

Animal Shelter Foster and Volunteer Facebook Group

During the initial orientation, foster families and volunteers are asked to join the FCAS internal Facebook group. This group is open to volunteers, fosters, staff members and some members of our rescue community. We are one of several organizations in the area to use social media to provide excellent care for the pets in our care. So what is the purpose of the page? There are several ways this page can be used:

- We encourage fosters and volunteers to take candid, cute photos and videos of shelter pets. We use these, along with your stories and observations, to construct posts for the shelter's external Facebook page. This is really important, particularly for finding homes for more difficult-to-adopt animals. About half of our adopters now say they saw the shelter or the pet they're interested in on one of the shelter's social media platforms!
- Have a non-urgent medical or behavioral question about a foster pet? Ask it to the group and you're likely to get immediate responses.
- Want to share a happy story or informative article with the group? Go ahead. We all love to learn and there are so many great resources out there! Consider following ASPCAPro and Animal Sheltering to find out the latest in animal welfare.
- Can't make your volunteer shift? Alert other volunteers – we often have people step in when they hear there is a need.

The Facebook group is a wonderful tool and is a key part of our volunteer and foster program. There are certain things we ask you not to post on the Facebook group page, as they are better addressed with an appropriate staff person. Two of these are:

- **Concerns or complaints about a staff member, another volunteer or an issue at the shelter.**
- **Complaints, suggestions or concerns about shelter policies and procedures.**

In addition, all group members are expected to conduct themselves with respect and compassion towards everyone else on the page. Inflammatory or aggressive comments can lead to misunderstandings, misinformation and hurt feelings and should be avoided.

The shelter reserves the right to moderate comments and posts. Posts may be removed from the page at any time. The author of the removed post will always receive an e-mail or message from the moderator, explaining why their post or comment was removed. People may be removed from the page temporarily or permanently if they repeatedly post inappropriate content.

If you're ever in doubt that a post is appropriate for the page, ask yourself, "Is this something that needs to be addressed to a particular person or to the staff in general?" If the answer is a "particular person" then choose an e-mail or telephone call or schedule an in-person visit with the appropriate staff person or volunteer.