



Foster Handbook

Midland Animal Services
1200 N. Fairgrounds Road
Midland, Texas 79706
(432) 685-7420

Our Mission Statement

To provide humane treatment of animals, promote animal welfare, and offer responsive services that protect and support the citizens of Midland.

Through commitment to service, community education, enforcement of applicable ordinances, and with the dedicated support and involvement of our citizens, organizations and partnerships, we strive to safeguard and rehome our sheltered animals and serve our citizens.

Contact Information and Hours of Operation

Shelter Public Hours

Mon, Tues, Thurs, Friday: 11:00am-6:00pm

Saturday: 10:00am-2:00pm

Sunday, Wednesday, & Holidays: Closed

Shelter Volunteer Hours

Monday-Friday: 8:00am-5:00pm

Contact Information

Foster Coordinator/Vanessa Medina

Email: vmedina@midlandtexas.gov

Office phone: 432-685-7516

Cell: (432)701-1767

Shelter Manager/Melissa Griffin-Hobson:mgriffin-

hobson@midlandtexas.gov

Assistant Manager/Tommy Johnson:Tjohnson@midlandtexas.gov

Frequently Asked Questions

Where do the animals come from?

A lot of the animals here at the City of Midland Animal Shelter are strays that people pick up that have been roaming the streets.

What if I fall in love with my foster dog and want to adopt?

You will have the option to adopt the animal you are fostering. You will complete the adoption process at Midland Animal Service Center and pay the adoption fees.

How long do you keep the animals before euthanasia?

After 72hrs the animal is up for adoption or euthanasia. This decision is one that isn't made lightly. Time, space, behavior and medical all play a factor in this decision.

Why are some areas off limits to fosters?

In a shelter environment, the spread of disease is a very common problem. Some areas of the shelter need to have limited access to ensure the health of the animals here.

Foster Expectations

Please help us make your contribution of time and energy worthwhile by letting us know how your training and experience is going.

What we ask for our volunteers

- 1) Take fostering as a serious commitment.
- 2) Attend Orientation
- 3) Be open with concerning your needs, wishes, and availability.
- 4) Be familiar with foster policies and procedures.

- 5) Be aware and help us help them
- 6) To represent The City of Midland professionally

What you get in return

- 1) LICKS, TAIL WAGS AND CUDDLES
- 2) Knowing your hard work supports an animal shelter that serves the community and its animals.
- 3) Learn about the animal(s) through direct contact and educational programs.
- 4) Explore new career opportunities.
- 5) Develop new skills or polish old ones.
- 6) Meet others who share your interest.

Requirements and Expectations

We want this program to benefit you, the staff, and the animals. Please review the following requirements and expectations to see if this volunteer program is right for you.

1. All fosters must be over the age of 18.
2. Be comfortable around animals.
3. Must be able to provide basic daily care for the animal in your home.
4. Pass required training, evaluations, and/or background checks if applicable.
5. Stay out of restricted areas if at Midland Animal Services.
6. Be able to provide transport for the foster animal to and from Midland Animal Services and vet appointments as needed.
7. Conduct yourself in a manner that reinforces the goals and values of Midland Animal Services.
8. Be enthusiastic and excited about helping to improve the lives of animals!
9. Have fun!

Thank you for choosing to share your time and home with Midland Animal Services.

Fosters must abide by all security and safety rules as outlined in this handbook. The safety of our fosters and shelter animals are of paramount importance. Infractions of the rules can result in severe consequences to the organization, the volunteer, and the life of the animals.

Foster Policies and Procedures

[Your Role as a Foster](#)

Since your support as a foster is extremely important, your decision to participate must be made with the full understanding of the commitment and responsibility it demands. This handbook has been prepared for you as a reference guide. It contains information and tools to better equip you to answer questions knowledgeably and provide quality care to the animals in our care.

Conduct

As a foster, you are a representative of Midland Animal Services and are expected to conduct yourself in a professional manner. You must be respectful and courteous in your interactions with the staff, public, and the animals. Disrespectful or unprofessional behavior, sexual harassment, threats, disparaging remarks, discrimination, or vulgar language will not be tolerated. These actions may result in termination as a Midland Animal Services foster. This code of conduct applies to online and/or written material as well as personal interactions with staff, other volunteers, any Midland Animal Services or city representative, and members of the public. Volunteers should present themselves in such a way to reflect favorably on the shelter, consistent with the goals and objectives, policies, and procedures.

Restricted Areas

Certain areas of the shelter are off-limits to fosters, unless specifically authorized to enter. These include the quarantine pods, isolation pods, surgery suite, medical room, stray holding, personal offices and behind the reception desk.

Euthanasia

Euthanasia is an unfortunate occurrence at MAS. We hope that through spay/neuters, rescue efforts, as well as a welcoming and inclusive foster program, there will ultimately be less homeless animals. We want to provide excellent service to the public in order to increase adoption and reduce euthanasia.

This is not a decision made lightly and our staff is directly impacted by it. Please refrain from interrogating staff about details, asking for explanations and broadcasting confidential information.

If you are not comfortable in this atmosphere or supporting MAS as it strives to make Midland a more humane community, this may not be a positive fostering experience for you. You may be better suited to foster at another animal shelter or agency in the area.

Privacy Policy & Conveying Correct Information

Any information pertaining to Midland Animal Services records or specific cases are strictly confidential and may not be discussed with others. Please refrain from offering the public information on fees or policies unless you are sure you have current and accurate information. When in doubt, **ALWAYS** refer the person to Midland Animal Services staff. Fosters are not to disclose any confidential information (contact, personal information, financial, etc.) of the public or staff members. Volunteers are specifically prohibited from discussing any aspect of Midland Animal Services records and cases with any representative of the media.

Your information (name, address, phone number) may not be disclosed and will not be provided to anyone unless specifically authorized by you.

Program Feedback

The foster program is a new program at MAS. Any feedback from participating volunteers is welcome. We are always looking for ways to improve the shelter and active programs. If you have any suggestions feel free to bring them to the foster coordinator personally or email at vmedina@midlandtexas.gov