

**<RESCUE NAME>**

**VOLUNTEER MANUAL**

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## **MISSION STATEMENT**

<Place your Mission Statement here>

## **ABOUT <RESCUE NAME>**

<Write a description of your rescue organization>

## **JOB DESCRIPTIONS**

<Insert all job descriptions of your rescue organization, as defined in your bylaws>

# **POLICIES AND PROCEDURES**

## ***VOLUNTEERING***

To remain an active volunteer in good standing, a volunteer must give their time to the organization at least once every six months. Volunteers are responsible for signing in and out at events and for reporting their volunteer hours. Volunteers must read, understand and adhere to the Volunteer manual, sign the liability waiver and commit to representing the Rescue in a positive light at all times.

## ***ANIMAL INTAKE***

<Insert a high-level description of your intake process>

### **MEDICAL REQUIREMENTS**

**Dogs:** heartworm test, fecal test, annual DHLPP vaccine, bordetella vaccine, rabies vaccine, spay/neuter and monthly Trifexis, which eliminates fleas and eggs, prevents fleas and heartworm, and kills whipworms, hookworms and roundworms. Microchips are preferred and are injected at the time of spay/neuter surgery. Puppies begin their DHLPP vaccine series at 8 weeks of age and receive a booster shot three to four weeks later.

**Cats:** Strongid dewormer, leukemia test, annual FVRCP vaccine, leukemia vaccine, rabies vaccine, spay/neuter and monthly Advantage flea prevention. Kittens begin their FVRCP vaccine series at 8 weeks of age and receive a booster shot three to four weeks later.

### **TYPES OF INTAKES**

#### **TRANSFERS**

<Document any existing relationships you have with shelters.>

#### **OWNER SURRENDERS**

<Document your process for owner surrenders.>

## **STRAYS**

<The information in this section is not optional. It is the legal requirement of anyone in Michigan finding stray dogs.>

When a volunteer or adopter rescues a stray dog or cat, they are instructed to notify the animal control agency/police in that jurisdiction and to file a found report, as well as have the animal scanned for a microchip. If a family has lost a pet, they will make every effort to find him or her by contacting shelters, area vets and police stations, posting Lost Pet fliers, online ads and print classified ads. Well-cared-for pets are a healthy weight, spayed or neutered, well socialized and wearing a collar and ID tag. In most cases, the animal's physical condition and health indicate whether or not the animal is an owned, well-cared-for pet and every effort should be made to return the lost animal to its family. There are situations in which it is easily determined that the animal is not owned, such as the animal is clearly emaciated, has or has had an embedded collar or is severely under-socialized/feral. Speaking with neighbors, especially children, in the area and inquiring about the stray will usually provide the information needed to determine whether or not the pet is owned. Homeless, un-owned animals are provided medical care and the rescuer is asked to care for the pet until an adopting home or appropriate foster care home can be located and approved.

It is not recommended to turn a stray animal into Detroit Animal Control. It has very little chance of being found, rescued or adopted. Filing a found report is sufficient. Nearly all of the metro Detroit animal control agencies transfer stray animals to larger shelters, where the animal is held for the minimum hold time, then evaluated for adoptability. Most of these larger organizations will not evaluate, adopt out or transfer dog breeds that they determine to be of the pit bull or pit bull mix breed group, based solely on physical characteristics of the dog, which is not an effective or accurate method for determining breed combinations. Lost pets are rarely located once transferred to these larger shelters because, in most instances, these shelters are located 30 or more miles away from the area where the pet was lost. Keeping a pet local to where it was found is more helpful to the families searching for their pet.

## **ADOPTIONS**

<Describe your adoption process.>

## **EXPENSE REIMBURSEMENT AND TAX DEDUCTIONS**

<Describe your reimbursement policy here. Be sure to include the mailing address where volunteers should send receipts.>

## ***VOLUNTEER BILL OF RIGHTS***

As a volunteer, you have the right to:

- Receive accurate information about the organization
- Receive a clear, comprehensive job description
- Be carefully interviewed and appropriately assigned
- Do meaningful and satisfying work
- Be seen as belonging, through inclusion at meetings, social functions, etc.
- Be seen as a person and to be supported in your role
- Be safe on the job
- Have choices and feel comfortable about saying "no"
- Not be exploited
- Be consulted on matters that directly or indirectly affect you and your work
- Receive feedback on your work
- Receive recognition for your contribution
- Have your personal information be kept confidential
- Be trusted with confidential information if it is necessary in order to do your job

As a volunteer, you are expected to:

- Be reliable and punctual
- Be trustworthy and honest
- Respect confidentiality
- Not take advantage of the Rescue
- Respect the rights of people you work with and the views of the organization
- Follow the rules and guidelines of the organization
- Have a non-judgmental approach
- Carry out the specified job description
- Give feedback (i.e. participate in evaluations when asked)
- Be accountable and accept feedback
- Be committed to the program and your role
- Avoid overextending yourself
- Follow through on your commitments
- Acknowledge decisions made by the leadership or the organization
- Address areas of conflict with the appropriate supervisor or volunteer coordinator
- Undertake training
- Ask for support when it is needed
- Respect each other, handle issues as mature adults and address grievances appropriately
- Act in a professional manner
- Represent the rescue and communicate with one another

## ***WHAT TO DO IF INJURED***

If injured while volunteering, the volunteer should immediately seek medical assistance and inform **<Rescue Name's designate>** of the injury. Injuries should be documented with detail including date, time and specific information regarding the injury.

## ***PET POISON CONTROL NUMBER***

The ASPCA Pet Poison Control Center is the best resource for any animal poison-related emergency, 24 hours a day, 365 days a year. If you think that a pet may have ingested a potentially poisonous substance, call **(888) 426-4435**. A \$65 consultation fee may be applied to your credit card.