

ASSESSING ADCH MINIMUM & OPERATIONAL STANDARDS IN A FOSTER HOME



Presented by ADCH Assessors:

- Emma Harrison: Battersea Dogs & Cats Home
- Claire Brown: Cats Protection
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PREPARING FOR THE ASSESSMENT

ADCH Assessor Toolkits - on ADCH website:

- Assessment of Members and Applicants with Multiple Sites Standard Operating Procedure - SOP 4
- Procedure and additional guidance for external assessments of foster-based rescues, and other rescues using fosterers
- ADCH Foster Carer Agreement Toolkit



PREPARING FOR AN ASSESSMENT

- Contact by email - who is responsible for each stage?
- Who will be at visit?
- Type of facility?
- Visit will be set up by the rescue manager / owner, who will arrange directly with the fosterer.
- Provide plenty of notice to the fosterer and be flexible.
- Assess rescue HQ first, before fosterers.



AT THE VISIT / ASSESSMENT

- Why you're there and what to expect.
- Questions or concerns are welcome.
- Note taking.
- Reassure them.
- Open questions, e.g.,
 - "please could you tell me about a typical day when you have an animal in care?"
 - "please could you talk me through what you normally do once an animal leaves?"



TYPES OF FOSTER HOMES

- Whole house
- Dedicated room
- Outdoor cat pens / dog kennels



DEDICATED ROOMS



- Easy to clean
- Lighting, ventilation & heating
- Minimal / washable soft furnishings
- Separated from animals in the home



WHOLE HOME FOSTERING - CATS



- No other pets
- Recommend against young kittens / queen and kittens
- Dedicated sanctuary room
- No outdoor access
- Hazards

OUTDOOR PENS (CATS)

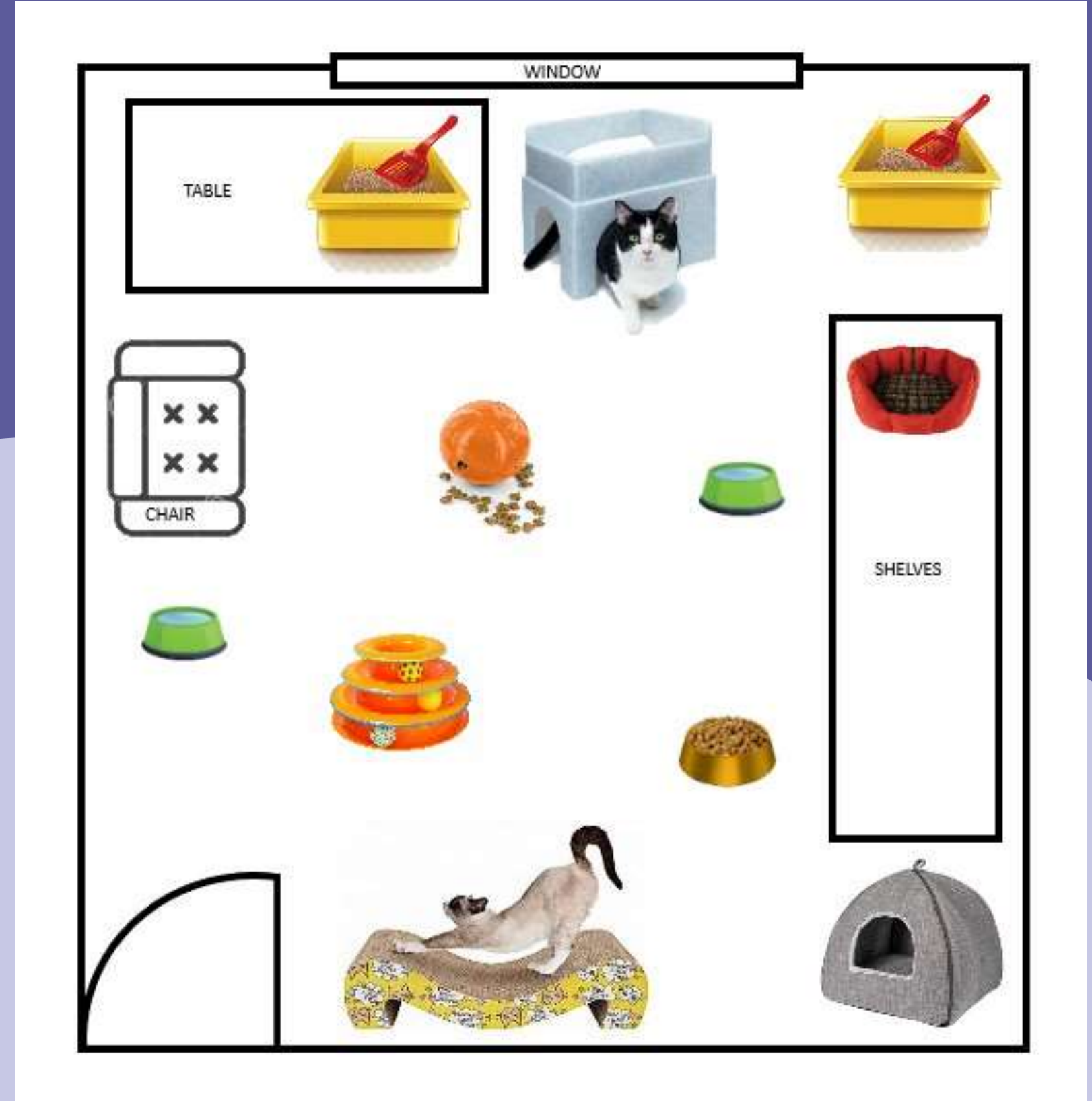


separate sleeping & exercise area

adequately protected from the elements

RESOURCE PLACEMENT (CATS) - whether whole home or room/pen

- Litter trays separate to food and water
- Food and water separate
- Hiding places and vertical spaces
- Toys and feeding enrichment
- Facilities to scratch



WHOLE HOME FOSTERING- DOGS



- The basics - diet, bedding, opportunities for exercise, toys, enrichment
- Crate use
- Dedicated 'sanctuary' space (if not crate trained)
- Other pets in the home
- Leaving hours
- Outdoor access
- Hazards
- Training plans



RESOURCE PLACEMENT (DOGS)

- Resources should be placed in an area that is
 - Accessible
 - Quiet and undisturbed with low traffic
- A dog should also be provided with
 - Appropriate toys and feeding enrichment
 - Suitable outdoor access



PROCESSES & POLICIES



- Frequency of comms: fosterer and rescue.
- Training
- Written policies and procedures
- Contact details in case of emergency e.g. illness or escape
- Vet visits
- Behaviourist access
- Arrangements if fosterer unwell.



HANDLING SENSITIVE CONVERSATIONS



- Be prepared for difficult conversations
- Watch recording of ADCH webinar 'Radical Candor'
- Fosterer-facing language and tone
- Focus on facts and back up with evidence, use the Minimum Standards document.
- Constructive, what individual can do to meet standards
- Discussion, rather than one-way 'telling' - use questions to find out the other perspective

HANDLING SENSITIVE CONVERSATIONS



Recognition is a basic human need!
Be sure to provide positive feedback
when things are done well.



USEFUL SOURCES OF INFORMATION

- Minimum & Operational Standards
- ADCH Website
- Toolkits
- Template policies
- ADCH Guides (e.g. Guide to New Builds)
- ADCH KnowHow courses
- Webinars and deep dives
- Open meetings & ADCH Conference
- Assessor forums
- Facebook group and networking





Thank you for listening, a Q&A session
will now be led by Emily
(ADCH Training & Assessment Manager)
- over to you Emily!