Moms with Puppies — Heidi's Village takes in pregnant and nursing moms when we can. The mama dog should remain with her puppies if possible, at a minimum of 8 weeks. The mama dog can then be scheduled for spay surgery and go up for adoption. You **MUST** be experienced or willing to learn under close supervision and guidance. You will need to be able to identify if the puppies are nursing appropriately, if mom is healthy, if mastitis is occurring and be able to identify signs and symptoms of complications such as dystocia and pyometra.

Medical Care — These are dogs with specific medical needs due to age, weight, illness, or injury. The treatment plan and length of foster will be determined by Heidi's Village's Foster Coordinator and Clinic Management.

Behavior — Some dogs may require additional training, observations, and/or socialization before they can be successfully adopted. These dogs are sent to qualified foster homes to receive the appropriate training and care they require. Length of care in these instances depends on the individual foster's needs. Behavior fosters are approved by the Behavior Manager only.

Long-timers — Dogs that have been living in the shelter for an extended time period can be sent to a foster home to escape the stress of the kennel environment and decompress. The length of foster care varies depending on the individual needs of the dog.

Day foster — It is nice to provide our shelter dogs a break, even if only for a small time, away from Heidi's Village. This is a great enrichment opportunity for them to get out, see some new sights, sniff some new smells, and have a fun adventure! Not all dogs qualify for this program, so please inquire with the Foster Coordinator if you are interested. Animals *and* fosters must be approved by the Behavior Manager before leaving the Heidi's Village facility.

VETERINARY CARE

THINGS TO LOOK FOR AND CONSIDER:

- Is your foster eating and eliminating regularly?
- Is your foster coughing and/or sneezing? Sound congested?

- Is there discharge from their eyes, nose, and/or mouth? Is it clear or more yellow/green?
- Is their stool runny, liquid, bloody, have mucous in it, or any change in color?
- Is your foster vomiting?
- Is your foster drinking water? Are they drinking and urinating excessively?
- Is your foster lethargic? When did you notice them slowing down? Any jaundice?
- Is your foster behaving normally or does something seem off?

To help you answer these questions, it is helpful to keep a daily journal about your foster dog. Record their weights, eliminations, appetite, energy level, general appearance, when you first noticed them eating solid foods, when they first started to play, etc. Any of this information will help make it easier to notice when something is wrong.

Please do NOT just show up to the shelter with your sick foster animal (UNLESS it is an extreme EMERGENCY or specifically directed to do so— see below for examples of *Non-Emergencies vs. Emergencies*. Please contact the Foster Coordinator and/or management at the first sign of illness or injury. It is imperative that you do NOT wait until you have a crisis on your hands. The Foster Coordinator or Heidi's Village representative will advise you of what next steps need to be taken.

MEDICAL NON – EMERGENCIES

- Bleeding/injured toenails
- Blood in urine (unless extreme/excessive)
- Constipation for 24 hours or less
- Coughing and/or sneezing
- Depression, unusual behavior
- Hair loss
- Hot spots or minor sores
- Incessant scratching and/or irritated skin
- Lack of appetite and/or weight loss (unless rapid, or excessive)
- Lameness of limb(s) that improves but does not resolve within 24-48 hours
- Mastitis in nursing mom – seek advice immediately, this can turn in to an emergency quickly without proper care
- Runny nasal and/or ocular discharge
- Several bouts of vomiting or diarrhea
- Swollen, painful joints or a gait that appears as if the dog is "walking on eggshells"

MEDICAL EMERGENCIES

- Ataxic; appears "intoxicated" or falling over, unable to stand or walk
- Bleeding from nose, mouth, rectum or coughing up blood
- Bloating
- Dehydration (severe) decreased skin turgor, and/or pale mucus membranes (gums)
- Diarrhea for more than 48hours, especially if light colored — yellow or bloody
- Difficulty breathing
- Heat stress or heat stroke
- Listless behavior or lethargy
- Non-stop bleeding
- Poisoned from consuming antifreeze, rodent poison, chocolate, medication, etc.
- Seizure activity
- Trauma
- Very high or low temperature (above 103, below 99)

For medical NON-EMERGENCIES, please email foster@heidisvillage.org to determine if an appointment is needed (please include your name, the animal's name, symptoms, and the best phone number to reach you at). For medical EMERGENCIES, please contact the Heidi's Village clinic

directly at 602-241-4619. If there is an OVERNIGHT EMERGENCY, please contact the Heidi's Village Kitten Nursery at 602-241-4640 x 215.

IMPORTANT RULES AND REMINDERS

- Foster dogs and cats need to be isolated from your personal animals for a period of at least two weeks.
- Vaccines and de-wormer for puppies in foster care are given every 2 – 3 weeks and must be scheduled through the Foster Coordinator.
- Do not administer any flea and tick products (liquids, bath, collars) to foster dogs. If the dog has fleas and is too young to receive treatment, flea comb the animal and bathe with mild dish soap and warm water, and towel dry thoroughly. Advise the Foster Coordinator if you think your foster requires treatment.
- It is the foster parent's responsibility to care for the foster animal's physical needs such as feeding, cleaning, etc. As well as their emotional needs by showing them love and attention.
- Notify the Foster Coordinator IMMEDIATELY with any concerning changes in the animal's health or behavior (see Veterinary Care, above).
- If you have small children in the home, fostering can be a wonderful experience. However, close supervision of children with dogs at all times is vital for the safety of both the child and the dog.
- Dogs must be able to go outside for potty breaks and/or exercise. When doing so, they must always be in a securely fenced area or properly secured on a harness and lead. In addition, they must always wear their Heidi's Village issued collar with ID tags and/or harness as well.
- Puppies (under 20 weeks or those that have not been vaccinated at least 2x) must be carried if they are ever off the foster's property to reduce the risk of contracting diseases such as Parvovirus. Do not let them wander on the ground.
- If you are caring for a pregnant dog or cat, Heidi's Village needs to know the date of birth and number of puppies or kittens born in a timely fashion. Likewise, if any newborns or other foster animals should die, notify the Foster Coordinator immediately. Monitor mama for overall health and wellness and report any concerns. Once puppies or kittens are born, report immediately if there is any difficulty with birth, nursing, concerns of mastitis, and/or if mama appears lethargic or febrile.
- Puppies and kittens are ready to return to the shelter for sterilization surgery once they are healthy, vaccinated, weigh at least 2lbs, and are 8.
- Do not take your foster dog(s) to an outside veterinarian without prior approval from Heidi's Village. We will only reimburse you for expenditures if it has been requested, approved and properly recorded with invoices submitted.
- Foster dogs are not available for adoption until cleared by our management team and we do not hold animals for potential adopters.
- Young dogs (under 6 months of age) are especially susceptible to all sorts of diseases and we have no idea what their lives were like before they came to the shelter. So for their sake, and also for the sake of your resident animals and future foster animals, you must keep them quarantined in a sanitize-able space (avoid carpet, as some diseases can live in carpet for up to 3 years) for at least 2 weeks, no exceptions.
- No off-leash park visits, fosters MUST always be on-leash unless in properly secured yard.

- Any aggressive behavior, or dog bites must be reported to Heidi's Village immediately.
- Fosters are required to respond within 24-48 hours to communication from the Foster Coordinator or Heidi's Village staff.
- Monitor your foster closely. You are the voice for your foster. Please feel free to ask questions as needed and bring any concerns to our attention immediately for reasonable advice and directives.
- Fosters are not allowed to place a foster with a different foster or home or with an adopter without the proper approval from the Foster Coordinator or Heidi's Village management.

FOSTER ANIMAL DEPARTURE AND ARRIVAL FROM HEIDI'S VILLAGE

The Foster Coordinator will work with you directly to find an ideal time for you to pick up your foster animal, and will schedule appropriately. In some cases, the veterinary clinic or behavior manager may be involved when you pick the animal up from Heidi's Village to discuss specifics. The Foster Coordinator will schedule the initial veterinary visit if applicable (for vaccines, weight checks, etc.) and the veterinary clinic will schedule all appointments thereafter. If the animal is going into foster for behavior reasons, the Foster Coordinator may schedule a check-in with the Behavior Manager to ensure proper behavioral progress is being made in the home setting.

Please contact the Foster Coordinator to schedule an animal being returned to Heidi's Village – if an animal is returning for a medical reason, or is old enough to be adopted, the veterinary clinic may intervene to schedule appropriately. The Foster Coordinator will assign an appropriate amount of foster hours to each foster household.

FOSTER AGREEMENT, CERTIFICATION AND RELEASE

In consideration for this opportunity to foster for Heidi's Village, I understand and agree to the following terms and conditions:

1. All services performed by me will be performed on a strictly voluntary basis, and I will receive no remuneration, pay or compensation of any kind.
2. I will not be an employee of Heidi's Village, and I will not receive any benefits normally available to employees of Heidi's Village.
3. I will abide by the mission, rules, regulations, policies, and programs of Heidi's Village while I am a volunteer and/or foster.
4. I will treat all animals, Heidi's Village volunteers, other fosters, staff, and the general public with dignity and respect.
5. I have and will continue to accurately and truthfully complete my Foster Application and this agreement, release, and waiver.
6. Heidi's Village strongly recommends: (1) that I keep my tetanus immunization current; and (2) that I ensure that any dogs and/or cats that live with me are immunized.

I certify that I have not been convicted of, nor am I currently charged with, any of the following crimes:

- any felony within the past five (5) years
- cruelty to animals at any time
- robbery within the past five (5) years
- burglary within the past five (5) years
- theft within the past five (5) years

- fraud within the past five (5) years
- money laundering within the past five (5) years

WAIVER

I understand and agree that as a foster for Heidi's Village: (1) I assume all risks of loss or injury, including death to myself or damage to my property while on the property of Heidi's Village and elsewhere, while participating in the foster program; (2) Heidi's Village shall incur no liability of any nature as a result of my fostering for Heidi's Village; (3) in handling animals and performing other volunteer and foster tasks there is a risk of injury, including physical harm or death, and that all services performed by me will be done at my own risk.

On behalf of myself, my heirs and personal representatives, I hereby release, discharge and indemnify and hold harmless Heidi's Village and its assigns, successors, agents, staff, officers, board of directors, employees, contractors and representatives from any and all claims, causes of action or demands of any nature of cause whatsoever, including costs and legal fees arising out of, or relating to, my fostering with Heidi's Village, including, but not limited to, animal bites, disease, accidents, property damage, or injuries.

I agree that as a foster of Heidi's Village, any violation of this agreement may subject me to action, up to and including termination of my volunteer and/or foster relationship with Heidi's Village.

Print Name

Date

Signature