

Welcome to Don't Forget My Pet

FAQs for Volunteers and Foster Carers

Thank you for joining us. Every volunteer and foster carer helps someone keep their pet through one of the hardest times in their life, whether that's a hospital stay, a housing crisis, leaving family violence or a period of illness. Here are the questions we hear most often.

1. What is the role of a volunteer or foster carer?

You're helping someone keep the pet they love through a tough time. Foster carers give a pet temporary care, love and routine while their pet parent gets through a hospital stay, illness, a housing crisis, leaving family violence or another difficult period, until they're back together again.

Volunteers may also help with pet transport, walks, In-Home Support visits, our Pet Food Bank and events.

2. How long will I need to foster a pet for?

It depends on what the pet parent is going through. Some pets stay for a few days, others for longer. If a pet parent asks for an extension, let them know you'll need to check first. Speak to the Volunteer Coordinator, who will seek approval from the Managing Director. Please don't make any commitments without confirmation.

3. Can I adopt the pet I am fostering?

Don't Forget My Pet is not a rescue or rehoming organisation. Our goal is always to keep people and their pets together, so the pets in our care are going home.

Adoption is only considered in rare situations, such as when a pet parent passes away or decides they're no longer able to keep their pet. If this happens, the Managing Director will decide the best outcome for the pet. If you'd like to be considered, let the Volunteer Coordinator know. Please never raise adoption with a pet parent.

4. Can I receive any financial assistance for fostering?

We provide food, vet care and the supplies your foster pet needs. We aren't able to pay for your time. If you have questions about extra support, please talk to the Volunteer Coordinator.

5. How can I support Don't Forget My Pet as a volunteer?

There are lots of ways to help, including pet transport, In-Home Support, our Pet Food Bank, events, fundraising and admin. Reach out to the Volunteer Coordinator to find a role that suits your availability and interests.

6. What should I do if I have any issues or concerns while fostering?

If you're worried about the pet's health, behaviour or how things are going for you, contact the Volunteer Coordinator straight away. The sooner we know, the sooner we can support you and the pet.

7. Can I share my experience on social media?

Posting photos, videos or stories of pets in our care is not permitted without prior approval. Approval must be given by the Managing Director, so please request it through the Volunteer Coordinator before you post anything.

Privacy and safety come first. Some of the people we support are in unsafe situations, including family violence. Please never share a pet parent's name, location or personal details, the reason their pet is in care, or anything that could identify them or where the pet is staying.

8. Do I need previous experience with pets to volunteer or foster?

No. We'll give you the support and guidance you need to get started. What matters most is a love of pets, care for the people who love them, and a willingness to learn.

9. What happens if a pet can't go home?

In almost every case, pets go home to their people. If a pet parent passes away or can no longer keep their pet, the Volunteer Coordinator will let you know and talk you through the next steps. Please don't make any arrangements or promises yourself.

10. What information should I share with the pet's family?

Keeping pet parents updated means the world to them, and a photo or a quick note can make their day. Keep updates focused on the pet, and be mindful of sharing your own personal details. Refer any complex questions or requests to the Volunteer Coordinator so communication stays consistent.

11. What should I do if a pet parent asks for their pet to stay longer?

Kindly let them know you'll need to check before anything is decided. Speak to the Volunteer Coordinator, who will seek approval from the Managing Director. Please be patient and respectful, and don't agree to anything until it's approved.

12. What happens if I can no longer foster a pet?

Contact the Volunteer Coordinator as soon as possible. We'll arrange another option, such as a different foster carer or returning the pet to their family.

13. How do I contact Don't Forget My Pet if I have more questions?

Contact the Volunteer Coordinator through your usual communication channels. However big or small the question, we're here to help.

Thank you for helping people and their pets stay together.