

Golden Retriever Club of Greater Los Angeles Rescue, Inc.

Volunteer Handbook

December 2018



PO Box 491209
Los Angeles, CA 90049
www.grcglarescue.org



This publication is for use by GRCGLARescue volunteers and those officially associated with our organization only. Distribution outside of our organization is prohibited. Thank you for respecting the hard work that has gone into this handbook to make our organization the best it can be.

Welcome to GRCGLAR!

This Handbook is for our volunteers who work with GRCGLAR and the Golden Retrievers we care for. It answers just about any question you might have about the role of a volunteer in our rescue. In addition to phone or classroom training for performing certain tasks (i.e., homevisits, OTI intakes, shelter scouts) volunteers will be required to sign that you have reviewed the entire Handbook.

Thanks for joining our volunteer team...we hope your journey is a rewarding one!

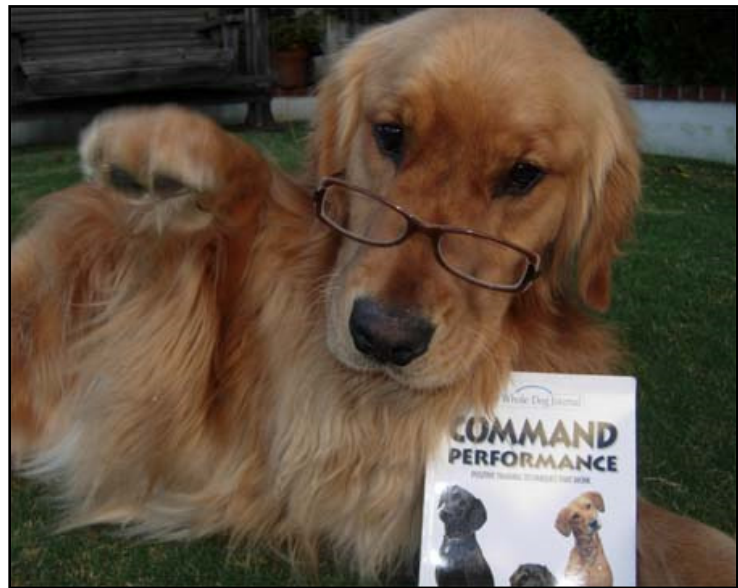


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1. Organization

1.1 Introduction

GRCGLAR recognizes that our volunteers are the lifeblood of the organization and responsible for our growth and continuing commitment to our breed and placement of the Golden Retrievers entrusted to our care. Because our footprint and volunteer base covers a multi-county area throughout Southern California, this Handbook has been prepared to provide a clear understanding of the expectations of volunteers and the policies and procedures which define your role

This Handbook is reviewed annually and revised by the Board of Directors as needed. The original was created in July of 2003 and has been revised through the years to adopt policies and procedures approved by the Board of Directors.

Current GRCGLAR Board Members are:

President – Gerri Monohan
Vice President – Gary Stevens
Treasurer – Mary Pat Killian
Secretary – Jo Anne Delle
Director – Marty Friedman
Director – Donna Meier
Director – Sheri Stachowski

1.2 Rescue Territory

GRCGLAR territory is defined as the counties of Los Angeles, Ventura, Orange, San Bernardino, Riverside and San Diego. We also cover adoption in the cities of Santa Barbara and Goleta. GRCGLAR does not adopt dogs to homes outside of our defined territory.

1.3 Role in Rescue Community

The Golden Retriever Club of Greater Los Angeles Rescue, Inc., is a volunteer supported 501(c)(3) charitable organization dedicated to changing the lives of Golden Retrievers and the people who love them. Our volunteer force of more than 130 individuals in 6 southern California counties work tirelessly to ensure the safety and well-being of all the dogs that come into our care, and we are available to provide safe refuge for all who need us, particularly the sick, injured and elderly.

Since our incorporation in 2001, we've rescued more than 4,000 dogs, although our members were rescuing displaced Golden Retrievers for many years before that, making GRCGLAR the oldest

Golden Retriever rescue in continuous operation in Southern California. With the backing of our parent club, the Golden Retriever Club of Greater Los Angeles (the local AKC-sanctioned breed club for Golden Retrievers), we bring the expertise and experience of dogs in general and the Golden Retriever breed in particular which no other can match.

GRCGLAR is known for our success in finding new life-long placements with adoptive families. This is a direct result of comprehensive evaluations and veterinary care we provide for each dog including, behavioral, physical, and emotional profiles. Each adopting family is supported and provided with information on the dog they adopt, as well as education to help make them the most responsible pet owners possible. We know each potential adopter well through the course of many interactions with them throughout the adoption placement process, which ultimately helps to ensure a successful, permanent match. Through our efforts, GRCGLAR instills in adopters and the public a deep sense of responsibility that corresponds with the freedom and joy of owning a Golden Retriever.

For our dogs, we provide a temporary foster environment where they are safe, well cared for and feel loved until adopted. Their happiness, needs, and well-being are recognized as a priority in our response to them and in all we do. All dogs are spayed or neutered, micro-chipped and receive up to date shots prior to adoption. For those dogs in the twilight of their years, we provide a hospice environment with fosters to help them conclude their lives in dignity. We recognize that there are times when euthanasia may be the most ethical, humane and difficult decision we can make for them.

GRCGLAR fundraising opportunities provide us with the ability to do the work that we do and support our goals and special mission. All monies go directly toward the care and placement of our rescued goldens. In addition, we actively seek and encourage volunteers to assist in our operations and efforts by taking on vital roles in critical areas necessary to our mission.

As a result of our efforts, we are recognized on a local, state, and national level for our mission and efforts. In 2005, volunteer and former Board Member, Carole Cappellino, received The Starfish Award from the Golden Retriever Club of America. GRCGLAR received acclaimed feedback from other Golden Retriever rescue organizations throughout the country for our "Fields of Gold" video created in October 2009, which tells the story of life in rescue through compelling pictures and music.

The organizational culture we strive to create is forward-thinking and challenging, yet is inspirational to others and to ourselves.

1.4 Public Information Communications

1.4.1 Electronic and Print Newsletters

GRCGLAR publishes a monthly e-Newsletter through the use of powering engine Constant Contact. The content is determined by the Editor but must be reviewed and approved by another Board member prior to printing. Special e-promos are sent electronically when there is a need for notifying volunteers, adopters and general interest parties about an upcoming event, fundraising opportunity or special adoption campaign. This monthly e-Newsletter serves as our direct connection to seek donations, attract great candidate families for adoption and recruit new volunteers and/or fosters.

Periodically, GRCGLAR also publishes a print newsletter which is mailed directly to a list of recipients who continue to show support or participate on some level with the growth of the organization. The print newsletter always includes a donation appeal asking for much needed funds for our Golden.

1.4.2 Telephone Hotline

GRCGLAR maintains a voice mail system (818.700.5200) through which callers may contact GRCGLAR to obtain information and leave messages. Callers hear a pre-recorded message that explains GRCGLAR's program. As much pertinent information as possible is delivered in the greeting so that the caller receives basic information. Over the years, GRCGLAR has ascertained the same general questions are asked frequently, which led to the content of the greeting. Callers are sent to the website to complete an application to adopt a dog, surrender a dog, volunteer or foster, or make a donation to GRCGLAR.

Our volunteer hotline team checks for messages on the voice mail system 7 days a week usually every couple of hours. In the case of an emergency or if action is required immediately, the hotline volunteer will contact the appropriate individual or Board member to follow up.

1.4.3 Website and Email

GRCGLAR maintains a website at www.grcglarescue.org to educate visitors about the GRCGLAR rescue program and activities and to raise funds through donations. GRCGLAR also maintains the email address info@grcglarescue which is managed by a volunteer. General emails are monitored, responded to or questions forwarded to the appropriate Board Member, and specific topic emails sent to GRCGLAR are distributed to the appropriate people within the organization..

The post lists are assets of the GRCGLAR, and are to be used for business that promotes our organization and its operation.

1.4.4 Email Privacy Policy

1. Through volunteership in GRCGLAR, volunteers are establishing a relationship with GRCGLAR and authorizing use of their email addresses provided to the organization.
2. GRCGLAR may utilize the email addresses provided by its volunteers for communication and promotion of GRCGLAR events, meetings, education programs, products, and services.
3. GRCGLAR requires all volunteers to participate on the group yahoo email distribution and local territory distribution lists.

Although it may go without saying, we do need to remind everyone that information posted to the GRCGLAR lists or contained in our databases and files is proprietary to GRCGLAR and may not be forwarded, duplicated, reproduced, sent or otherwise communicated to ANY parties, individuals or organizations, outside our rescue for any reason. This applies to all information, but particularly the private information we maintain about adopters, volunteers, donors, relinquishers, dogs and others.

Further, information posted to this list and contained in our databases is for the express purpose of supporting the activities of GRCGLAR (e.g. rescuing and adopting dogs, fundraising, etc.) and may not be used by any party for any other purpose. Misuse or misappropriation of our information would constitute a serious breach of the trust we place in all our volunteers, and potentially seriously compromise our organization.

Your cooperation in keeping our internal information within the bounds of GRCGLAR and its volunteers is appreciated.

1.5 Raising Money

It's important for volunteers to be educated on GRCGLAR's policies regarding the ways we raise money, including cash donations from the public, grants from other charitable organizations, and sponsorships from the business community.

1.5.1 Cash Donations

Unrestricted cash contributions give us the flexibility to use funds where the need is greatest. GRCGLAR offers opportunities to donors to give by check or money order through multiple options, which include mailing in donations, JustGive.org, and PayPal.

Bequests are accepted in a simple amendment to a donor's will or trust which lets them remember GRCGLAR with a specific amount of money, a percentage of the residue of their estate, or property such as real estate, bonds, artwork or jewelry.

1.5.2 Acknowledgement Cards/Memorial Donations

GRCGLAR accepts donations with special requests for acknowledgement in honor (or in memory) of that special friend or companion. We send a lovely color card to the gift recipient. In addition, we help celebrate birthdays for family and friends who prefer to give a gift to GRCGLAR on behalf of a loved one. A card will be sent to the individual celebrating their birthday with the name of the person who donated in their honor.

1.5.3 Charitable Giving Parties

JustGive.org offers a creative way to make giving to GRCGLARescue a part of any event or celebration. You can send free electronic invitations to your event that includes a “Donate Now” button for GRCGLAR.

The electronic invitations work well for any event, including educational or community events, birthday parties or a celebration to benefit the Rescue.

This service makes giving as easy as an RSVP — a simple charitable act affordable for every budget and lifestyle. GRCGLAR receives 97 cents of every dollar donated.

1.5.4 Monthly Giving Opportunities

The *Shamrock Circle Fund* was established in 2003 by a gracious adopter to fund extraordinary medical and emergency expenses. Through this fund, we are able to help the neediest Golden Retrievers: the sick, the injured, the severely abused and the elderly. Shamrock donors make monthly pledges for which every dollar donated to this fund is spent only on these special needs Golden Retrievers.

In early 2007, GRCGLAR created *The Bailey Fund* - a restricted fund specifically for our permanent foster Golden Retrievers who have been deemed unadoptable due to terminal illness, severe physical, or psychological problems. Increasing numbers of our Golden Retrievers are being diagnosed with cancer after the dogs have been accepted into rescue. The decision to treat or extend hospice care is a difficult one. We seek financial support to give these Golden Retrievers the quality of life they deserve without being a financial burden to those who bring them into their hearts and homes.

1.5.5 Online Shopping

From time to time, GRCGLAR will offer items through Amazon.com from popular merchants. In addition, our on-site Golden Galleria will feature vendors in which purchases can earn cash for GRCGLAR.

iGive.com

Through iGive.com the public can register and make on-line purchases for which a percentage of their purchase is donated to GRCGLAR. The list of on-line stores includes hundreds of participating merchants including Land's End, Target, JC Penney, Gap, Old Navy, Brooks Brothers, Brookstone, ToysRUs, Tupperware, Travelocity, Comp USA, Gateway.

1.5.6 Community Programs

a. eScrip

The GRCGLA Rescue account number is 1412946. Sign up your Vons/Pavilion/Safeway club cards and every time you swipe your card at the grocery store, a percentage of your purchase will be deposited into our bank account.

Sign up your Visa/Mc/Discover/Amex cards and if they are used at participating merchants such as OSH, Pep Boys, Sharper Image, Baja Fresh, Carl's Jr., Roundtable Pizza and other merchants listed on the website, cash is directly deposited into our rescue account. Please take advantage of this easy no-hassle way to direct money to GRCGLA Rescue, courtesy of the participating merchants of escrip.

b. Ralphs & Community Rewards Programs

GRCGLAR is registered with Ralphs Community Rewards program. The Rescue will receive a rebate on purchases when any of our members swipes their Ralphs Community Rewards Card at check-out. GRCGLAR's NPO#: 80642

c. Cell Phone Campaign

Cell phones can be turned into CA\$H! GRCGLAR has an ongoing cell phone collection campaign – more information is available on our website.

d. Donate A Car

For those who are thinking of selling or trading in that old car, boat or RV it can be donated instead as a charitable contribution to GRCGLAR. GRCGLAR offers information on the website to coordinate the pickup and sale of the vehicle.

2. Volunteers

2.1 Volunteer Orientation

GRCGLAR Volunteers can learn about the various volunteer opportunities available by first completing a volunteer application through our website. The local Area Manager or volunteer coordinator will then contact that volunteer to talk with them about GRCGLAR and how the organization operates. If you are approached by a member of the public interested in volunteering please route them to our website to complete an online application and let them know that someone will follow up with them. The communication between potential volunteer and area manager will give both parties the opportunity to ask questions and identify where they may best fit within GRCGLAR in terms of interests, skills, availability, etc.

2.2 The Volunteer Team System

GRCGLAR has a team structure that encourages volunteers to be responsible for those areas of interest within the organization where their talents and time are best suited. These teams operate under the guidance of a designated Area Manager responsible for contacting and training their volunteers and overseeing team operations in their geographic territory following the guidelines outlined in this Volunteer Handbook.

Volunteers are encouraged to work together within their territories and provide assistance to other territories as needed. Since the Area Managers rely heavily on each volunteer to carry his/her share of the load, each volunteer must consider family, home, and canine commitments so they do not suffer from the time demand of the volunteer position.

2.3 The Volunteer Website Link

Once a new volunteer has signed a Volunteer Release Agreement provided by the Area Manager, a link will be provided with access to the dedicated Volunteer Page located on our website.

Please keep this in your 'favorites' in your web browser or bookmark or turn it into a shortcut, or whatever is easiest for you to get access. This is a hidden page on our web site and must be distributed this way because the site doesn't currently give us the ability to do password-protected pages.

While this link may be distributed to any current volunteer of GRCGLAR, it does contain proprietary information and MAY NOT be distributed to anyone outside our organization for any reason. Please be sure to keep this link within our organization's volunteers only.

2.4 Volunteer Communication

When communicating on the general list, please keep your emails short, to the point, informational and impersonal. It is not a forum for opinions and disagreements, nor should it be used for political agendas. Emails through the yahoo groups should be related to GRCGLAR activities.

When communicating with individuals, sometimes we have to agree to disagree on a specific matter and move on. Many times, both points of views are valid and it doesn't always mean that one person is right and the other person is wrong.

Please respect that each individual working in the rescue is a volunteer. No one has a paid position and every single person has a personal life and job pressures beyond the rescue. Sometimes, we have to quit assisting in the rescue to address personal matters, and other times we simply need a break. Rescue is a high stress activity and everyone is at risk for burnout and should take steps to avoid becoming angry, depressed, anxious or using rescue as a way to avoid facing other personal problems.

Rescue has a tendency to attract smart, overachieving, educated, opinionated and strong willed people. Without these personality traits, nothing would get done. But this can also lead to conflicts. So, if in a disagreement with someone, step back, count to ten, regroup and get over it so everyone can move on and we can continue to do our work together.

Please do not contact other volunteers before 8 AM or after 8 PM unless it is an emergency or unless you know the person is an early riser or night owl.

2.5 Conflict Resolution

The work performed by volunteers can be stressful, urgent and frequently difficult. Since most of the communication is conducted via email or telephone, every effort should be made to impart a friendly and cooperative tone. Both telephone and email responses should be handled in a timely manner.

As in every family, there are sometimes family squabbles or tense moments. When you find yourself feeling miffed, discouraged, or treated rudely, please do the following:

- Ask yourself, "How does this help the dogs?" Usually, it doesn't.
- Communicate - speak up
- Consult with your Area Manager who may be able to mediate a dispute or help with the situation
- Don't gossip or spread rumors or make suppositions. It is counterproductive and has nothing to do with our mission of helping the dogs.
- Our "chain of command" has not been established to intimidate or dismiss any situation as trivial. We're all volunteers and need to maximize the efficiency of our time.

- If a volunteer becomes dissatisfied with an action taken by another volunteer, he or she is urged to communicate directly with the other volunteer to try to resolve any conflict.
- If the conflict cannot be resolved, the Area Manager should be notified, and he or she will interview both parties in an attempt to mediate.
- If the problem cannot be resolved at the area level, the Area Manager should escalate the situation to the President.
-
- Know that in time, you'll develop some great friends, learn a LOT about dogs, and become part of the GRCGLAR Family as we help Golden Retrievers on their way to new and loving homes (probably just like yours!).

2.6 Volunteer Promises

As A Volunteer for GRCGLAR, we ask that you:

- ✓ Take total responsibility for communicating your thoughts and ideas to the volunteers in your territory
- ✓ Help the team stay focused on our mission
- ✓ Participate to the best of your ability
- ✓ Stay open-minded to new ideas
- ✓ Not only let others contribute, but encourage them to contribute
- ✓ Share your ideas
- ✓ Consciously try to stay positive
- ✓ Do your best to simplify challenging problems
- ✓ Fully support GRCGLAR decisions

2.7 Volunteer Pledges

As a GRCGLAR Volunteer, we ask that you:

Respect

- Respect others even though you may not agree with them
- Display courtesy, sensitivity, consideration and compassion for people and animals
- Use good judgment in recognizing the scope of authority of other volunteers

Safety

- Keep safety at the forefront of all volunteer activities
- Follow the rules presented to you in training
- Respect and use equipment and supplies as they are intended
- Report all injuries immediately to an Area Manager or President

Quality

- Perform all tasks to the best of your ability, as instructed or as outlined by the established policies and procedures in this Volunteer Handbook
- Ask for help when needed
- Recognize that training is essential to all volunteer activities

Self Discipline

- Recognize your limitations and those of others
- Set boundaries for yourself - know your limits with the Golden Retrievers and other activities
- Hold yourself accountable for the commitments you undertake
- Diligently complete relevant paperwork

Communication

- Recognize that you communicate both verbally and non-verbally
- Listen to the needs of others
- Advise the Area Manager and Dog Rep of relevant information regarding the Golden Retrievers in your care

Commitment

- Recognize that true commitment comes from within
- Respect that people and animals count on you to honor your commitments
- Work together with your Area Manager and other volunteers to meet GRCGLAR's goals

Ambassador

- Value your role in the maintenance and growth of GRCGLAR
- Strive to promote a positive environment
- Respect and support all people and Golden Retrievers
- Act as an ambassador and represent GRCGLAR professionally
- Become familiar with and support our mission

2.8 Volunteer Discharge

If a volunteer misrepresents the policies or goals of the organization, interferes with operations of the organization, or performs a proscribed act without the approval of the President, he/she may be discharged from volunteer service. Any volunteer may be discharged at any time by the Area Manager after consulting with the President.

2.9 Volunteer Resignation

In the event a volunteer can no longer fulfill the responsibilities of his/her position, GRCGLAR requests that

- Volunteers notify their Area Manager immediately, who will work with them to arrange for transitioning of current responsibilities and making appropriate announcements of the resignation.
- GRCGLAR property be returned within 24 hours of resignation date (i.e., crates, kennels or other related items)

3. Volunteer Activities

3.1 Shelter Scout

The GRCGLAR shelter scout establishes a positive relationship with shelter personnel, checks the shelter for goldens and evaluates if the dog is adoptable. Shelter scouts pull the dog from the shelter when available, with the approval of the Area Manager. Covering shelters is one of the most critical and difficult rescue jobs – and also one of the most important.



Without us, dogs are euthanized in the shelter, so we need to be there.

Volunteers interested in becoming shelter scouts in Los Angeles are required to read the *GRCGLARescue Shelter Scout Guidelines for LA City and County Shelters* and to work closely with their Territory Managers and the Shelter Liaison Coordinator. This guideline provides greater detail about the role of the shelter scout above the basics provided herein.

3.1.1 Shelter Intake Policy

GRCGLAR will take ANY purebred Golden Retriever, regardless of age or health condition, as long as the dog is not dangerous to people. Approval authority for any intake resides with the BoD member responsible for the area where the dog is coming in from. No BoD member has to seek additional approval to intake a Golden Retriever because of age, illness or injury; as long as the dog is a Golden Retriever, s/he is welcome.

Mixed-breed and other breed dogs may not be taken except in special situations, which must be reviewed specifically with the Area Manager and approved by the BOD. Many Golden's in rescue are not of the best breeding, so may differ somewhat in look from the breed standard; volunteers who perform shelter scout duty will receive specific training in performing breed IDs. Obvious mixes (e.g., ears too short or that stand up, a short coat, inappropriate color or markings, too large or too small, etc.), should not be accepted. If you're unsure about a breed ID, contact the Area Manager.

3.1.2 Building Shelter Relationships

One of the most critical elements in rescue is our relationship with the shelter staff. Each shelter operates differently with their own rules. It is imperative that the volunteers of our rescue treat all members of the shelter staff with courtesy and respect. We must keep our word. If we say we are coming to their shelter on a specific day and time, we need to honor our commitment. Without a good reputation, we will be branded as unreliable and the shelter staff will not work with us to save dogs.

The designated shelter liaison is the primary contact for each shelter. It is critical that other volunteers do not step on these relationships, so the coordination of activities at any shelter should be left to the one or two primary contacts.

When visiting a shelter to evaluate a dog, we should:

- If the dog is a purebred and non-aggressive, then it is a candidate for our rescue.
- In the shelter, the health of the dog should be determined. If the dog is ill or injured, a consultation with the rescue leadership team is necessary. Illnesses that are not considered serious include kennel cough, ear infections and skin problems.
- Disposition of the dog should be determined. The dog should be removed from shelter run and handled. The shelter environment is extremely stressful to a dog, so his true character is often not revealed in a shelter. If the dog appears to be dangerous to people, we must pass on that dog. If the dog appears to be overtly aggressive to other dogs, we may need to pass on that dog. When in doubt, a volunteer should consult with the Area Manager who may request that another volunteer make evaluation.

When it is decided that we are taking a dog into our rescue from the shelter, we must record the impound number, the date and time of availability and make sure one of our volunteers is at the shelter at the appointed time.

Shelters have different hold systems. Whether or not a dog is pulled on the 1st hold, 2nd hold or 3rd hold depends on the shelter relationship which should be determined by the primary shelter contact in conjunction with other volunteers. IT IS IMPERATIVE that the volunteer obtain all pertinent shelter paperwork when the dog is bailed. This includes source documentation, shot records, spay/neuter certificates and microchip information.

3.2 Owner-Turn-In (OTI) Evaluations

3.2.1 Process

Dogs being relinquished by their owners are designated as Owner-Turn-Ins or OTI's. The intake team consists of the OTI Coordinator, area manager and a volunteer who evaluates the dog.

The OTI Coordinator receives all the surrender applications submitted by owners through the GRCGLAR website and routes the information to the appropriate area manager. The area manager then follows up with the applicant by phone to gather additional information as to the circumstances for which the dog is being surrendered to GRCGLAR. Our first goal is to see if we can offer any advice to help the owner keep the Golden. Often, this is a very simple solution. However, in those instances where the best interests of the dog are to be placed in our care, the Intake Team works to get the dog into rescue.

Coordination is made with a volunteer to meet the owner with the dog to carefully screen the dog for socially unacceptable behavior and to verify that the dog is a purebred Golden Retriever. The Intake Team accepts those Golden Retrievers it feels GRCGLAR can responsibly place. In the case of a tentative decision (due to aggression), the volunteer consults with the area manager regarding the intake information and/or decision.

We often get requests to take in dogs that this rescue cannot take. If we need to pass on a particular dog, we should make every effort to find another rescue to help this person. Sometimes the family is split over whether or not to relinquish the dog to rescue, in which case the volunteer must be very sure and very clear with the owners about our policies and make sure the owner does indeed want to give up their dog.

Occasionally the dog being relinquished is in a neglected and abused state. In this case, it is necessary to pull that dog out of the home as quickly as possible. Volunteers who work with owners who relinquish their dogs must follow a strict protocol. This includes:

- Explaining to the owner our process – that they are required to fill out a “Surrender Application” form with their signature (if it is submitted by internet, a signature still must be obtained on that submission). This form requires the owner to state the medical condition and disposition of the dog.
- The other form is “Release of Ownership”, a legal document that states that they are transferring complete ownership of the dog to GRCGLAR. It is important that the volunteer sign this form and provide copies of these forms to the owner who has relinquished their dog.
- Make sure the owner understands that when GRCGLAR accepts ownership of the dog, we can make no promises as to the type of home the dog will go into, they will have no input as to where the dog is being placed, and there will be no future contact regarding the dog. Make sure to state clearly that once surrendered, the rescue does not return dogs to their surrendering owners for any reason.
- Make sure all paperwork is in order and submitted promptly to the records administrator.

While we request that the owner spay or neuter the dog, or update its shots, many times they won't. So, the rescue ends up picking up the bill. Whenever possible, we should obtain a donation from the owner to handle these expenses.

3.2.2 OTI Paperwork

When a dog has been approved for acceptance into GRCGLAR, the relinquishing family is asked to provide the following items if available prior to relinquishing the dog:

- All veterinary records, if possible.
- A current rabies vaccination certificate
- Proof that the dog has been spayed/neutered, if applicable.
- Completed and signed Surrender Application.
- Completed and signed Release of Ownership.

- American Kennel Club (AKC) papers and /or other registration papers
- Microchip and /or tattoo registration papers
- The dog's personal effects and supplies.
- A monetary donation to GRCGLAR (if possible).
- The dog should also be bathed and free of fleas prior to admission (if possible).

3.2.3 General OTI Policy

OTI dogs cannot be 'marketed' as 'good with kids' unless we have personally evaluated them in their prior home with small kids or they've been fostered in an experienced volunteer foster home for a reasonable period of time (a couple of weeks, minimum – remember the 'honeymoon' period) with reasonable exposure to small kids in the living space. Casual exposure to kids in the park doesn't count. We cannot 'sell' an OTI as 'good with kids' because the prior owner said they were.

All OTIs will get the same vet exam at one of our vets as any other intake. Good health claims from prior owners, even when accompanied by vet records, cannot be taken at face value. We are not doing our due diligence to the adopters if we don't do this. OTIs, just like shelter dogs, need exams, proof of vaccination, fecal testing and microchipping. For OTIs coming in with microchips, those chips need to be re-registered to the rescue prior to the dog being adopted out.

All intake forms, adoptions and returns should be posted within 24 hours of the event using the Dog Intake Form found on the volunteer page. Database updates will be done within the same day as the posting, in most cases. Dog listings will not be posted to the site unless the dog is already logged into our Quickbase database.

3.2.4 Owner Change of Heart

Because our OTI Intake team often counsels owners who may exhibit hesitation about relinquishing their dog, the owners often decide to keep the dog and work through the situation. Education is an important part of GRCGLAR's mission and there may be a simple solution to the problems existing.

A relinquishing owner may question any of the legal terms/conditions of the Dog Surrender Application and the Release of Ownership. In this instance, the volunteer should refer all questions to the Area Manager who will discuss the matter with the owner.

Once a Golden Retriever has been accepted on relinquishment to GRCGLAR, the dog will not be returned to the prior owner for any reason.

3.3 Home Visits

Volunteers who conduct home visits are vital to the adoption placement process. This feedback provides us with essential information in making the best match and placement of a dog with a potential adopter. It's also an opportunity for the public to interface with a GRCGLAR volunteer in person, who can explain our mission and general adoption process.

3.3.1 Pre-Home Visit Activities

The Rescue receives online applications from people who want to adopt dogs. The home visit volunteer elects to perform that home visit and communicates their desire to do so through the yahoo email group.

Home visits should not be conducted for relatives, friends, neighbors or acquaintances.

Applicants should be contacted either by email or by phone within 48 hours of the posting of the application. Before contacting the applicant, please review their application and make note of any red flags that need to be addressed.

When you speak to the applicant:

- * Set up a time that is agreeable for both parties and request that all members of the family be in attendance. If you will be bringing a dog, please inform the applicant that you will be doing so.
- * If the applicant rents or leases their home, make sure they have a copy of the written approval for GRCGLAR files. (see additional info below)
- * Dogs may not be adopted to homes that are at or over the legal limit for dogs in their local area, including homes of volunteers.
- * Prospective adopters using Invisible Fence/Electric Fence as a source of containment for their dogs outside off-leash cannot be approved. These fences are not fool-proof as containment devices (several points of failure are possible), and are useless in protecting the dog from people and other animals coming onto the property. Only secure structural fences can be approved.
- * We have no policy that denies people who live in apartments or condos without fenced yards from adopting. However, if we have an applicant with an unfenced yard, you must inquire how and where they intend to exercise the dog. While we have no idea what the applicant's outdoor regimen will be, you must note all concerns in your report. If their intent is to LEAVE the dog outside in an unfenced yard, please do not debate or challenge this with the applicant. Simply note this major "red flag" in your report.
- * Make certain the applicant knows how to reach you if they need to change or cancel the appointment.
- * Please remind the applicant if you are going to be bringing a dog on your visit.

Before doing a home visit, please check the application, as to whether the applicant is a renter, or owns their residence. Many rescues decline applications from renters, but GRCGLAR chooses not to be so strict. When the applicant is a renter, please inform them in advance of the home visit that you will need to see LANDLORD PERMISSION IN WRITING before you can submit your home visit report. This "proof" may be a lease/rental agreement with a pet clause in it, or a letter from the landlord or rental agent indicating that the tenant/occupant is allowed to have a dog in their home. To save time and aggravation in following up, it is best to ask them to fax or email this to you before the home visit, so you don't waste your time doing a visit for a family that doesn't have the landlord's authorization in writing.

It is imperative that the information about your inspection of this document is contained in the home visit report. We cannot make a placement with the applicant if this information has not been verified. Your home visit report should not be submitted until you have seen written landlord approval.

If there are restrictions listed in the lease/rental agreement/letter, please note this information in detail, in your home visit report. For instance, if there are listed restrictions as to the number of dogs allowed, weight limits, even breed restrictions, please report ALL of those, even if they don't seem to apply. Verbal authorizations are not acceptable (i.e. the landlord is present at the visit and verbally tells you it's OK for the tenant to have a dog). We do not accept "contingent" pet clauses, such as those that allow pets, pending payment of a pet deposit. YOU MUST SEE PROOF that the pet deposit has been made, and verify this in your report, prior to submitting your home visit report.

Once additional information has been gathered and landlord proof has been confirmed, the volunteer then sets up a convenient appointment to go to the home of the potential adopter to check the safety and security of the property and further determine that the applicant can provide a safe, secure, loving home for our dogs.

3.3.2 Conducting A Home Visit

When conducting a home visit, dogs should be kept on leash around pools, dangerous plants, in yards with steep terrain etc. Dogs should never be out of your sight. Prior to letting your dog off leash, please ask permission, particularly if there are resident pets. Use common sense with muddy paws, or in homes with clutter, food on counters, breakables in the dog's path or any other worrisome situations.

a. DOG TO DOG and DOG TO CAT Introductions:

DOG TO DOG INTROS - SETTING UP THE VISIT

1. Always ask the applicant if you can bring a dog. Most people respond enthusiastically. Those who say "no" generally explain that their dog doesn't like other dogs, or they have a child who

is terrified of dogs, or it's a home that doesn't plan to let their own dog into the house (even though they didn't say that on their application). If they decline, just ask why, and don't take a Golden Ambassador with you, but include this information in your report.

2. All dogs that go on home visits should be "bombproof" just like the dogs we take to events. They must be well socialized, child friendly, dog friendly, and well mannered.

3. Carry bags for clean up, and printed information to be provided at the end of the visit.

INTRODUCING THE DOGS:

1. Try to park down the street, away from the applicant's property in neutral territory. Call the applicant to say you have arrived. Visiting dogs should be on leash and under the volunteer's control before getting out of the car.

2. Ask them to bring their leashed dog outside, and explain that you will be preferably, across the street. The idea is to leave considerable distance between the dogs as they walk parallel in the same direction. This gives the dogs some time to sense one another without direct eye contact. If all goes well, slowly close the gap and continue walking somewhat closer. Use common sense and good judgment, watching the dog's body language and facial expressions, as you gradually come closer. Allow the dogs to sniff each other, only if they both appear RELAXED at this point.

Once these important preliminaries are out of the way, head back to the house.

ALTERNATIVE SUGGESTION:

Number 2 above does add extra time. An alternative would be as follows:

Allow the applicant to decide what scenario would be most acceptable to their dog, but it's likely that introductions in the backyard will be preferable to meeting in the house.

The visiting dog should go into the backyard first, before entering the house, to sniff around without the resident dog.

ONCE YOU'RE IN THE BACKYARD:

2a. For the yard inspection, if there's an unfenced pool, spa, water feature, steep terrain, questionable safety, or unfenced property, your dog should be kept on leash. We do not want visiting dogs getting wet and muddy, creating a mess inside or outside the applicant's home.

2b. Please ask the applicant to pick up all toys, bones, and balls that can create conflict with the dogs.

2c. If the applicant does not offer to let your dog run free in their yard, keep your dog on leash and note this in your report.

2d. You may ask permission to let your dog run free in the yard BEFORE the resident dog comes outside. The leash should stay attached in case you have to grab it. If you are concerned about dropping your dog's leash in the applicant's yard, don't do it. Walk with a loose leash and let your dog inspect the property. Please keep the conversation to a minimum at that point, so you can concentrate on the gates, fencing, plants, and other areas of importance.

2e. When the resident dog is brought outside, both dogs must be on leash until everyone is relaxed. Again, ask the applicant if they feel comfortable dropping their dog's leash, in case they have to grab it. If you sense any agitation whatsoever, both dogs should be kept on leash at all times. In the extreme case of aggression, the applicant should put their dog in a secure area or room, and you should do a quick walk through of the home with your dog on leash, and conclude the visit.

INSIDE THE APPLICANT'S HOME:

3. Our Board of Directors highly recommends keeping your dog on leash inside the applicant's home. The applicant may not want your dog on the furniture, or there may be safety issues with breakables, food, or other questionable items that aren't obvious to you. It's easy to miss red flags when you're chatting with the applicant and not focused on the surroundings. Never allow your dog to be out of your sight.

4. Always make your decisions with SAFETY as number one priority, and please note all red flags in your report. There is a new option at the end of the Home Visit Report form, asking if you would like to be contacted by the Placement Assistant. Always feel free to request a call or email from the PA to discuss concerns or proprietary feelings about the applicant.

5. Applicants often like to sit down and talk, so it's best to keep your dog with you, on leash. Please decline offers of food and drinks. The dogs are a great reason to finish the discussion professionally, cheerfully and go home.

TAKING YOUR DOG ON A HV WHERE THERE IS A RESIDENT CAT:

If you are taking a dog to a home visit where there is a resident cat, here's a possible scenario for bringing the dog into the home that offers the opportunity to witness how the cat engages with a dog. Tell the applicant in advance that you are bringing your dog and when you arrive have them put the cat in a safe place for about 15 minutes. This will give you time to conduct the walk-through of the home and allow the dog to smell the cat without seeing it. Then take the dog outside (this is a good time to conduct the backyard/fence review) while the owner lets the cat out of confinement so s/he can smell where the dog has been. When you're ready to return inside, keep the dog on a shortened leash and introduce the two to each other; be ready to make a quick redirection if the dog tries to chase the cat or jump on it. Let them sniff each other and talk to them in soothing voices.

Remember: dog leashed, cat loose. Do NOT hold the cat. Do NOT allow the dog to chase the cat. Do NOT force an interaction. If the cat hisses/growls or acts threateningly toward the dog (swats at or crouches back as if to lunge), walk the dog away immediately. If the cat never comes out from hiding or you never see him/her, do not pressure the applicant to bring the cat out to meet the dog as doing so can cause bodily harm to anyone holding a nervous cat.

Even cats that have lived with dogs their entire lives may feel anxious when a new dog enters its home and may run and hide, never to be seen. This is a natural reaction and is not an

indicator that a dog will not fit into the home. Slow and safe introductions can take days, weeks or even months so it is not unusual to not have any interaction at all during a brief home visit. A lack of engagement should not reflect negatively on the applicant's suitability as a good home for one of our dogs.

b. Tips for Assessing Home

When you go the home, please look for the following, some of which are listed on the home visit form:

- Make note of the neighborhood and surrounding area – are there traffic hazards?
- Is the backyard fenced, and if so, what is the height of the fence? Are there holes or repairs that need to be made? Are there any sharp or dangerous objects? Are there trees for shade?
- Any poisonous plants?
- Is the home tidy and neat? Are there breakable or fragile items displayed?
- Are there stairs in or around the home? Are the floors carpeted, hardwood or tile?
- Are there other pets in the home? Do they appear healthy and well cared for?
- Are there children in the home? If so, what are their ages?
- How do family members respond to their pets (and to yours)?
- Is there a swimming pool? Is it fenced? Explain the dangers involved and the importance of teaching a dog where the steps are.

Fenced Yard Requirements - We don't have a requirement that an adopter have a fenced yard unless they intend to leave the dog outside, or give the dog outside access through a dog door.

We have lots of adopters who don't have fenced yards (apartment, condos, townhomes). Lots of dogs are exercised outside on leash or in fenced parks/dog parks. We do not accept Invisible Fence.

c. Questions to ask which help identify their level of experience and expectations with adopting a Golden Retriever:

- Why do they want a Golden Retriever and what are their expectations of the dog?
- Where will the dog spend most of its time?
- What age and gender of dog are they looking for and why?
- Do they want a calm couch potato or an energetic dog?
- Did they have previous pets? What happened to them? How do they plan on exercising the dog? Walks, dog park, etc?
- How would they deal with misbehavior?
- How long will the dog be left alone and where will it be during this time?
- What will they be feeding the dog?
- What are their training plans?
- Where will the dog sleep?
- Are there any areas of the home that the dog will not be allowed?
- Is everyone enthusiastic about getting a rescued dog?
- Are they aware that Golden Retrievers shed a great deal?
- Discuss any red flags from the adoption application.

d. Sharing information about GRCGLAR policies with the potential adopter

Generally speaking, you can let the prospective adopter know that GRCGLAR is a 501c3 nonprofit organization and it does not make money from its rescue dogs. Additional donations are needed to cover our medical costs. GRCGLAR dog reps will give the adopter as much information as they have on the dog. Please tell adopters about the breed –

- Golden Retrievers are happiest as part of a family and they like to be indoors. When bored or neglected, they can act out in destructive ways.
- Make sure adopters understand that many rescue dogs are stressed when moving to a new home and it may take weeks or even months before the dog settles into the new home.
- Golden Retrievers need exercise daily, whether it is leash walking or going to a park.
- Dogs should not be allowed to roam free or be off the property without supervision.
- They must not be kept on a tie-out.
- They must wear an identification tag at all times.
- It is up to the adopter to become familiar with city, county and state laws on animal licensing and following regulations is the responsibility of the owner. The adopter should be aware that dogs are an expense in time and money. Dogs need quality food, veterinary care and training
- Rescue can offer suggestions to various facilities that may assist in addressing the issues of training, or finding a veterinarian. At no time will rescue make decisions as to who, what or where services are provided or payment regarding these services.
- GRCGLAR's responsibility lies in placing the rescue dog in the best home for its personality, behavior and history.
- The volunteers will be following up on its dogs and the adopter is encouraged to ask questions so the volunteers can help the rescue dog to succeed.
- If for any reason the adopter cannot keep the dog, it MUST be returned to GRCGLAR. It cannot be given away, transferred or sold to anyone else without our knowledge and approval.

When you're talking to families in the placement process or on home visits, you'll probably come across people who are planning to adopt during some period of time when their schedule is very much 'not normal', such as during off-track school time, vacations, holidays, etc. The logic most people have behind this is that they get to spend a lot of quality 'bonding' time with the dog right after adoption with the notion that this eases the dog's transition. However, this plan can backfire big time.

Dogs are creatures of habit, they crave structure, and their main 'goal' during the transition period is to figure how they fit into things, It's generally best for folks to adopt and allow the dog to learn how to live in their home with 'business as usual'. The dog is then able to learn what the schedules and routines are right off the bat, and allows the dog to settle into a real routine. Dogs who transition into some false home environment where everyone's on vacation and home all the time may set the dog up for a second big transition a week or two down the line where everyone tries to go back to their usual lives, and the dog is left wondering what happened, having to re-adjust all over again. Having a rescue dog who has already gone through multiple upheavals go through two more when one would do really isn't very kind to the dog.

For folks you know who are considering this kind of 'transition plan' for their adoptive dog, you might want to share some of the 'cons' associated with it, and the benefits of transitioning their new family member into a more normal activity pattern (which can be easily simulated even if everyone IS home for a vacation).

e. Discussion of Individual Dogs

Please don't discuss individual dogs, but rather steer the discussion towards placements in general. It's a good idea to stay away from factors like the dog's age, color and sex, and concentrate more on factors that truly reflect more suitable matching criteria for the home, such as training level and activity level. Folks who are focused on females should be encouraged to look at males (aside from the external genitalia, there's virtually no difference in the breed between males and females, and each comes in the full range of colors, sizes, energy levels and personality types).

f. Sharing Your Opinion About the Home

Please remember that it's very problematic for a home visit volunteer to let an applicant know what his/her opinion of the home is, either good or bad. I know many people will ask "Have I passed?" and it's tempting to tell people how wonderful you think their home is when you do, but it's important that you don't. Remember that folks mainly hear what they want to hear, so when you tell folks they have a great home and any rescue dog would be lucky to go there, it causes a great deal of confusion and frustration on the family's part when they don't make a match right away, or don't get to adopt the particular dog they have their eye on. It's important that you don't convey your opinion orally, or in writing before, during or after the home visit.

Prior to the home visit, you can let the family know that the home visit is an objective review, or 'fact finding mission', if you will, that helps us to gather the kind of information that we need to make a good match. The home visit and application provide us with valuable data that goes into the matching process. You can also let them know that the home visit volunteer is only providing objective feedback, not 'approving' or 'denying' an application – once their home visit is complete they are eligible to adopt a well-matched dog.

This also applies to other areas where your opinion may be in conflict with rescue's policy. For instance, we have no policy on what type of dog food an adopter must use, although many of us have strong feelings about brands and quality levels. If the brand of dog food the family uses isn't the quality or standard you would use, that may be something to include in your home visit report, but not a discussion that you want to get into with them at the visit. Please remember that on the home visit you are there as a representative of the organization, and what you say or do can be construed as an opinion, policy or judgment by the overall organization.

g. Before Leaving Home

As you wrap up the home visit, invite the applicant to ask any remaining questions about the adoption process.

This home visit process is our first 'face' with the applicant, and can be difficult to navigate at times, but it is a critical part of our process, and we appreciate your willingness to get this done for the dogs!

Please make sure the applicant has

- A business card with your name and contact info on the back
- The Placement letter. Let them know a Placement Assistant will contact them within a week of their home visit being posted.
- The Easy Ways to Help cards
- The Senior Dog Letter

3.3.3 Post Home Visit Activities

At the conclusion of the home visit:

If there are any conditions that need to be repaired, let the applicant know to contact you when they are ready and you will come back for a recheck. Let them know their application will not be posted until any repairs are complete.

- Tell the applicant you will write a report to the rescue and that you will post it to the group within 48 hours.
- Inform the applicant of how the adoption placement process works.
- Give the applicant a copy of the Placement Letter
- Ask the applicants if they have any questions.
- If there are any questions that you cannot answer, let them know you will follow up with an answer. And do it.

The home visit volunteer then reports back to the volunteer group by submitting a home visit report through the volunteer site. It is important that the home visit volunteer provide as much information as possible to provide helpful information for the Dog Reps to find a suitable home for their dogs.

If you happen to forget some information about the home visit on the report you can create an addendum by responding to the home visit report once it is posted to the list. In this way, everyone involved in any placements has access to the information. If you state "contact me off-line with any questions", no one else has the information. So remember to make any additional information you wish to post to the home visit report a permanent record for our archives. Absolutely, no sharing of propriety comments or information on HV reports, with applicants, other volunteers or people outside of GRCGLARescue.

3.3.4 Home Visits for Foster Candidates

If you do a home visit for an applicant interested in fostering, please let them know that they'll be contacted by phone for follow up by the local Area Manager or Foster Coordinator. Please

contact the local area manager after the home visit and notify him/her that the applicant is interested in fostering. Sending an email to the Area Manager, with a copy to our Foster Coordinator is the best way to make the notification. Please do not assume that because you put something in the home visit report (or that the applicant mentioned something in the application), that the follow up will happen automatically.

The Area Manager will review the foster program with the applicant to make sure they understand all the components and requirements, have them sign the foster agreement and work with them to identify an appropriate foster dog. Please do not refer them back to the web site to 'choose' a foster; foster placements are prioritized somewhat differently from adoption placements, and dogs listed as 'needs a foster' on the site may already be committed elsewhere.

Foster homes come along with a wide variety of experiences; there's no particular experience level required to be a foster home. It's important to communicate to applicants that our foster program is designed in order to help prepare dogs for ultimate placement elsewhere. It is not a trial placement program for adoption. If the dog they are interested in is already in foster care, that dog is not available for the applicant to foster, only adopt.

3.4 Dog Walker/Handler

Below are some basic guidelines for a dog walker/handler to follow. It's important to refer to the specific guidelines established by the area manager and local boarding facility where the dogs are being boarded.

If you ever feel uncomfortable or unsafe walking a dog, it's okay not to walk him or her. When walking the dogs, safety is the most important thing. Anytime you walk a dog it must be on a martingale collar or a harness that it cannot escape from. If you prefer a harness, it should be either the Easy Walk Harness or a Gentle Leader. These are precautions to make sure the dog cannot slip out of its collar while you are walking, which can happen with a regular collar. You will need to bring your own martingale collar or harness as the dogs there only have regular collars on. You can get them at Petsmart, Centinela Feed, Petco, etc. We do not allow choke chains or prong collars. Leashes should be sturdy and no retractable leashes are allowed.

If a dog does get away from you, don't chase it. Stand still and call it back. If it doesn't come, get back to the boarding facility quickly for help. Having treats with you on the walk may be a help if you get in this situation. Also, please call your area manager or designated dog rep if the dog gets away, even if you get it back. We need to know so we can alert the other dog walkers of the potential for escape.

Another rule when walking is to stay away from other dogs. If there is someone else out walking their dog, go to the other side of the street. If there is a dog in a yard, go to the other side of the street. If you need to turn around to be away from other dogs, then do that.

When bringing a dog back to the vet/boarding facility after walking it, use caution when going into the office. Look to make sure there aren't any dogs nearby before going in. If other dogs are in the waiting room, only go in if you know for absolute certainty the dog you are walking is good with other dogs and/or you can keep good control with a short leash. Regardless of how good our dog is, do not let them greet or meet other dogs in the waiting room.

Make sure to bring poo bags with you, and throw them away in the trash can in the designated vet/boarding facility parking lot - never in the neighbor's cans.

As for your safety, if the dog picks something up off the ground don't try to take it away. You may ask him to drop it or try to trade with a treat, but don't risk getting bit by trying to take something away. If you can't get the dog to drop it, get back to the vet/boarding facility as quickly as possible and either get help or just let them know if the dog swallowed something it shouldn't have.

The dogs need to stay in the area of the vet/kennel facility, meaning you can walk them in the local area/neighborhood, but can't take them anywhere in your car, unless you have specific prior approval from the dog's rep or area manager.

Rescue dogs may not be exercised off-leash or taken to dog parks or dog beaches under any circumstances.

These guidelines are in place to keep you and the dog safe. As you learn things about the dogs you walk, please send the area manager updates so we can keep their bios current, and we can let other volunteers know if there are potential problems.

3.5 Transporter

All of our dogs need to go from point A to point B at various points during their stay in the rescue. Volunteers are often called on to transport dogs from the shelter to the vet, from the vet to a foster, or from a foster to the vet. Oftentimes, rescue gets crates donated to us, and we can often loan a crate to someone who can transport our rescue dogs. Transporters need to carry their own auto insurance. Things to remember when transporting a rescue dog for GRCGLAR:

- Dogs must be crated, seat-belted or tethered when transported in volunteer vehicles, and may not ride loose in the vehicle. In the back seat or cargo area, the dog may be crated, seat-belted or tethered. For many vehicles, a safety net or safety gate works, too.
- Dogs must be crated when being transported in the same vehicle as children.
- Dogs may not ride in the front seat.

3.6 Administrative Tasks

Administration duties in the rescue include updating our databases, returning phone calls, gathering and maintaining paperwork on our dogs, preparation of mailings and compiling materials.

3.6.1 Reimbursements & Submissions

Volunteers will be reimbursed for the following:

- Shelter Fees
- Veterinarian bills that meet pre-established criteria or have been approved in advance by area manager or board members
- Supplies for foster dogs such as collars, flea treatments and special supplements

Reimbursements need to be itemized on a form that is sent to the Treasurer which can be downloaded from the volunteer link on our website.

Submissions of regular donation checks should be sent to the post office box. Adoption donation checks may be sent directly to the treasurer. All checks submitted, whether to the PO Box or directly to the Treasurer, must be accompanied by a completed Check Submission form.

3.6.2 Adoption Donations

Adoption donations (donations received at the time of adoption and recorded in the adoption agreement) do not receive any formal written acknowledgement from the rescue aside from the adoption contract. Adoption donation checks may be submitted directly to the Treasurer using the "Submission of Checks to the Treasurer" form you'll find on the volunteer page of the web site.

3.6.3 Other Donations

All other donations, including donations received from home visits, for calendars, t-shirts and all proceeds from our various events do require formal written acknowledgements. These donation checks should be forwarded to the PO box along with a "Submission of Checks to the Treasurer" form. Donation checks sent to the PO Box will have acknowledgements sent to the donor.

Because we're a 501(c)3 charitable organization, we do need to follow certain regulations as it relates to donations, including providing acknowledgements to donors for most types of donations. We do have processes in place in the rescue to handle donations correctly, so we just want to make sure that all volunteers are aware of the correct procedure.

3.6.4 Donation of Goods Receipts

GRCGLA Rescue can provide 'donation acknowledgments' for goods donated to rescue, but it is up to the individual donors and their tax advisors to 'value' the item or goods. For instance, if someone wanted to donate a chair to the yard sale, we could give them a letter acknowledging the receipt of 'household goods', 'furniture' or a 'chair'. We would not be able to provide specific descriptions of the item, or include any information regarding the value of that item. Even if the item is new, we can only acknowledge receipt of the item, not assign a value to it.

If you receive a donation of goods to the rescue, and the donor wants an acknowledgement letter, please provide the name and address of the donor and a BRIEF general description of the merchandise to the acknowledgement volunteer, who will take care of the notification. Individual volunteers may not give out home-made donation receipts of any kind.

3.6.5 Paperwork Requirements

a. Owner-Turn-In paperwork

For an OTI, we need the completed Surrender of Ownership, as well as a signed copy of the Dog Surrender Application (it can be printed off the email from the web site form). The Dog Surrender Application needs to be signed by both the legal owner of the dog and the volunteer accepting the dog. We need all medical records the owner can provide to verify proof of vaccinations, sterility, microchip, etc.

b. Shelter Dog paperwork

For a shelter dog, we need the adoption receipt/bail ticket from the shelter. These documents prove how we acquired the dog. We need all medical documentation and microchip information issued by the shelter (vaccinations, rabies certificate, sterility certificate, microchip registration). Please coordinate with your Area Manager where the paperwork should be sent.

c. Adoption Agreement

The adoption agreement is signed by both the adopter and the volunteer handling the adoption. Please make sure to do so. A form with no signature in the volunteer area results in contracts that are not complete/valid. If you're completing an adoption by mail, do not sign the contract as the volunteer at the time the contracts are mailed out; please leave that signature blank. When the adopter returns the contract signed with the check, you may then sign the contract and send them back a copy of the completely executed agreement.

If the dog has a medical or behavioral condition that needs to be disclosed, it should be described in writing on a separate sheet of paper and signed by the adopter and attached to the adoption agreement. A signed copy of that statement needs to go with the adopter's copy of the contract as well as the one that goes to GRCGLAR files.

Copies of professional behavioral evaluations for dogs with those kinds of issues, particularly dogs with histories of aggression or biting, should be sent to the PO Box or your Area Manager for the permanent file. If the dog is to be adopted out, a statement from the behavior professional(s) indicating the dog is a candidate for rehoming must be on file.

Any additional information that seems pertinent, such as blood test results, information about medical conditions, etc may also be sent along.

3.7 Special Coordinators

Volunteers help in numerous ways including taking on roles vital to the operations and logistics of the day to day functions for GRCGLAR. The following volunteers serve key roles as described below:

Dog Records Manager

Handles the intake of all paperwork associated with each dog. Everything is scanned electronically and maintained in a computerized system for easy access. Hard copies are also filed.

OTI Coordinator

Receives Dog Surrender Applications input on the web site from folks who want to or need to give up their dogs. The coordinator also records receipt of the relinquishment request, forwards the information to the area manager/team member designated in the relinquisher's geographic area for initial contact and to work the case, and follows up on each case until it's closed, ensuring that none fall through the cracks.

Condolence Secretary

Monitors our lists for notices of GRCGLARescue family members (adopted dogs, adopters, fosters, volunteers, supporters and their loved ones) passing on, and ensure that our organization acknowledges that event formally with a note or letter of condolence on behalf of GRCGLARescue. If you should learn of the passing of any GRCGLARescue family member, please contact the condolence secretary to ensure our condolences are sent.

Foster Coordinator

Works with the area managers to maintain an 'inventory' of our foster homes, including important information about the physical home, yard, family, resident animals and what types of dogs would work there. By having a single point of coordination, it is easier for us to determine what our assets are, who's available and allow us to work together to make sure every dog gets into an appropriate foster home as soon as possible.

Project Taiwan Communications Representative

Tracks adoptive homes for all our Project Taiwan dogs and collects pictures and updates from these families to send to the Taiwan Rescue teams. .

Rescue Hotline Response Team –

The Rescue Hotline Responders pick up voice mail messages left on our hotline number, return the calls and follow up on issues that come out of them. Calls include folks looking for information about adoption, relinquishment, donations, volunteering and lots more, and the response team has been doing a stellar job of keeping that function running smoothly.