



LINES OF COMMUNICATION: BREAKDOWN BY CONTACT METHOD

Below is a breakdown of all the modes of contact available to foster volunteers. When in doubt, call the main Foster Line at 919-630-9680. For after hour questions that may or may not be an emergency, please text first and then call if no response within 30 minutes. All non-emergency questions, please email foster@spcawake.org as priority is always given to time sensation, medical or behavior concerns.

	Contact Method	Hours	Work Days	Task	Example Questions/ Comments
Foster	919-630-9680 (accepts texts, pictures & videos) Main Foster Line	9:30 a.m. - 5 p.m. (every day of the week) *always available for emergencies*		*Medical emergencies , questions about foster pet behavior/ medical concern, time sensitive foster needs, arriving to pickup a pet to foster, lost foster pet, unable to reach staff on any of the alternative numbers after 2-3 call attempts	<ul style="list-style-type: none"> • My foster pet is in need of immediate medical care, where do I need to go? CALL don't text for emergencies! • 'Fluffy' is vomiting and having diarrhea, I need to set up a medical appointment... • I am scheduled to pick up 'fluffy' for foster and I am here. • A family emergency came up and I need to bring my foster pet in... • 'Fluffy' backed out of his/her collar and is lost... • My foster kitten/puppy is not eating well and has lost weight...
	foster@spcawake.org	9:30 a.m. - 5 p.m. (every day of the week) *may take 24—48 hours to respond*		Non-urgent questions about foster pet behavior, setting up booster appointments, arranging foster pet and/or supply pickups, arranging vacation foster needs (1+ week in advance), scheduling spay/neuter surgery, informing of when available to take foster needs, Do not use for immediate medical questions	<ul style="list-style-type: none"> • I am out of litter/food, I would like to pick up supplies at the Adoption Center at ~3pm tomorrow. • My foster kitten is constantly chasing my feet/shoelaces, how can I best redirect this behavior? • I am going out of town in 2 weeks, how can I set up a foster transfer? • I will be ready to foster kittens on 3/15... • My foster kitten is now 2 lbs. what days are available for surgery?
	(919) 532-2098 SmallPets@spcawake.org <u>Non-emergency</u> Small Pet contact	9:30 a.m. - 5 p.m.	everyday	Ready to take a new rabbit, guinea pig, gerbil, hamster, etc. to foster, need more supplies for small foster pets, scheduling spay/neuter surgery for rabbits, scheduling drop off for adoption meetings or end of foster period. *This is not a medical emergency line*	<ul style="list-style-type: none"> • I am interested in taking 'fluffy' the rabbit to foster... • I need to pick up more timothy hay for my guinea pig fosters... • I am going out of town and I need to bring in my foster gerbil...
	919-749-4629 Surgery Drop off Line at Adoption Center	7 a.m. - 7 p.m.	everyday	Arriving for Foster surgery drop off. Arriving before or after regular business hours for pet pickups and drop offs	<ul style="list-style-type: none"> • I have 'fluffy' here for spay/neuter surgery... • I'm here at the Adoption Center to drop off 'fluffy's' for an adopter meeting later today...
	919-532-2095 Line for Medical at Adoption Center	9:30 a.m. - 5 p.m.	everyday	Arriving for Foster medical appointments at the Adoption Center. *This is not a medical emergency line*	<ul style="list-style-type: none"> • I have 'fluffy' here for their booster/sick appointment...
	919-532-7069 Line for Staff at Admission Center	9:30 a.m. - 5 p.m.	Mon - Fri	Arriving for Foster pet pick up or drop off appointments, picking up supplies at the Admission Center	<ul style="list-style-type: none"> • I am here to pick up 'fluffy' to take to foster... • I am here to pickup supplies for 'fluffy'...
Adoption	spcawake.org/appointments	11 a.m. - 5 p.m.	everyday	Information on the adopting & starting the adoption process	<ul style="list-style-type: none"> • How much does it cost to adopt 'fluffy'? • I want to submit an adoption survey for my foster pet!
	adoptstaff@spcawake.org	9 a.m. - 6 p.m.	everyday	Sending foster pet bios and pictures, coordinating with Adoption Team about dropping off foster pet for adopter meeting	<ul style="list-style-type: none"> • I have information and pictures that I would like to share about my foster pet to aide in adoption. • I was informed my foster has potential adopter, when do I need to bring him/her in to meet them?
Admission	spcawake.org/helpline	9 a.m. - 5 p.m.	Mon - Fri	Questions about accepting a pet to the SPCA program, information on other rescues/shelters, lost/found animal procedures, information on wildlife rehabbers, vet resources	<ul style="list-style-type: none"> • I found a kitten, can the SPCA accept the pet into our program? • There is a pet at the County Shelter in need of rescue, is he/she eligible to come to the SPCA? • I found a baby bird/squirrel/deer, what do I need to do? • I found an adult dog with no collar, where do I take him/her?
Do NOT Use	919-772-2326	n/a	n/a	This number is solely for the public who have questions about fostering and this not monitored 24-7. This number is NOT used for any current foster volunteer questions, needs or concerns.	<ul style="list-style-type: none"> • I have never fostered an animal before and want to know more about the SPCA's foster program. What is fostering like and what kind of pets am I able to foster with your organization?
	Facebook Messenger	n/a	n/a	Private FB Messenger doesn't have a 'Group' messenger feature so it goes directly to an individual. Staff can't check each other's inbox nor are messages routinely seen/ checked so things get missed.	n/a

Additional Information

Adoption Center	Admission Center	Main Website	Foster Resource Library
200 Petfinder Ln Raleigh	327 Hwy 70E Garner	spcawake.org	spcawake.org/fosterlibrary
all small pet pickups/ drop offs & supplies needs, all medical appointments, some cat/dog foster pick ups, all adoption/surgery drop offs	most cat/dog foster pet pick ups, some cat/dog foster supply pick ups	Public information for adoption, spay/neuter, behavior resources, donations, in-house volunteering	Handouts, information and videos for <u>only SPCA foster volunteers</u>