



Pet Haven

Cat Foster Manual

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About Pet Haven

Pet Haven is Minnesota's oldest foster-based rescue organization and was founded in 1952.

Mission Statement: Pet Haven rescues and re-homes cats, spays and neuters to reduce overpopulation, promotes companion animal welfare, and advocates on behalf of companion animals.

Pet Haven's vision is to be a rewarding place to volunteer, to find a quality home for each animal, to encourage a community of responsible companion animal guardians, to eliminate the community's need to euthanize cats as a means of population control, and to encourage a society where they become more valued.

Pet Haven is committed to creating a unity of purpose among all Pet Haven volunteers. Pet Haven is committed to conducting ourselves in a professional manner and to treating each other and animals with respect.

Pet Haven is committed to supporting diversity and inclusion throughout our organization, volunteers, and community of adopters.

Pet Haven is committed to Pet Haven's foster-based rescue program, and to reducing euthanasia rates among companion animals.

Pet Haven will keep faith with the public through efficient, cost-effective and compassionate stewardship of resources. We are mindful that our mission is accomplished through the generosity of others.

Pet Haven values input from volunteers, donors, members and adopters.

Pet Haven will promote and support educational and legislative efforts that forward our mission of rescue and quality foster care, spay/neuter initiatives, and responsible care of companion animals. Pet Haven is proud to support [spay/neuter efforts](#) and provides grants to Minnesota-based organizations committed to reducing pet overpopulation in their communities.

Pet Haven is committed to working collaboratively with other animal welfare organizations for the betterment of companion animals. Pet Haven works to give a voice to animals through its support of legislation and initiatives that benefit companion animals. Pet Haven is a founding member of [MnPaw](#) and collaborates with numerous other rescues and shelters throughout Minnesota to raise awareness of animal welfare issues.

Pet Haven is governed by a Board of Directors and employs a full-time (paid) Executive Director, Director of Operations, Animal Care Manager, Volunteer and Events Coordinator, and a part-time Vet Care Assistant.

Communications

Pet Haven has 2 closed Facebook groups: [Volunteer Facebook Page](#) and [Fosters Needed Page](#). The Volunteer page is a great forum to ask questions, pose concerns, or share ideas with other fosters. We ask however that you do not ask for medical advice on Facebook. Please reach out to Vet Care Manager include your mentor for animal health or behavioral concerns.

The Fosters Needed page lists all cats and dogs in need of foster homes. These are closed groups, so you must ask permission to join. Within those pages there are multiple albums featuring types of pets, including Cats, Kittens and Pregnant/Nursing Cats, and Cats seeking Short-term Respite Care.

Pet Haven also sends a monthly E-newsletter to volunteers with information about adoptions, intakes, agency events and announcements. You will be added to this mailing list with your primary email address. This newsletter is called the [PAWGRESS REPORT](#)

The Volunteer and Events Manager will send email reminders during the week prior to an adoption event, and summary emails during the week following an adoption event. If your primary email address should change while you are a volunteer with Pet Haven, please let us know so we can update your information!

Keeping Your Foster Cat SAFE!

** Please note your cat belongs to Pet Haven and we want to ensure they are safe and secure in our foster homes. Every year we lose a foster cat due to open window and pushing out a screen and fosters taking cats on walks on leashes.

Make sure your carrier is secure! Check latches, make sure door is securely locked in. Carry from the bottom. We have had several situations where carriers were not closed correctly or the two pieces of the carrier were not attached securely and carriers have opened and cats ran off. **BE AWARE AND CAREFUL DURING TRANSPORT.**

Keep windows closed, if they must be open for proper ventilation make sure you have not just a secure screen but also bars on window the cat cannot pass through. Cats can tear through screens too. Keep windows closed.

DO NOT take your foster cats on walks with leashes. There are too many things that can happen and we have had cats get suddenly scared and pull out of the harness and gone forever.

Door Dashers - It is helpful to add a baby gate to all doors going outside as a barrier to prevent door dashing.

Cat Division Contact Information

[Organization Chart](#)

[Meet the Team](#)

Role	Name	Email	Phone
Cat Division Manager	Julie Bruber	catdivisionmanager@pethavenmn.org Julieb@pethavenmn.org	

Cat Foster onboarding Lead Coordinator	Julie Bruber	catfoster@pethavenmn.org	
Intake Manager	Molly Larson	intake@pethavenmn.org	612-212-7177
Cat Adoption Coordinator	Nassim Rossi Jessie Hughes	cats@pethavenmn.org	310-386-1022
Cat Foster Mentor 1	Alissa Berglund	Alissa@PetHavenMn.org	
Cat Foster Mentor 2	Denise Josephson	Djosephson113@gmail.com	651-402-0571
Cat Foster Mentor 3	Julie Bruber	julieb@pethavenmn.org	952-994-8142
Cat Foster Mentor 4	Krista Onadipe	krista@pethavenmn.org	952-393-9466
Cat Foster Mentor 5	Michelle Lieder	michelle@pethavenmn.org	651-424-2457
Cat Foster Mentor 6	Roxanne Merriman	roxanne@pethavenmn.org	605-228-5479
Cat Foster Mentor 7	Nassim Rossi	nassim@pethavenmn.org	310-386-1022
Cat Foster Mentor 8	Anna Peabody	Annapeabody@pethavenmn.org	
Cat Foster Mentor 9	OPEN	OPEN	
Cat Foster Mentor 10	Lynn Skagg	Lynn@PetHavenMN.org	
Cat Foster Mentor 11	Simon Schferl	Simon@PethavenMn.org	
Cat Foster Mentor 12	Lauren Hall	Lauren@PetHavenMn.org	

Cat Foster Mentor 13	OPEN	OPEN	
Cat Foster Mentor 14	Kate Trautman	Kate.tr@pethavenmn.org	
Cat Foster Mentor 15	OPEN	OPEN	
Cat Foster Mentor 16	Chelsea Cashman	Chelsea@pethavenmn.org	
Cat Foster Mentor 17	Barb Winneck		
Cat Foster Mentor 18	Carla Inderrieden	Carla@pethavenmn.org	
Cat Foster Mentor 19	Paige Myers	Paige@pethavenmn.org	
Cat Foster Mentor 20	Brooke Van Pelt	Brook@pethavenmn.org	
Cat Foster Mentor 21	Ally Gaede	mentorallison@pethavenmn.org	
Cat Foster Mentor 22	Tia Lauve	Tia@PetHavenMN.org	
Kitten Care Coordinator	Abby Wamstad	kittencare@pethavenmn.org	
Onboarding Team/Welcome	Julie Bruber	catfoster@pethavenmn.org	
Microchip Volunteer Coordinator	Sue Simons	srs55@comcast.net	763-464-2575
Supplies Coordinator	Sue Kuniceo	supplies@pethavenmn.org	

Cat Respite Coordinator	Heather Wicklander	respite@pethavenmn.org	
Return Coordinator	Molly Larson - temp	return@pethavenmn.org	
Cat Owner Surrender	Laura Vanic	catsurrender@pethavenmn.org	
Social Media Manager	Kerry D'Amato	director@pethavenmn.org	
Vet Clinic Manager	Emily Rohady	vet@pethavenmn.org ;	651-206-2856
Events Manager	Melissa Berhens	Events@PetHavenmn.org	use vet care line
Volunteer Manager	Simon Schifrel	engage@pethavenmn.org	
Operations Director	Molly Larson	operations@pethavenmn.org	612-212-7177
Executive Director	Kerry Damato	director@pethavenmn.org	651-492-4799

Cat Division Structure

Volunteers in the cat division each have a specific role and responsibilities, and work together to ensure that fosters understand how to get support when needed.

- The **Cat Division Manager** manages all activity and leads volunteers in Pet Haven's cat division. The Cat Division Director is responsible for strategy and supervising volunteers.
- The **Cat Adoption Coordinator** is responsible for responding to adoption applications and monitors the "cats@pethavenmn.org" email account.
- The **Vet Care Coordinator** authorizes vet care with partner clinics and ensures fosters understand their animal's medical needs. Responsible for uploading vet care records into the database. vet@pethavenmn.org
- The **Kitten/Queen Manager** - kittencare@pethavenmn.org email being monitored by staff and our two fabulous Kitten Care Managers Abby and Emily!
- The **Feline Behavior Consultant** - Kerry D'Amato at FelineBehavior@PetHavenmn.org
- The **Cat Intake Coordinator** manages all cats coming into Pet Haven's care, including owner surrenders and the transfer of cats from partner agencies.
- The **Volunteer and Events Manager** schedules cat adoption events, provides communications to all cat fosters, and recruits volunteers to assist at adoption events.
- The **Microchip Coordinator** is responsible for tracking and updating microchip information.
- The **Foster Coordinator** provides orientation and training for new fosters.
- The **Supplies Coordinator** provides supplies to Pet Haven fosters.
- The **Social Media volunteer** is the admin for Pet Haven's Facebook pages (both volunteer and Pet Haven's main Facebook pages).

Understanding Pet Haven's Adoption Program

Animals come to Pet Haven from a variety of sources. All of them are local Minnesota Pets:

- Municipal Shelters
- Rural shelters
- Reservations throughout Minnesota
- Owner surrenders ([online application](#) on our website)

Animals in Pet Haven's foster program receive a full veterinary exam upon intake. Pet Haven pays for all veterinary care during the time the animal is in a foster home, but must receive care at an approved veterinary partner clinic.

Pet Haven supplies fosters with all necessary supplies for their foster animals free of charge. Supplies are located at Pet Haven headquarters in St. Paul.

Animals are posted for adoption on our [website](#), PetFinder, and social media.

Adoption events are held on a regularly scheduled basis and can be found on Pet Haven's [website](#).

Potential adopters fill out an [online application form](#). Adoption applications are pre-screened by the Cat Adoption Coordinator and forwarded to fosters. Fosters are responsible for responding to applicants and arranging meet and greets. It is a high priority with Pet Haven to provide excellent customer service to all potential adopters. This means timely responses to all applicants even if you think they would not be a good fit for your foster cat. are important to all of our applicants. When a person has filled out an adoption application, they are likely excited about the prospect of adopting a certain cat and cannot wait to hear back.

Pet Haven's cats live in foster homes rather than a shelter. Foster homes are critical to the adoption process. Not only do they provide a temporary home for cats in need, they also provide valuable information about the foster cats to potential adoptive families. Those interested in adopting a pet can talk to someone who is familiar with the cat's needs and behavior. The foster home will know if the pet is good with other animals or children, whether the pet is litter-box trained, and can answer questions about the pet because the pet is living in their home.

This is an important element in matching the needs of the pet to the needs of the adopters. We pride ourselves on our "Match-Making" services. We support taking time to ensure you are finding the right fit for the cat and for the adopter.

Cat Adoption Policies and Adoption Fees

- All animals shall remain in their foster home for **at least 10 days** from the time of intake before they can be placed into adoptive homes. **All medical care, including microchip and spay/neuter, MUST be completed prior to adoption.** The Cat Division Manager has the discretion to make exceptions to this policy.
- No animal, regardless of age, shall be placed into an adoptive home unless it has been spayed or neutered, Felv/Fiv tested, Vaccinated, and **microchipped.**
- It is a Pet Haven Policy to adopt out kittens that are under 6 months old either in "sibling" pairs, or into a home with a current resident cat(s) or dog(s). This is important for proper behavioral and social development and well being for the kittens. [Solo Kitten Syndrom](#) is real.

- If a pair of cats/kittens came into care together, they should be adopted into their next home together. If for some reason you do not believe they are bonded, please contact the Cat Division Manager and Executive Director for an evaluation. They will make the final decision if they are truly a bonded pair.
- **No animal shall be adopted out without a virtual or in-person home visit completed. Home MUST be a safe clean environment**
- No animal shall be adopted without the adopter making payment and signing an adoption contract at the time of the adoption. Adoption agreement and fee payment should both be done on the day the animal leaves for his or her new home.
- **Placement Area:** Pet Haven only places animals into homes within about **150 miles of the Twin Cities** area because of the post-adoption services provided (i.e. the animal's new home should be within reach of our volunteers and veterinary clinics.) These post-adoption services include post-adoption directives and reimbursements, behavior counseling, and if necessary, return of the animal to Pet Haven. **Exceptions can be made to the 150-mile restriction** in some circumstances. These exceptions need to be approved by the Cat Division Manager and Executive Director.
- Medical Care MUST be done prior to adoption. If your pet is sick and or needs further care and evaluation from vet team you must delay adoption to ensure pet is healthy prior to moving into a new home - Once your pet is adopted Pet Haven no longer has ownership over this pet and cannot require adopter to fulfill medical needs. Please be sure all care needed is done prior to adoption!

ADOPTION FEES

Cat Adoption Fees

	Kitten (Under 8 months)	Kitten Bonded Pair (Under 8 months) OR Adult Trio	Adult Cat	Adult Cat Bonded Pair	Senior Cat(11+) and/or Special Needs	Senior Cat(11+) Bonded Pair
Adoption Fee	\$240.43	\$462.37	\$184.95	\$360.66	\$92.48	\$166.45
Sales Tax	\$19.57	\$37.63	\$15.05	\$29.34	\$7.52	\$13.55

(7.525%)

Total	\$260.00	\$500.00	\$200.00	\$390.00	\$100.00	\$180.00
Adoption Fee						

Special Needs: A lifelong medical issue requiring more than simple, inexpensive treatment, or a behavioral issue which significantly restricts the number of potential adopters.

Foster Adoption Policy

21 DAY FOSTER-TO-ADOPT POLICY

When it applies:

Situation 1: Did you see an animal in need of a foster that you think you may want to adopt?

Situation 2: Have you had your foster animal at home for a few days and decided you think you want to adopt?

You must tell our cat adoption coordinator and your foster mentor that you would like to foster-to-adopt.

You have 21 days from intake to decide if you would like to make the adoption official.

If you decide **Yes!** within those 21 days, and after vetting has been completed, please let our cat adoption coordinator and your foster mentor know. After given the go-ahead, you can proceed to fill out the adoption contract and payment.

If you decide **No!** within those 21 days, please send bio and pictures to our cat adoption coordinator so your animal can be posted on Petfinder for adoption.

ADOPTING YOUR FOSTER POLICY

When it applies:

Have you had your foster posted for adoption on Petfinder, haven't received any viable applications, and are starting to think you'd like to adopt them?

You must tell our cat adoption coordinator and your foster mentor that you've decided you'd like to adopt your foster.

If any other applications for your foster are in progress, you must go through them with your foster mentor to determine if/why they are not a good fit.

You must fill out and submit an adoption application just as any potential adopter would do. This will be reviewed by our cat adoption coordinator and your foster mentor. After given the go-ahead, you can proceed to fill out the adoption contract and payment.

Prior to adoption, please note that the cat you are fostering is under the ownership of Pet Haven and all vet policies and procedures for fosters are the same. The Adoption Coordinator will be responsible for following up with you on or before the 21 day "hold" period and you **MUST** have a decision by the end of 21 days.

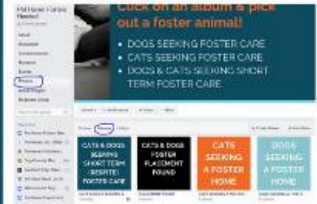
Finding your new foster cat

- View Pet Haven's [Welcome to Fostering Handout](#) for additional, helpful information!
- Once we have a cat available for foster, the cat is posted on the [Facebook Foster Needed Page](#). In order to view foster cats, you must be a member of this page.
- We may prioritize cats in care at HQ (Pet haven Facility) Please check HQ cat album first.

Click on a photo album and pick out a foster animal!



On Mobile:
Head to the tool bar that says:
"Discussion-Announcements-Photos-Events"
Swipe **LEFT** to see more options:
"Discussion-Announcements-Photos-Events-Files-Albums"
Click on **Albums**



On Computer:
Head to the left hand side of the screen:
Click on **Photos**
Find the toolbar that says:
"Photos-Albums-Videos"
Click on **Albums**

Please note: Although we receive information about foster cats, it is not always accurate. The Intake Coordinator does their best to provide information about a cat's temperament to determine issues such as energy level, temperament, health, and whether the cat will do well with cats/dogs/children. Please bear in mind that the information provided is not guaranteed and be ready to expect the unexpected!

When a foster finds a cat posted that they're potentially interested in fostering, the foster can **post a comment on the FB page and tag their mentor**. The Intake Coordinator will then either private message the foster on Facebook or send an email to coordinate placement of the foster animal in the foster home and will confirm the time/date and logistics of the cat's arrival.

Once a foster is confirmed, they will receive an ["intake email"](#) that will provide important information regarding the cat, including next steps for vet care.

Getting supplies for your foster cat

Pet Haven provides all the supplies you need for your foster cat. Supplies are stored at the Pet Haven Facility in St Paul. **It is important that you plan ahead for stocking up on supplies!** Supplies include items such as:

- Collars
- Food: Wet and dry
- Treats
- Litter/litter boxes
- Carriers
- Toys/scratching posts
- Beds and soft blankets

Getting Supplies:

- You may have the option to pick up supplies at the transport when you receive your foster cat. Otherwise, please make sure to be available during open hours.
- **Open Hours:** Pet Haven hosts at least 2 opportunities each week to pick up supplies at our headquarters. These opportunities will be posted in the "Events" section of Pet Haven's [Volunteer Facebook page](#).

Contact Molly Larson, Pet Haven's Operations Director by email:
operations@pethavenmn.org or phone/text at **612-212-7177**

Preparing for your Foster Cat

Preparing your home

Cats are curious creatures. Many are capable of jumping onto high surfaces or squeezing into the smallest of spaces. To protect foster animals in a new environment and to safeguard your belongings, it is necessary to animal-proof your

home. Never underestimate your foster animal's abilities. And remember, even with the most diligent preparation, sometimes accidents do happen!

Take some time to prepare your home for your new arrival. If you have pets at home, pick up and put away "high value" toys, like your cat's favorite chew toy. This will help avoid any potential aggressive situations. Also, think about yourself, literally, from the animal's point of view. You may have a very well-behaved cat who knows not to get into papers, laundry, food, etc. Your foster animal may not have such good manners, at least not on the first day!

Once you have chosen an area where you will start your foster, you should "pet-proof" the area. Pay attention to any small or dangerous objects, such as pins, needles, paper clips, nails, staples, thread, string, rubber bands, ribbons, caustic/toxic chemicals, mothballs, plants and any other items that are potentially dangerous. Even though we might not find this stuff tasty, if animals can chew/eat it, they just might! A room with few hiding places is best. Is there furniture to hide behind or under? Keep closet doors and cupboards closed (and you might need safety latches to keep them that way).

PRO TIP: Hundreds of plants are toxic to cats, check this [ASPCA list](#) to ensure that any plants in your home are safe for cats.

Whatever room you choose to make your foster animal's new home, make sure that it is easily cleaned. You should be able to disinfect it between foster animals. It is also difficult to clean up accidents on carpet, especially when they seep into the carpet pad. Bathrooms and other areas with tile, vinyl or other impermeable surfaces are ideal places to start your foster! Towels, which can be easily laundered, make fine bedding.

A good rule of thumb is "if you don't want to lose it, put it away." Also, to ensure nothing is missed, get down at an animal's eye-level. Look closely for any small holes or dangerous items that may have been missed at your first pass of pet-proofing. Be sure to put away any treasured collectibles or display items. Cats love to explore high places and many aren't as graceful as people might think. Be mindful of mini-blinds. Cats can get tangled in them when trying to see out a window and some cats will chew on them. Long curtains might not be a good choice either.

Kitchens/Bathrooms/Utility Rooms

- Use childproof latches to keep little paws from prying open cabinets.
- Keep food out of reach in cabinets or refrigerator. Even small cats are capable of "counter surfing!" and cats find jumping on counters no trouble at all.
- Keep medications, cleaners, chemicals and laundry supplies on high shelves or in childproofed cabinets.
- Keep trash cans covered or inside a latched cabinet.

- Check for and block any small spaces, nooks or holes inside cabinetry, furniture, floors, appliances, etc. where your foster pets may hide or try to wiggle through.
- Make certain that spaces behind washer/dryer units are closed off so your foster animals can't get in.
- Always keep your dryer and washer units closed. If you do happen to leave it open, before you turn it on check to make sure your foster hasn't jumped in!
- Keep toilet lids CLOSED to prevent drinking, and more seriously, drowning. Curious kittens can easily fall in.
- Be mindful of closets. You don't want your foster cat shut in a closet all day.
- Kittens often hop into the fridge or dishwasher when you open them. Pay close attention.
- When using the oven, it's best to put cats/kittens into a room and close the door. They don't know not to jump onto the oven door as they try to 'help' you with dinner.
- If you let your cat play with a trickle of water in the bathroom, be sure you are in the room. Cats can unknowingly push the sink stopper down and the sink can fill up.

Living Areas

- Place dangling wires from lamps, VCRs, TVs, stereos charging cords and phones out of reach. You can place the cords through PVC pipes to prevent the pets chewing on them.
- Keep children's toys put away.
- Put away knickknacks that are valuable to you or understand that the foster pets can easily knock things over. If it is important to you, don't leave it out.
- Block any spaces where your vacuum can't fit but the foster cat could.
- Move houseplants--many of which can be poisonous--out of reach. This includes hanging plants that can be jumped onto from other nearby surfaces.
- Put away all sewing and craft supplies--especially thread, pins and yarn. If ingested, these items can obstruct an animal's bowels, sometimes requiring extensive surgery to correct.
- Secure aquariums and cages that house small animals, such as hamsters or fish, to keep them safe from curious paws. Be sure all lids are sturdy, as cats may stand on them as they explore.
- Keep doors to the outside (including screen doors, doors to attached garages) closed at all times to prevent your foster from sneaking out.

Garage/Basement - Cats should NOT be kept in garages or unfinished basements

- Most garages contain too many dangerous chemicals and unsafe items to be an acceptable foster site. Foster animals should never be housed in a garage, attached or otherwise.
- Move all chemicals to high shelves or behind secure doors in a sturdy cabinet.
- Clean up all antifreeze from the floor and driveway!!! One taste can be lethal to an animal!

Bedrooms

- Be mindful of foster animals (especially shy ones) in your bedroom. If scared of the new environment, animals can hide under beds and are hard to coax out.
- Keep laundry and shoes behind closed doors (drawstrings and loose buttons can cause major problems).
- Keep any medications, lotions or cosmetics off accessible surfaces (like the bedside table or dresser)
- Move electrical, charger and phone wires out of reach of chewing.

Safely transporting your foster cat

When picking up your foster cat, please take the following precautions:

- ALWAYS TRANSPORT IN A HARD CARRIER. Not a soft sided one. Keep the cat in its carrier and give the empty carrier in exchange. Make sure there is a blanket or towel in the carrier.
- Keep the cat in the carrier, with the door securely latched for the ride home. This is not the time to pet your foster or get acquainted. Some cats are anxious in cars and may moan or cry. You can speak in soothing tones or turn on soft music to try and calm the cat. Do not let children pet the cat with the carrier door open in the car.
- **Be sure the door is latched securely** (especially if the cat has been doing any pawing and batting at the door on the drive) before you take the cat carrier out of the car to bring the cat into your home. Carry the cat inside and directly to a quiet room. Set the carrier in the room, close the door to the room securely, and then go retrieve any other items from the car (cat food, paperwork from the vet, etc).
- All cats must be kept in a closed carrier while outside or in a closed vehicle.

Bringing Your Foster Cat Home

Please read "[Bringing your new cat home](#)" prior to bringing your foster cat home- there are many helpful hints!

When you pick up your foster cat, please make sure you have the following:

- Supplies: food (wet and dry), litter, litter box, toys, scratching posts, etc.

- Instructions on any medication you may have been given at pick up, such as dewormer, flea/tick preventatives, or any special instructions regarding your cat's health or nutrition.

Living with your foster cat

A general rule of thumb is that a busy cat is a good cat. Try to engage your foster in active play with toys or cat dancer wands, each day. That way, the cat will be more likely to sleep at night and all will be calm. This is especially helpful if you are gone much of the day and your foster snoozes the hours away until your return.

Introducing the Foster to the House

If you have no other pets, we still prefer you start your foster in a single room that has been pet-proofed for safety. Have the litter box, food and water in the room, and as few hiding places as possible. Take a magazine or book with you, and spend some time in the room to let your new foster check you out and approach you to get acquainted. If your foster is reluctant to approach, you can make the first move. Some cats need a little time to acclimate. Others are more outgoing and curious. Your mentor will give you suggestions according to the personality of your foster or at least based on what is known at the time of intake. If you have resident animals in the house, make sure you take your time in making introductions. All introductions should be supervised.

Allow the cat the time it needs getting to know you and the starter room before you show them the rest of the home or apartment. Your foster cat will let you know when they are ready to come out by coming to the door and wanting to explore. We strongly recommend at least 5 days in their own room. When they do come out, close off other parts of the house (like bedroom and basement doors) and bring your foster cat into the house to learn the territory. It's best to keep your foster cat in the starter room at night or when no one is home to supervise. This minimizes the chance of litterbox confusion.

***If you have another cat in the home*, your foster pet needs to be separated in its own room for a minimum of 14 days to settle in. The reason for this is that any parasitical, bacterial, or viral infection would typically present itself in 14 days. (for example - giardia, toxoplasmosis, mange, ringworm, etc.) This is for the safety of both your resident cat and your foster cat. If an illness presents, it is easier to manage treatment if strict separation protocol has been followed.**

Cat to Cat Introductions - They key is SLOW is the Way to GO!

New information is coming soon on slow introductions. Your Mentor and the Cat Division Manager will help with getting you the information you need.

If you have children at home, they can get very excited when a new furry friend comes to the home, so please be mindful of the fact that this has been a big day for your new foster, and it has probably been a chaotic few days getting transferred to us. The cat may be a bit out of sorts, and a little scared. Please, temper the excitement and focus on making the animal comfortable. Make sure that children are prepared for this, too. Your children might be good with animals, but your new foster may need some time to warm up to them and settle in. Keep introductions calm and brief, and build up to more time together and supervised play.

Speaking of children, make sure an adult is with children and your foster at all times. Kids can be as unpredictable as pets and animals all have different tolerance levels, so an adult needs to supervise kid/ animal interactions at all times!

Remember that the first week in your home is going to be a lot to take in for your new foster. They have been through a lot of change. Because everything is new to them, try to take it slow. Let them learn your house, the members of your family (2 and 4 legged!) and your routine. Take this time to learn about your new foster and to let them become comfortable with you. Resist any temptation to immediately invite over friends and neighbors to see your new foster. If there will be a gathering at your house during the early days with a new foster, secure the cat in the starter room and limit the activity there. We need you to be the cat's best advocate during this adjustment period.

Setting up a Routine

A regular routine helps everyone adjust to the big changes. Regular feeding and play times ensure that sleep and quiet time also fit into the schedule.

Feeding Time

Your foster will come with food. It may or may not be the same as what the cat was eating before coming to Pet Haven. A sudden change of food can cause a bout of diarrhea, as can dewormer medication or stress. It's important to scoop the litterbox each day and report any soft stools to the Vet Team so that interventions can be started promptly.

.If you are running low on food, plan accordingly to visit HQ during open hours to get supplies. Unless the foster is on a special diet, Pet Haven should have plenty of food for you, so there is no need to purchase food! Work with your Mentor or vet team to determine how much food to feed the foster cat. Try to keep feedings at the

same time(s) each day to keep the cat on a routine. It usually works best to split the daily food plan into a morning and bedtime feeding.

Cats thrive on routine!

Be sure to monitor how well your foster is eating. Report any lack of appetite to the Coordinator promptly. Some cats come to us significantly overweight.

Encouraging active play on a regular basis can help burn calories. Some foster volunteers play games with their foster cats- rolling kibble across the floor for the foster to chase and eat one at a time. This slows down a cat who might normally gobble food. And the extra activity is good, too. There are also toys that require rolling to dispense food one kibble at a time. This can be a good option for a cat that needs something to keep him busy during the day when his people are away. Talk to the Cat Coordinator if you have any concern about your foster's eating habits or food needs.

Please do not feed your foster cat "people food". Most cat fosters set extra food portions in their microwave during meal times so that it's safe from busy cats. Contrary to popular thinking, most cats are lactose intolerant. **Don't give your foster cat milk.** For a calmer mealtime, you can put your foster cat in their starter room. Not all cats have good table or kitchen manners.

Leaving the Cat Alone: What to know

Once you and your foster know each other and you are comfortable with their behavior out and about in the house you can leave the cat 'out' when you leave. If you have another cat and they do not know each other well it is probably best to continue to put the foster back into its room while you are gone.

At some point, you will need to leave your foster alone in the house. It is Pet Haven's recommendation that you put your foster in the starter room for those times. If you choose to leave your foster cat loose in the house when you leave them alone, Pet Haven is not responsible for damage done to your home or belongings. Some cats can be destructive when bored and we can't always predict that behavior ahead of time. Talk with your Coordinator if you have any questions concerning alone time.

Litter Boxes

If you start your foster cat with a litter box in the starter room, and always keep that accessible even when the cat is allowed all over your house, there shouldn't be any problem. If you have a multi-level home, it's a good idea to have a box on each level.

Scoop the litter boxes a minimum of once daily, preferably twice a day. Most cats are fastidious and do not like to have stool and urine clumps cluttering the box.

Every 2-3 weeks scoop the box; pour out into a bag any litter that is no longer fresh; put on a glove and use a mild household spray to wash the box and rinse. You can use a rag or paper towel to scrub. Rinse, dry, and refill with litter.

Cats are particular about having a frequently cleaned box, some have preferences about the type of litter, or whether the box is tall or covered. The Cat Coordinator will try to provide you with the best box for your foster's preferences, if they are known.

To prevent confusion, we have some suggestions for homes with larger plants. Some cats will scratch in the dirt of a planter and use it for a litterbox. If you cover the dirt surface with aquarium gravel or marbles or even small landscaping rocks, you will still be able to water your plants and it won't be inviting to the cat.

Veterinary Care: How it works

Every Pet Haven cat is current on or receives vaccinations, a microchip ID, and is examined by a veterinarian to make sure that it is healthy at the time of adoption. Pet Haven is committed to controlling pet overpopulation so every pet must be spayed or neutered and microchipped prior to adoption. Also every cat will receive a dewormer. Please make sure you are provided deworming medication.

The following items are always authorized if deemed necessary by a veterinarian based on a physical exam and review of vet records.

VET CHECKLIST

- Microchip scan and implant
- Testing for Felv/FIV
- Physical exam
- Distemper vaccination (booster after 2-4 weeks)

- Rabies vaccination
- De-Worming-Pyrantel 3 rounds, 2 weeks apart given orally
- De-Worming Panacur - 1 dose a day for 7 days given orally
- Flea Treatment
- Spay/Neuter (pediatric guidelines: kitten **must be a solid 3 lbs or more for a spay and neuter and at least 12 weeks old. Notify vetting if your cat or kitten is experiencing diarrhea prior to surgery.**
- Ear infection treatments
- Eye infection treatments
- Dentistry, if needed

Your intake email will list the vet care your foster cat has received, as well as the vet care your foster cat needs. Please double check any records you receive with your foster cat!

MICROCHIP INFORMATION

- If your foster cat receives a microchip, you will need to provide the microchip number to Pet Haven. Email the microchip number to: vet@pethavenmn.org.
- If your foster cat has been chipped already, please note the chip manufacturer on the adoption contract.
- Note on the adoption contract the name of the company and the microchip number of your foster cat.
 - Pet Haven uses 24Petwatch microchips.
 - The adoption fee includes the microchip registration. The adopter will be listed as the owner/primary contact.
 - In the event the owner moves, it is their responsibility to update the microchip company with their new address. Pet Haven stays on as a secondary contact for the life of the cat.
 - Post-adoption, the adopter will receive an email confirmation from the microchip company notifying them that their cat's microchip has been registered. Please let your adopter know they must accept the email from 24Petwatch and may need to add information if requested. There is NO FEE or COST ever for this service to the adopter.

VET AUTHORIZATION PROCESS

We try to provide most medical care needed in house at the Pet Haven Clinic. Pet Haven also partners with many vet clinics throughout the Twin Cities region, and receives a discounted rate for the care they provide to our foster animals. A list of approved vet partners is located below. However to expand our lifesaving efforts we try to complete as much care in-house as possible.

Pet Haven's Vet Team is responsible for pre-authorizing all necessary care for your foster cat. UNLESS A LIFE OR DEATH EMERGENCY you must get authorization to take your cat to a vet clinic partner.

You will receive a intake email after bringing your cat home. This Intake email will list the vet care your foster cat requires. Once that intake email is sent the Vetting Team will reach out within 24-48 hours to authorize any needed care. Pet Haven is now offering care at our facility. We may schedule your pet to come to our internal clinic if that does not work you will be asked which clinic you prefer to visit and the Vet Care Coordinator will pre-authorize the care at the clinic (Pet Haven maintains a list of your "preferred clinic" for when you sign up as a foster.) You will then schedule the appointment with the clinic for a convenient time/date.

Spay/Neuter: Pet Haven primarily performs our spay and neutering at our facility but we also work with MNSNAP reduced pricing for rescue cats.

After the foster cat visits the vet make sure you clearly understand aftercare directions and instructions on medication. Don't be afraid to ask questions!

Contact the Vet Team Immediately if your foster pet:

- Has not eaten at least a half meal in the last 2 days
- Has stools that are not fully formed/solid, and/or there is any blood present
- Has any itching/scratching/excess licking/hair loss
- Has any wound that you notice
- Has a limp, or walks tenderly on a limb
- Has vomited more than twice in the last 24 hours
- Has not used the litter box in the last 24 hours
- Is straining when using the litter box at all, or is making frequent trips or crying while using it
- Is sneezing or has nasal or ocular discharge

The history of many of our cats is unknown. Many are stray and come to us from shelter and reservation partners. We assume every cat has intestinal parasites and treat accordingly. Giardia is a common parasite which will cause strong smelling diarrhea. Please see our Giardia Handout [HERE](#) to understand the care, cleaning, and safety protocols when your foster has tested positive for giardia.

EARLY DETECTION IS KEY TO HEALTHY CATS!

Help us help you keep your felines in good health

So you want to foster kittens? Read below!

STEPS TO KITTEN FOSTERING



Cats under 6 months should be fostered with another cat of a similar age, or in a home with other animals. This is for social and emotional growth, as well as behavior modeling.

Step 1: Foster healthy kittens that are 14 weeks old or over.

Step 2: Foster mid-age kittens 10-13 weeks (*kittens should be healthy if fostering this age range for the first time*)

Step 3: Foster young kittens 6-9 weeks (*kittens should be healthy and eating well if fostering this age range for the first time. These would be kittens that do not have a mom. Ideally kittens this age would still be with mom*)

******Read the Kitten/Queen Foster Manual [HERE](#)******

If the foster wants to continue forward to fostering moms with litters:

Step 4: Watch Pregnant and Birth-Caring for Pregnant and Nursing Cats and Their Kittens Webinar: [HERE](#)

Step 5: Foster a mom with already born litter (*kittens should be at least 3 weeks old if fostering mom/litter for the first time*)

Step 6: Foster pregnant mom

If at any step, communication or care is not consistent, ability to move to the next step will be evaluated.

Exceptions can be made on a case-by-case basis by our Cat Division Manager and Kitten Care Coordinator pending a foster's prior experience, communication with Pet Haven, and availability of animals.

tep 4: Watch Pregnant and Birth-Caring for Pregnant and Nursing Cats and Their Kittens Webinar: [HERE](#)

Step 5: Foster mom with already born litter (kittens should be at least 3 weeks old if fostering mom/litter for first time)

Step 6: Foster pregnant mom

If at any step, communication or care is not consistent, ability to move to the next step will be evaluated.

Exceptions can be made on a case-by-case basis by our Cat Division Manager and Kitten Care Coordinator pending a foster's prior experience, communication with Pet Haven, and availability of animals.



PREGNANT AND NURSING MOMS

Nursing Queens will not be forced to stop nursing. They will be allowed to gradually wean on their own time. Kittens and Mom should stay together until 10 weeks if possible! If no Mom is present, kittens will stay with siblings in their foster home until at least 10 weeks.

BOTTLE BABIES AND KITTENS

Bottle babies are very fragile, and unfortunately a high percentage of these kittens die. This is why we partner with organizations like Itty Bitty Kitty Brigade who have the resources to care for these delicate little beings. Pet Haven does not have a bottle baby program.

Approved Vet Clinics

Now that Pet Haven has a facility we will be doing much of our basic wellness and vaccinations at the facility. These are really fun events where you get to meet the vet team and other fosters! If a clinic visit is needed we will do its best to accommodate your preferred vet clinic. However, due to availability and animal care needs, you may be asked to go to a different clinic.

[Akin Hills Pet Hospital](#)

18400 Pilot Knob Rd, Farmington, MN 55024; (651-460-8985)

Hours: M-F 9am - 6pm; SA 9am - Noon

- Standard care

[Burnsville Parkway Animal Hospital](#)

950 West Burnsville Parkway, Burnsville, MN 55337; (952- 894-2870)

Hours: M-F 8am - 6pm; SA 8am - Noon

- Dental
- Surgery
- Standard care

Douglas Animal Hospital

116 Central Ave, Osseo, MN 55369; (763-424-3605)

Hours: MWF 8:30am - 5pm; T&TH 8:30am - 6:30pm; SA 8:30am - 12:30pm every other

- Standard care
- Standard care

Mission Animal Hospital (limited availability urgent emergency care only)

10100 Viking Drive, Eden Prairie, MN 55344; (952-938-1237)

Hours: M-F 8am - 8pm; SA-SU 9am - 6pm

- Spay/neuter
- Surgery
- No general wellness (not an option as a preferred clinic)

Parkview Cat Clinic

5743 Blaine Ave East, Inver Grove Heights, MN 55076 (651-552-0848)

- Specialty care- chronic cases

Silvervine Cat Clinic

2190 Eagle Creek Lane, Suite A, Woodbury, Minnesota (651-705-7877)

Hours: M-F 9am - 6pm (Patient appointments are only available Monday-Thursday)

- Standard care

Southview Animal Hospital

2000 Robert St S, West Saint Paul, MN 55118; (651-455-2258)

Hours: M-F 7am - 8pm; SA-SU 8am - 5pm

Urgent Care: M-F 8pm - Midnight; SA-SU 5pm - Midnight

- Standard care
- Urgent care

ValueCare Veterinary Clinic Chaska

202 N Chestnut St, Chaska, MN 55318; (952-217-4365)

Hours: M-F 7:30am - 6pm; SA 8am - Noon

- Standard care

ValueCare Veterinary Clinic Richfield

1515 E 66th St., Richfield, MN 55432 (952-217-4365)
Hours: MWRF 7:30am - 6pm; SA 8am - Noon

- Standard care

[Vet Partners Pet Hospital Apple Valley](#)

16065 Glacier Avenue, Rosemount, MN 55068 (952-953-4100)
Hours: M-F 7am - 6pm

- Standard care

[VCA All About Pets](#)

5669 Duluth St, Golden Valley, MN 55422; (763-546-4452)
Hours: M-TH 8am - 7pm; FR 8am - 6pm; SA 8am - 3pm

- Standard care

[VCA Animal Care Hospital](#)

1208 E 66th St., Richfield, MN 55423; (612-866-1493)
Hours: M-F 8am - 6pm; SA 8a - Noon

- No general wellness (not an option as a preferred clinic)

[VCA Bloomington Animal Hospital](#)

8830 S. Lyndale Ave., Bloomington, MN 55420; (952-884-3228)
Hours: M-F 8am - 6pm; SA 8a - 3p

- Standard care

[VCA Feist Animal Hospital](#)

1430 Marshall Ave, St. Paul, MN 55104; (651-646-7257)
Hours: MTTH 8am - 7pm; WF 8am - 6pm; SA 8am - 2pm

- Standard care

[VCA PineRidge](#)

2172 Station Pkwy NW, Andover, MN 55304 (763-755-5321)
Hours: M-F 8am - 6pm; SA 8am - 1pm

- Standard care

[WellHaven Coon Rapids.](#)

3560 River Rapids Dr NW Coon Rapids, MN 55448; (763-290-0830)
Hours: M-TH 7am - 6pm; FR 8am - 6pm

- Standard care
- Pediatric spay/neuter

- Dental
- Other surgery
- Affiliated with Maple Grove location

[WellHaven Maple Grove](#)

11740 Elm Creek Blvd N, Maple Grove, MN 55369; (763-496-5092)

Hours: MTH 7am - 7pm; TW 8am - 6pm; FR 8am - 5pm; SA 8am - 3pm

- Standard care
- Pediatric spay/neuter
- Dental
- Other surgery
- Affiliated with Coon Rapids location

QUICK REFERENCE - OPEN SATURDAYS

[Akin Hills Pet Hospital](#)

[Burnsville Parkway Animal Hos](#)

[Como Park Animal Hospital](#)

[Douglas Animal Hospital](#)

[Mission Animal Hospital](#)

[Southview Animal Hospital](#)

[ValueCare Veterinary Clinic Chaska](#)

[ValueCare Veterinary Clinic Richfield](#)

[VCA All About Pets](#)

[VCA Animal Care Hospital](#)

[VCA Bloomington Animal Hospital](#)

[VCA Feist Animal Hospital](#)

[VCA PineRidge](#)

[WellHaven Maple Grove](#)

[WellHaven Coon Rapids](#)

QUICK REFERENCE - OPEN SUNDAYS

[Mission Animal Hospital](#)

[Southview Animal Hospital](#)

[Como Park Animal Hospital](#)

[University of MN Veterinary Hospital](#)

[South Metro Animal Hospital](#)

Emergency Vet Clinics

While it is rare you will run into a medical emergency with your foster cat, if your foster cat requires *emergency* treatment, you can bring them to a clinic without prior authorization -

letting them know you have a Pet Haven foster animal. At that point, only the care that is necessary to stabilize the animal is pre-authorized.

If you are not sure if this is any emergency, call down the list below until you reach a Pet Haven representative to notify them of what is happening so they can guide you through the animal's needs and approve further care.

1. Emergency Vet Line: 651-206-2856
2. Julie Bruber, Cat Division Manager: 952-994-8142
3. Kerry D'Amato, Executive Director: 651-492-4799

Some examples of **emergencies** are when the foster cat:

- Has stopped breathing or has no heartbeat
- Will not wake up
- Suddenly collapses
- Has ingested a known toxin such as rat poison, antifreeze or household cleaners
- Lethargic, laying on side crying
- Bleeding
- Extreme rapid breathing/panting when not active

Emergency Veterinary Clinics:

[Animal Emergency and Referral - Oakdale Only](#)
[Como Park Animal Hospital](#)
[University of MN Veterinary Hospital](#)
[South Metro Animal Hospital](#)
[Allied Emergency and Referral](#)

If you feel your foster cat needs **non-emergency medical treatment**, contact the Vet Care Manager at vet@pethavenmn.org and include your foster mentor.

WHAT IS AN EMERGENCY?

- Broken Limbs
- Bleeding from anywhere
- Straining to Urinate or defecate
- Cats not eating for 2 days



- Inability to keep food or water down
- Temperature above 103 or below 98
- Difficulty breathing
- Irregular breathing



- Nonresponsive
- Inability to stand
- Paralysis
- Unconsciousness
- Seizures

The sooner we know about a problem, the sooner we can help!



CONTACT YOUR MENTOR IMMEDIATELY!

NOTIFY THE VET TEAM VIA TEXT OR PHONE CALL

CALL SAVANNAH AT 763-258-6502

Emergency Vet Clinic Locations

Allied Emergency Veterinary Service - Minneapolis

Open 24 hours; Phone: 952-521-3030
5754 Nicollet Ave S. Minneapolis MN 55419 [Map](#)

Allied Emergency Veterinary Service - Anoka

Open 24 hours; Phone: 763-923-1200
100 W. Main Street Anoka, MN 55303 [Map](#)

Animal Emergency & Referral Center - Oakdale

Open 24 Hours; Phone: 651-501-3766
1163 Helmo Avenue North, Oakdale, MN 55128 [Map](#)

Animal Emergency & Referral Center - St. Paul

Open 24 Hours; Phone: 651-293-1800
1542 W 7th St., St Paul, MN 55102 [Map](#)

BluePearl - Arden Hills

Open 24 Hours; Phone: 763.754.5000
1285 Grey Fox Rd. Ste. 100, Arden Hills, MN 55112 [Map](#)

BluePearl - Blaine

Open M-F 6pm - 8am; SA-SU 24 hours; Phone: 763-754-5000
11850 Aberdeen Street NE, Blaine, MN. 55449 [Map](#)

BluePearl - Golden Valley

Open M-F 6pm - 8am; SA-SU 24 hours; Phone: 763-529-6560
4708 Olson Memorial Hwy, Golden Valley, MN 55422 [Map](#)

Como Park Animal Hospital

Open 24 hours; Phone: 651-487-3255
621 Larpentur Ave. W, Roseville, MN 55113 [Map](#)

Southview Animal Hospital

Open M-F 8pm - Midnight; SA-SU 5pm - Midnight; Phone: 651-455-2258
2000 Robert St S, West Saint Paul, MN 55118 [Map](#)

University of Minnesota Veterinary Medical Center

Open 24 hours; Phone: 612-626-8387
1365 Gortner Avenue, St. Paul, Minnesota 55108 [Map](#)

The Fostering Process

Before Adoption: What you should know

The 10-Day Hold

All cats are on a “10 day hold” once they arrive to Pet Haven. This gives fosters the opportunity to learn a bit about the cat, its temperament and any medical conditions it may have that have gone unnoticed.

Need Help? We're here for you!

If you have any concerns about your foster cat's health during this time, please contact the Vet Coordinator at vet@pethavenmn.org. Be sure to include your mentor!

If you have any concerns about your foster cat's temperament during this time, please contact your mentor first.

When do cats get posted for adoption?

Cats can be posted for adoption **once they have cleared medical**, are healthy and up to date on all vaccinations, spayed, neutered and microchipped. If your cat is missing one of these things they cannot be posted for adoption. If you are unsure please contact the vetting team at Vet@PetHavenMN.org

Is your cat ready for adoption?

Only you will know this. Your mentor can help evaluate and determine if you need assistance.

Adoption after spay/neuter

Pet Haven kittens and cats will need to stay in foster care for at least 3 days post neuter and 5 days post-spay to ensure they are recovering well. If kittens are adopted prior to their full recovery period (14 days), adopters must be told that they will need to follow the postoperative instructions and that Pet Haven is not liable for complications should they not follow instructions.

Adopting out kittens under the age of 6 months:

It is a Pet Haven Policy to adopt out kittens that are under 6 months old either in "sibling" pairs, or into a home with a current resident cat(s) or dog(s). This is important for proper behavioral and social development for the kittens.

Adopting out Bonded Pairs:

If a pair of cats/kittens came into care together, or two fosters bond during care, they should be adopted into their next home together. We value relationships and keeping bonded pairs together. If for some reason you do not believe they are bonded, please contact the Cat Behavior Team for an evaluation and they will be the ones to make the final decision if they are truly bonded or not.

Felinebehavior@pethavenmn.org

Respite: I need a break!

DO NOT TAG A ADULT CAT IF YOU KNOW YOU ARE GOING TO NEED RESPITE CARE WITHIN 3 WEEKS OF INTAKE

DO NOT TAG A PREGNANT MOM OR NURSING MOM IF YOU NEED RESPITE CARE WITHIN THE FIRST 2 MONTHS OF INTAKE

*****ADVANCED NOTICE MAY GET AN ACCEPTION HOWEVER THIS MUST BE CLEARED WITH LEADERSHIP**

Whether you are going on vacation or just need a little break, Pet Haven can provide respite care for your foster cat. To help us accommodate these requests, it's important that you give us as much advance notice as possible, 4-6 weeks is ideal.

Process for requesting respite:

1. Complete this [request form](#)
2. Pet Haven's Respite Coordinator will post your foster cat on the FB page and let you know when a respite foster has been found! Email respite@pethavenmn.org and "cc" your foster mentor.

If you are going on vacation and not using a Pet Haven Respite Foster to care for your cat, you must let your mentor know who will be providing care for your cat and how to contact them. They also must have Pet Haven emergency contact numbers. DO NOT leave a Pet Haven cat alone unattended.

Are you an approved foster looking to provide respite care for a foster cat?

Comment on a post on the short-term foster facebook page. Tag your mentor so they can approve your choice.

Writing the Foster Cat Biography

After you get to know your foster cat a bit, it is time to write his/her bio! You will be able to describe to potential adopters how your cat not only reacts to a new environment (your home) but you will also be recording how your cat is adjusting. This will be of great help to your foster cat's adoptive family as they will more than likely see these tendencies in the first few days when they bring their new cat into their home.

Please complete the initial Foster Cat Biography within the first 10 days of receiving your foster cat. Use this link for writing biography:

<https://pethavenmn.org/foster-cat-bio/> It will prompt you to input a description of your cat, characteristics, and pictures or videos. Questions about the biography? Contact cats@pethavenmn.org.

If your foster cat isn't receiving applications, consider updating his/her bio on a regular basis as you learn more about the cat. Make your foster cat's bio fun- after all, the bio is how people learn about cats and adopters want to know as much as possible about a cat! Also be sure to update pictures!

Taking Great Photos of your foster cat

Take at least three pictures of your cat and either email them to the [Cat Adoption Coordinator](#) or submit them in the google biography. Potential adopters often rely on photos on an animal's Petfinder profile to help them make their decision. Therefore, great photographs are EXTREMELY important! Please consider updating photos of your foster animal on a regular basis as a way of generating interest with potential adopters. You can also include a video of your cat (make it 10 seconds or less) to include in your cat's bio.

And stay tuned to our [Volunteer Facebook page](#), where we regularly provide the opportunity for you and your foster cat to attend a FREE photo session with a professional photographer!

*****Please view [Pet Haven's website](#) and read through the bios for the cats currently available for adoption. Reading "samples" and getting some creative ideas from posts may be helpful as you write your cat's bio!***

Cat "Meet and Greet" Events

Adoption events are wonderful opportunities for your foster cat to be seen and we highly encourage you to attend! We also recognize that fosters have busy lives. Almost every cat gets an app from these events!

You can drop the cat off and pick it up after the event, or the Adoption Event Host can arrange for a volunteer to bring your cat too. Events are advertised on our [website](#) and [Facebook page](#).

Foster cats CANNOT attend an adoption event before their 10 day hold period. A foster cat MUST have its initial vet visit complete and be healthy to attend an event. Unaltered kittens are fine to attend, but cannot be picked up by an adopter until after spay/neuter surgery and their few days of recovery. If you do not feel that your foster would do well at an adoption event due to shyness, anxiety or other reason, you do not need to attend.

We try to schedule our Saturday Cat adoption events to start at 11am and end at 1pm. Our Sunday events run from 12 to 2 pm. Please plan on arriving 10 to 15 minutes early. This gives you and your cat time to settle in and be ready to meet and greet the public. Remember to bring your cat in a secure carrier. Our lead volunteer at the event will have enough display cages for the number of cats attending. Each cat will have a cage and blanket. There will also be a litterbox to slide into the cage if needed, but most cats do fine for the short time they are there on display.

The Adoption Process

The first step in adopting a Pet Haven animal is to complete an adoption application. Applications can be completed [online](#) or at an adoption event.

The Cat Adoption Coordinator will review the application within a day of receiving it and screen the application. If the application looks promising, the Adoption Coordinator will email the application to the foster.

Once you receive the application for your foster cat, please review and respond within 24 - 48 hours. It is a high priority with Pet Haven to provide excellent customer service to all potential adopters. This means timely responses to our applicants are important. Every consideration should be shown to potential adopters whether or not you think they would be a fit for your particular foster cat. When a person has filled out an adoption application, they are likely excited about the prospect of adopting a certain cat and cannot wait to hear back.

If you do not think the applicant is a good fit the adoption team can let them know. If you do want to move forward with the applicant and want to learn more please do so!

You can respond to applicants either by phone or email. The purpose of the initial conversation is to answer any questions they have about your foster cat, and to begin a conversation about next steps.

If the adopter is being screened at an adoption event, the adoption can go forward and be finalized at the event, but **only if the home visit/virtual visit has been completed prior to the event.**

Throughout the adoption process, it's very important to keep the Adoption Coordinator in the loop if you're working with an interested adopter so they can respond to other applicants!

- We want our cats and kittens to go to their final homes when we adopt them out; therefore, it is important that you know that it is okay to say "no" to a potential adopter if it just doesn't feel right. **You do not need to feel like you have to say yes to the first application.** We can wait and see what comes in, and truly find the best fit for each animal! We do not operate on a "first come first served" basis, rather we operate on a best fit basis, so there is no need to rush to find the first willing home. We highly value finding the right home for each animal, and encourage you to take the time needed to find the right fit for your foster.
- If you decide that a match could be possible, let the adoption coordinator know (cats@pethavenmn.org) that you will be scheduling a home visit, either virtually or in person.
- If you decide that an adopter is not a good fit, let the adoption coordinator

know and she will reply to the applicant. You do not need to tell them no yourself.

- If the home visit goes well and you think you want to move forward with adoption its important to do a meet and greet at our facility or your home. We not not recommend doing the meet and greet at the adopters home just in case something doesnt go well and you do want to move forward with adoption it can be hard to say no when the cat is at their house.
- We recommend a 24 hour waiting period waiting period after the meet and greet to make sure everyone is on board with moving forward. You and the potential adopters.

We want this experience to be pawsitive for everyone. Please be kind and respectful. This is often an emotional process for people. Please be clear in your communication.

Oftentimes, we have friends or family fall in love with our foster cats. If this is the situation, they will still need to follow the application process and talk with the Cat Adoption Coordinator. We would suggest that you also let your Coordinator know that a personal contact is submitting an application and you can discuss together how you feel it should be handled.

The Home Visit

The purpose of the home visit is to ensure that all the information on the application is correct and to make sure that Pet Haven is comfortable with the potential adoptive family and their home. The home visit is not meant to be intrusive; rather, it's an opportunity for the adopter to see how the cat fits in their home and to ask any questions prior to adoption. You can find a link to the home visit form [here](#).

Pet Haven Home Visit

The home visit is to ensure that an adoption is going to be successful and the potential adopter is a great fit for your foster pet. The best way to do this is by having an in-house conversation, as well as a pair of trained eyes that will help eliminate any potential problems around an adopter's house and yard. It's not meant to be intrusive; rather, it's just one way that Pet Haven can ensure a great match for both the adopters and the pet!

Note: The home visit can be done in person, or virtually using Zoom, Google Hangout, Facetime, or any other online meeting space. Ask the potential adopter to give you a tour of their home and discuss the topics below. As part of the tour, ask them to show you the house number from their address on the outside of the house.

Topics to discuss for Cats:

1. Discuss the specifics of care, location of the litter boxes, food and water bowls, cat scratching furniture.
2. If there are other animals in the house, discuss the importance of slow introductions. How will they set up their home so that the resident pets and new cat can be separated for slow introductions?
3. If the foster cat has any special needs, discuss those needs and how they may impact the adopter's schedule.
4. What are the plans for exercising and training the cat?
5. Does the energy level and temperament of the cat seem to match the adopter's lifestyle and vision for a cat for their family?
6. What would be a reason they would return their cat to Pet Haven?

Observations for Cats:

1. Is the home safe and secure for the cat? Are there places the cat can slip out and become lost? Are there screens on the windows?
2. Do all the members of the home seem interested in adopting a cat?
3. If there are children in the home, do they know how to appropriately interact with a cat?
4. If they have resident animals, how do the potential adopters interact with them?

Resources

1. Understand the [adoption agreement](#), including the [return policy](#), and the [fee payment](#).
2. Pet Haven's website has a lot of great information for new adopters on our [Resource Page](#)

It is recommended that fosters be accompanied by their foster mentor or other experienced Pet Haven foster on their first home visit. If at any time you would like someone to accompany you, ask your foster mentor.

Vet Checks/References

A vet check on applicants is not required, though highly recommended if you're wanting to confirm that the applicant has a history of being a reliable pet owner (if they have had pets in the past). If the applicant has given a name/number of their existing veterinary clinic, you are welcome to call them to do what we call a "vet check".

To do this, you would call the veterinary clinic and start by saying "Hi, my name is ___ and I'm a Pet Haven foster. I'd like to do a reference check for an adoption applicant.

Here are a list of questions that you are welcome to ask:

1. Are/were the applicant's pets spayed and neutered
2. Are/were the applicant's pets kept up to date on annual vaccines, care and

preventatives

3. Do you note if any care was declined by the owner
4. Are there any red flags that I should know about that you'd want to share

The Adoption Agreement (contract)

One of the last steps is filling out the adoption contract when your foster cat goes to its new home.

ONLINE ADOPTION AGREEMENT (CONTRACT)

1. The online adoption contract is meant to be filled out by BOTH the Pet Haven representative (foster) and the adopter.
2. Link to **cat adoption agreement**:
<https://pethavenmn.org/adoption-fees/cat-adoption-agreement/>
3. The adopter begins the application by entering their email address.
4. The Pet Haven representative fills out the section "to be completed by Pet Haven"
5. The adopter fills out the section "to be completed by adopter" (including checking all of the boxes in the "agreement" section).
6. The adopter "signs" the contract by filling in their name and date.
7. The Pet Haven representative "signs" their name in the "Pet Haven Representative" box.
8. A copy of the agreement will be automatically emailed to the adopter and to Pet Haven.
9. You may want to ask the adopter to check their email to ensure they receive the contract and that it's submitted properly!

PAYING THE ADOPTION FEE ONLINE

1. After filling out the contract, the adopter can pay the adoption fee (with sales tax) online. Fees are noted above under Cat Adoption Policies and Adoption Fees.
2. Link to online cat adoption payment can be found on Pet Haven's website on the [adoption fees and agreement page](#).
3. The adopter will receive a receipt after they pay the online adoption fee.

If an adopter chooses to pay by check or cash, please mail the check. Do Not Mail Cash!

Payment (check only) should dropped at HQ or be mailed to:

Pet Haven
P.O. Box 19105
Minneapolis, MN 55419

Please make sure the check has the cat's name on the memo line!

A note about pre-existing, undiagnosed conditions:

Pet Haven has updated our adoption contract to include the following verbiage:

- I understand that Pet Haven will cover the costs of treatment (including office visit, diagnostic tests, and medication) for the following conditions, should they arise within 10 days of signing this Adoption Agreement:
 - Upper Respiratory Infection (Kennel Cough/Canine Infectious Respiratory Disease, Feline Upper Respiratory Infection)
 - Eye Infection
 - Ear Infection
 - Skin Infection
 - Pain Control (related to surgical sterilization)
 - External Parasites (Fleas, Mites, Lice)
- In order to be reimbursed for the above-mentioned conditions, I agree to provide Pet Haven all necessary billing statements and vet records pertaining to the treatment of my animal.
- If an illness or condition other than those mentioned above is suspected, I may have my veterinarian diagnose and treat the condition at my expense or I can return the animal within 10 days of signing this Adoption Contract and receive a refund of the Adoption Fee.

*If you have a question about what a "pre-existing condition" is, or are contacted by the adopter after the adoption has taken place, please contact the Cat Division Manager to discuss!

Saying Goodbye to your Foster Cat

While it is tempting to adopt your first or subsequent foster, you will be more valuable to the foster program if you continue to foster additional animals rather than adopting and then ceasing to foster. Foster families are special volunteers who fill a niche that saves countless lives.

Learning to bond with a foster, seeing it grow and thrive under your care, and then passing the cat to its forever home is immensely rewarding. It is also sad to see your foster leave. Give yourself time to process that loss, but also think about the cat's new lease on life that occurs because of YOU! We often hear updates from adopters (which we post on Facebook or in our newsletters and website) which warm the

hearts of their foster families. We love happy endings. We even have a Facebook group dedicated to Pet Haven Alumni, so we can keep in touch with adopters and pets! <https://www.facebook.com/groups/387013865805917>

Pet Haven's Return Policy

THE RETURN PROCESS: WITHIN THE 10 DAY GRACE PERIOD

Sometimes, no matter how hard we try, an adoption doesn't work out. Pet Haven encourages fosters to check in with the adopter after 24 hours and before the end of the 10-day grace period. Transitions can be difficult, and fosters can often provide great advice and resources to adopters to help ease the transition. We encourage adopters to visit our [Resources for Pet Owners page](#) for additional information on training techniques and common behavior issues.

However, if an adopter does decide to return their animal, they will receive a full refund within 10 days (in some cases we extend this beyond 10 days too.) The process for an adopter to return an animal is as follows:

1. Foster should email their mentor and have the adopter fill out the [return form](#).
2. The return coordinator and/or your mentor will see if we can provide support to keep the pet in their home.
3. If return cannot be avoided, set up time with the adopter to take the animal back into your care.
4. At time of return, have adopter fill out [return release form](#).
5. Returns Coordinator sends out Return Intake Email and returns animal to foster's care in Sparkie.
6. Necessary refunds are issued.

THE RETURN PROCESS: AFTER 10 DAYS

If an adopter decides to return their animal after the 10-day grace period (or approved longer grace period), the process for an adopter to return an animal is as follows:

1. Adopter fills out the [return form](#).

2. The return coordinator will see if we can provide support to keep the pet in their home.
3. If return cannot be avoided, the return coordinator will:
 - a. Coordinate a transfer between the original **foster** and the **adopter** back to Pet Haven.
 - b. If the foster is unable to take the cat back, the **return coordinator** will post the animal for placement, noting "urgent" on the posting.
4. At time of return, the coordinator present will have adopter fill out [return release form](#).
5. Returns Coordinator sends out Return Intake Email and updates Sparkie
6. No refund is given unless it is approved by the Executive Director.

Pet Haven's return policy is included in the adoption agreement:

