



## INTRODUCTION TO THE RSPCA

### Who are we?

Founded in 1824 the Royal society for prevention of cruelty towards animals is now the largest animal welfare charity in the UK.

### Our vision

is a world  
where all animals  
are respected  
and treated  
with compassion.

### Our mission

is by all lawful means  
to prevent cruelty,  
promote kindness to  
and alleviate suffering  
of all animals.

## WE ARE MADE UP OF A NATIONAL SOCIETY AND OVER 160 BRANCHES IN ENGLAND AND WALES.

Each branch is a separately registered charity and is **self-funded** relying on the funding and support from local businesses and the public.

### Who are we?

The Milton Keynes and North Bucks Branch is made up of a group of dedicated **volunteers** who work for the welfare and benefit of the animals.

### What we do

The Milton Keynes and North Bucks branch rehabilitates and rehomes animals that are brought into our care by the National Society. These animals are injured, abandoned, abused or neglected and we provide the medical care and support needed to rehabilitate and rehome them into suitable new families.

We also help to control the population of unwanted animals in our area by neutering every animal we rehome and by trapping, neutering and releasing feral cats.

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# Fosterer

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## Aims

To provide a temporary home for animals who are in need of a foster placement whilst they are in RSPCA care, either requiring rehabilitation or waiting for a suitable permanent home to be found.

## Tasks and responsibilities

- To provide for the animal's welfare needs as defined by the Animal Welfare Act 2006:
  - Need for a suitable environment
  - Need for a suitable diet
  - Need to be able to exhibit normal behaviour patterns
  - Need to be housed with, or apart from, other animals
  - Need to be protected from pain, suffering, injury and disease.
- To provide care in accordance with RSPCA policies, Minimum Standards, Minimum Expectations and guidelines.
- To maintain records on the animal's health and behaviour
- To assist in the rehabilitation of the animal, as guided by the fostering co-ordinator.
- To assist the RSPCA, if required, in finding a permanent home for the animal either by providing photographic or written journals of the animal or by actively advertising the animal for rehoming.
- Keep accurate records of authorised expenditure on fostered animals, via receipts and completed expense forms.



# Fostering agreement

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We are really pleased that you are volunteering to foster animals for us; before you can foster for us the agreement must be signed by yourself and a representative of Milton Keynes & North Bucks RSPCA!

## A FEW DETAILS ABOUT THE FOSTERER

Name of all adults who will be responsible for the foster animal				The 'fosterer'
Address & Postcode:				
Telephone number(s)	LANDLINE		MOBILE	
Email:				

## MILTON KEYNES & NORTH BUCKS RSPCA FOSTERING COORDINATORS (THE 'COORDINATOR')

For any issues relating to an RSPCA animal in your care (eg: non-urgent veterinary treatment (excl. vaccines, micro-chipping, flea treatment & supplies such as food, litter, housing) you should contact the individuals below.

**NOTE:** The numbers below **ARE NOT 24hr**, in an emergency contact an approved vet

Coordinator's Name	Coordinator's Role	Telephone Numbers (main number 01908 61179)
Sally Jessop	Cat	07751 039209
Sue Taft	Cat	07784 771469

## VETERINARY PRACTICES APPROVED BY MILTON KEYNES & NORTH BUCKS RSPCA

Wherever possible, RSPCA animals must be taken to one of the approved practices listed below.

Vet practice name	Practice Address	Consult hours	Tel in hours	Emergency
MK Vets – Willen	5 Granville Square, MK15 9JL	Mon-Fri 9-6.30	01908 669111	01908 509500
MK Vets – Walnut tree	Fyfield Barrow, MK7 7AN	Mon-Fri 9-6.30, Sat 9.30-12.30	01908 397777	
MK Vets – Stony Stratford	5, Timor Court, MK11 1EJ	Mon-Fri 9-6.30, Sat 9.30-11.30	01908 563261	
MK Vets – Bletchley central	186A Whaddon Way, MK3 7DQ	Mon-Fri 9-6.30	01908 274240	
MK Vets – Bletchley	Stoke Road, MK2 3AB	Mon-Fri 9-6.30	01908 372318	
Heath and Reach	Brickhill Rd, Heath and Reach, LU7 0BA	Mon-Fri 8-7	01525 237444	
Midsummer Vets	Soskin Drive, Stantonbury Fields, MK14 6DT	Mon-Fri 8-7, Sat 8am-12noon	01908 321115	
Midsummer Vets	10 Cushing Drive, Oxley Park, MK4 4T	Mon-Fri 9-6	01908 749300	
Willow Vets – N Pagnell	2 Willen Road, Newport Pagnell, MK16 0DF	Mon-Fri 8-7, Sat 8.30-1.00	01908 610982	

LIST OF APPROVED TREATMENTS		LIST OF TREATMENTS NOT APPROVED	
Condition	Treatment	Condition	Reason
FIV	Potentially highly contagious if deep bite wounds, animals must be kept isolated	Diabetes	Due to ongoing testing and long term care costs
Flea treatment	Available from Co-ordinator or approved vet	FELV / Leukaemia	Highly contagious with poor life expectancy
Giardia	NO TESTING REQUIRED – if suspected, initially 5 day Panacur as first treatment	Food – non special diet	Available from Co-ordinator only NOT VET (approved or otherwise)
Renal conditions	Approved where only special diet food is required to maintain health – check with co-ordinator	Pan Leucopaenia (Parvo)	Highly contagious with poor life expectancy
Ringworm	Highly contagious, animals must be kept isolated	<b>ALL THE ABOVE TREATMENTS ARE NOT APPROVED</b>	
Thyroid	Tablets		
Worming treatment	Available from Co-ordinator or approved vet		
<b>Should the cost of any treatment exceed £50, the matter should be referred to a co-ordinator for a decision</b>			

The **QUALITY** of life should always remain the paramount consideration, rather than the preservation of life

The **FINAL** decision remains with the vet to decide whether an animal should be put to sleep and a fosterer cannot override this decision based on sentiment or personal attachment

The key Terms and Conditions are listed below, however, they should be read in conjunction with a full list of Terms and Conditions which have been provided to you, but that are also available via <https://www.rspcamiltonkeynes.co.uk/documents> You should read these guidelines in full before signing this 'Fostering Agreement'. If you have any questions, these should be referred to one of the 'Coordinators' listed overleaf.

1. Fostering is defined as an arrangement to provide temporary accommodation and care for the Animal in accordance with these terms and conditions and the Fosterer agrees to return the Animal or allow the RSPCA to collect the Animal at the end of the fostering agreement or earlier, where requested by the RSPCA.
2. The RSPCA remains responsible for the Animal during the foster period as either having been signed over to the care of the RSPCA or placed in the care of the RSPCA. The Animal is not the property of the fosterer and this Agreement neither confers nor creates any rights of ownership or title in the Animal in favour of the Fosterer.
3. Until such time as the RSPCA requests the return of or collects the Animal, the RSPCA agrees to pay all necessary veterinary fees incurred in relation to the Animal subject to the provisions of paragraph 6 below save that the Fosterer shall pay any veterinary fees which arise as a consequence of either the negligence or deliberate act of the Fosterer or the Fosterer's family and friends.
4. The Animals welfare must ALWAYS be at the forefront of the Fosterers actions. Where a Fosterer is concerned about an animal's welfare they must:
  - i. **IN AN EMERGENCY SITUATION**, ensure the Animal is taken to the closest approved veterinary practice at the earliest opportunity, from the list overleaf
  - ii. **IN A NON-EMERGENCY SITUATION**, contact a Coordinator to discuss the best course of action.
  - iii. Without exception, the Fosterer must ALWAYS follow the advice given by the vet.
  - iv. If the veterinary advice is for the animal to be euthanized, the Fosterer must not make any attempt to persuade the Vet, or the Coordinators, to take any alternative course of treatment that may prolong the suffering of the Animal.
  - v. Familiarise themselves with the "Approved" / "Not Approved" list of treatments overleaf. Branch approved vets are not approved to administer treatments on the "Not Approved" list overleaf. In the event that a "Not Approved" treatment is administered, the Fosterer may be responsible for the cost of veterinary treatment.
5. All Supplies, such as food, litter, bedding and equipment such as animal housing must be arranged through the Coordinators. Fosterers are not authorised to reclaim 'expenses' for items purchased unless prior consent has been given by a Coordinator.
6. The Fosterer must liaise with the Coordinators to:
  - i. Give advance notice when supplies such as food, litter, bedding will need replenishing, ensuring sufficient time for ordering and delivery.
  - ii. Arrange collection/delivery of pre-ordered supplies
  - iii. Advise the relevant animal co-ordinator at the earliest opportunity when vet has advised a specialist diet.
7. When the Fosterer re-homes an Animal, they must ensure Adoption forms are completed in full and the RSPCA copy is forwarded to one of the Coordinators, or Green Lodge, at the earliest opportunity.
8. The Adopter must be made aware of the following:
  - i. Should the animal require any treatment within the first 2 weeks, they should revert to the RSPCA for guidance, prior to visiting their own vet.
  - ii. ANY pre-existing medical conditions and, where appropriate, what treatment will be required in the future and who is responsible for the cost of future treatment.
  - iii. vaccinations, flea treatment, medication that have already been provided.
  - iv. Any future treatments such as vaccination boosters, flea treatment and on-going medication, where appropriate.
9. **SHORT TERM FOSTERERS ONLY:** must not deliberately or intentionally let the fostered animal outside whilst in their care.

Fosterer name:	Signature:	Date:
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I HEREBY AGREE TO ABIDE BY THE TERMS EXPRESSED ABOVE AND FULL TERMS DETAILED ON THE WEBSITE

MKRSPCA name:	Signature:	Date:
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# Fostering agreement

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## FOSTERING TERMS & CONDITIONS ("TERMS")

1. Fostering is defined as an arrangement to provide temporary accommodation and care for the Animal in accordance with these terms and conditions and the Fosterer agrees to return the Animal or allow the RSPCA to collect the Animal at the end of the fostering agreement or earlier, where requested by the RSPCA.
2. The RSPCA remains responsible for the Animal during the foster period as either having been signed over to the care of the RSPCA or placed in the care of the RSPCA. The Animal is not the property of the fosterer and this Agreement neither confers nor creates any rights of ownership or title in the Animal in favour of the Fosterer.
3. Until such time as the RSPCA requests the return of or collects the Animal, the RSPCA agrees to pay all necessary veterinary fees incurred in relation to the Animal subject to the provisions of paragraph 6 below save that the Fosterer shall pay any veterinary fees which arise as a consequence of either the negligence or deliberate act of the Fosterer or the Fosterer's family and friends.
4. The Fosterer confirms that no person residing in their household is disqualified from keeping animals or has had a deprivation order made under the Animal Welfare Act 2006 and/or has an unspent conviction for offences relating to animals.
5. The Fosterer agrees to:
  - i. Only accommodate the Animal at the private address as shown on the front of this agreement unless otherwise agreed with the RSPCA;
  - ii. Obtain written consent from the landlord if the private address is rented;
  - iii. Provide for the welfare of the Animal in accordance all relevant regulations, legislation and laws concerning the welfare, control, responsible ownership and protection of animals including without limitation the Animal Welfare Act 2006 and Codes of Practice issued under the 2006 Act;
  - iv. Provide for the welfare of the Animal in accordance with RSPCA policies, minimum standards, minimum expectations and guidance provided to the Fosterer and in particular to provide the Animal with adequate space, shelter, security, wholesome food, free access to fresh drinking water, warmth, lighting, bedding, grooming and exercise as required for its species/type;
  - v. Administer flea treatment and vaccinations at the appropriate intervals;
  - vi. Promptly report to the RSPCA the condition of any Animal giving cause for concern;
  - vii. Maintain written animal care records on the paperwork provided by the RSPCA;
  - viii. Not breed from the Animal;
  - ix. Not to use the Animal, or permit the Animal to be used, for the hunting of live quarry;
  - x. Not to leave the Animal without companionship for extended periods;
  - xi. Notify the RSPCA within 12 hours should the Animal become lost or missing;
  - xii. Allow the RSPCA to visit and view the Animal:-
    - i. At any reasonable time for routine visits; and
    - ii. At any time if the RSPCA is concerned about the welfare of the Animal;
  - xiii. Transport the animal to the RSPCA and/or veterinary practice when reasonably requested to do so
  - xiv. Observe any RSPCA guidelines on animal care and health notified to the Fosterer;
  - xv. Promptly notify the RSPCA if the Fosterer's circumstances change in any way which may affect their ability to care for the Animal as required by this Agreement;
  - xvi. Worm the Animal regularly with appropriate veterinary-licensed products, as discussed with the RSPCA and the Nominated Veterinary practice.
  - xvii. Present the Animal, on request by the RSPCA, for inspection by Defence/Prosecution vet or expert.
  - xviii. **SHORT TERM FOSTERERS ONLY:** must not deliberately or intentionally let the fostered animal outside whilst in their care.

6. The Fosterer agrees to obtain any necessary veterinary treatment for the Animal in accordance with the following provisions:
  - i. Except in an emergency where it is not practical to do so, notify the RSPCA in advance of the need for veterinary treatment for an Animal and gain the RSPCA's consent to the treatment beforehand;
  - ii. Except in an emergency where it is not practical to do so, to obtain treatment for the Animal from the Nominated Vet, or where no veterinary surgeon/practice has been nominated by the RSPCA, from a veterinary surgeon selected by the Fosterer from the branch approved list vets;
  - iii. Transport the Animal to obtain the veterinary treatment in a suitable vehicle or where necessary in view of the Animal's clinical condition, arrange for a veterinary surgeon to attend the Animal at the place where the Animal is being kept;
  - iv. Follow any instructions given by the veterinary surgeon;
  - v. Not allow any Animal to be destroyed without the prior approval of the RSPCA, except where delay would cause unnecessary suffering to the Animal in which case the Fosterer must obtain a certificate to this effect from the veterinary surgeon;
  - vi. Where the RSPCA is liable to pay veterinary fees in accordance with paragraph 3, as soon as practicable, provide the RSPCA with an invoice for any veterinary fees paid and details of any veterinary treatment received by the Animal, including details of ailment, the veterinary surgeon, the treatment given and the prognosis;
  - vii. The Fosterer must make themselves aware of the list of NON-approved treatments as detailed on the Fosterer's summary form;
7. The Fosterer accepts and agrees that: -
  - i. Any substantive decisions about the welfare of the Animal must be taken by the RSPCA;
  - ii. The Equipment and Agreed Supplies, as list in the schedule, are and will remain the property of the RSPCA and the Fosterer will neither obtain nor claim any right of ownership or title for the Equipment or Agreed Supplies as a result of this Agreement.
8. The RSPCA will endeavour, where practicable, to ensure that the Animal is free from obvious disease (other than as notified to the Fosterer) but it cannot guarantee that that is the case. The Fosterer should bear in mind the risks associated with caring for the Animal, including amongst other risks, those identified in any advice supplied by the RSPCA.
9. The Fosterer confirms to the RSPCA that he/she is knowledgeable in caring for animals of the species which the Fosterer accepts for Fostering, and that the Fosterer is aware of the risks and hazards associated with caring for such animals.
10. The Fosterer confirms that when using a private vehicle for transporting the animal, or in connection with any other activity relating to fostering, that: -
  - i. They hold a current, full and valid UK driving licence.
  - ii. They hold current motor insurance for the vehicle used and have confirmed with their insurers that they are covered for volunteering use.
  - iii. The vehicle used, if over three years old, has a valid MOT certificate.
11. The Society accepts no responsibility as to the description, condition, health or behaviour of the Animal, and gives no warranty of any kind expressed or implied.
12. Information concerning the habits and past history of the Animal may be passed on by the Society to the Fosterer in good faith. The Society is unable to accept liability for any consequences whatever resulting from events attributable to the failure to give information or the transmission of wrong information.
13. The RSPCA shall not be liable for any loss or damage to the Fosterers property save death or personal injury caused by the RSPCA's negligence, fraud or fraudulent misrepresentation or any other liability which cannot be excluded by applicable law.
14. Injury or damage to third parties caused by an animal in foster care should be covered by the RSPCA's public liability insurance in most cases. However, that insurance would not cover the fosterer where:

- i. The fosterer is negligent;
- ii. The injury or loss is caused by a deliberate act or omission on the part of the fosterer;
- iii. The fosterer uses the animal for a purpose that hasn't been authorised by the RSPCA in advance;
- iv. The fosterer uses the animal for hire or reward in the course of any business, profession or occupation of the fosterer; or
- v. Where the injury, damage or loss is covered by any insurance held by the fosterer.

If you (whilst carrying out your duties as a fosterer) or the animal are involved in an incident that causes injury to you, the foster animal or any other person or animal, it must be reported to your fostering coordinator at the earliest opportunity.

- 15. The Fosterer agrees to return the Animal to the RSPCA, or allow the Animal to be collected, when requested by the RSPCA. If the Animal's welfare is at risk the Fosterer agrees to return the Animal to the RSPCA, or allow them to be collected, immediately on the request of the RSPCA. If the Animal's welfare is not at risk, the Fosterer agrees to return the Animal to the RSPCA, or allow them to be collected, within **two** days of the RSPCA's request.
  - i. If the Fosterer withholds return of the Animal to the RSPCA/legal owner, the Fosterer will be liable for any criminal and/or civil action taken by the legal owner.
- 16. This Agreement may be terminated by either party on 14 days notice in writing, unless the parties agree an alternative period of notice.
- 17. The RSPCA shall provide the Fosterer with the Agreed Supplies for use by the fosterer in caring for the Animal. The Agreed Supplies will be detailed in the Schedule.
- 18. The Fosterer shall return to the RSPCA any Equipment and Agreed Supplies on being requested to do so by the RSPCA.
- 19. Where the Animal is fostered on behalf of a branch of the RSPCA any rights which may be exercised by the Branch under this Agreement may also be exercised by the RSPCA National Society (registered charity number 219099).
- 20. **SPECIFIC TO LONG TERM FOSTERERS** – defined as a fosterer who takes on an animal for the remainder of its life in agreement with the co-ordinator or Trustee
  - i. The RSPCA only agree to pay for conditions and any future arising conditions subject to approval by a Co-ordinator or Trustee
- 21. **Volunteer complaints** – any complaints about a process or co-ordinator should be emailed to [secretary@mkrspca.org.uk](mailto:secretary@mkrspca.org.uk)
- 22. The Fosterer confirms they have read all RSPCA policies relevant to their role, all of which are available on the MKRSPCA or National websites





# Privacy Policy

v01

## Scope

This policy sets out what we do with colleague, volunteer and customer (data subjects) personal information, what we do to keep it secure, from where and how we collect it, as well as the rights of data subjects in relation to the personal information we hold about them

### Who are we?

RSPCA Milton Keynes and North Bucks, registered charity No: 275415

### What sorts of personal information do we hold?

Information that you provide to us such as your name, address, telephone number, email address, animals rehomed or fostered to you and any feedback you give to us, including by phone, email, post, or when you communicate with us via social media.

### How do we use your personal information?

- To track animals we have rehomed or fostered in the last 12 months
- To support any claims relating to veterinary care after an animal has been rehomed
- To contact members in relation to the AGM
- To respond to any queries via phone, post or social media

### Cookies and similar technologies

We only use cookies to help give you the best experience on our website

### Who might we share your personal information with?

We only share your information with RSPCA National Society if required.  
We never sell customer data to third parties under any circumstances

### International transfers of personal information

We do not send personal information outside of the EEA

### Keeping you informed about our products and services

We do not market our services, all information and activities are detailed on our website

### Your rights

Data subjects have a number of rights under data protection legislation which, in certain circumstances, you may be able to exercise in relation to the personal information we process about you.

These include:

- the right to access a copy of the personal information we hold about you;
- the right to correction of inaccurate personal information we hold about you;
- the right to restrict our use of your personal information;
- the right to be forgotten;
- the right of data portability; and
- the right to object to our use of your personal information.

If you are seeking to exercise any of these rights, please contact at [secretary@mkrspca.org.uk](mailto:secretary@mkrspca.org.uk). Please note that we will need to verify your identity before we can fulfil any of your rights under data protection law. This helps us to protect the personal information belonging to our customer against fraudulent requests.



### **Automated decision making and profiling**

We do not conduct automated decision making or profiling on data subjects.

### **How long will we keep your personal information for?**

We delete your data in line our retention guidelines

### **Security**

We take protecting all personal information seriously and we enforce a “need to know” policy, for access to any data or systems.

### **Contact us**

If a data subject would like to exercise one of their rights as set out in the “Your rights” or has a question or a complaint about this policy, or the way their personal information is processed, please contact us by one of the following means:

Branch Postal Address:

Milton Keynes & North Bucks RSPCA

P.O. Box 4586

Kiln Farm

Milton Keynes

MK12 6ZS

or

**Email:** [secretary@mkrspca.org.uk](mailto:secretary@mkrspca.org.uk)

Data subjects also have the right to lodge a complaint with the UK regulator, the Information Commissioner. Go to [ico.org.uk/concerns](http://ico.org.uk/concerns) to find out more.

### **Policy change**

This privacy policy was most recently updated in November 2018.



**RSPCA Milton Keynes  
& North Bucks Branch**

Registered Charity No. 275415

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## *Staff and Volunteers Code of Conduct*

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Our Staff and Volunteers are an important and valued part of our branch. We aim to ensure that you have all the necessary training and support to fulfil your role and we follow the [Branch Volunteering Policy](#) in order to fulfil that commitment to you.

In return we expect the following from all our staff and volunteers.

- To help the RSPCA Milton Keynes & North Bucks branch to fulfil its aims
- Perform any volunteering role to the best of your ability
- Follow the Branch procedures and standards, including health & safety
- To not disclose confidential information of the RSPCA Society
- Meet agreed time commitments and standards and give reasonable notice if unable to volunteer in order that other arrangements can be made
- When volunteering, comply with all RSPCA policies such as our Policies on Animal Welfare
- Fully support the aims and objectives of the RSPCA including fully supporting our approach to animal welfare.
- Treat all volunteers, staff and members of the public with respect.

Please always remember that you are representing the RSPCA Milton Keynes & North Bucks branch so consider how your actions and anything you say might be interpreted.

*Thank you*



# Complaints Protocol

## Guidance for Branch staff and volunteers

v01

### Protecting our branch

The MK RSPCA is committed to providing a high standard of service to all it encounters at all times:

- Members of the public (including online)
- Animals
- Volunteers
- Employees

Which includes the right to moderate our online sites.

It welcomes feedback as this helps us to develop as a charity, giving us the chance to monitor and improve our services. We set ourselves a high standard of customer care and if this is not met, we want to hear about it.

Feedback helps the RSPCA identify and address the causes of complaints, identify training opportunities and introduce improvements to customer service where needed.

### Advising the public on how to feedback on a service

As with other organisations, users of branch services should be made aware of their rights to comment and complain, and advised of how to go about this. A notice displayed in public areas should inform the public how to register their comments. Details of the national complaints procedure are available on the RSPCA's website [www.rspca.org.uk](http://www.rspca.org.uk).

### Handling complaints – guidance for staff and volunteers

Complaints should be dealt with quickly and efficiently, with courtesy and discretion. The Branch Committee should appoint one of the Trustees to have overall responsibility for complaint handling.

Service users displaying verbal or physical aggression or threats associated with their complaint should be treated with caution and in a non-confrontational manner and, if necessary, warned of zero tolerance of aggressive and threatening behaviour.

Verbal complaints are best brought to the attention of the appropriate trustee or manager of the area of concern and dealt with promptly in person.

Staff taking service complaints over the telephone should respond with respect and courtesy. If they are unable to answer the member of public to their satisfaction, they should try to redirect the call to the most appropriate trustee or manager. If the matter is not resolved during subsequent conversations, the client should be given advice on how to submit their complaint in writing.

Clients wishing to complain in writing should be advised that:

About the branch:

- Should be sent to : National Complaints Coordinator, RSPCA, Wilberforce Way, Southwater, Horsham, West Sussex RH13 9RS.
- Online complaints can be made via My RSPCA on the website [www.rspca.org.uk](http://www.rspca.org.uk).

Direct to the branch:

- Postal address: Milton Keynes & North Bucks RSPCA, PO Box 4586, Kiln Farm, Milton Keynes, MK12 6ZS

- Email: [secretary@mkrpzca.org.uk](mailto:secretary@mkrpzca.org.uk)
- Complaints will be investigated fully and fairly by the appropriate manager, respecting the complainant's right to confidentiality.
- An acknowledgement to a written complaint will be given within 5 working days of the day we receive it.
- Following investigation, a full reply to the complaint will be sent within a further 28 working days after acknowledgement. If this will not be possible, the complainant will be advised of the reason why and the date by which they will receive a full reply.

### [Guidance for the investigating trustee or manager](#)

Record receipt of the complaint and the deadlines for reply.

Investigate the complaint, giving consideration to:

- The complainant's comments and right to anonymity if appropriate
- Contemporaneous notes if available and/or written statements from personnel and witnesses involved giving names, dates and times
- RSPCA practice standards, protocols and guidance Sources of relevant professional judgement, experience and expertise within the Branch/national RSPCA
- The need for professional advice (e.g. from the Branch solicitor/auditor)
- The person about who the complaint is made cannot be involved in the investigating the complaint

Reply to the complainant giving the steps that have been taken to look into the issues, the Branch's decision and the reasons for it. If it is a founded complaint, explain what measures will be taken to prevent it from happening again.

Please inform the National Complaints Coordinator of the outcome of the investigation (whether or not the complaint was founded) and the date a final reply was sent to the complainant.

### [Post complaint analysis](#)

To use service complaints constructively and improve performance:

- Consider all aspects of the complaint and act on the outcome.
- Bring complaints and their outcomes to the notice of staff as appropriate in team meetings.
- Give positive feedback to staff and volunteers when improvements are made.



# Understanding rabbit behaviour

YOUR RABBIT'S BODY LANGUAGE CAN HELP YOU TO UNDERSTAND HOW THEY ARE FEELING

## A happy rabbit

These rabbits are relaxed and happy.

Rabbits 1-3 show ears close together, facing slightly backwards and pointing outwards. Eyes may be partially closed.

1



Rabbit is lying down, with a relaxed body posture and legs tucked under the body.

2



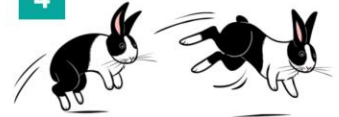
Rabbit is lying down, with front paws pointing forward and rear legs stuck out sideways. Body is relaxed and extended.

3



Rabbit is lying down with a fully extended, relaxed body. Back legs are stretched out behind the body and the front paws are pointing forward.

4



Rabbit jumps into the air with all four paws off the ground and twists in mid-air before landing.

## A worried rabbit

These rabbits are telling you that they are uncomfortable and don't want you near them.

1



Rabbit is in a crouched position, muscles are tense, head held flat to the ground, ears wide apart and flattened against the back, pupils dilated.

2



Rabbits who are worried or anxious may hide.

## An angry or very unhappy rabbit

These rabbits are not happy and want you to stay away or go away.

1



Rabbit turns and moves away flicking the back feet. Ears may be held against the back.

2



Rabbit is sitting up on back legs with front paws raised displaying boxing behaviour. Ears pointed upwards and facing outwards, rabbit may be growling.

3



Rabbit is standing tense, with back legs thumping on the ground. Tail raised, ears pointing upwards and slightly turned outwards, facial muscles are tense and pupils dilated.

4



Rabbit is standing tense with body down and weight towards the back, head tilted upwards, mouth open and teeth visible. Ears held back and lowered, tail raised, pupils dilated.

Royal Society for the Prevention of Cruelty to Animals

Wilberforce Way, Southwater, Horsham, West Sussex RH13 9RS

[www.rspca.org.uk](http://www.rspca.org.uk) [facebook.com/RSPCA](https://www.facebook.com/RSPCA) [twitter.com/RSPCA\\_official](https://twitter.com/RSPCA_official)

The RSPCA helps animals in England and Wales. Registered charity no. 219099. The RSPCA only exists with the support of public donations.

Illustrations: Lili Chin, © 2015. All rights reserved. With thanks to Julie Bedford, certified clinical animal behaviourist.

# Healthy Rabbit Check List

## Eyes

The rabbit's eyes should be bright and clear. There shouldn't be any discharge or dullness. If you notice any discharge it could be that the rabbit has scratched its eye, or, if it is cloudy then the problem could be related to its teeth.

## Feet

There shouldn't be any lumps between the rabbit's digits, and the feet should be free of cuts and swellings. The fur on the bottoms of the feet should be free from matting.

## Teeth

Should not be overgrown, chipped or broken. The top and bottom two should both be the same length as the one directly next to it.

## Ears

A rabbit's ears should be free of wounds, lumps, excess wax, discharge and brown or white material. They should also be free of dirt.

## Coat

The fur should be clean, and free of dirt. There should not be any dandruff, white matter or brown material. There should be no bald patches, or things moving in the coat. Whilst sometimes dandruff can be the result of a temporary dryness of the skin, it can also be the result of mites. If, during your health checks, you notice that there are lots of white flakes in the rabbit's coat, then it could be that the rabbit is infected with mites, parasites that live in the rabbit's fur. This will need treatment.

## Rear End

Check for any dirt on the fur. Dirt is a sign that the rabbit's diet is too rich and they consequently don't need to eat the caecotrophs they produce, and so these will not be removed and will build up. A dirty bum will quickly attract flies to lay their eggs, which hatch into maggots within a matter of hours. This causes a condition known as flystrike. Within 24 hours the eggs will have turned into larvae and started to burrow into the rabbit. This is extremely painful and unpleasant for the rabbit and you must seek immediate veterinary help.

## Eating and drinking

It's important to make sure that the rabbit is eating and drinking as usual. A loss of appetite can be a strong indicator of poor health. Always seek advice if the rabbit stops eating.

## Diarrhoea

If the rabbit has watery, non-pellet stools that don't clear up after feeding them just hay and water for a day, then seek further advice.

## RSPCA Rabbit Health Check Video:

[https://www.youtube.com/watch?time\\_continue=219&v=FK9vsRkIO6g](https://www.youtube.com/watch?time_continue=219&v=FK9vsRkIO6g)



# Welfare and behaviour observations rabbit

## ANIMAL'S DETAILS

Animal's name \_\_\_\_\_ Observation Date \_\_\_\_\_

## REACTIONS

Reaction when approached

Aggressive  Nervous  Inquisitive  Friendly

Reaction to being groomed

Aggressive and / or Scared  Calm and / or Relaxed

Handling – how easy to catch, handle and health check, claw trim

Almost Impossible  Difficult  Moderate  Easy

Reaction to touching rabbit's belongings

Aggressive  Ignores

Reaction to hand feeding

Does not take food from hand  Takes food tentatively  Eagerly takes

General comments

## HEALTH

Eyes

Healthy  Not checked Comments: \_\_\_\_\_

Feet

Healthy  Not checked Comments: \_\_\_\_\_

Teeth

Healthy  Not checked Comments: \_\_\_\_\_

Ears

Healthy  Not checked Comments: \_\_\_\_\_

Coat

Healthy  Not checked Comments: \_\_\_\_\_

Bottom

Healthy  Not checked Comments: \_\_\_\_\_

Eating / Drinking

Normal  Not checked Comments: \_\_\_\_\_

General comments

Signed





Royal Society for the Prevention of Cruelty to Animals

Telephone: 0300 1234 999 [www.rspca.org.uk](http://www.rspca.org.uk)

The RSPCA helps animals in England and Wales. Registered charity no. 219099.

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Pictures: Joe Murphy, Phil Toscano x6/RSPCA Photolibrary

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# CARING FOR YOUR RSPCA FOSTER RABBITS

## Thank you for fostering rabbits for the RSPCA.

This booklet is designed to help and support you in caring for your RSPCA foster rabbits.

Please read this booklet before you welcome foster rabbits into your home – it includes important preparations which need to be made prior to their arrival, which will help them settle into their new life with you. You should also read this information in conjunction with the *General information on fostering an animal in RSPCA care* booklet. If you have any questions, please do not hesitate to get in touch with your fostering coordinator.

The number of rabbits you can foster at any one time will be dependent on your facilities, the time you have and the individual rabbits. Your RSPCA fostering coordinator will decide what they feel is best in conjunction with you.

If you already own or foster animals of a different species then the suitability to foster rabbits will need to be considered bearing in mind the individual rabbits, your individual animals and your facilities/time. The fostering coordinator will do this in conjunction with you.



## RSPCA foster rabbits

Rabbits are examined by a vet and behaviour observed before being placed within a foster home. Every effort is made to ensure that fosterers and their families are not placed at unreasonable risk but please bear in mind that it is not always possible to predict an animal's behaviour.

## Preparing for your RSPCA foster rabbits

### Before collecting your foster rabbits

The RSPCA website has lots of useful information on rabbit care so we recommend that you read the information on our website before collecting your foster rabbits at: [www.rspca.org.uk/rabbits](http://www.rspca.org.uk/rabbits).

The Welsh Code of Practice for the Welfare of Rabbits can be accessed at: [www.wales.gov.uk](http://www.wales.gov.uk). We recommend that you are familiar with this Code of Practice, regardless of whether you live in England or Wales, so you understand your obligations under the five welfare needs, as defined by the Animal Welfare Act 2006.



## RSPCA Minimum Expectations applicable to rabbit fostering (at the time of publication)

**RSPCA Minimum Expectations are the RSPCA's 'rules'. We expect you to follow these when looking after an animal for us. Deviations are only possible on the advice of a vet or the RSPCA's chief veterinary officer.**

New RSPCA Minimum Expectations are issued by the RSPCA as and when new evidence is presented on the best welfare for the animals in our care. Your fostering coordinator will keep you up to date with any new 'rules' issued.

- Appropriate enrichment is to be provided for each rabbit.
- Each rabbit enclosure is to comprise of at least one shelter and a large, enriched exercise area.
- Information is to be recorded on the rabbit welfare and behaviour observations form.
- Stressful techniques of rabbit bonding are not to be used.
- All rabbits require constant access to fresh, clean drinking water.
- All rabbits in RSPCA care should be fed a diet rich in hay; the majority of the diet is to be hay with some leafy greens and a small amount of nuggets. ○

**PLEASE NOTE: this is not an exhaustive list of all RSPCA Minimum Expectations applicable to rabbits in RSPCA care.**

### Feeding

You will be advised on what to feed your foster rabbits by your fostering coordinator. It's important that you do not suddenly change your foster rabbits' diet. Speak to your fostering coordinator if you wish to change foods.

Rabbits need constant access to hay. You can supplement their diet with leafy greens and a small amount of nuggets. Further information is available at: [www.rspca.org.uk/rabbits/diet](http://www.rspca.org.uk/rabbits/diet).

To help alleviate boredom, we recommend that part of your foster rabbits' daily ration of food is scatter-fed or placed in a feeding device, such as a treat ball or puzzle feeder. You can even make your own feeding device using toilet roll tubes with a treat of leafy greens/nuggets in the middle and stuffed with hay. Rabbits also like to graze on growing grass so do provide them with a grass tray which will give them the opportunity to follow this natural behaviour. Lawn mower cuttings must never be fed. Your fostering coordinator can provide you with a handout on rabbit enrichment.



Make sure your foster rabbits have constant access to clean drinking water. Water dishes are preferable to drinking bottles but some rabbits may only use water bottles so you will need to adapt to the individual animal. If you know how water has been provided in a previous home, continue to use this method.

Monitor your foster rabbits' body condition to ensure they remain at a normal weight. If you have any concerns about any of your foster rabbits' eating habits or weight concerns, talk to your fostering coordinator with a view to seeking veterinary advice. A rabbit which is refusing food should be taken to the vet as soon as possible. ○

### Creating a rabbit friendly environment

#### Accommodation

Whether indoors or outdoors, your foster rabbits' enclosure should comprise of at least one shelter and a large, enriched exercise area. The shelter and exercise area need to be permanently attached, or the shelter should be permanently open and incorporated or placed into the exercise area.

Fosterers should aim to meet the minimum size for RSPCA animal centres – the accommodation must be at least 3 x 1 x 1m (L x W x H), which comprises an exercise area and a sleeping area suitable for a pair of medium sized rabbits (larger rabbits/bigger groups will need larger accommodation). The sleeping area must be 1 x 1m (L x W) and at least 0.75m high. The rabbits must have permanent access to all areas of the accommodation.

The exercise area should be considered the main part of the rabbits' home, providing opportunities to exercise and express normal behaviours every day and ensuring the rabbits' physical and psychological wellbeing. There should be one unrestricted length of



at least three metres to allow rabbits to run and distance themselves from their companion rabbit(s) if necessary.

For indoor rabbits, housing should be sited away from draughts, heat sources such as radiators or constant direct sunlight. All areas that the rabbits will have access to should be rabbit-proofed. Indoor floor pens (without roofs) should have a minimum height of 1.25m and enrichment objects should be positioned away from the sides to prevent rabbits from jumping out of their pens. Pen walls may need to be higher if you are housing very active, large or giant rabbits.

For rabbits kept outdoors, the housing should be sited so that areas of shade are always available. Ideally fostering accommodation should be sited on hard standing (e.g. concrete or paving), which is scrubbed and disinfected for new occupants to limit the spread of disease. Shelter floors could also be lined with lino (use new lino as older types may contain lead) to make it easier to clean, although you'll need to check regularly for damage and replace as necessary. If your foster rabbits are chewing the lino excessively, it will need to be removed to prevent them becoming ill. If positioning the accommodation on grass, they should be repositioned between occupants to limit the spread of disease. The original area of grass should not be used by rabbits for at least three months. Shelters are ideally positioned 20-30cm above the ground and 25cm away from walls to ensure adequate ventilation and reduce the risk of damp.



**PLEASE NOTE:** rabbits should not be kept in the same enclosure as guinea pigs.

There is advice on rabbit housing and exercise areas at: [www.rspca.org.uk/rabbits/environment](http://www.rspca.org.uk/rabbits/environment) and your fostering coordinator can provide you with RSPCA operational guides to assist you with creating accommodation for rabbits.

### Hiding places/platforms

Providing constant access to hiding places within their home allows your foster rabbits to escape and hide (natural behaviour), helping them feel safe and reassured. They

should be provided in addition to your foster rabbits' main shelter. Platforms can act as 'look out' points, allowing rabbits to scan their surroundings for danger and they can help to reduce anxiety.

### Toileting

A good-sized litter tray should be provided. A large cat litter tray or simply a 32 litre storage box with the lid removed will be suitable, as long as the rabbits can safely get in and out. There should be one litter tray per rabbit (ideally with one more in addition). Use newspaper, hay/straw, shredded paper and/or paper-based non-clumping, non-expanding cat litter as a substrate in the litter tray. Rabbits may eat whilst they are toileting, and having a hay rack above the tray encourages more hay-eating, which aids dental and digestive health.

The usual type of rabbit droppings are small, hard, dry, brown faecal pellets, which are almost odourless – mainly made up of indigestible



food. These droppings should be plentiful, round like peas and of a uniform size and shape. If faecal pellets stop being produced, are poorly formed, too small, too hard (like grit), or odd shapes, it could be an indication of possible health problems so speak to your fostering coordinator with a view to getting veterinary attention. If the droppings are strung together like a necklace this can indicate your foster rabbit is ingesting too much fur – your vet will be able to advise on this.

### Caecotrophs

Caecotrophs are dark, smelly, shiny soft droppings that rabbits eat as they emerge from the anus. They are made from the nutritious bits of food that have been sent to the caecum, fermented, then expelled as a nutritious snack. It's really important for rabbits to eat these caecotrophs so don't discourage them. As the caecotrophs are eaten directly from the anus, they should not be seen in the shelter

or exercise area. If you do see uneaten caecotrophs in the litter trays, bedding or stuck to the fur around their bottoms, the rabbit could be poorly. If you have any concerns, speak to your fostering coordinator with a view to getting veterinary attention.

### Preventing escape or loss

It's important that the RSPCA does everything possible to prevent the loss, straying or escape of all the animals in our care. This is even more important for animals which are not in the ownership of the RSPCA, for instance if you are fostering a 'case rabbit' or a PetRetreat rabbit.

Outdoor accommodation needs to be secure to prevent escape, provide protection against predators and deter rodents. If the housing is placed on grass, you should take measures to prevent your foster rabbits from digging out and predators digging in.

All housing should have a roof to prevent predators from jumping in and rabbits from jumping out and secure bolts should be used instead of – or in addition to – twist-close latches. It is really important that you check regularly to make sure any areas you believe are secure are actually secure. ○





## Helping your RSPCA foster rabbit settle in

### Arriving home with your foster rabbit

Many of the rabbits that come into RSPCA care may have suffered abuse and/or neglect and have never experienced a 'normal home environment' – so it may take time for them to settle. Some of these rabbits have genuine dislikes that have been caused by previous negative experiences. Do not attempt to 'cure' them without seeking advice from your fostering coordinator.

We advise that, when you first take your foster rabbit(s) home, you give them as much space as possible and wait for them to build trust in you. It is very tempting to fuss and cuddle them but this can lead to anxiety, stress and possible injury. Allow your foster rabbit(s) time to settle, introducing them to any visitors in a controlled manner to help prevent problems. Consistency and routine are important for keeping your foster rabbits happy and healthy. If all members of the household interact with and care for the rabbits consistently then they should settle into a routine and feel happier. ●

## Learning to live together

### Companionship

Rabbits are highly social, playful and inquisitive and most need to interact and play with other friendly rabbits. You will usually have a pair/group of rabbits placed with you for foster care.

If you have the correct set-up, you may be asked if you would like to bond two or more rabbits to create a pair or group. Stressful techniques of rabbit bonding are not to be used and you will be provided with an operational guide on introducing rabbits which



you will need to follow, along with the support of your fostering coordinator. Bonding rabbits is a skilled task and should only be undertaken by experienced, trained people or with support from experienced, trained people.

### Children

Rabbits can have happy interactions with children but there are some basic rules that should be observed. Advise children to remain calm, quiet and seated when greeting your foster rabbits – all interactions should take place at ground level as this helps reduce the risk of falling and injury. Children should let the rabbits come to them, and allow them to sniff their hands and clothing to become used to the scent before they attempt to touch the rabbits. Start off slowly by letting the child hand feed the rabbits so that they can build trust in them – young children should not pick up rabbits.

All interactions with children and rabbits should be supervised and if a rabbit retreats, prevent the children from following.

### Playtime and enrichment

Provide your foster rabbits with safe toys to play with which allow them to perform normal behaviours, e.g. digging, chewing, chin

marking, and jumping. Different rabbits enjoy different toys so try providing a variety of items until you find the ones they like best – for example, shredded newspaper, paper bags with the handles removed, cardboard boxes with holes cut into them or plastic tunnels.

Your foster rabbits will also need suitable materials that allow digging. A simple solution is a large container, with sides shallow enough to allow the rabbit to enter, filled with children's play sand.

Some rabbits can be taught to respond to commands using positive reward-based training – for more ideas on enrichment

and providing safe toys and objects your foster rabbit may enjoy playing with go to: [www.rspca.org.uk/rabbits/behaviour](http://www.rspca.org.uk/rabbits/behaviour).

Please note: your foster rabbits must never be walked using a harness as this can be stressful for them.

### Signs of stress

You will need to be familiar with the signs of stress and good or poor welfare in your foster rabbits.

Signs a rabbit may be suffering from stress, fear or illness can include hiding, chewing cage bars, over-grooming, altered feeding or toileting habits, over-drinking, playing with the water bottle, sitting hunched, reluctance to move and repeatedly circling the enclosure.

Rabbits that are frightened or in pain may change their behaviour or develop unwanted habits such as aggression or hiding. Seek immediate veterinary advice for a rabbit which is refusing food, sitting hunched and/or looks uncomfortable.

### On the move

When transporting your foster rabbit(s), a suitable carrier should be used that provides enough space for all rabbits to move and stretch out in the carrier if they wish. Put hay into the carrier as foodstuffs whilst in transit and water too. Make sure that the base of the carrier has a non-slip surface and never leave your foster rabbit unattended in a car.



When travelling, efforts should be made to reduce the stress of this experience – for example, turn the radio off in the car and ensure that the carrier is restrained and doesn't slide around by putting a seat belt around it. Bonded rabbits should be transported together to maintain their bond.

The RSPCA has strict rules on the transport of animals, so in addition to this information, you will be given an operational guide on the transport of rabbits by your fostering coordinator. ●

## Keeping your RSPCA foster rabbits healthy

### Disease prevention

Make sure that a strict infection control regime is followed between occupants of foster accommodation. Parasites and disease can be transferred via urine and faeces, so it is vital to thoroughly disinfect housing (shelter and exercise area) and furniture (e.g. toys, bowls, tunnels) between occupants.

All surfaces should be swept free of loose material before being cleaned with suitable solution. It is important to use a cleaning

solution that is effective against bacteria, viruses and spores such as Encephalitozoon Cuniculi. Ark-Klens and F10 are effective cleaners. Always ensure that the manufacturer's instructions are followed when using cleaning chemicals. Steam cleaning may also be useful as it tackles coccidiosis – another parasitic disease.

### Health checks

Each day, your foster rabbits should be given a quick visual check for any signs of illness, injury or disease. In warm weather check fur and skin around the bottom/tail areas twice daily. Urine staining and droppings attract flies, causing flystrike (which can be fatal).

Your foster rabbit requires a monthly health check that is recorded on the RSPCA health check form. You can perform this basic health check yourself as it is a simple tick-box form to complete. The RSPCA has an online health check training module which is available to any RSPCA volunteer with an email address. Let your fostering coordinator know if you would like to do this.

Part of the health check is to weigh the rabbit. We appreciate that fosterers may not have appropriate scales to weigh rabbits, so you will need to speak to your fostering coordinator who may arrange a visit to a local vet, bring scales to you or suggest that you take your foster rabbit to your local RSPCA facility.

### Grooming

Regular grooming keeps rabbits' coats in a good condition and is an excellent way of getting to know your foster rabbit. Be aware that some rabbits are sensitive about certain parts of their bodies. Please make a note of any sensitive areas on the rabbit's paperwork so we can communicate this to animal centres and potential adopters.

Your fostering coordinator can provide you with an operational guide on grooming to give you more information before you start to introduce grooming to your foster rabbit(s). You can find advice on how to handle your foster rabbits at: [www.rspca.org.uk/rabbits/company](http://www.rspca.org.uk/rabbits/company).

### Teeth and nails

A rabbit's top front teeth grow at a rate of three millimetres a week and they are vulnerable to dental disease. Their front teeth should be checked at least weekly and if there is any indication of a rabbit being in pain and/or off their food, they should be taken to a vet, as per your arrangement with the fostering coordinator. Only vets should correct overgrown or misaligned teeth.

Nails should be checked at least weekly. If you are not confident about cutting your foster rabbits' nails, many veterinary surgeries offer free nail cutting by a veterinary nurse so speak to your fostering coordinator.

### Poisons

Products containing phenolic compounds and creosote should never be used to treat accommodation; these are toxic to rabbits. Common household items and plants can also be poisonous to rabbits. Examples include human medicines, foxgloves, rhubarb. More information on poisoning can be found at [www.rspca.org.uk/rabbits/health](http://www.rspca.org.uk/rabbits/health). ●

## Any questions?

If you are unsure about any aspect of fostering or have any queries on your foster rabbits' care, then please do contact your fostering coordinator.



Thank you for volunteering for the RSPCA and for helping us to end cruelty, promote kindness and alleviate suffering to animals.



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## *ADOPTION & REHOMING STANDARDS*

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### **Society Minimum Standards:**

- No animal may be rehomed or relocated if doing so would be illegal or create undue risks to humans or other animals.
- No animal may be rehomed without having received a clinical examination by a veterinary surgeon and been neutered (unless under age), vaccinated and microchipped in accordance with RSPCA Minimum Expectations.
- No live animal may be used or rehomed for dissection, scientific or organ donation purposes.
- No animal may be rehomed to anyone without identification and proof they are over 18 years old.
- No animal may be rehomed without reasonable steps to ensure the animal will have a good quality of life

### **Society Minimum Expectations:**

- Reasonable steps are to be taken to ensure the animal has a life worth living includes ensuring that the person adopting the animal is fully prepared for the undertaking, understands the animal's long-term needs, has identified a vet with relevant knowledge to the species and has made the necessary preparations to obtain suitable accommodation, food and other essential equipment needed before taking the animal home.
- Reasonable steps are to be taken to ensure the animal has a life worth living, including assessing that the environment in which the animal will live meets its welfare needs. This will usually require seeing the housing.
- No RSPCA animal may be rehomed to countries lacking adequate animal welfare legislation or requiring journeys that compromise their welfare.

**The above Expectations will be covered by Home Checking Team**

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## *THE PRE-ADOPTION PROCESS*

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### **Enquiry Received**

An enquiry arrives from potential new owner (Adopter) and checks are made to ensure suitability, this includes a home check when required.

### **Make a viewing appointment**

When a suitable animal match is made the Adopter will be provided with your contact details to allow them to make an appointment to view the animal. Arrange the appointment for a time that is



suitable and for when you expect your foster animal to be ready for visits. Don't be pressured into making an appointment until you are happy to.

### **Make the Reservation**

If the Adopter is happy to reserve the animal then advise Sue Taft who will then place a reservation against the animal's records.

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## *THE ADOPTION PROCESS*

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### **Adoption Terms**

Provide the adopter a copy of the adoption terms and conditions – allow time for reading and questions.

### **Medical and welfare records**

Provide medical records and advise on any other details. It's always good to remind the Adopter that it will take time for the animal to settle in.

### **Safe Carrier Inspection**

Ensure that the Adopter has a suitable, safe and secure animal carrier it use to transport the animal to its new home.

### **The Adoption Pack**

When the adopter is happy to proceed, introduce them to the contents of the adoption pack and complete the back page, detailing any treatments.

### **Advise on Insurance**

Advise that 4 weeks insurance is provided free of charge and that it should be activated as soon as possible.

### **Advise on Vets**

Advise that the animal should be registered with a vet as soon as possible.

### **Kittens Neutering Certificate**

Complete and provide a neutering certificate if adopting a cat which is not neutered.

### **Complete the Adoption Form**

Complete the adoption form – ensuring the writing is clear and correct. If the details on the form are inaccurate or illegible then the microchip details may not be recorded properly.

**Ensure that ALL sections are completed in full. This document is a legally binding agreement between the RSPCA and the new owner.**

### **Ask Adopter to Sign the agreement**

After signing, give the blue copy to the new owner.

**Payment**

Arrange the payment of the adoption fee, via online or cash. When an online payment is made, ensure you can view the receipt on the device used.

Paypal Donation Link: <https://www.paypal.com/gb/fundraiser/charity/66389>

Card Payments via Virgin Money Giving: <https://uk.virginmoneygiving.com/donation-web/charity?charityId=1015947>

**Success!**

Please thank the adopter for choosing to adopt from us and giving the animal a second chance. Their rescue helps us save more animals. Ensure that they are happy and have everything they need. You can also advise them to contact the branch should there be any further queries as we always provide ongoing advice for adopters free of charge.

WELL DONE FOR SUCCESSFULLY COMPLETING THE ADOPTION.





# Animal adoption form

A registered charity

RSPCA register or reference number: \_\_\_\_\_

## Adopter's details

Adopter's title, first name & surname: ADOPTERS NAME (the "Adopter")

Full Postal Address: ADOPTERS ADDRESS

Postcode:                     

Daytime tel number: AT LEAST ONE PHONE NUMBER Evening tel number:                     

Email address: PLEASE WRITE CLEARLY Mobile tel number:                     

## RSPCA details

The Royal Society for the Prevention of Cruelty to Animals, registered charity number 219099  
Wilberforce Way, Southwater, Horsham, West Sussex RH13 9RS

or

The committee of the RSPCA MILTON KEYNES & N.BUCKS Branch (the "RSPCA")

Registered charity number: 275415

RSPCA centre/branch address: FOSTERER NAME AND ADDRESS

RSPCA centre/branch ID number:                     

## Animal's details

Name: CAN BE LEFT BLANK OR CHANGED BY ADOPTER Microchip number: MUST MATCH CHIP IN THE ANIMAL

Species: TYPE OF ANIMAL - CAT/RABBIT ETC Microchip implanter code:                       
(if implanted whilst in RSPCA care)

Breed: CATS: DOMESTIC SHORT HAIR (DSH) OR LONG HAIR (DLH) Date of birth: APPROX IS FINE OR Age:                     

Colour and markings: MUST BE INCLUDED (FOR MICROCHIP REGISTRATION)

Male  Female  Neutered  Unneutered  Tick if indoor-only cat

Any existing conditions/symptoms: IF POSSIBLE GIVE PRINT OUT OF VET HISTORY, OR WRITE TREATMENT DETAILS HERE  
(these are to be declared to your pet insurer)

A copy of the animal's RSPCA veterinary history has been given to the adopter?  Yes  No

Any other conditions of adoption: KITTENS ARE TO BE NEUTERED AT 5-6 MONTHS AND KEPT INDOORS UNTIL THEN (the "Animal")

Adoption fee: CATS: £60ea BUT IF MORE IS DONATED PLEASE MENTION HERE - RABBITS £30ea / £50 PAIR

## Declaration

I, the Adopter, am over 18 years of age and accept the animal from the RSPCA on the terms and conditions contained on the reverse of this agreement and available at [www.rspca.org.uk](http://www.rspca.org.uk). I also further agree that:

1. I have not been disqualified from owning or keeping animals or had a deprivation order made under the Animal Welfare Act 2006 and/or have an unspent conviction for offences relating to animals.
2. I will not irresponsibly sell or part with the Animal.
3. The RSPCA can visit the Animal post-adoption to ensure that the adoption has been successful.
4. I will be a responsible pet owner and ensure that the Animal has a happy and healthy life.
5. My personal details and those of the Animal will be passed to the microchip database, as applicable.

All personal information supplied by you on this animal adoption form will be processed by the Royal Society for the Prevention of Cruelty to Animals (charity number 219099) and whose privacy policy is available on request. This applies whether the information is supplied directly to us, as data controller, or is shared with us by the RSPCA Branch indicated above (a separately registered charity) as a joint data controller. For the purposes of this agreement, the term "RSPCA" will refer to both data controllers.

We'd love to keep you updated about our fundraising activities, products and ways in which you can support us to help animals. Tell us how you would like to hear from us. Post  Telephone  Email  SMS

Signature of adopter(s): ADOPTER MUST SIGN

Print adopter's name:                      (the "Adopter") Date:                     

Print name on behalf of the RSPCA: FOSTERER TO SIGN Title/job role: "FOSTERER"



**Milton Keynes & N.Bucks**

Charity No 275415

## Photograph Guide

We're not expecting you to be experts in photography, but we know that having the right photograph can make a difference to whether an animal is rehomed or not so here are some tips to getting a great photo.

- Take pictures in daylight where possible and make sure that the sun is behind you (avoid shadows in the photo though).
- Get down to eye level with the animal.
  - Avoid concrete, tarmac, kennel blocks, cage bars (in the foreground) or glass – they look harsh and unappealing.
  - Avoid having parts of people in the photograph – it's fine to have the full person in the photo but headless people, body-less wellingtons and looming hands are distracting.
- The best shots are with the animal looking at the camera
- Busy backgrounds can detract from the animal. Black animals are especially difficult to photograph, so using a coloured background can help them to stand out.
- Avoid animals looking stressed. If it's not working, take a break and try another time. A stressed out animal will not sell itself well.
- A good photograph will get you more interest - if, after a few weeks, the animal is still available for rehoming, consider taking a new photograph, perhaps in a new setting.
- Retake photos if the animal's appearance has changed. Especially important for animals who may have gained condition whilst being in our care.
- Avoid hats, tinsel and items of clothing that inhibit natural behaviour or communication. Dressing up animals for human entertainment should be avoided.
  - Full body shots are best for showing the animal but are very difficult to get. Avoid cropping off ears, feet, legs, tails, etc if possible.
  - If you are struggling to get a full body shot, it's better to have a decent head shot than a poor quality body shot but try to include a full body shot in a later photograph.





RSPCA Milton Keynes & N.Bucks  
Registered Charity 275415

## Welcome to the Fosterers and Volunteers Group Page.

This private group page was created so that we can remain in contact with volunteers and fosterers and request help when required. It's also here to provide you with help and guidance when needed.

We are proud to have such a fabulous group of volunteers who are an integral part of the branch and this group page is where we can share our experiences. However, as with all online community's we must ask that abide by the following guidelines:

### Do:

- ask for help if you are unsure, no matter what the question is 😊
- share your stories! We love to see and hear about any animals you are fostering or the fundraising you have been doing.
- let us know of any ideas that can help promote the branch, increase funding, or generally benefit the branch in any areas. We'll consider anything but bear in mind we may need help in actioning it!
- try to keep things on topic 😊

### Don't:

- post or repost photos or personal details (names) of any online content without permission from the original owner.
- violent, obscene, profane, hateful, or racist posts, links or images
- comments that threaten or defame any person or organisation
- solicitations, advertisements, or endorsements of any financial, commercial or not-for-profit organisations.
- comments that suggest or encourage illegal activity

**Posts which engage in any conduct that is not acceptable will be removed without notice**

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*Tip: **Keep your cool.** One of the aims of social media is to create dialogue, and people won't always agree on an issue. When confronted with a difference of opinion, stay cool. Express your points in a clear, logical way. Don't pick fights, and correct mistakes when needed. Sometimes, it's best to ignore a comment and not give it credibility by acknowledging it with a response.*

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RSPCA Milton Keynes & N.Bucks  
Registered Charity 275415

**If you are representing the branch whether in written or verbal form:**

*Always remember that others may view you as the official voice of the RSPCA online whether you hold yourself out to be or not, so consider how your actions, posts and anything you say and share online might be interpreted.*

**Please do not attempt to comment on national issues.** Rather direct people to national RSPCA profiles or webpages

If in doubt "Shout!" – ask a moderator.

**Complaints:**

If you would like to raise a complaint or an issue regarding a member of this community then please contact one of the following moderators:

**Sue Taft**

**Jean Kelly**

**Carol Spindler**

Thank you.

Yours sincerely

A handwritten signature in black ink that reads 'Jean' in a cursive style.

Jean Kelly

Chairwoman

RSPCA Milton Keynes & North Bucks