

FOSTER APPOINTMENT PROTOCOL

Appointments must be scheduled with a Foster Coordinator, or other approved MD SPCA staff member, at least 24 hours in advance, unless approved by a staff member. Same day appointments are not always available, and flexibility may be needed to accommodate all necessary appointments.

All foster animal appointments will take place at the Maryland SPCA, located at 3300 Falls Road, Baltimore Maryland 21211, unless otherwise stated.

APPOINTMENT ARRIVAL INSTRUCTIONS:

- 🐾 Arrive to the shelter at the time of your appointment and proceed to drive up the driveway and turn left at the top of the hill.
- 🐾 Park in the Foster Area located by the garage behind the Admission and Adoption Center. You will see a purple sign labelled "FOSTER".
- 🐾 Once Parked, stay with the car and call/text the Foster Hotline to let us know you are here. A staff member will either direct you on next steps for your appointment if applicable, or they will come out to your car to deliver or retrieve the foster animal.
- 🐾 If you are using a rideshare service you can proceed directly to the adoptions lobby and then give us a call on the foster hotline! 443.885.0729

TYPES OF APPOINTMENTS

- 🐾 **Foster Pick Ups:** If you see a foster animal on the Foster List that you are interested in, send an email to Foster@mdspca.org to schedule a pickup within the next 48-72 hours. When scheduling a foster pick up, be sure to tell the Foster Team what supplies you need at pick up so we can prepare them ahead of time.
- 🐾 **Foster Drop Offs:** Whether you are returning a pet due to unexpected travel, or they are coming back to be picked up by their adopter, you will drop them off the same way. Park your vehicle in the designated Foster Area by the garage, then call or text the Foster Hotline to let the Foster Team know you are here. A staff member will then direct you on next steps for the drop off or will come out to your car to retrieve the pet. In the case an Adoption Counselor provides you other specific instructions for your arrival for your foster animal's adoption drop-off/pick-up, please abide by those instructions.
- 🐾 **Upcoming Appointments (Tech & Vet Checks):** If your foster animal has an upcoming appointment due, it will be noted at the top of your Foster Sheet. About 7 days prior to when the appointment is due, a Foster Coordinator will email you to schedule your appointment during Tech Check or Vet Check hours. When necessary, drop off's can be arranged for Tech/Vet Checks. Defer to the hours provided on the Foster Animal Appointment Due email for scheduling.



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- 🐾 **Outsourcing Specialty Surgeries:** Specialist appointments or specialty surgeries (i.e., dental procedures, RADS, specialty consultations, ultrasounds, enucleations, orthopedic surgeries, etc.) are outsourced and have minimal scheduling flexibility. Once scheduled, a Foster Coordinator will reach out to you directly via email or text message to alert you of your foster animal's appointment date and drop off time. Dates provided for these surgeries are often not flexible; however, alternative arrangements can be made when necessary to get your foster animal to their specialty appointment. Communicate any scheduling conflicts with the foster team immediately so we can create a plan.
- 🐾 **Spay/Neuter Surgeries:** Please see Spay/Neuter Surgery 2023 Protocol.
- 🐾 **Supply Pick-Ups:** Pick up supplies from our foster closet and shed whenever the shelter is open for the public and between 8:30am-5:30pm on Saturdays & Sundays! If you need prescription food please email the foster team so they can set it aside for you.
- 🐾 **Emergencies/Illness/Injury:** If something is wrong with your foster animal (i.e., illness, injury, missing, fight/bite, etc.,) call the Foster Hotline during business hours or contact Vidaah Vet during emergency hours and let us know what is going on.
- 🐾 Please see the contact and emergency hour protocol for more information on emergencies.

