**Volunteer**

**Handbook**

This handbook is intended as a sample only. For content, please refer to your facility’s specific policies and procedures for content.

**Table of Contents**

Welcome…………………………………………………………………………………………..……….5

About the Handbook……………………………………………………………………………………….5

**Policies and Procedures**

Attendance and Absenteeism…………………………………………………………………….................8

Volunteer Personal Files…………………………………………………………………………................8

Representing The [Carbon County Animal Rescue & Rehab & Surgical Center’s Inc. ]…………………………………………………………....8

Ending Your Volunteer Services…………………………………………………………….……………..8

Disciplinary Practices……………………………………………………………………………….……...8

Problem Solving Procedures………………………………………………………………………..………9

Dismissal……………………………………………………………………………………………………9

Confidentiality Agreement……………………………………………………………………….................9

Policy Against Harassment…………………………………………………………………………….….10

Smoking…………………………………………………………………………………………...............10

Pets…………………………………………………………………………………………….……...…...10

Solicitation………………………………………………………………………………………...............10

Substance Abuse…………………………………………………………………………………….…….10

Privacy in General……………………………………………………………………………………....…11

E-mail and Voicemail Usage……………………………………………………………………………...11

Holiday Schedule………………………………………………………………………………………….11

Contact Information……………………………………………………………………………………….11

Qualifications…………………………..……………………………………………………………….…12

Requirements…………………………..……………………………………………………………….…12

Time Commitment and Scheduling…………………………………………………………………….…12

Signing In…..…………………………………………………………………..……………………….…12

Dress Protocol……………………………………………...………………………..………………….…13

Restricted Areas of Shelter……………………………………………………………………….…….…13

Customer Relations………………………………………………………………………..………...….…13

Smoking Policy………………………………………………………………………..….…………….…13

Mistreatment of Animals………………………………………………………………………..…..….…13

Misappropriation of Supplies…………………………………………………………………..…..…...…13

Workplace Safety…………………………………………………………………..……………….….…14

Volunteer Injury…………………………………………………………………..………………...….…14

Volunteer Feedback……………………………………………………………………………..…..….…14

Incoming Animals…………………………………………………………………..…..…………..…14-15

Intake Policy…………………………………………………………………..…..……….………..…15-16

Courtesy Posting………………………………………………………………………….....…..….…16-17

Medical Treatment and Care of Animals…………………………………………………….………..17-18

ID Tags…………………………………………………………………..…..……………….………...…18

Euthanasia Policy…………………………………………………………………..………….……….…18

Foster Parent Program…………………………………………………………………...……....….…18-20

Adoption Events……………………………………………………………………………..…..….…20-24

Volunteer and Adoption Events……………………………………………………………..…..…..….…24

Home Visits or Making Phone Calls………………………………………………………………..…..…24

**Appendix**

Acknowledgement of Handbook Recipient………………………………..……………………………...27

**Thank you for being a volunteer at [Carbon County Animal Rescue & Rehab & Surgical Center’s Inc.]**

**About the Facility**

Your generosity has helped keep [Carbon County Animal Rescue Rehab Surgical Center’s Inc.] doors open to many hurt or abandoned animals. On July 20th,2016, we opened our doors and started saving and finding homes for all kinds of animals in Northern Pennsylvania. We specialize in being a place where stray, lost, abandoned, or surrendered animals, and at times, sick or wounded wildlife are brought. We are not a doctor or a hospital, but we save lives every day.

**About the Handbook**

This handbook is created to introduce you to [Carbon County Animal Rescue & Rehab & Surgical Center’s Inc] and provide a basic overview of the policies and procedures which provide all volunteers with assistance and direction.

We expect that you will honor your obligations to [Carbon County Animal Rescue Rehab & Surgical Center’s Inc.], respect fellow volunteers, and perform all assigned tasks.

As our rescue changes, policies, practices, and other information in the handbook will be modified with notification to you. It is your responsibility to keep up to date with your handbook and to be informed of policies and changes that may affect you.

Please contact the management at [Carbon County Animal Rescue & Rehab & Surgical Center’s Inc ] if you need clarification or have any questions.

**Policies**

**and Procedures**

In order to work well with the staff and to present the [Carbon County Animal Rescue & Rehab & Surgical Center’s Inc. ] in the best possible light, we ask that you adhere to the following policies and procedures while you are on duty as a volunteer.  Failure to comply may result in disciplinary action or termination.

**Attendance and Absenteeism**

As a volunteer of [Carbon County Animal Rescue & Rehab & Surgical Center’s Inc.] we expect you to complete your scheduled shifts. We understand that emergency situations and illnesses may arise which may prevent you from fulfilling your tasks. In the event of any emergency or illness, please alert the manager as soon as possible. Please alert the manager of any scheduled absences, as far in advance as possible, so that an appropriate substitute can be found. If absenteeism happens often, your volunteering duties may be fulfilled by another being.

**Volunteer Personal Files**

Your personal files are confidential. These consist of written documents attained by management. The volunteer’s personal file will only be reviewed by you and management.

**Representing the Organization**

Volunteers should always represent [Carbon County Animal Rescue & Rehab Surgical Center’s Inc. ] in a positive manner. Before making a public statement to the press, signing contracts or entering into financial agreements, or forming partnerships with other rescues or shelters, please consult with and receive permission from management.

**Ending Your Volunteer Service**

Although you are free to leave at any time, it would be greatly appreciated if you would give management a two-week advancement to find a replacement.

**Disciplinary Practices**

Listed below are the steps of disciplinary actions that will be taken by the sole discretion of Animal Welfare Rescue if needed.

1. Oral warning with documentation placed in the volunteer’s personal file.
2. Written warning to volunteer and placement in the personal file.
3. Written warning and suspension with documentation in the personal file.
4. Dismissal of volunteer.

These steps are based on the infractions that add up, even if the infraction is not in the same nature as the previous one.

**Problem Solving Procedure**

When working with other volunteers and other points of views, problems may arise. These problems need to be reported to management and solved as soon as possible. Investigation of certain problems may need to take place. Our procedures for problem solving will provide volunteers with the opportunity to have any problem, dispute, or misunderstanding reviewed.

* You may submit a problem in writing to management within three work days after the problem occurred. The manager will attempt to resolve the problem at the initial meeting, if the problem cannot be mutually solved at the meeting, the manager will investigate further into the situation and at the next meeting, in writing, submit another resolution.

**Dismissal**

Dismissal of a volunteer from [Carbon County Animal Rescue & Rehab Surgical Center’s Inc is a serious consideration considered only by management. Before the volunteer is dismissed, meetings to try and fix the situation will be carried out. Grounds for dismissal include unreliability, irresponsibility, disruptive or inappropriate behavior, or failure to follow the policies and procedures of the shelter.

**Confidentiality Agreement**

You will need to sign a confidentiality agreement because of the nature of work at [Carbon County Animal Rescue & Rehab Surgical Center’s Inc]. We expect you to follow the shelter’s regulations and rules, and by signing the confidentiality agreement you are acknowledging that you agree to refrain from the unauthorized use or disclosure of any proprietary information.

**Policy Against Harassment**

[Carbon County Animal Rescue & Rehab Surgical Center’s Inc] is entrusted to keep a work environment liberated of harassment. Harassment is prohibited based upon:

* sex (including sexual harassment, gender, childbirth, pregnancy, or other related conditions) race
* religion
* creed
* color
* nationality
* physical or mental disability
* medical condition
* marital status
* age
* sexual orientation
* other statuses protected by federal or state law or local ordinance or regulations

Harassment if unacceptable in the workplace and other work-related settings.

**Smoking**

State and local laws prohibit smoking in our building. This includes all common areas and private offices.

**Pets**

For the safety of the animals in the rescue and to your pet, you cannot bring your own pet into Animal Rescue.

**Solicitation**

Solicitation is not permitted by any non-staff members or volunteers for any reason. Volunteers and employees are allowed to solicit or distribute literature for various groups or organizations.

**Substance Abuse**

In [Carbon County Animal Rescue & Rehab Surgical Center’s Inc work environment the use or sale of illegal drugs is prohibited.

**Privacy in General**

Any information including emails you send and receive that is on [Carbon County Animal Rescue & Rehab Surgical Center’s Inc computers can be seen and read by others. This is all considered company property.

**E-mail and Voicemail Usage**

The facility’s e-mail and voicemail system are intended for work use only. Anything you put or receive on the facility’s voicemail or e-mails, can be seen by another individual.

**Holiday Schedule**

[Carbon County Animal Rescue & Rehab Surgical Center’s Inc] is open all holidays except for Thanksgiving Day and Christmas. The sheltered animals will be taken care of by the owners on these two days.

**Contact Information**

Matthew Paul Cramer

570-413-5954

Carboncountyanimal64@yahoo.com

**Qualifications**

Volunteers must be at least 15 years of age to work with parental permission, and must enjoy working with all types of people.  Volunteers are required to own medical insurance, have a clean driving record, and have no criminal convictions of animal crulty. Background checks with be done to determine these factors. They must show a genuine concern for the animal’s welfare.  A willingness to work hard and help out wherever needed.  The ideal volunteer is self-motivated, mature, sensitive, dependable, a team player, and reliable.

Under supervision of staff, volunteers will work directly with animals and exhibit a willingness to learn about animals and how to properly interact with them. They must be able to react quickly to avoid any mishaps between animals and people. Other jobs that volunteers may be given are cleaning, preparing for events, or computer work.

**Requirements**

Volunteers must sign a waiver of liability, unless the volunteer is under 18, then a legal guardian must sign the waiver, and complete a basic orientation session as scheduled before reporting to their first assignment.  Additional training may also be required.

Animals in our care must be treated kindly and professionally at all times, which is why there will be a form all volunteers must sign to state their agreement to the rules and regulations.

Volunteers must agree to represent the [Carbon County Animal Rescue & Rehab Surgical Center’s Inc], perform in a professional manner whenever doing so, and not to allow personal views and opinions from clouding (overshadowing) or conflicting with the [Carbon County Animal Rescue & Rehab Surgical Center’s Inc’s] purpose.

**Time Commitment and Scheduling**

We ask each of our volunteers to sign up for as many duties (40 hours ) as commitments permit.  A minimum of four hours of service each month is requested. This is not required, but if volunteer is absent for six months they will be removed from the rosta and need to go through orientation again to volunteer.  Volunteer hours are flexible.  With the exception of holidays, our volunteers are welcome to come in any time from 8am to 3pm, seven days a week.

Once you have agreed to be available for a particular shift, we will expect you to be there at your scheduled time.  In the event you are unable to be at your shift, please call the volunteer coordinator at 570-413-5954 or 484 -554-0178

**Signing In**

You must sign in each time you come to work and sign out each time you finish your shift.

**Dress Protocol**

You are as much a representative of [Carbon County Animal Rescue & Rehab Surgical Center’s Inc] as our paid staff.  Your appearance and conduct will reflect the [Carbon County Animal Rescue & Rehab Surgical Center’s Inc].  All volunteers – even those who don’t specifically work as animal handlers – are likely to come into contact with the animals.  For this reason, **we require that all volunteers wear long pants, hemmed correctly, plain t-shirts or polo shirts, and closed-toe shoes with good traction.  This is for your protection from scratches, bites or chemicals.  Volunteers with inappropriate attire (sandals, tank tops, etc) will be prohibited from handling the animals.  Volunteers are also required to wear Id tags** while on duty at the shelter or off-site.  For the first ten hours of service, you will be wearing a name tag that just reads “volunteer”.  In the event you cannot find your name tag or if you lose your nametag, please inform the staff so a new one can be made.

**Restricted Areas of The Shelter**

Volunteers are not allowed in the **sick animal room (isolation/quarantine)** unless so directed to be there.

**Customer Relations**

The success of our organization depends upon the quality of the relationship between Carbon County Animal Rescue & Rehab Surgical Center’s Inc], employees, volunteers, customers and general public.  Our customer’s impression of the [Carbon County Animal Rescue & Rehab Surgical Center’s Inc] and their interest and willingness to utilize our services is greatly formed by the people who serve them.  In a sense, regardless of your position, the more goodwill you promote, the more our customers will respect and appreciate all that is done for the animals, you and [Carbon County Animal Rescue & Rehab Surgical Center’s Inc]. Employees of [Carbon County Animal Rescue & Rehab Surgical Center’s Inc] will be the only ones to help the public because volunteers are not there as often which means they do not know the animals behaviors as well.

**Smoking Policy**

As per State Law, smoking is **PROHIBITED** on the premises.

**Mistreatment of Animals**

There will be no mistreatment of animals.  If a volunteer is found mistreating an animal, the volunteer will be dismissed of there duties and criminal charges will take place if needed.

**Misappropriation of Supplies**

There will be no removal of shelter property or supplies without expressed permission of the animal control officer. All medicine should be locked up by staff members only. If this becomes a problem, the volunteer will be dismissed of their duties.

**Workplace Safety**

Safety is important to all of us.  Volunteers should conduct themselves in a way that promotes safety of themselves, co-workers, clients and resident animals.  Volunteers should never put themselves or others into a situation that makes them fearful or uncomfortable.  Employee’s and volunteer’s are required to wear appropriate safety gear and go complete all necessary training before handling the animals.

**Volunteer Injury**

Any personal injury that occurs while volunteering for the [Carbon County Animal Rescue & Rehab Surgical Center’s Inc] should immediately be reported to a management.  Volunteers are not covered under the shelter insurance for injury to themselves. Medical attention will be given if needed along with an injury report, and resolution documentation.

**Volunteer Feedback**

The [Carbon County Animal Rescue & Rehab Surgical Center’s Inc] encourages volunteers to make suggestions, voice concerns and give ideas about how the agency fulfills its mission to the community.  We are always looking for new ideas so if you have any ideas to share, please schedule a meeting with management.

**Incoming Animals**

**Stray animals:**

Stray animals are housed in the kennel, quarantine/isolation, and intake areas of the building. Volunteers are not permitted to handle stray animals until processed by staff.

**Holding period for strays:**

A stray animal can be brought to us either by a citizen, Police Officer or Animal Control Officer.  By law, stray animals without any form of ID must be held for five days before they can be evaluated, vaccinated, spayed/neutered and placed for adoption. Animals with ID receive 10 days before they can be evaluated, vaccinated, spayed/neutered and placed for adoption. We do not take stray cats, therefore the cats that are received (other than those with extenuating circumstances) are evaluated, vaccinated, spayed/neutered, placed for adoption within 1 – 2 days of their arrival.

**Time limits for adoptable animals:**

The [Carbon County Animal Rescue & Rehab Surgical Center’s Inc] does not have “time limits” for adoptable animals.  All animals, which are placed for adoption, remain there until they find a new home.  Very rarely an animal may be euthanized if they become seriously ill or temperamentally unsuitable for placement.

**Lost pets:**

If a person loses their pet, the [Carbon County Animal Rescue & Rehab Surgical Center’s Inc will fill out a lost pet report.  We will collect as much information as possible about the pet and ask for a picture.  If we have their animal at the shelter, the owner is able to pick up their pet right away but may be subject to fines.  We require proof that dogs are both licensed with the town and rabies vaccinated.

**Pet adoption fees:**

The adoption process involves an application and a contract.  It is the goal of the adoption program to match each companion animal with an appropriate adoptive home.  Care is taken in screening both the animals and the adopters to be sure an ideal match is made. All animals receive all necessary vaccines and are spayed or neutered before adoption. Dogs six months and older are $150.00, dogs under six months are $200.00, and dogs over seven years are $50.00.

**Intake Policy**

Temperament testing is REQUIRED on all dogs and puppies before being accepted into [Carbon County Animal Rescue & Rehab Surgical Center’s Inc]. All dogs, and puppies, must be evaluated and approved by at least [1] of the [20 on committee] Intake Sub-Committee' members. All intakes also require the approval of the [Carbon County Animal Rescue & Rehab Surgical Center’s Inc] Treasurer who will check to make sure we have sufficient funds to intake an animal.

Animals with a known history of aggression or biting will be accepted on a case by case basis, and adopters will need to sign a bite/aggression form prior to adoption. If previous vet history is not known, then that animal must be seen and vaccinated by a veterinarian within 72 hours of being accepted into [Carbon County Animal Rescue & Rehab Surgical Center’s Inc and must be quarantined from other animals in the facility for a period of 10 days, unless excused by the veterinarian examining the animal. No [Carbon County Animal Rescue & Rehab Surgical Center’s Inc] animal shall be allowed to attend any adoption events until examined by a vet and vaccinated unless the animal has previous vet records showing they are current on all vaccines. All cats must be FELV and FIV tested prior to attending any adoption event or before being exposed to any other cats .

\* The Intake Sub-committee consists of the [Carbon County Animal Rescue & Rehab Surgical Center’s Inc. Trainer, an [Carbon County Animal Rescue & Rehab Surgical Center’s Inc] Vet, the Foster Coordinator, the Intake Coordinator and the Assistant Intake Coordinator.

**Sources of Intake:**

1. **Owner Surrender** - Any person wishing to surrender ownership of an animal (whether their own, or an animal found by them) to [Carbon County Animal Rescue & Rehab Surgical Center’s Inc] is understood to be the owner of that animal. Therequirements for owner surrenders are as follows:
2. **Surrender Form** - an Owner Surrender form must be signed which relinquishes all rights to the animal,and surrenders the animal to [Carbon County Animal Rescue & Rehab Surgical Center’s Inc] If there is no foster home available for the animal, the surrendering party may be required to foster the animal until adoption or until a suitable foster home becomes available. In this case, the person surrendering the animal will also be required to sign a Foster Agreement and should meet fostering requirements.
3. **Surrender Fee** - Theowner surrender fee is as follows:

* If the animal is current on vaccines, and is spayed/neutered, the fee is $50.00
* If the animal is **NOT** current on vaccines, but is spayed/neutered, the fee is $75.00.
* If the animal is current on vaccines but **NOT** spayed/neutered, the fee is $80.00
* If the animal is **NOT** current on vaccines, and is **NOT** spayed/neutered, the fee is $200.00
* These fees are used to help offset costs to [Carbon County Animal Rescue & Rehab Surgical Center’s Inc]. Any adjustments to these fees require the approval of at least two (2) board members.

1. **Medical Records** - Copies of all prior medical records are required for every animal unless none exist.
2. **Vulonteer Rescue** - a volunteer rescue is where a board member, committee member, volunteer, or foster parent finds an animal, or rescues one on his or her own. FEE and REQUIREMENTS - There is no surrender fee, however the volunteer rescuing the animal must assume any financial or medical expenses until the animal has been officially approved by the Intake Sub-committee. Please note! Being a volunteer does not automatically make any animal found or rescued an [Carbon County Animal Rescue & Rehab Surgical Center’s Inc] animal. A surrender form must be signed upon acceptance of the animal into [Organization Name] and the volunteer surrendering the animal may be required to foster that animal until a foster home opens up, or until the animal is adopted. If the volunteer fosters the animal, a Foster Agreement must be filled out as well.
3. **Shelter Rescue** - Any animal (dog or cat) that is pulled or rescued from a shelter is considered a Shelter Rescue. Only board members may pull an animal from a shelter, and the animal must go through the same approval process of being evaluated before being accepted. Theboard member pulling the animal must assume all care and expense until the Intake Sub-Committee has approved the animal. Theboard member rescuing the animal may also be required to foster the animal if no foster home is available, and if so, must also sign a Foster Agreement. A signed Owner Surrender form is also required if the animal is accepted as an [Carbon County Animal Rescue & Rehab Surgical Center’s Inc] animal - in order to transfer ownership to [Carbon County Animal Rescue & Rehab Surgical Center’s Inc].

**Courtesy Posting**

Occasionally, there may be a request to cross-post a dog or cat on our website for greater exposure. These animals must meet the [Carbon County Animal Rescue & Rehab Surgical Center’s Inc] requirements, and the owner of the animal must complete a Courtesy Posting Form. All animals must be spayed or neutered unless excused for medical reasons. These postings are done as a courtesy and [Carbon County Animal Rescue & Rehab Surgical Center’s Inc] assumes no liability, financial, or legal responsibility for said animals. It is the responsibility of the owner to screen any applicants.

**Courtesy Posting Reguirements - Private Individuals:**

Any individual seeking to have [Carbon County Animal Rescue & Rehab Surgical Center’s Inc] Pet Rescue post an animal on its site must abide by the following criteria:

* An adoption fee must be charged to the adopter and a minimum donation of $10 made to [Carbon County Animal Rescue & Rehab Surgical Center’s Inc] Pet Rescue upon approval of application. (No animal should ever be given away to someone free.)
* Theparty must be willing to formulate adoption guidelines or follow supplied guidelines from [Carbon County Animal Rescue & Rehab Surgical Center’s Inc] (i.e., application, procedures for home visits, background checks, return policy, landlord approval for potential adopters who rent, etc).
* Theanimal must be up to date on shots and a copy of the animal's medical records must besubmitted to [ Carbon County Animal Rescue & Rehab Surgical Center’s Inc]
* Theanimal must be altered unless there is a medical excuse signed by a vet.
* Theanimal must be on heartworm preventative. Flea and tick treatments are optional.
* Theanimal must be kept as an inside pet only.

**Courtesy Posting Reguirements - Rescues/Shelters:**

Any rescue or shelter seeking to have [Carbon County Animal Rescue & Rehab Surgical Center’s Inc] Pet Rescue post an animal on its site must abide by the following criteria:

* An adoption fee must be charged to the adopter. (No animal should be given away free.)
* Party must be willing to formulate adoption guidelines or follow supplied guidelines from [Carbon County Animal Rescue & Rehab Surgical Center’s Inc] (i.e., application, procedures for home visits, background checks, return policy, landlord approval for potential adopters who rent, etc).
* Animal must be up to date on shots.
* Animal must be altered unless there is a medical excuse signed by a vet.
* Animal must be on heartworm preventative. Flea and tick treatments are optional.
* Animal must be kept as inside pet only.

**Regarding Courtesy-Posted Animals Attending Adoption Events:**

* All animals attending adoption events must be current on vaccines and must be spayed or neutered unless excused for a medical reason.
* Any puppy or kitten that is less than one year old must have at least 2 rounds of vaccines to attend any adoption event. Cats must be feline leukemia and FIV negative.
* If your pet is not behaving well at an event (i.e. is acting aggressively towards people or other animals), you may be asked to remove the animal from the event. **The** volunteer in charge should make the owner/foster parent aware of the reason for being asked to leave. Please keep in mind that some animals just do not do well at such events. If your dog has ever bitten anyone or another animal, it may not attend adoption events.

**Medical Treatment and Care of [ORGANIZATION NAME] Animals**

All dogs/cats are required to be vet checked within 72 hours of acceptance into [Carbon County Animal Rescue & Rehab Surgical Center’s Inc] Pet Rescue unless the animal has medical records showing they are current on all vaccines and have been on a heartworm preventative (dogs).

**Care of Dogs:**

* **All dogs** are required to receive or already be current on their Distemper series (DHLPPC),Bordatella and Rabies.
* **All dogs** must be heartworm tested within 72 hours of acceptance unless there are medical records that indicate they have been tested within the last six (6) months and have been on a heartworm preventative.
* **All dogs** will receive monthly heartworm prevention.
* **All dogs** should be placed on a flea preventative to be administered as needed.
* **All dogs** should have periodic fecal checks to ensure the health of the animal and any other animals it may live with or come in contact with.
* For any breeds that require it, grooming will be done as deemed necessary.

**Care of Cats:**

* **All cats** are to be tested for FIV and FELV immediately to avoid spreading any contagious diseases to other cats.
* **All cats** are required to receive or already be current on their rabies, leukemia, and FVRCCP series vaccines.
* **All cats** should be given a flea preventative as needed.

**Regarding Spaying and Neutering of Cats and Dogs:**

* **All animals** (dogs/cats) will be spayed or neutered PRIOR to adoption. If for some reason the animal is older than 8 weeks and not yet spayed/neutered, then the adopter will not be allowed to officially adopt that animal until the spay/neuter is performed.
* **All vet visits** must be pre-authorized. [Carbon County Animal Rescue & Rehab Surgical Center’s Inc] is not obligated to reimburse any foster or adopter for any veterinary care that was not pre-authorized. The [Carbon County Animal Rescue & Rehab Surgical Center’s Inc] Secretary and the Foster Parent should each retain a copy of any [Carbon County Animal Rescue & Rehab Surgical Center’s Inc] animal's medical record until the animal is adopted. When the animal is adopted - one copy of the medical records goes into the animal's permanent file and the other goes to the adopter.

**ID Tags**

All [Carbon County Animal Rescue & Rehab Surgical Center’s Inc] dogs must have an [Carbon County Animal Rescue & Rehab Surgical Center’s Inc] 10 tag with their designated 10# on them. This 10 tag is to stay on the animal even after adoption as an extra form of identification and a way to reach someone should the dog happen to be found by someone, or picked up by Animal Control. Adopters should be told to put their own 10 tag on the animal as well.

**Euthanasia Policy**

[Carbon County Animal Rescue & Rehab Surgical Center’s Inc] Pet Rescue strives to maintain the highest quality of life for all animals in its care.

Tothis end, [Carbon County Animal Rescue & Rehab Surgical Center’s Inc] will provide any and all necessary medical care and treatment for all of its animals. Recognizing the realities of certain situations, the animal's quality of life may be so

diminished that achieving this goal may leave euthanasia as the only viable option. Euthanasia of any

[Carbon County Animal Rescue & Rehab Surgical Center’s Inc] animal would require a majority vote of the board.

**Foster Parent Program**

**Criteria For Fosters:**

**All foster homes** must meet the same requirements as adopters. All fosters must fill out an application to foster and must be willing to submit to a background check, property check, vet check (if the applicant has, or has recently had other pets), get approval of landlord or association (if applicable), give a personal reference, and a have a home visit done.

**Home Visit** - What is a home visit? A home visit is where an [Carbon County Animal Rescue & Rehab Surgical Center’s Inc] volunteer physically visits the home of the potential foster/adopter to see where the animal will be living. **The** animal being fostered/adopted should also attend the home visit so that the volunteer may observe the interaction of the [Carbon County Animal Rescue & Rehab Surgical Center’s Inc] animal with the persons or other animals in that household. Thevolunteer should ask to see where the animal will sleep, eat, and be confined when no one is at home, as well as inspect the yard (if applicable) and inquire about how outside time will be handled (for dogs).

* **All fosters** must be at least 21 yrs of age.
* **All other animals** (dogs/cats) in the foster home must be current on vaccines, and spayed or neutered unless there is a medical condition that prevents it. If medically excused, the foster must submit in writing a note from his/her vet.
* **All other dogs** in the home must be on a heartworm preventative. If cats are being fostered, all other cats in the home must be FIV/FELV tested and be negative. It is recommended that all pets in the household be on a flea preventative.
* **All Fosters** must sign a Foster Agreement form.

**Fostering Guidelines:**

Thefoster dog/cat must be kept as an inside pet (meaning the animal sleeps, eats and spendsthe majority of its time inside the house). No foster animal shall be kept outside while the foster parent is not at home, or for any extended UNSUPERVISED amount of time while the foster is home. A fenced yard is not required to foster or adopt, unless specifically required for a certain dog. However, if there is no fence, the foster dog must be tethered on an appropriate length tie out of no less than 6 feet in length, or walked on a leash when outside. Theanimal should not be left alone while outside for any length of time. Cats should not be outside at all unless on a leash and supervised. Thefoster must be willing to take the animal to at least one adoption event per month unless the animal is expressly forbidden to attend. (i.e. has bitten, or shown aggression towards another animal or person).

* **Foster parents** must be willing to transport the animal to any vet appointments if/when needed.
* **Foster parents** are asked to work with their foster animals to help make them more adoptable (i.e. teach them house manners; work with them on housebreaking, basic commands, etc).
* **All dog foster parents** should be willing to attend at least one training workshop.
* **Foster parents** are encouraged to send periodic updates and pictures of their foster animals to the foster coordinator so that the website can be kept current.
* If the **foster should decide to adopt** their foster animal, they will have first option to do so provided they notify the foster coordinator PRIOR to the animal going on a home visit. Once the animal has been scheduled for a home visit, the applicant will be given the first option to adopt. An adoption fee is required of all fosters/volunteers unless waived or discounted by a majority vote of the board.
* **Fosters** must cooperate and make available their foster dog for adoption events and home visits, and not hamper adoption efforts.
* If, for some reason, your foster dog or cat should become lost, please notify the foster coordinator immediately! The sooner someone is notified, the better the chance of getting the animal back.

**[**Carbon County Animal Rescue & Rehab Surgical Center’s Inc**]'s Responsibility to Fosters:**

[Carbon County Animal Rescue & Rehab Surgical Center’s Inc] **will make every attempt** to help the foster parent with cat or dog food, and cat litter. If for some reason food/litter is not available, the foster parent may be asked to help provide such items if they are able and willing to do so.

[Carbon County Animal Rescue & Rehab Surgical Center’s Inc] will supply a collar, leash, and ID tag for each foster dog.

[Carbon County Animal Rescue & Rehab Surgical Center’s Inc] may also be able to provide the foster home with other supplies such as toys, bedding, brushes, etc if available. If these items are not available, and the foster feels they are needed, it may be necessary for the foster to provide them if they want them. In all instances, the foster parent should make the foster coordinator aware, in writing, of anything they should need for their foster animal and the foster coordinator will respond to their request to let them know if the item(s) is available. Please be advised that [Carbon County Animal Rescue & Rehab Surgical Center’s Inc] Pet Rescue will NOT reimburse the foster for any expenses that were not explicitly authorized PRIOR to purchase.

[Carbon County Animal Rescue & Rehab Surgical Center’s Inc] will provide a crate for the foster animal, if needed. This crate remains the property of [Carbon County Animal Rescue & Rehab Surgical Center’s Inc] and must be returned to [Carbon County Animal Rescue & Rehab Surgical Center’s Inc] should the foster choose to no longer foster for [Carbon County Animal Rescue & Rehab Surgical Center’s Inc], or if it is not being used and is needed for another foster animal.

[Carbon County Animal Rescue & Rehab Surgical Center’s Inc] Pet Rescue will cover all medical expenses for the foster animal unless it is determined that the foster parent was negligent in his/her care. If the foster animal should become ill, the foster parent is required to notify the foster coordinator or designee immediately, BEFORE taking the animal to the vet. All vet care must be pre-authorized by the foster coordinator or designee. If such care is not pre-approved, [Carbon County Animal Rescue & Rehab Surgical Center’s Inc] is not responsible for re-imbursement.

When making a trip to the vet, please either ask the vet for 3 copies of the vet record or get one copy and make two additional copies. One copy should be sent to the foster coordinator, one copy to the secretary of [Carbon County Animal Rescue & Rehab Surgical Center’s Inc]], and one copy should be retained by the foster parent as proof of vaccination for their foster animal.

[Carbon County Animal Rescue & Rehab Surgical Center’s Inc] Pet Rescue may choose to cover grooming expenses (if pre-authorized) on those dog breeds that require special grooming. Any other grooming (i.e. baths) will be the foster parent's responsibility unless approved by the Board in advance.

**Adoption Events**

What are adoption events? Adoption events are events where foster parents take their foster

animals to be seen by people interested in adopting. These events are not only good socialization for the dogs/cats, but also give the prospective adopter a way to interact and meet any animal they may be interested in adopting,and gives the animal exposure to potential adopters. All foster parents are required to attend at least one adoption event per month unless their foster animal is not allowed to go,or is ill.

**Rules for Attending Events:**

* All animals attending adoption events must be current on vaccines and must be spayed/neutered unless excused for medical reasons. Cats should be feline leukemia and FIV negative.
* Any puppy or kitten that is less than one year old must have at least 2 rounds of vaccines to attend any adoption event.
* All animals taken to adoption events should have on a collar with an ADOPT 10 tag while at the event. Cat collars with tags should be kept in each Adoption Event Tub for this purpose.
* If your foster animal is not behaving well at an event (i.e. is acting aggressively towards people or other animals), you may be asked to remove the foster animal from the event. If a foster dog has ever bitten anyone or another animal, it may not attend adoption events.
* The volunteer in charge may, at his/her discretion, ask the foster parent to leave with his/her foster animal if he/she deems it necessary. The volunteer should make the foster parent aware of the reason for being asked to leave. Please keep in mind that some animals just do not do well at such events.
* If your foster animal is ill, or has been ill (with a contagious condition) and is still on medication, it may not attend adoption events until given approval of the veterinarian, or until the animal has finished its course of medicine and is no longer contagious.
* Foster parents are asked to stay with their foster animal unless arrangements have been made ahead of time with the volunteer in charge of the event, or the foster coordinator. It is best if the foster parent can stay, because he/she is best able to answer any questions that potential adopters may have about that animal.
* If you are signed up to attend an event with your foster animal and find you cannot make it after already committing, please notify the foster coordinator or volunteer in charge of the event as soon as possible so that prospective adopters aren't waiting for you to show up.

**Types of Restraining Devices (Dogs):**

The following are commonly used restraining/training devices and [Carbon County Animal Rescue & Rehab Surgical Center’s Inc]'s guidelines for using them:

* Gentle leaders & Haiti's - these are approved training devices.
* Training collars (sometimes called choke chains) - These collars are to be used only during training with your dog and should not be worn when the dog is not in training, or when no one is home. A dog should NEVER be crated while wearing a choke collar because the animal can become entangled and choke itself.
* Prong collars should only be used at the recommendation of the [ Carbon County Animal Rescue & Rehab Surgical Center’s Inc ] trainer. NO prong collars may be worn at any adoption events.
* Shock collars should only be used in extreme instances, and only at the recommendation of the [Carbon County Animal Rescue & Rehab Surgical Center’s Inc] trainer. Shock collars are NOT allowed at adoption events.

**Adoption Requirements:**

There is normally a 24-hour waiting period from the time of the home visit before the animal can actually be placed in the adopter's home. This allows the applicant to have time to think about the lifetime commitment he/she is about to make. Any person wishing to adopt an [ Carbon County Animal Rescue & Rehab Surgical Center’s Inc ] animal must live within the state of Ohio. Adoption fees are as follows: all dogs and puppies $150, adult cats over 1 year of age $65, and kittens/cats under 1 year of age $85.

1. **Initial Application and Screening**

* All persons wishing to adopt an animal from [Carbon County Animal Rescue & Rehab Surgical Center’s Inc] must fill out an Adoption Application.
* All fields must be completed to be considered. Incomplete applications will not be accepted.

Pre-Screening consists of:

* Checking the Do Not Adopt listing
* Checking the Animal Abuse Database www.pet-abuse.com
* Background check
* Property check
* Permission of landlord (if renting) or their association (if applicable)
* Vet check (if applicant has or has had other pets)
* Check of current pet's dog license (if applicable)
* Personal reference check

All other animals (dogs/cats) in the applicant's home must be current on vaccines, and spayed or neutered unless there is a medical condition that prevents it. If medically excused, the applicant must submit in writing, a note from his/her vet.

All other dogs in the home must be on a heartworm preventative, and cats must be FIV/FELV tested and be negative (if adopting a cat). It is recommended that all pets (dogs/cats) be on a flea preventative, but it is not required.

Environment is of particular importance to the health and welfare of an animal. As such, the adopter must plan to keep the animal as an indoor pet, i.e. a pet that sleeps, eats and spends the majority of it's time inside the home. Keeping an animal inside will ensure that the pet is housed in a climate controlled area (this does not include a garage or porch).

No animal may be adopted out as a gift. The person for whom the "gift" is for must fill out the adoption paperwork and must meet the requirements to adopt.

We do not adopt to persons whose prior pets died from preventable illness and/or injuries.

1. **Finalizing The Adoption**

Once the pre-screening process is completed and the adopter is preliminarily approved, the following steps are taken:

* A home visit is arranged. This is where an [ORGANIZATION NAME] volunteer physically visits the home of the potential adopter to see where the animal will be living. The animal being adopted should also attend the home visit so that the volunteer may observe the interaction of the [ORGANIZATION NAME] animal with all persons in that household, and any other animals living there. The volunteer should ask to see where the animal will sleep, eat, and be confined when no one is at home, as well as inspect the yard (if applicable) and inquire about how outside time will be handled (for dogs).
* If the applicant wishes to adopt the animal and the home has been approved, the 24 hour waiting period will be discussed, and arrangements will be made to fill out the Adoption Agreement and arrange for payment of the adoption fee.
* If the animal being adopted is not yet spayed or neutered for whatever reason, the applicant will be required to wait until the spay/neuter has been done before adopting.
* The adopter's driver's license should be checked against the name on the adoption paperwork and the driver's license number should be written on the adoption paperwork.
* The method of payment and the amount should be noted on the adoption paperwork.
* Checks and money orders should be made payable to [ORGANIZATION NAME] Pet Rescue.
* Cash should be given to a board member within 3 days.
* NO credit/debit cards are accepted.
* A Petsmart adoption form should be filled out for each animal adopted. All copies of this form should stay with the [Carbon County Animal Rescue & Rehab Surgical Center’s Inc] representative to be turned in with the adoption paperwork. DO NOT TEAR DOWN THE FORM. A copy will be mailed to the adopter along with the Petsmart coupons received from Petsmart upon processing the Petsmart form.
* The adopter should also be told about taking their adoption paperwork to any Petco store to receive coupons from that store as well, when adopting.
* The [Carbon County Animal Rescue & Rehab Surgical Center’s Inc] Volunteer should ask the adopter(s) if they have a matching funds program at their place of work. The adoption fee counts as a donation and can be used in a matching funds program and it is also tax deductible for the adopter as well as the employer.
* The [Carbon County Animal Rescue & Rehab Surgical Center’s Inc] Volunteer should check to make sure that the animal has an [Carbon County Animal Rescue & Rehab Surgical Center’s Inc] 10 tag on and that the 10 number is recorded on the adoption paperwork.
* The [Carbon County Animal Rescue & Rehab Surgical Center’s Inc] Volunteer should remind the adopter to purchase a tag of his/her own, while leaving the [Carbon County Animal Rescue & Rehab Surgical Center’s Inc] tag on as an extra form of 10. They should also be told to purchase a dog license right away.
* The [Carbon County Animal Rescue & Rehab Surgical Center’s Inc] Volunteer should make the adopter aware that all animals require time to adjust to a new home and remind the adopter to be patient with their new pet. If for some reason the adopter can no longer keep the pet - it MUST be returned to [Carbon County Animal Rescue & Rehab Surgical Center’s Inc] Pet Rescue.

1. **Do Not Adopt List (or DNA List)**

Persons whose applications have been denied are added to a Do Not Adopt List along with the reason for denying the application. Applicants being denied will be notified of the reason for their denial within 5 working days. Reasons for denial include, but may not be limited to:

* Domestic violence charge(s) found during the background check
* Felony charge(s) found during the background check
* Recent eviction
* Euthanizing a prior pet because of preventable illness
* Taking a prior animal to the shelter or giving it away to a non-relative
* Poor vet reference
* Current and/or past pets not being kept current on vaccines
* Current and/or past pets kept as outside pets.
* Current pets (dogs only) not on heartworm prevention
* Current pets (dogs only) not licensed
* Falsifying information on application
* Answering "no" to spending more than $500 on emergency vet care.
* Omitting information on application and failure to reply to request for missing information Negative experience during home visit

1. **Important Note for Adoptions**

All adoptions have a 10-day grace period during which time, the adopter may return the animal being adopted for a refund of his/her adoption fee less a $35 processing fee. If an [Carbon County Animal Rescue & Rehab Surgical Center’s Inc] animal is returned AFTER the 10-day grace period, there is no refund of any portion of the adoption fee.

[Carbon County Animal Rescue & Rehab Surgical Center’s Inc] does not believe in cropping the ears or docking the tail of any dog. Adopter agrees to **NOT** crop ears or dock the tail of any breed of dog when they sign the Adoption Agreement.

Declawing of cats is not encouraged ,but should not be the sole reason for declining an applicant.

If at any point, an adopter is no longer able to keep his/her adopted pet, the adopter is REQUIRED by contract to return the animal to [Carbon County Animal Rescue & Rehab Surgical Center’s Inc]. Carbon County Animal Rescue & Rehab Surgical Center’s Inc] will always take their animals back no matter how long it has been since the adoption.

Any checks returned for insufficient funds, or because of a stopped payment order, will be charged a $35.00 fee.

Because every situation is different when doing adoptions, [Carbon County Animal Rescue & Rehab Surgical Center’s Inc] reserves the right to make decisions on a case-by-case basis. Our intent is to place each animal in the home we feel is best suited to that animal, and not necessarily base it on first come, first serve.

1. **Filing of Adoption Paperwork**

All finalized paperwork, along with the check or money order should be given to anyone of the

Board of Directors within 7 days of the adoption. Cash should not be mailed, but instead should be given to any board member within 3 business days. It should be put in an envelope with the adopted animal's name written on it, the address and phone number of [Carbon County Animal Rescue & Rehab Surgical Center’s Inc] Pet Rescue (in case it should become misplaced), the amount, and the volunteer's name and phone number doing the adoption.

**Volunteers and Adoption Events**

All volunteers at adoption events must be 18 years of age or older unless accompanied by an

adult. Any groups (i.e. Girl Scouts) wishing to volunteer must get approval ahead of time from the Volunteer Coordinator and a supervising adult must also attend. Liability waivers will be required of parents whose children are under 18 years of age and want to volunteer.

If you are **in charge** of an adoption event - please make every effort to get there at least 15 minutes prior to the start of the event.

If you have signed up to volunteer at an event, and suddenly cannot make it, please call the volunteer coordinator or volunteer in charge of the event so they can plan accordingly.

And finally, **please be courteous and professional toward EVERYONE.** Do not use foul language. Remember that you are representing Carbon County Animal Rescue & Rehab Surgical Center’s Inc] and your behavior reflects on the group as a whole.

**Volunteers Involved in Home Visits or Marking Phone Calls**

Volunteers doing home visits are strongly urged to take another volunteer, friend, or family member with them on home visits. If you should find yourself in an undesirable situation or neighborhood, please leave the area or home as soon as possible and contact your volunteer coordinator right away.

Volunteers making phone calls to prospective adopters are urged to dial \*67 on their phones before the number they are dialing in order to block their calling number (for safety purposes). It is also highly recommended that you not give out any personal information, but use the [Carbon County Animal Rescue & Rehab Surgical Center’s Inc] phone number and/or PO Box if requesting someone to contact you back. You may also request that they contact you back via an email address.

For everyone's safety - **'''PLEASE** - Do **NOT** give out another volunteer's phone number or

any other personal information without consulting them.

**Appendix**

**Acknowledgement of Handbook Receipt**

**I have received my copy of the Volunteer Handbook.**

The volunteer handbook describes important information about [Carbon County Animal Rescue & Rehab Surgical Center’s Inc], and I understand that I should consult with management regarding any questions or concerns not answered in the handbook. I have entered into my volunteer relationship with [Carbon County Animal Rescue & Rehab Surgical Center’s Inc] voluntarily and acknowledge that there is no specific length of volunteerment. **Accordingly, either I or [**Carbon County Animal Rescue & Rehab Surgical Center’s Inc **can terminate the relationship at will, with or without cause, at any time, so long as there is not violation of applicable federal or state law.**

I understand and agree that, other than the management of [Carbon County Animal Rescue & Rehab Surgical Center’s Inc] or designated representative of the rescue, no manager, supervisor, or representative of [Carbon County Animal Rescue & Rehab Surgical Center’s Inc] has any authority to enter into my agreement for volunteerment other than at-will; only the management of the rescue has the authority to make any such agreement and then only in writing signed by the management of [Carbon County Animal Rescue & Rehab Surgical Center’s Inc].

Carbon County Animal Rescue & Rehab Surgical Center’s Inc This handbook and the policies and procedures contained herein supersede any and all prior practices, oral or written representations, or statements regarding the terms and condition of your Volunteerment with [Carbon County Animal Rescue & Rehab Surgical Center’s Inc Carbon County Animal Rescue & Rehab Surgical Center’s Inc. By distributing this handbook, [Carbon County Animal Rescue & Rehab Surgical Center’s Inc] expressly revokes any and all previous policies and procedures which are inconsistent with those contained herein.

I understand that, except for employment at-will status, any and all policies and practices may be changed at any time by [Carbon County Animal Rescue & Rehab Surgical Center’s Inc], and the rescue reserves the right to change my hours and working conditions at any time. All such changes will be communicated through official notices, and I understand that revised information may supersede, modify, or eliminate existing policies. Only the management of [Carbon County Animal Rescue & Rehab Surgical Center’s Inc] has the ability to adopt any revisions to the policies in this handbook.

**I understand and agree that nothing in the Volunteer Handbook creates, or is intended to create, a promise or representation of continued volunteerment and that volunteerment at [**Carbon County Animal Rescue & Rehab Surgical Center’s Inc **is volunteerment at-will, which may be terminated at the will of either [**Carbon County Animal Rescue & Rehab Surgical Center’s Inc **or myself. Furthermore, I acknowledge that this handbook is neither a contract of volunteerment nor a legal document.** I understand and agree that volunteerment may be terminated with or without cause and with or without notice at any time by [Carbon County Animal Rescue & Rehab Surgical Center’s Inc] or myself.

I have received the handbook, and I understand that it is my responsibility to read and comply with the policies contained in this handbook and any revisions made to it.

Volunteer’s Signature Volunteer’s Name (Print) Date

**TO BE PLACED IN VOLUNTEER’S PERSONNEL FILE**