



**THE HUMANE SOCIETY
OF THE UNITED STATES**

Animal Care Expo Online

**Creating a volunteer-run foster
animal vaccination station**

Katie Christie, Manager of Foster and Animal Care, Humane Society Silicon Valley

Christina Cabrera, Foster Care Supervisor, Humane Society Silicon Valley

Humane Society Silicon Valley

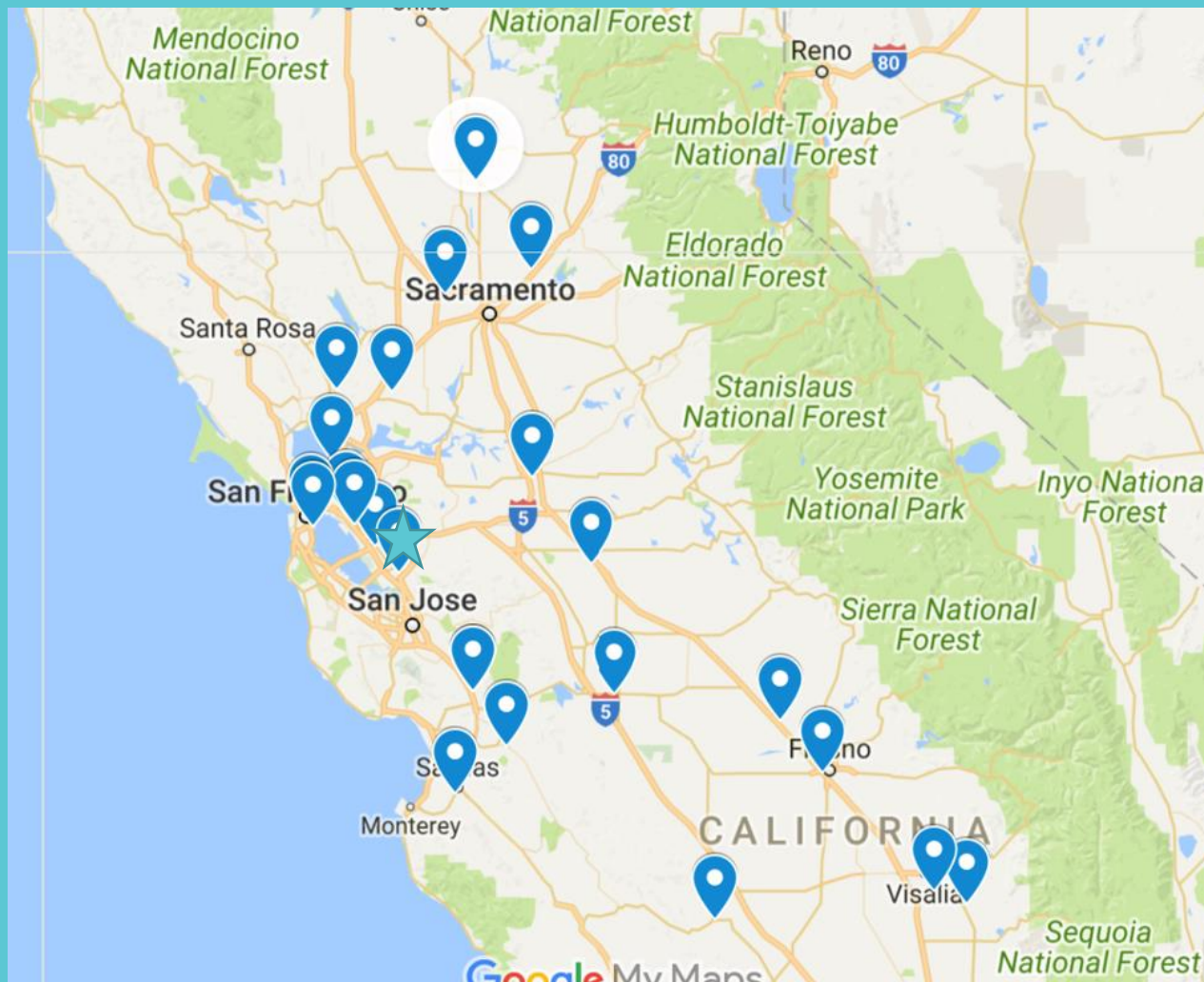
- Model Shelter
- Milpitas, CA
- 501(c)3 with contract for one municipality



FY19 Statistics

- Intake: 7104
- Adoptions: 6170
- Animals in foster: 3876

- Shelter save rate: 95%
- Community save rate: 90+%

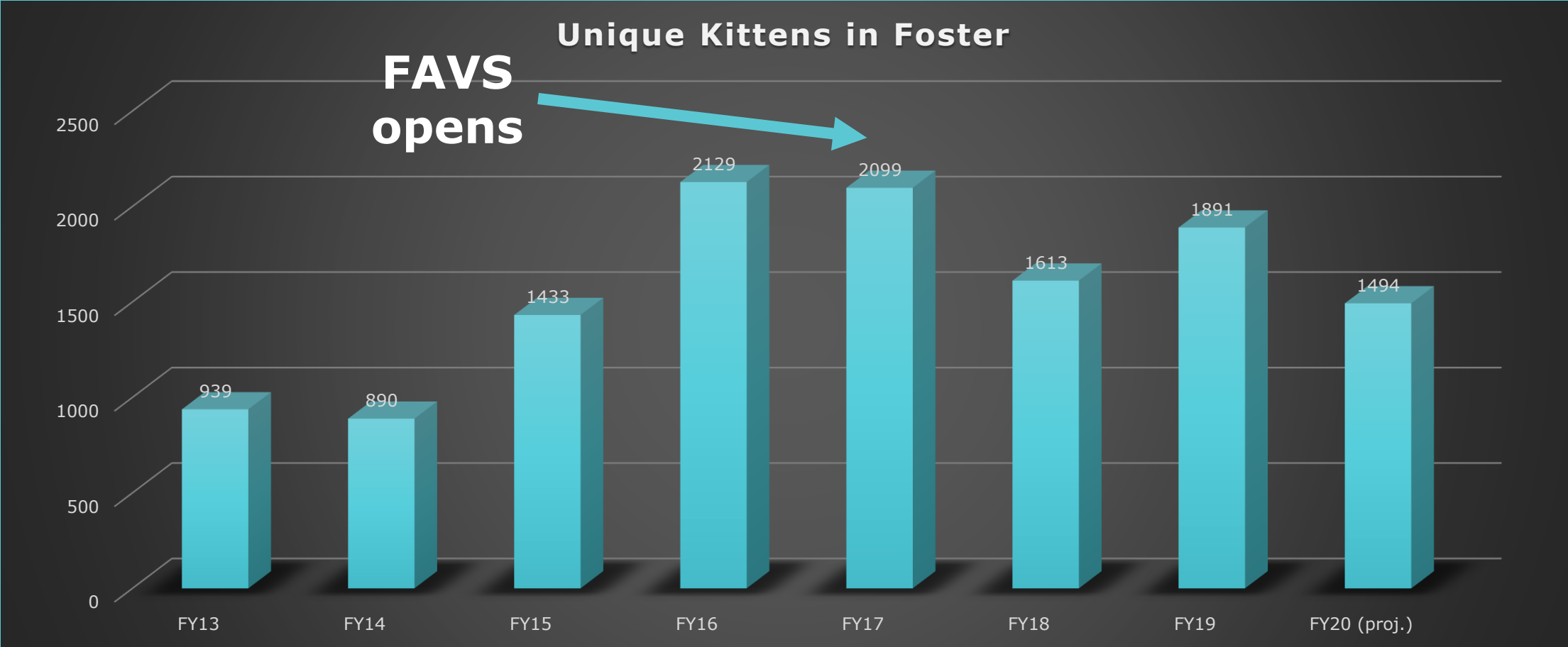


Foster Animal Vaccination Station

- One-stop shop for fosters to get ready for adoption
 - Boosters
 - Supplies
 - Standing orders
 - Bios/photos
- Staffed entirely by volunteers
- Open 10am-3pm 7 days a week during kitten season, weekends only during the fall/winter



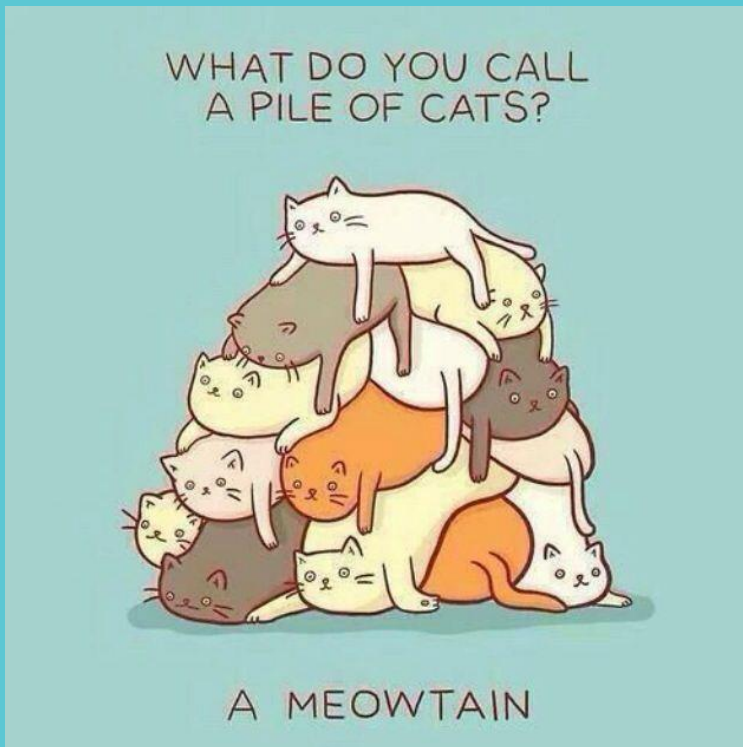
Why FAVS?



1. Establish a Sense of Urgency

Content

- More kittens in foster than staff to support ready for adoption – boosters, bios, photos, supplies, etc.



How

- What can your volunteers help with? What is taking up most of your staff time?

2. Form a Guiding Coalition

Who

- Driver – Foster and Volunteer Management
- Approver - Leadership
- Contributor – Foster, Volunteer, Medical teams
- Informed - All

How

- What teams will be most impacted from a FAVS?
- Who can provide training and leadership for your new volunteers?
- Set expectations for your team

3. Create a Vision

Content

- What will success look like? What are the goals?
- What are our strategies for getting there?
- What are the teams' concerns?
- What are strategies for addressing concerns?



4. Communicate the Vision

Content

- What's in it for the teams? For the kittens?
- How will this improve foster experience?



How

- Be excited!
- Call it a pilot!

5. Empower Others to Act

Content

- Discuss concerns and obstacles as well as what may need to change operationally.



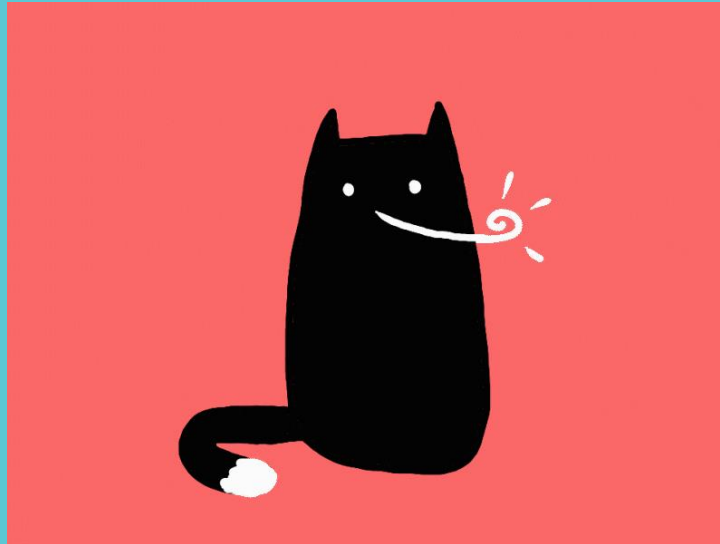
How

- Be clear with what volunteers will do.
- Share the training materials with all staff involved.
- Establish trust.

6. Celebrate Wins

Content

- Communicate results and how this is different from prior practice.



How

- How many animals were seen by volunteers?
- Calculate FTE.
- Celebrate the volunteer impact.

Partnership with the Volunteer Team

- Recruitment
- Training schedule
- Maintaining schedule/filling the gaps
- Urgent scheduling needs
- When foster staff not available-back up plan
- Follow-up cadence



Training

- Must
- How to use the database (ShelterBuddy)
- How to use the appointment system (Outlook)
- How to vaccinate (takes us 2 hours to teach 7 people how to vaccinate, deworm, and hold)
- Learn other protocols on the job
- Time it out! Provide food or snacks
- All foster staff involved in training

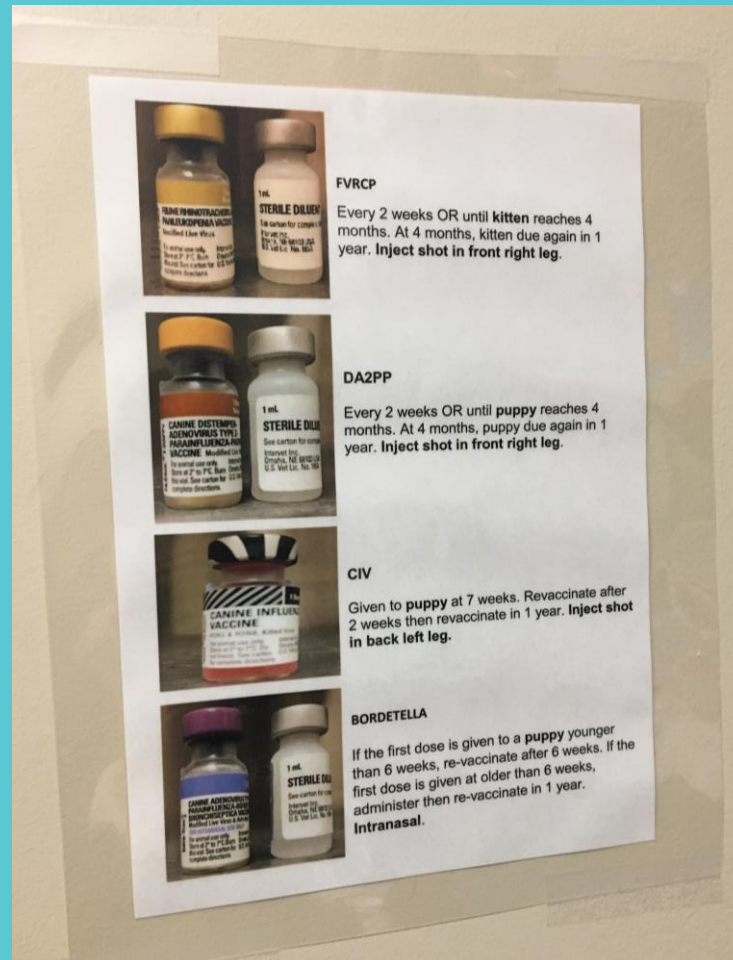


Training

- What ongoing support will you provide after training day?
 - Chain of command/communication
 - Staff set time aside every day during first few weeks to be “on call” for assistance
 - Have a Tool Kit
 - Call out protocols in the handouts



Training



FVRCP
Every 2 weeks OR until kitten reaches 4 months. At 4 months, kitten due again in 1 year. **Inject shot in front right leg.**

DA2PP
Every 2 weeks OR until puppy reaches 4 months. At 4 months, puppy due again in 1 year. **Inject shot in front right leg.**

CIV
Given to puppy at 7 weeks. Revaccinate after 2 weeks then revaccinate in 1 year. **Inject shot in back left leg.**

BORDETELLA
If the first dose is given to a puppy younger than 6 weeks, re-vaccinate after 6 weeks. If the first dose is given at older than 6 weeks, administer then re-vaccinate in 1 year. **Intranasal.**

Training

How to Fill a Rescue Spray Bottle in South Wing

Make sure the sink faucet and the Rescue Mixing Station are both turned off, as indicated below.



When facing Y adaptor attached to sink faucet, turn the left black knob all the way to the left. Turn the right black knob all the way to the left. Both knobs should be facing left as indicated in picture below.



Turn on the cold-water knob (Blue/Right knob) on the sink faucet.

Remove Spray top from empty Rescue spray bottle. Insert plastic tube from Rescue Mixing Station labeled "1:16" into top of empty Rescue spray bottle. Firmly hold Rescue bottle in place.

1:16



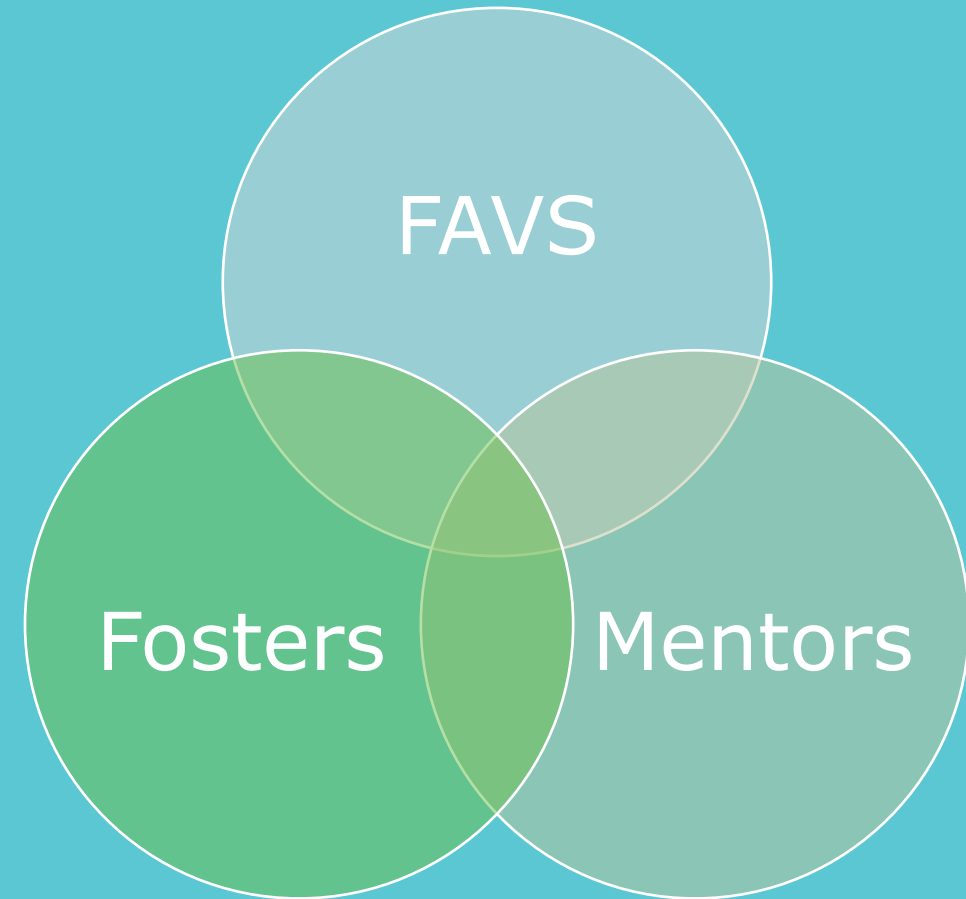
Slowly turn black knob on Rescue Mixing Station labeled "1:32" until it is vertical to fill Rescue spray bottle.



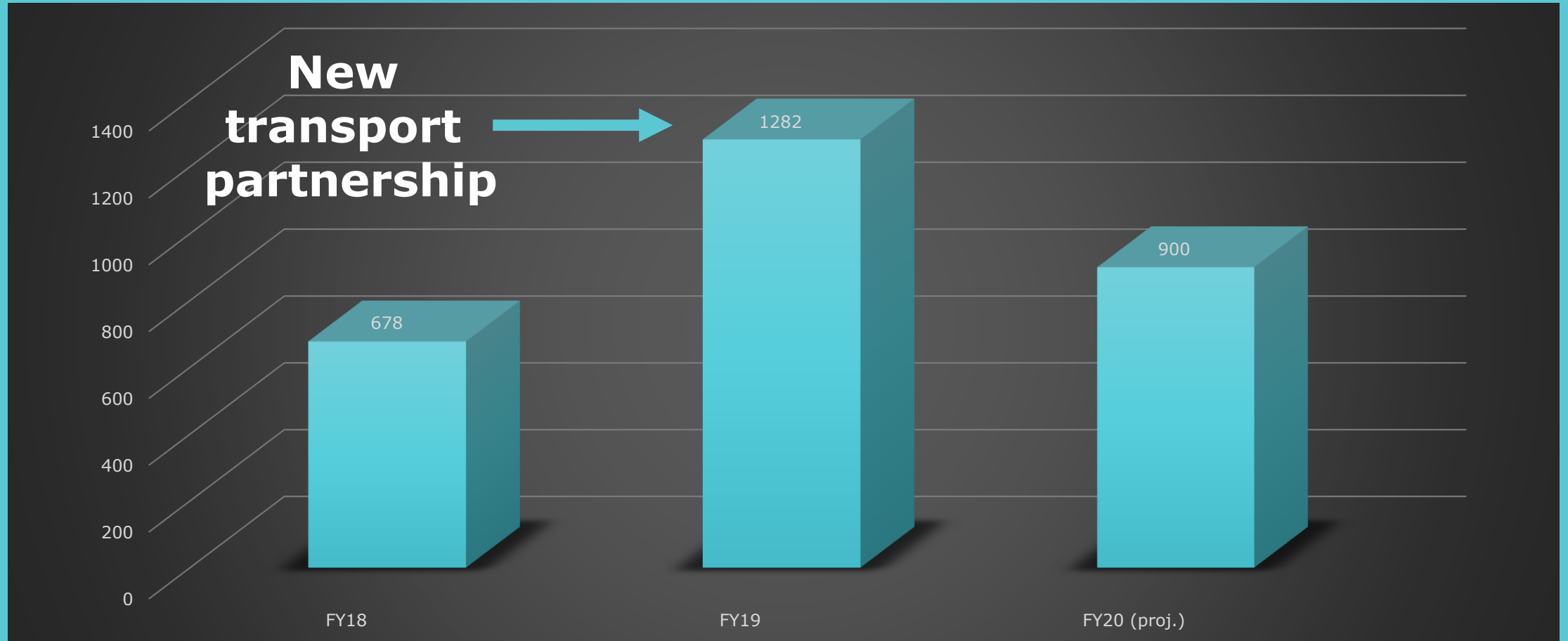
Once bottle is full, turn black knob on Rescue Mixing Station labeled "1:32" horizontal to turn off. Turn cold water off on sink faucet. Replace spray top back onto Rescue spray bottle. Make sure top is tightly screwed onto spray bottle. Wipe any excess Rescue on bottle with towel until bottle is dry.

Foster Eco-System

- Volunteers have to commit to the organization and the mission NOT to a staff member
- What is their role in interacting with other volunteers?



Why Puppies in FAVS?



Puppies in FAVS

1. Communicate the urgency
2. Form a guiding coalition
3. Create a vision
4. Communicate the vision
5. Empower others to act
6. Celebrate wins



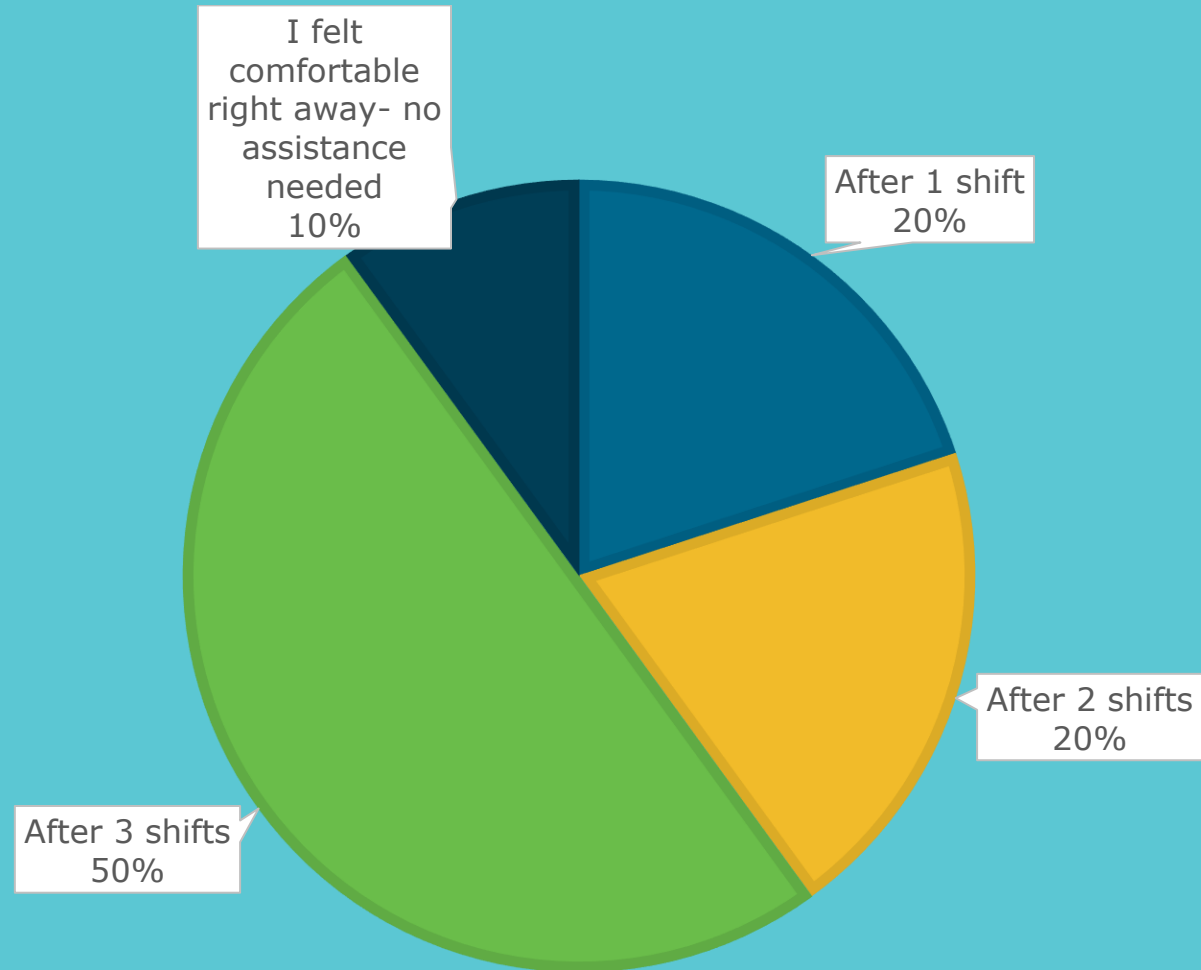
Puppies are Not Kittens

- Training stretched to 6 hours—too long!
- Resetting expectations for foster parents
- Puppies born in foster



Follow-Up

- When did you feel comfortable working a shift on your own, without staff or another seasoned volunteer to assist you?



COVID-19

- Santa Clara county Shelter in Place began 3/17
- Organization decided to close all non-essential services and close to volunteers
 - All Operations staff able/willing to work scheduled for full hours
- Resumed services one by one



RE-OPENING DAY!!!

- Resuming Services
- Social Distancing
- Sanitizing Protocols
- Additional PPE



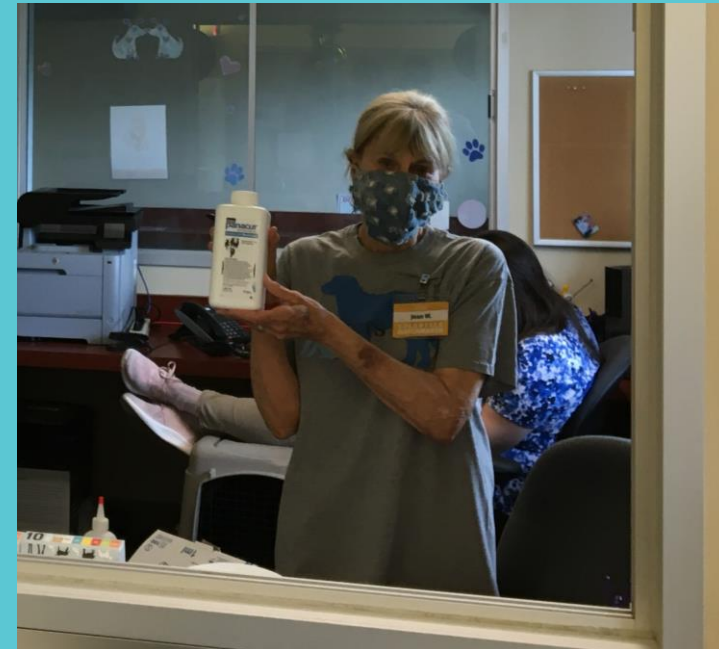
Ready to Start?

- What is taking up most of your staff time?
- Volume?
- Space?
- Can volunteers vaccinate? If not, why?
- Can volunteers edit your database? If not, why?



MORE to Learn!

- Maddie's Fund Apprenticeship at HSSV
 - Keep an eye on their website and apply to see the station in ACTION!



THANK YOU

Christina Cabrera

Supervisor, Foster Programs
Christina.Cabrera@hssv.org



Katie Christie

Manager, Foster and Animal Care
Katie.Christie@hssv.org

