

Welcome to Richmond Animal League's Foster Program. Richmond Animal League (RAL) has been committed to saving the lives of animals and finding loving homes for pets for over 40 years. Since 1979, we've worked with area shelters to provide temporary housing, medical treatment, vaccinations, spay/neuter, and loving care to tens of thousands of pets who were then adopted into new homes.

Richmond Animal League works with 30 municipal shelters and rescue partners in the community to reduce euthanasia rates across Central Virginia. When municipal shelters become too full or have pets with medical conditions beyond their resources, RAL steps in to transfer, house, care for and adopt out those pets. These timely transfers of pets to RAL help our partners have the space and capacity to save more lives. There is more need than capacity, so we prioritize our work with shelter partners as the best way to save the most lives.

Thank you for joining our family. As a foster parent you help us extend our physical walls and save more pets in need.

Ciera Jenkins - Senior Manager of Feline Lifesaving

Feline foster text line: 804.446.0076

Isabelle Bennett - Canine Foster Program Manager

Canine foster text line: 804.214.6082

Fostering Expectations and Responsibilities

- To provide the necessities for the pet(s) in your care, such as safety, shelter, proper and positive handling, access to food and water, medical care as directed by RAL staff, socialization, mental and physical enrichment, and TLC
- To be reachable and responsive to communications from staff, as RAL remains the pet(s)' legal owner and primary guardian
- To promptly communicate medical or behavioral changes or concerns that arise while in your care
- To transport pet(s) to the shelter clinic, and other locations as needed, for medical care
 - In the event of an emergency, staff will direct you to the shelter or to an offsite emergency veterinary care facility where you will wait while they are seen
- To promote the pet for adoption once they are eligible to receive applications

If anyone in the home has a compromised immune system or has a major medical issue please consult with your primary healthcare provider to ensure fostering is right for you. If you have any physical limitations that could impact your ability to care for a specific size or type of pet, please let us know your preferences or comfort level so we can match the best pet for you.

It is strongly recommended to keep new foster pets separate from your personal pets or the pets of family and friends for a minimum of two weeks which is the incubation period for many of the most common diseases.

We do recommend that your personally owned pets be up to date on all vaccinations to limit the risk of infection. If you have an immunocompromised pet (elderly, juvenile, etc), please consider asking your veterinarian if they think fostering is best for your family at this time. If you choose to introduce your foster to a privately owned pet, you accept the risk of transmission and treatment of any illness or diseases that may occur as a result of the interaction.

Since our foster pets are not easily seen by the public, our website is extremely important for adopters to see our available pets. Our fosters are responsible for submitting photos and a short bio one week before the animal becomes available for adoption. If your pet is already available for adoption please submit photos and a bio within two weeks.

Most often our foster pets will remain in your care until they are adopted. If you need to return your foster pet for any reason you must give as much notice as possible to make necessary arrangements.

Do not give your foster pet(s) to anyone else without notifying staff. It is essential that every caregiver is familiar with and has access to the foster handbook and important contact information.

FAQs

Why do animals need foster care?

- If the shelter is at capacity, sending a pet into a foster home frees up valuable living space so that we are able to save more lives.
- Some pets do not do well in the shelter and they need a place to decompress to show their best selves.
- Young puppies and kittens don't yet have strong immune systems and need a safe place to grow healthy and strong.
- A pet needs a comfortable place to recover from an illness or injury.
- Longer term residents often need a break from the shelter.

Whatever the reason, these animals need some extra love and care before they can be adopted and providing a foster home for a few days, weeks, or months can be a lifesaving gift for an animal.

Can I foster if I have pets of my own?

Yes! But please keep in mind there is always a risk of spreading illness between pets. All foster pets that are over 6 weeks old will be up to date on vaccines, dewormer and flea prevention before they leave the shelter. Of course, many pets will need booster vaccines (such as young puppies or kittens), and getting a general dewormer is not a guarantee that the pet does not have intestinal parasites. We recommend that your own pets are up to date on vaccinations and that you keep any foster pets separate from your personal pets for 14 days to reduce potential health risks. Speak with your veterinarian if you have any concerns or questions. If you have questions about how to keep your foster pets separated and how to facilitate an introduction, please ask us before you pick up your foster! We can give you some tips and ideas.

How much of my time will fostering require?

The specific needs of each animal will determine how much time is involved. Newborn orphaned puppies and kittens, for instance, must be fed every few hours. A frightened animal who needs socialization or training will also require some extra time and patience. There is a pet for every lifestyle; just let us know what you are looking for or are able to handle and we will do our best to find the right pet for you!

What are the costs associated with fostering?

We will provide crates, carriers, food, bowls, bedding, towels, toys, leash/collar, food, puppy pads, litter, and litter box/scooper. All medical costs (vaccines, preventatives, exams, etc) are covered by RAL as long as the service is pre-approved by Richmond Animal League staff.

You, the foster, will need to get paper towels and cleaning supplies. If you are planning to foster small kittens or puppies, we recommend you have a kitchen scale to monitor their weights. You will also be responsible for providing your own transportation to our shelter for pick up, booster appointments, medical, and adoption appointments. Our staff is not able to go to your home to pick up pets or provide any medical care in your home. Please familiarize yourself with any fees required by your landlord if you rent; RAL is unable to cover the cost of pet rent or security deposits.

Can I buy my own supplies?

Purchases made for foster care are considered donations to Richmond Animal League and are tax-deductible. If you keep your receipts, we will be happy to issue you a tax donation letter. If you want to be reimbursed for a purchase, you must get prior approval from a staff member.

Do I need prior medical knowledge in order to foster?

No, but you may be asked to give medication to your foster pet. You must be able to follow the medical instructions provided by staff. Very few of these medications are injections or require needles. If you are interested and comfortable learning, we welcome the opportunity to train! We also recommend that you really get to know your foster so you are able to pick up on any changes that may signal if your foster pet is sick or injured.

I am under 18, can I still foster?

For legal and liability reasons, only individuals who are at least 18 can sign up as foster parents. Minors can help with the foster animals' in the home, but adults must be the primary caregivers. Talk with your parents to see if fostering will work for your whole family.

Can I request specific fosters or types of pets?

We are always willing to work within your preferences and requirements but the more specific you are the harder it may be, and longer it may take, to find a pet that fits your request. We transfer pets in immediate need from animal control facilities, so we cannot guarantee what we will have or when we will get a certain kind of pet. Juvenile kittens and puppies, pets who have spent a long time at the shelter, and pets with special medical or sociobehavioral needs are prioritized for foster placement. For dogs currently prioritized for foster care, please visit this document. Please reach out to the Foster Team if you are interested in fostering a specific pet in our shelter - we are more than willing to see if they are eligible for foster placement and may be a good match for your home.

Will a foster pet have accidents or cause damage?

We very rarely have histories of the pets when they arrive into RAL's care. Every pet will need time and support to learn appropriate boundaries, habits, and your household routines. Foster animals, like any other companion animal in your home, may ruin carpeting, drapes, clothing, and other valuable items if left attended or not given guidance on appropriate behaviors. Preparing your home and the area the animals will stay in by removing valuable items and providing enrichment items (toys, climbing towers for cats, etc.) can prevent most accidents, but not all of them. Providing cats, especially kittens, extra litter boxes in different areas and taking dogs out for frequent trips outside while a routine is established can help prevent soiling inside. Your Foster Team can offer resources and tips for a variety of common training topics.

How often will I need to come to the shelter?

This will depend on the needs of your foster pet. Young kittens and puppies or newer pets will need vaccine boosters every two weeks. If your pet has not been sterilized prior to you picking them up they will need to return for this. Often, the longer you have a pet, the less trips you will

need to make. For medication and supply pickups (preventives, long term meds, supplies) we can often accommodate most work schedules and will not require your pet to be present.

What if my foster pets get sick?

RAL will provide all needed medical care for fosters. You will be given emergency contact numbers in case any after-hours concerns should arise. Please let us know as soon as you notice something so we can intervene before something small becomes an emergency. All medical issues must be brought to an RAL staff member's attention before proceeding with any sort of treatment. You may not bring your foster pet to your personal vet, and all medical services must be pre-approved by shelter staff.

What if my foster is not working out?

We do our best to ensure a good and safe foster match, however, there are times where unknown behaviors or other issues arise. Please contact your Foster Team as soon as possible. Many times, problems can be solved by giving the animal time to decompress and adjust to your home, and making a few small changes (a different crate, pheromone diffuser, behavior tips, etc). Other times, an animal may simply not be a good fit for your home or lifestyle. The safety of our foster families, their own animals, and our foster pets are of the utmost importance. We may not have an immediate alternate foster home or space for the pet at our adoption center. We will work on moving your foster pet out as soon as possible and ask for your understanding and patience.

How long will I have my foster pets?

In general, prefer that you commit to fostering your animal until an adoptive home is found. Unfortunately, we cannot predict how long this will take as it depends on many intersecting factors. Juvenile kittens and puppies under 10 weeks will generally spend more time in their foster placement as they are not available for adoption until after sterilization. If you can only foster for a specific period of time, please be sure to share this with the staff member when we contact you about your foster.

Short-term fostering is very beneficial for many shelter pets, especially dogs who are long-time residents and those who are declining mentally in the shelter environment. If you want to foster short-term, contact your Foster Team to see who could use a Foster Getaway!

You are an extremely invaluable asset in helping your foster pet be adopted quickly. You are expected to participate in the marketing of your foster pet through fun and creative bios, quality pictures and videos, sharing on social media, attending RAL adoption events, and otherwise shouting them from the rooftops! Your collaboration will expedite the adoption process greatly.

What if I have to leave town or can no longer foster?

If you need to return your foster pets to our care, you will need to contact us with as much notice as possible. We often do not have other fosters on immediate standby or empty space at

the shelter. Therefore, we will need some time to arrange another home for your pets to go to. If you know of vacation dates in advance, please notify your Foster Manager as soon as possible.

I have two kittens that are very close. Can RAL require they be adopted together?

We do not require littermates to stay together. We always recommend kittens get adopted in pairs and adopting littermates eliminates the need for introducing two new pets to each other. We often have adopters seeking pairs; to help them find your kitten pair, it is a good idea to include pictures of the kittens together and to highlight their love for each other in their bios.

Who is responsible for communicating with adopters?

Our adoptions team is the primary point of contact for adopters and they will be the ones to screen, interview, and approve adoptions. You are expected to facilitate a virtual meet-and-greet with prospective applicants to discuss your foster pet to share the information and answer the questions only you know. Your observations and feedback about your pet and adopter are very important when determining if the new home is a good match. Refer to the adoption staff if you have any questions. The quickest way to communicate with the Adoptions Team is by text - (804) 446-0004 - and email - adopt@ral.org.

- **At the discretion of both you and the applicant, you may elect to meet in person voluntarily at your home. Under no circumstances should a foster pet be brought to an applicant's home for a meeting, and cats and kittens should never be transported to another location unnecessarily.**
- **You are not to conduct pet-to-pet meet and greets outside of your own pets. Adoptions staff will facilitate meet and greets between dogs only at the shelter prior to an adoption appointment.**
- **The formal adoption will take place at the shelter. Foster pets are not to be given to an interested party until the adoption is official.**
- **Please do not give out any medical advice to potential adopters. All medical information should be relayed by RAL staff.**

What if I fall in love and want to keep my foster(s)?

We are delighted that you have potentially found a new family member and "foster fails" are pretty common in animal rescue. We do ask that you think about if you are making this decision based on how hard it is to let them go and consider the impact that this could have on your ability to foster (We will be sad to lose you!). As an adopter you may only be able to save one animal's life, but as a foster parent you have the potential to help dozens of animals.

After you have thoughtfully considered adopting your foster and wish to move forward please let an Adoptions staff member know as soon as possible. Once they are spayed/neutered, foster pets are available for adoption at all times. All applications are processed in the order that they are received. If you are interested in adopting one of your fosters, please submit an adoption application.

Saying goodbye to an animal you've fostered, even to a wonderful new home, can be difficult emotionally. Some people like to be there when the pet goes home with the new family and seeing how happy the new complete family is helps focus on the positive outcome and remind you that your hard work and dedication paid off and they have found a lovely new home. And as soon as you are up for it, we are always happy to find your next furry house guest! You have joined a worldwide community of foster pet parents, and share a uniquely profound experience Remember, you have saved a life. Foster pet parents often say "your heart will break a little so their hearts will never break again".

I just got my first foster... Now what?

Name Them!

We have over two thousand animals come through our care each year and each one gets a new name when they arrive into our care to match their new journey. If we know a pet is destined for foster care, we will often try to let the foster name the pet. If the pet has already been named in our system we usually keep it but you are welcome to give them a nickname, or many! To prevent duplicate names, have fun when you name your foster! Give them a last name. Give them a title. You don't have to call them by their "given name" all the time; this is just to help prevent confusion among staff and adopters. If you select a name that is the same as another pet in our care, we may ask you to rename them or add a second name. Most adopters will rename a pet when they adopt them so get a little whacky! Not much is off limits other than a name another pet has in our care at that time.

Names to avoid: Abby, Roxie, Charlie, Penny, Rosie, Dill, Luna, Daisy, Molly, Zeus, Oliver, Bella, Oreo, Tux, Leo, Misty, Lily, anything Harry Potter related;)

Cat Basics

- Feline Foster Team text line 804.446.0076
- Please visit <u>Fear Free Happy Homes</u> and <u>Maddie's University</u> for comprehensive libraries of pet care topics aligned with our mission and values.
- Every cat is an individual. Your foster manager may provide you with protocols and resources specific to your foster cat at the time of pick-up.

Safety Requirements

Your foster must be kept indoors at all times. If your foster cat seems very curious about going outside or is constantly at the door waiting for the right moment, please take extra precautions to ensure that he or she doesn't accidentally sneak out when you are coming or going. You can offer them mental stimulation and entertainment by opening a window with a screen, allowing them to get the sights and smell of the outdoors from the safety of your home. If you open a window, please sit with your foster to monitor they do not push out the screen or push their way out. If your personal cat has access to the outdoors, they cannot interact with your foster cat. You'll need to keep their living quarters separate.

Please do not let your foster cat ride loose in a car. Use a carrier at all times to transport your foster cat to and from appointments.

Daily Routine

When you first take your foster cat home, go slow with introducing your pets to new people, places, and toys. Transitions are a stressful time for most cats so giving them time to decompress and settle in will allow them to become more comfortable with you. We understand that everyone's schedule can vary from week to week and day to day but it also helps to establish a general daily routine of feedings and play times.

Establishing a routine will allow you to find the baseline of your foster's appetite and energy level and also notice changes in these habits which can be a warning sign of a larger medical issue.

Feeding

You will be sent home with the food your foster is currently eating. Unless your pet has a special diet all pets primarily eat dry Hill's Science Diet food. All young kittens should also be fed canned food to add extra calories to their diet. Our adult canned food is donated so we will do our best to send that with fosters who would wish to supplement part of their fosters diet but we cannot guarantee that we will have a consistent supply.

Please do not change their diet without discussing it with the Operations staff.

Feed your foster cat once or twice daily; the amount will be based on the age and weight of your foster cat. Make sure the cat always has access to fresh, clean water.

Ensure that your foster does not have access to house plants or human food as many are toxic to pets or can cause gastrointestinal upset (aka vomiting and diarrhea).

Litter Boxes

Most cats have an instinctual urge to use the litter box. To help set them up for success ensure the litter box is placed in an easily accessible location that is in a quiet, low traffic spot. We do not recommend covered litter boxes as they trap odors in the box that can upset fastidious cats.

You can also prevent litter box issues by keeping the litter box as clean as possible. Scoop out each litter box at least once daily, and empty it completely to clean it every two weeks. When you clean the litter box, use a mild soap (such as dishwashing soap), not strong-smelling detergents or ammonia.

If your foster pet has been consistent about using the litter box but then habits change, please notify the Operations team as this is most often a sign of a medical concern.

If your foster is having accidents, here are some troubleshooting tips:

Ensure the locations of the accidents are being cleaned thoroughly with an enzymatic cleaner.

If the cat is going in an area far away from the litter box, try adding an extra litter box in that area.

If your pet is going next to or around the litter box:

Ensure it is cleaned frequently,

We are able to offer you different litter boxes and litters to see if there is an option they prefer.

Grooming

Most cats are able to self groom and do not need much human intervention. Long haired cats, overweight cats, or pets that are ill may need some assistance. Please do not bathe your foster unless absolutely necessary as it can be very stressful for the cat. Brushing should be a pleasant experience so starting with a few minutes per session and working your way up to longer periods of time.

If you are comfortable with it, you can trim their nails. But please be careful because you can cause pain and bleeding if you trim the nails too short. You can set your foster up for success by desentizing them to having their paws handled and while you are cuddling just begin gently handling their paws frequently.

Mental Stimulation and Exercise

Because play time provides stimulation, encourages socialization and releases excess energy, provide your foster cat with at least one or two play sessions per day. The length of the play sessions will vary, depending on the cat's age and health. Try a variety of toys (balls, squeaky toys, feather toys, etc.) to see which ones your foster cat prefers. Cat toys don't have to be fancy or expensive. Cats often enjoy playing with something as simple as a paper bag or a box with holes cut in the sides. Cycling toys in and out every few days can help keep their interest up.

Don't leave your foster cat alone with any toys that could be easily ingested or cause harm to the cat, such as string toys, yarn, or feathers. Toys such as ping-pong balls and toilet paper tubes are safe.

Discourage your foster cat from play-biting your hands and feet. This is something that adopters may not find desirable.

Children and Cats

We rarely have information on how a cat is around children, so it is always a good idea to teach your children the rules for respectful interactions with cats.

Always leave the foster cat alone when he/she is eating or sleeping. Some cats may nip or bite if bothered while eating or startled while sleeping.

Do not tease or rile up the foster cat.

Don't chase the foster cat around the house; it may scare them.

Pick up the foster cat only when an adult is there to help. Cats can become scared when picked up, and they sometimes scratch with their sharp nails, even though they don't mean to cause harm.

Be careful when opening and closing doors so as to not accidentally let the foster cat outside.

Behavior

Many cats have gone through a lot of change and turmoil before coming to your home. All of these changes can cause or exacerbate concerning behaviors. Please notify staff if you notice any of the following and we can help provide early interventions before small things become bigger.

Over Grooming

Biting/Scratching at people

Hiding

Urinating/Defecating in inappropriate places

Destruction of furniture

Inappropriate scratching

Worrying behavior towards other animals in the home. (aggression, fear, playing to rough, etc)





Dog Basics

- Canine Foster Team text line 804.214.6082
- Please visit <u>Fear Free Happy Homes</u> and <u>Maddie's University</u> for comprehensive libraries of pet care topics aligned with our mission and values.
- Every dog is an individual. Your foster manager will provide you with protocols and resources specific to your foster dog at the time of pick-up.

Safety requirements

Your foster dog must be kept primarily indoors with walks or time outside to relieve themselves and receive exercise. Please do not leave your foster dog outside unsupervised, even if there is a fenced yard. We ask that you supervise your foster dog when they are outside at all times to ensure that he doesn't escape or have any negative interactions with other people or animals. Foster dogs must always wear the RAL collar with RAL tags provided to you at pick-up. Your foster dog is only allowed to be off-leash in an enclosed backyard that is completely fenced in. They must remain on leash when walking, hiking, or visiting parks. They may not go to dog parks unless it is not in use. Please do not facilitate meet and greets between your foster dog and unfamiliar pets. Puppies under six months old should not go to parks or stores where there is a high traffic of dogs as they are usually undervaccinated.

Daily routine

When you first take your foster dog home, take care not to overwhelm them with too many new experiences all at once. Sometimes, too much stimulation can cause a dog to behave unexpectedly toward a person or animal. Dogs take comfort in having a routine they can count on so it is important to establish their trusted caretakers and a daily routine of regularly scheduled feedings, potty breaks, and walk times.

Having a set routine will give you a stronger sense of your foster and the ability to discern medical or behavioral changes. Please keep your foster manager up to date with your observations, both positive and negative.

Feeding

All of our pets are primarily fed Hill's Science Diet dry food. Our canned dog food is all donated so we will do our best to send that with fosters who would wish to supplement part of their fosters diet but we cannot guarantee that we will have a consistent supply.

Please do not change their diet without discussing it with your foster team.

Feed your foster dog once or twice daily; the amount will be based on the age and weight of your individual foster dog. Make sure they always have access to fresh, clean water.

Ensure that your foster dog does not have access to house plants or human food. Many are toxic to pets or can cause gastrointestinal upset like vomiting and diarrhea.

You can give your foster dog treats of any kind (unless they have any known allergies) with the exception of rawhides; giving treats helps you and your foster dog to bond with each other. Most dogs like to chew on things, so try Kongs, Greenies, Nylabones, or Dentabones. Rawhides should not be given to dogs at any time. Keep in mind, though, that not all dogs like to share, so only give these treats when your foster dog is confined to their own area.

House-training

It's unlikely that your foster dog will be house-trained when you take them home. Most of the dogs in the foster program have lived in a shelter for a while, often with limited walks or chances to relieve themselves outside. At the very least, be prepared for an adjustment period until your foster dog gets used to your schedule.

Because a dog has a better chance of being adopted if they are house-trained, please help your foster dog to improve this skill. Take your foster dog outside to go potty multiple times per day (3-6 times daily, depending on age). Initially, you may need to take her out more frequently to establish where they should use the bathroom. It can help prevent accidents to keep them either in their crate or on the leash with you while in the house until everyone settles into a routine. Most dogs will give cues — such as standing near the door or sniffing the ground and walking in small circles — to indicate that they need to go out.

If your foster dog has an accident inside the house, don't discipline or punish her. It will only teach her to fear and mistrust you. Clean up all accidents with an enzymatic cleaner.

Crate training

Crate training, done in a positive way, can be an effective component of house-training. A crate can be a safe "sanctuary space" for dogs to decompress. It also limits their access to the entire house until you get to know each other and establish rules and boundaries. A crate should never be used as a form of punishment and a dog should never be left in a crate for an extended period of time.

You should create positive associations with the crate. Start by putting treats and/or chew toys in the crate and encouraging them to go in. Place a blanket over the crate to create a "Zen-Den". Play white noise, classical, reggae, or dog-calming music found on YouTube. Some dogs warm up to the crate slowly. If they are afraid to go in, place a treat in the crate as far as they are willing to go. After they take the treat, place another treat a little farther back in the crate. Keep going until they are eating treats at the very back, then feed their next meal in the crate with the door open, so that they can walk in and out at will.

Crate training a fearful or anxious dog can take days, so be patient and encouraging. If a crate is properly introduced and used, your foster dog will happily enter and settle down. While it may be tempting to spend every second with your foster dog, give them periods of alone time to acclimate them to their safe space, prevent separation anxiety, and set them up for success with their future adoptive family.

Once a dog identifies this as their space, you should avoid entering it. Never allow other pets or children to enter your foster dog's crate.

Mental stimulation and exercise

Depending on your foster dog's age and energy level, they should get at least two 30-minute play sessions or walks with you per day. Try a variety of toys (balls, squeaky toys, rope toys, etc.) to see which ones your foster dog prefers. Remember to discourage the dog from playing with your hands, since mouthing is not a desirable behavior to adopters.

You can also offer your foster dog a food puzzle or food dispensing toy for mental stimulation. You hide treats in the toy and the dog has to figure out how to get the treats out. This makes mealtime last longer and provides essential mental enrichment.

Grooming

A clean and well-groomed dog is a much better house guest, so bathe your foster dog as needed and brush them regularly. If you are comfortable with it, you can trim their nails. But please be careful because you can cause pain and bleeding if you trim the nails too short. Dogs should not be bathed 7-10 days after surgery.

Children and dogs

It is always a good idea to teach your children safe and respectful interactions with dogs. <u>These</u> are helpful infographics about dog body language to share with your kids.

Always leave a foster dog alone when they are eating, chewing, or sleeping. Some dogs may nip or bite if bothered while eating or startled while sleeping.

Do not take away a toy or prized possession from a foster dog.

Do not tease, pull by their tails, ears, or other body parts, or sit on your foster dog.

Do not chase or run quickly around a foster dog; it may scare them.

Pick up all your toys. Some dogs may not be able to tell the difference between what is theirs and what belongs to the kids.

Do not allow young children to walk your foster dog.

Always supervise interactions between children and foster dogs.

Behavior

Your foster dog has already gone through major adjustments before arriving in your home. All of these changes in environment and routine can create or exacerbate concerning behaviors. Please notify staff if you notice any of the following and we can help provide early interventions before small things become bigger.

Behavior is communication. Never punish your foster dog for demonstrating undesired behaviors. Punishment causes dogs to learn to suppress communications of discomfort, not cope with them. Suppressing communication of distress, fear, and discomfort can result in reactive and aggressive behavior that appears "unprovoked" and "unpredictable".

Trouble housetraining

Pulling on leash

Cowering, hiding, fearfulness

Mouthiness and overstimulation during play

Excessive barking

Destruction of items when left alone

Growling at people or other pets

Trying to escape

Showing teeth

Reactivity, guarding behaviors, or aggression

RAL Foster Handbook





Medical Information

Depending on your pet's age and/or medical needs, they may need to come in every few weeks for vaccines or recheck appointments. Your foster team will reach out to you about scheduling these appointments.

If you are fostering a pet who is on medications, please make sure that they get all prescribed doses. Do not end medication early for any reason, or discontinue medications without the consultation and approval of RAL staff. By fostering a pet with RAL, you agree to comply with the medical directives given to you.

The Richmond Animal League is responsible for all of our pet's health and wellbeing, regardless of if they are in our shelter or a foster home. This means that our staff must authorize any and all treatments for pets.

If your foster pet needs medical care, please notify your foster team. See the staff contact section for more on who to contact how and when.

If you choose to take your pet to a veterinarian without staff approval, you do so accepting responsibility for payment.

What to Watch For

Please notify staff if you notice any of the following signs. We would rather know about things as soon as you notice them so we can intervene early and prevent an issue from worsening.

Also, we will often ask you for pictures or videos of whatever you are seeing so keep your phone handy when you see something!

General	Colored Discharge	Frequent Urination
Lethargy	Congestion	Skin and Ears
Dehydration	Coughing	Itching
Hiding More than Normal	Mouth	Scratching
Inappropriate Behaviors	Open Mouth Breathing	Over Grooming
Eyes	Drooling	Chewing
Clear Discharge	Gastrointestinal	Hairloss
Colored Discharge	Loss of Appetite	Shaking their Head
Swelling	Vomiting	Increased Frequency
Third Eyelid is Up	Diarrhea	Musculoskeletal
Cloudiness	Constipation	Limping
Nose	Urination	Broken Bones
Sneezing	Inappropriate Urination	Stiffness in Joints
Clear Discharge	Straining to urinate	Unsteadiness when Walking

Common Diseases

Cats

- **Upper Respiratory Infections**: Similar to the common cold, when a cat's immune system is stressed they are very susceptible to developing a URI. The most frequent signs are ocular (eye) and nasal discharge, congestion, and sneezing. These are often viral and we will offer supportive care like fluids and vaporizers to keep them comfortable but if there is a bacterial component (colored discharge) we will start antibiotics.
- **Calicivirus**: A common viral infection that presents itself differently depending on the strain. Common signs include limping, fever, ulcer on the tongue, and URI signs. Treatment will focus on supporting care, including offering highly palatable foods, pain meds, and subcutaneous fluids.
- Intestinal Parasites: We do not often know what our cats have been exposed to prior to coming into our care so everyone is treated with multiple dewormers on intake but often multiple courses or additional medications are needed depending on what parasites they have. Often these infections will present as poor weight gain or weight loss, diarrhea, and vomiting. Some feline parasites are hazards for human health as well so good hygiene is always important.
- **Ear Mites**: Our cats often come in with these little hitchhikers and are all treated with a flea prevention that kills these parasites but it may take some time for the cat to work the debris out from deep in the ear. We will often clean the cat's ears at the time of surgery.
- **Flea Allergy Dermatitis**: Many cats are allergic to fleas and although we keep everyone up to date on flea prevention they may arrive with some hairloss, a brittle coat, or some mild bumps. The treatment for this is a good diet and time.
- **Dermatophytosis (Ringworm)**: Although the name suggests otherwise, ringworm isn't caused by a worm at all—but a fungus that can infect the skin, hair and nails. Pets and humans are able to contract ringworm, though often those that are immunocompromised, younger, or older are most susceptible. This is most commonly presents as patchy, circular areas of hair loss with central red rings on the paws, face, ears, and tail. We treat this with topical and oral medications.
- Chronic Kidney Disease (CKD): A majority of our older cats have some level of compromised kidney function. Once they are stabilized on a treatment plan they are often able to live full, wonderful years. The severity of their disease will dictate the medications needed. Mild cases may only need a special diet while worse cases will need medications and regular fluid administration.
- **Feline Immunodeficiency Virus (FIV)**: FIV is a virus spread between cats primarily through deep bites. The largest threat to FIV-positive cats is secondary infections, such as bladder, skin, and upper respiratory infections. FIV cats who are in a stable home without aggressive behavior, can live alongside FIV negative cats. FIV is not contagious to dogs or humans.
 - RAL no longer tests for FIV. But you may still get a cat that has been previously tested that is a positive.
- **Feline Leukemia (FeLV)**: FeLV is a relatively new virus so we are constantly learning more about it. But this also means that we have a lot of unanswered questions about it. FeLV is a retrovirus (a virus that integrates itself into their DNA) that impacts the immune system and bone marrow of a cat.

It is not a cancer. There is unfortunately no cure and secondary issues are managed as they occur. The progression and effects of this infection varies from cat to cat and we cannot predict how it will present in a cat.

Dogs

- **Heartworm**: These are parasitic worms spread by mosquitoes that live in the heart and pulmonary arteries of a dog. The treatment for this condition is fairly uncomfortable for the dog and they must be kept calm and quiet during the first few weeks after treatment to prevent the dead worms from breaking off and lodging in the lungs causing stroke or even death. You will be provided specific instructions for caring for a dog undergoing heartworm treatment.
- **Kennel Cough**: Kennel cough is a term loosely used to describe a multitude of viral respiratory infections that causes bronchitis. It is characterized by a harsh, hacking cough which most people describe as sounding like "something stuck in my dog's throat." A dog with uncomplicated kennel cough will feel overall normal and have a healthy appetite, while a more severe case may have a fever, lethargy, and a poor appetite. RAL gives all dogs a Bordetella vaccine on intake but that may not keep a dog from developing kennel cough if previously exposed. Additionally, like the flu vaccine, there are many strains of kennel cough which the vaccine may not cover.
- **Ear Infections**: If your foster dog has irritated, swollen or red or pink ears that often have a foul odor, they may have an ear infection caused by an overgrowth of bacteria or yeast. This type of infection is more common in dogs who have very floppy ears. It is common for dogs that get water in their ears while bathing or swimming, or those who have allergies.
- **Demodex Mange**: Demodectic mange is a parasite that takes advantage of a dog's stressed immune system by taking over the skin and causing hair loss. Demodex is treated with a single dose medication. Dogs with Demodex often need antibiotics for secondary skin infections. Demodex mange is not contagious.
- **Dermatitis**: We often get dogs with skin infections. These can be caused by poor diets, environmental factors, or allergies. These are often treated with regular bathing and a combination of oral medications. If there is an allergic competent, we will be able to treat secondary infections and limit the severity of flare ups.
- **Lyme Disease**: An illness transmitted by ticks that can impact the joints and kidneys. Our test cannot tell us if the pet has an active infection or the antibodies from an old infection so we will always treat them with an antibiotic if they test positive.
- **Ehrlichia**: A tick borne disease that can impact a dog's ability to clot. Our test cannot tell us if the pet has an active infection or the antibodies from an old infection so we will always treat them with an antibiotic if they test positive.
- Parvovirus: Parvo is a virus that attacks the white blood cells and the lining of the digestive system. It causes dogs to not be able to absorb nutrients or liquids and makes them susceptible to other infections. Puppies are especially prone to it because they have an immature immune system. When dogs and puppies contract parvo, they often have bloody diarrhea, vomiting, and lethargy. Parvo is VERY contagious to unvaccinated dogs. If you think your puppy(s) have the symptoms of parvo please contact staff right away. The sooner that we can start treatment the better our outcomes for puppies.

Emergencies

You will be provided with emergency contacts and a triage guide at your foster pick-up. It is very important that you keep this information in an accessible place and save these numbers to your phone. It is essential that you know what to do and who to contact in the event of an emergency.

Here are some specific symptoms that could indicate an emergency:

Not breathing or labored breathing

Symptoms of parvovirus: bloody diarrhea, vomiting, weakness, and high fever (above 103.5 degrees)

Signs of extreme dehydration: dry gums, weakness, vomiting, not urinating, skin tenting (when the skin is pulled up, it stays there)

Abnormal lethargy or unable to stand

Unconsciousness or unable to wake up

Cold to the touch

Broken bones

Traumatic injury such as being hit by a car

A large wound or profuse bleeding that doesn't stop when pressure is applied

Loss of appetite for more than 24 hours

If your foster pet displays any of these symptoms, please contact staff immediately!

Animal-Human Bite Incidents

If you are bitten by your foster pet please do the following:

Separate yourself from the pet.

When immediate danger has passed, place the pet in a safe space (in a room alone, in a crate, etc).

Clean the wound.

Immediately contact RAL to alert us that a bite has taken place.

We will have you fill out an incident report that includes details of the bite. Please be honest and thorough. Be factual, try not to use emotional language when describing the incident. It will be better for the animal for us to have all of the information in detail of what happened. If the wound(s) breaks the skin causing bleeding we will be required to file a report with the local health department. The animal involved will be placed on a 10 day observation guarantine. Remember that this protocol is a legal requirement and not punitive to the pet.

Lost Foster Pet(s)

Accidents happen sometimes and pets get away from us. It is important to remain calm if your foster pet should go missing. Call your emergency contacts and start following the steps below. RAL staff will give you additional instructions. The majority of our pets are microchipped before going into foster care and the information directs back to RAL if the pet should be picked up.

Dogs

- 1. Do not chase the dog! They may think it is a game or be startled and move away.
- 2. If the pet is visible, sit down on the ground and see if the dog will come to you.
- 3. If the pet is not visible, walk around the area they were last seen, calling out while squeaking a squeaker toy or shaking a bag of treats.
- 4. Notify your foster manager.
- 5. Place a humane trap near an area the dog frequents or was last seen. Post a trail cam if you have one. RAL may be able to provide you with a loaner trap or camera as supply allows.
- 6. Contact the Development and Communications Coordinator at allana@ral.org to make urgent posts on social media.
 - a. You are encouraged to post your foster pet to neighborhood groups and personal social media accounts.
 - b. Consider cross posting to multiple local Lost and Found Facebook groups. Most locales have their own groups specific to the county/city.
- 7. Place their bedding outside if available.
- 8. Report a lost pet to your local Animal Control/Services Division. Most municipalities allow you to report a pet as missing and search found pets through their government website.
- 9. Consider making Lost Pet fliers and posting in the area.
- 10. Check traps twice daily and refresh food as needed.

Cats

- 1. Do not chase the cat! They may be startled and run further away.
- 2. Notify your foster manager.
- 3. Place humane traps in multiple locations around the property.
 - a. Focus on the direction the cat was last seen going in.
- 4. Contact Development and Communications Coordinator at allana@ral.org to make urgent posts on social media.
 - a. You are encouraged to post your foster pet to neighborhood groups and personal social media accounts.
 - Consider cross posting to multiple local Lost and Found Facebook groups. Most locales have their own groups specific to the county/city.
- 5. Report a lost pet to the local Animal Control.
- 6. Consider making Lost Pet fliers and posting in the area.
- 7. Check traps twice daily and refresh food as needed.
- 8. Do not place litter box outside as this may attract predators that could scare or injure the cat.
- 9. Do not walk around with treats. Remain stationary as the pet may follow you further away from the place they got out.

Surgery

All of our pets are sterilized prior to adoption. If your foster pet was not already sterilized prior to you picking them up, you will need to bring them to our Loving Spay & Neuter Clinic (LSNC) for their surgery.

Please do remember that LSNC also performs surgeries for public clients and other rescues and they should not be the first contact for medical concerns.

Before the Surgery

After you pick up your foster, your foster team will notify you of a target date for your foster. Appointments are dependent on the clinic's surgery schedule and your availability. Most RAL surgeries are scheduled on Wednesdays and Fridays.

Your foster team will contact you with a date and provide additional details regarding the appointment.

If this date does not work for you, we will work with you to find alternative drop off and pick up times or a completely different day if needed.

If you need to reschedule your foster's appointment, please give your foster team ample notice. This allows LSNC to open up the schedule to another pet in need!

To have surgery, a pet must be at least two pounds and two months old.

It is good to monitor your foster's weight (kitchen scales work well for kittens!) to ensure they will be able to have surgery and also to monitor for signs of other issues.

If your foster does not qualify for surgery for whatever reason, another appointment will be scheduled.

If you have a nursing mother, she should stay with her offspring to prevent engorgement of her mammary glands until at least 7 weeks.

A week before your foster's appointment, please submit pictures and bios to pictures@ral.org. See the Adoptions section of the handbook for more information.

Day of Surgery

Check in time begins at 8 am. It can take up to half-an-hour to check in everyone; please plan your morning accordingly. Pull around the building in a counterclockwise direction and take a parking space in front of the glass windows. If no space is available, remain in line. Do not exit your vehicle until you are asked to do so.

Dogs must arrive on leash.

Cats must be in a secure, clean carrier labeled with your last name and your foster's names. Kittens may come in one carrier but you may be sent home with additional ones depending on how they are feeling after surgery.

Check-out for dogs and cats is at 4:00PM. Please let us know as soon as possible if you need to arrange a late pick up as the clinic closes before the shelter.

After Surgery

All pets are sent home with oral pain medication following surgery.

Unless otherwise noted, all sutures are under the skin and will dissolve. You will not need to come back for a recheck or suture removal. Your foster pet's incision was sealed with surgical glue.

Your foster will also have a small green tattoo near the incision site to mark that they have been sterilized.

Normal	Not Normal		
Your foster pet was under general anesthesia and	Pain or discomfort.		
will likely be sleepy for the rest of the night.	Blood, pus, or fluid leaking from the incision site.		
They may act differently. Particularly with cats, the may seem agitated, wobbly, or jerky and	hey Panting or labored breathing .		
aggressive towards littermates.	Lack of appetite, vomiting, or difficulty urinating.		
Slight swelling or bruising at the incision site is okay. This is the body reacting to the suture and this will disappear as the sutures dissolve.	Lethargy (sleepiness) that lasts more than 24		
Do	Don't		
Do keep your pet in a quiet, warm area to rest. Some cats may need a dark area to sleep off the remaining anesthesia.	Don't let your foster lick their incision site . If your foster pet is licking their incision, we can provide you with a cone (Elizabethan collar).		
Do offer a small amount of food and water later this evening.	Don't give your pet a bath or allow them to swim in water for 7-10 days after surgery.		
Do remember that your foster is made available for adoption after their surgery.	or Don't attempt to clean or apply ointment to the incision		
Do check the incision daily for swelling, leakage (blood or pus), or bruising			
Do keep your foster as quiet as possible for the first seven days to allow the incision to heal.			

Adoption

We know that open, accessible, and conversation-based adoptions save more lives. Richmond Animal League is united in choosing to embrace and support our community by removing outdated barriers to pet ownership through the framework of <u>Adopters Welcome</u>.

Our adoptions team is changing application management software platforms. This section will be updated once the new process is finalized.

Adoptions Team:

Karuna Kochar, Adoptions Manager

Mikey Stough, Senior Adoption Coordinator

Clare Smith, Adoption Coordinator

Adoptions Team text line 804.446.0004

All applications are processed in the order that they are received. If you or someone you know are interested in adopting your foster pet, fill out an adoption application on our website (or request a link to be sent to you, for pets not on the website) immediately, and notify a staff member as soon as possible.

Pictures & Bio

Marketing is not Adoption Counseling. Phrase everything in a positive light!

Our pets in foster care have an advantage over our shelter pets when it comes to their adoptions. They have you! You know them better than anyone. You know their quirks, their favorite spot to be scratched, where they hide their toys, and all the cutest photos of them. We ask that you send us a few pictures and a short bio as soon as possible to post to our website, but we also encourage you to post them on your social media and encourage your friends and family to share or adopt.

We will not make pets visible on the website without a minimum of one picture. To get your fosters on the website please send up to three photos to foster@ral.org. Your email should include the name of your foster, their ARN (this can be found on your foster form), and a short bio. Great pictures of your foster pet in the home with a strong, catchy bio will help your foster pet shine and stand out to potential adopters.

Please send separate emails for each pet to prevent pictures from getting confused.

A bio is just a few sentences telling the world about your foster. Include notes on their personality, energy level, favorite toys or activities, or how they do with other pets and people of all ages. We may edit bios for length and clarity.

Here are a couple of links for tips on good bios for pets.

https://heartsspeak.org/getting-shelter-pets-noticed-with-better-bios/

https://www.aspcapro.org/sites/default/files/aspcapro-dog-bios-afh.pdf

https://www.aspcapro.org/sites/default/files/aspcapro-dog-descriptors-afh.pdf

https://resources.bestfriends.org/article/pet-profiles-how-write-adoptable-animal-bios

Here are a few examples:

Dog

Indy (adult dog) - by foster extraordinaires Mark & Caron Paniccia

Hi I'm Indy, and my foster dad says I'm sweet, reserved, friendly, playful, timid, an explorer, and a snoozer. I get along great with my foster sister (another cute dog named Maya) who's taught me a lot, like what toys are, and how to sit for treats. I know how to sleep in my crate, go for a car ride, walk on a leash, and leave human food alone. I'll need someone who's gentle and patient, and who will take the time to build trust with me. It'd be great if they had a dog, so I could continue to work on my confidence. Would you like to meet me?

Cat

The Sunbeam Kid (kitten) - by foster extraordinaire Crystal Kinspel

The Sunbeam Kitten is a sweet boy who loves to look out of windows, bask in the sun, and find new places to hide and explore. One thing he really enjoys is paper bags, he darts inside and makes a fort he defends against his sibling invaders! He's also very smart, being the first kitten to figure out how to use the catwalk and winning a couple of games of tag until his brothers finally figured out the trick. Soft and silky, I just love to stroke his fur and hear his very quiet purr. He enjoys attention on his terms, so while he loves to crawl into my lap for a snuggle he rarely stays if I pick him up and put him there myself. If you would like to see more videos and photos and this sweet playful boy, you can find them on our foster page...

Your three photos should ideally include a clear, forward-facing headshot to act as the first picture that will draw adopters into your pet's profile. Here is a helpful guide for taking pictures of your foster pet.

Try holding a feather, treat, or a squeaky toy to get them to look at you and *maybe* hold still for a fraction of a second.

The other two photos can be of your foster just being cute! Ideally something that shows their personality. They can be playing, snuggling a littermate, napping in your arms, or whatever would tug at your heartstrings.

If you have two kittens that you think would be best adopted together this is the best place to highlight this! Send pictures of them snuggled together and talk about other things they do together. We unfortunately cannot require pets to be adopted together but we often have adopters looking for two kittens so guiding them to an existing pair is very helpful.

Some fosters include seasonal props (such as pumpkins, holiday decor, etc.) to draw attention to their fosters.

Application and Adoption's Process

Available Pets

All of our current available pets are listed on our website for people to view and read bios. If you take home a pet that is already sterilized and not under a medical or behavioral hold, they are available to receive applications at any time. All of our applications are processed in the order they are received. We welcome "foster-fails" (more like wins!)! Please notify the Adoptions Team as soon as possible if you decide to adopt your foster pet.

Our adoptions team will reach out to you when your pet gets an application and give you the contact information and a little bit about the applicant. You are expected to reach out to the applicant(s) and facilitate a "virtual meet-and-greet" within 72 hours via Zoom, Facetime, Facebook or other video streaming service to help a family get to know your foster pet. You are not expected to answer medical questions about your pet. The Adoptions Team will review this as a part of the adoption interview.

Please contact the adoptions team after your virtual meet-and-greet and provide feedback. If the applicant chooses to move forward, the Adoptions Team will conduct a phone interview with the applicant, then coordinate a time that works for all parties to meet at the adoption center and finalize your foster pet's adoption. Congratulations!!

To shorten pets' length-of-stay in the shelter system, we do not "hold" any available pet for any adopter, including fosters and foster referrals. We do not offer Foster-To-Adopt tracks for available pets.

Unavailable Pets (Unsterilized, Underage, Behavior and Medical Holds)

Applications will not be accepted for these pets unless the applicant is the foster, or a personal friend/family member of the foster.

Applications cannot be submitted by ANY individual on any pet younger than 5 weeks of age.

For an application to be accepted on an unavailable pet, we require confirmation from the foster parent that this is a "foster referral".

Referrals can be an informal text or email with the adopter's name, contact information, and your relationship to the party.

Once a pet is cleared for adoption (sterilization surgery or medical/behavioral restriction lifted), the adoption can be processed. Again, we do not "hold" any available pet for any adopter, including fosters and foster referrals.

Adoptions FAQs

I am fostering a pet. Do I still need to fill out an application?

Yes! We still need all the same paperwork for our records. The application is a quick and easy form.

Can we require two of my foster pets to get adopted together?

We do not typically label cats as a "bonded-pair". We do encourage all adopters to adopt pairs of kittens so they can entertain each other and provide social enrichment. Not everyone is in a place to take on a pair of kittens and we your foster could miss out on the perfect home if we require them to stay together.

We do not allow puppies to be adopted together. "Littermate-syndrome" is a real thing!

My adopters are not responding to me. What should I do?

Please let us know if you are having difficulty contacting an adopter so the Adoptions Team can follow up. It could be something as small as a mistyped digit or they may have reconsidered adoption. Your foster may have additional applications behind this adopter and we do not want to delay them finding their new home.

What do I do if an adopter asks me a question I do not know?

We are here to answer their questions (and yours) so please direct them on to us! "I don't know" or "Let me check on that" are never bad answers. Focus on what you know that we don't - you know who your pet is. Do not offer medical advice to the potential adopter.

What if I don't like an adopter?

We understand that you have probably developed a close bond with your foster animal and want to make sure they go to the best home and we want to hear your concerns. If you have any apprehension about a potential adopter, even a person seeking a referral, please let a staff member know immediately. Your comments are all confidential.

An adopter is contacting me after adoption with concerns or needs to return the pet. What should I do?

Senior Managers must approve all returns to our care so please direct any contact of this nature to RAL staff. Until a return is processed in the system by a RAL staff member, the adopter is the legal owner. Fosters do not have the ability to return an owned pet to RAL's ownership.

If your foster is returned for any reason we will often reach out to see if you are interested in fostering them again.

Staff Contacts

Do not share these contacts with the public. These lines are for use by active foster caregivers only.

Please don't hesitate to reach out to us! We are here to support you through the entire process.

Please save these numbers.

Compliance with RAL's communication protocols is essential to your foster pet's well-being.

Foster Teams

Cat Team text line 804.446.0076

Dog Team text line 804.214.6082

This number is your primary contact for **non-urgent** questions, concerns, and needs.

The cat foster line is monitored Mon-Fri 9am-7pm, and Sat 9am-3pm.

The dog foster line is monitored Tues-Fri 10am-7pm, and Sat 9am-3pm.

If there is an emergent situation at any time please **CALL** the following staff members. Call and leave a detailed voicemail until someone picks up:

Isabelle Bennett, Canine Foster Program Manager	804.980.0726
Ciera Jenkins, Senior Manager of Feline Lifesaving	804.921.8187
Larissa Jacubec, Shelter Medicine Coordinator	804.980.0727
Lindsey Covington, Senior Manager of Canine Lifesaving	804. 971.5183

Please note that your Foster Teams are on-call 24 hours a day, 7 days a week, 365 days a year. As such, we ask that fosters limit communication after the hours listed above to urgent matters only so that we can appropriately triage care.

Adoptions Team

Our Adoptions Team is always ready to help with any questions or issues you have regarding the adoptions process.

Text 804.446.0004

This is often the fastest way to get in contact with Adoptions Staff.

Phone 804.379.0046

We often are not able to answer calls as they come in but we pull voicemails regularly and will return a call as soon as possible.

Email adopt@ral.org

Foster Mentors

We have some foster families that have been doing this extensively for years and have a wealth of knowledge to share with new foster parents. You are more than welcome to contact one of the below members of our foster family for helpful information, tips and ticks and peer support.

Bonnie Brady - Puppies

bbrady11@hotmail.com

- Puppy tips
- Basic home manners training before adoption
- Litters of puppies

Mark Panniccia -Adult Dogs

paniccia.mark@gmail.com

- Shy adult dogs
- Heartworm positive dogs
- Dog to dog meet and greets for adoption

Frequently Used Off-Site Vet Clinics

River Run Animal Hospital

Weekdays Open 8am until 10pm Weekend Emergency Hours 8am-5pm 1403 Anderson Hwy, Powhatan, VA 23139

Virginia Veterinary Center: Specialties And Emergency

Richmond Location Open 24/7/365 3312 West Cary Street Richmond, VA 23221 804.353.9000

Midlothian Location Open Mon-Fri, 6pm-8am Sat-Sun, 24 hours 2460 Colony Crossing Pl. Midlothian Va, 23112

Virginia Referral and Critical Care: Specialty and Emergency

Open 24/7/365 1596 Hockett Road, Manakin-Sabot, VA 23103

Animal Eye Care of Richmond

2861 Huguenot Springs Road Midlothian Va, 23113

Blue Pearl Pet Hospital: Specialty and Emergency

Open 24/7/365 5918 W Broad St. Richmond, Va 23230