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Coastal Pet Rescue, Inc.

VOLUNTEER HANDBOOK

2008

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www.coastalpetrescue.org

Principals:
Lisa Scarbrough, President
Wendy Owens, Special Events Coordinator
Michelle Still, Animal Management Coordinator
Heather Erwin, Secretary



COASTAL
PET RESCUE.org

Table of Contents

Introduction	3
About Us	4
Volunteer Application Process	5
Volunteer Participation	6
Volunteer Expectations	8
Administrative Actions.....	12
Volunteer Opportunities.....	14
Volunteer Recognitions.....	19
Volunteer Waiver.....	20
Rescued Pets Policies	21
FAQ.....	24

Introduction

Welcome Message

Thank you for giving your time as a volunteer to help change the life of an animal in need. Coastal Pet Rescue is an all-volunteer, non-profit organization. We have no paid staff or board members. As a result, we recognize the value of your time, and the importance for you to be happy and fulfilled in the volunteer work that you perform.

Explanation of Handbook

This handbook has been produced to educate you about our organization and prepare you for our volunteer activities. This handbook will share with you a little of our history, philosophy, practices, and policies.

We hope that this handbook will give you a look into Coastal Pet Rescue and what we have to offer you, the volunteer.

It is in our person-to-person meeting and/or phone interview that we can better get to know each other and express our views which will aid in creating a harmonious relationship as well as the best possible volunteer fit for you.

The goal of this handbook is to allow you to feel comfortable with our organization. We depend on you – *your success is our success*. Please don't hesitate to ask questions. Your volunteer coordinator will gladly answer them. Once you start, we truly believe that you will enjoy your volunteer work as well as meeting your fellow volunteers with whom you share similar interests. We also believe you will find Coastal Pet Rescue to be a fulfilling place to volunteer. We ask that you read this Handbook carefully, and refer to it whenever questions arise.

As always, if you enjoy your experience with us, please refer others to our volunteer program. Through growth, we can make even greater successes in animal welfare and education.

About Us

Mission Statement

Coastal Pet Rescue is an all-volunteer 501(c)(3) non-profit organization dedicated to saving the lives of homeless, abused and neglected animals in the coastal areas of Georgia, South Carolina and Florida. Our goal is to save as many pet lives as possible through rescue, by reducing pet overpopulation through spaying/neutering programs, and by providing educational opportunities to the public to become better pet guardians.

Organization Vision

Coastal Pet Rescue is recognized as a major resource for the welfare of homeless, abandoned and abused companion animals in Savannah. Our goal is to lower euthanasia rates at our county animal control by:

1. Bringing adoptable pets into our program for medical and social rehabilitation and re-homing.
2. Providing resources to pet owners to encourage their responsibility and commitment to their pets and prevent them from contributing to the homeless pet population (i.e. spay/neuter awareness, micro-chipping and positive pet behavior modification programs).

We want to continue to be a valuable resource to our community. We believe that one person can make the difference in the life of an animal in need, so as an organization, we have more strength to help more animals.

Contact Information

Lisa Scarbrough	President/Founder	912-856-2710
Wendy Owens	Special Events Coordinator	912-210-0901
Heather Erwin	Secretary	912-656-4710
Michelle Still	Animal Management Coordinator	912-655-5549
Ashley Davis	Adoption Coordinator Pets A - M	912-596-9425
Jackie Blazier	Adoption Coordinator Pets N – Z	912-414-1888
24-hour Voicemail		912-351-4151

Volunteer Application Process

Definition of 'Volunteer'

A "volunteer" is anyone who, without compensation or expectation of compensation beyond reimbursement, performs a task at the direction of and on behalf of the agency. A "volunteer" must be officially accepted and enrolled by the agency prior to performance of the task. Unless specifically stated, volunteers shall not be considered as "employees" of the agency.

Requirement of Application

All volunteers must fill out a volunteer application prior to participation at any event with Coastal Pet Rescue. In addition, a waiver must be signed prior to participation in our events. All volunteer participation is subject to the exclusive discretion of Coastal Pet Rescue.

Age Requirements

Youth volunteers (15-18) may participate through our CPR Teens program. CPR Teens members must fill out an application, sign a code of conduct agreement, and have their parent or guardian sign a release on their behalf. A handbook will be issued to each CPR Teens participant at the start of their program. Youth volunteers under 15 may participate provided they have a parent or legal guardian in attendance with them.

Reference Checks

As part of the application process, foster parent applicants are asked to provide a veterinary reference for reference checks. The foster coordinator will call to check all veterinary references prior to a foster parent's participation. If you do not have a veterinary reference available, please provide a friend or family member that owns a pet as a reference who also have knowledge regarding your capability of fostering a pet. All foster homes function at the exclusive discretion of Coastal Pet Rescue.

Interview

All volunteer applicants are subject to personal interviews by the volunteer coordinator and/or members of the executive board. Foster homes will have in-home interviews conducted in compliance with Georgia Department of Agriculture regulations.

Volunteer Participation

Attendance

All volunteers must participate in four activities and/or events a year to be considered an active volunteer. Volunteers who sign up to participate in events but are no-shows for two events without just cause and notification will be removed from the volunteer list, pending review by the executive board.

Training and Supervision

Inside Training

Volunteer training will vary according to the volunteer's position. All volunteers must attend an orientation with the volunteer coordinator or member of the executive board. After the orientation, the Volunteer Coordinator will make an evaluation to determine how best to utilize a volunteer's time and skills. Microchip clinic, adoption day and event volunteers will be trained the day of the event through the pairing of a Volunteer Mentor as well as a short demonstration given prior to the time that the event is open to the public.

Foster parents will be required to attend one foster parent orientation session before fostering and will continue to be supervised by the respective Foster Coordinator.

Virtual volunteers will receive written instruction from their respective coordinator regarding their duties.

Volunteers are encouraged to explore multiple areas of Coastal Pet Rescue's volunteer opportunities as their time and experience will allow. Occasional online training sessions will also be provided to keep you up-to-date on our programs and goals.

Outside Training

Outside opportunities for training will be posted on our volunteer forum as they are made available to us. Coastal Pet Rescue will not cover these costs unless specific grants or scholarships are made available, however, we will help coordinate travel and lodging if possible. Past training opportunities have included Petfinder.com's Adoption Options, American Humane Association's Emergency Services Volunteer Training, Noah's Wish Animal Disaster Response Team Training, and American Red Cross Pet First Aid and CPR classes. Online training is also available through the Humane Society University (humanesocietyu.org) and PetSmart Webinars (<https://petsmartcharities.webex.com>). Volunteers who successfully complete outside training should notify the volunteer coordinator and provide copies of any certificates or letters of recommendation. Coastal Pet Rescue will provide tuition assistance for approved programs if funding is made available in the annual budget. Only members of the executive and advisory boards and active volunteers with a minimum of six months active participation will be considered for tuition assistance. Active volunteers must present information regarding participation in advance and must be recommended by the Volunteer Coordinator or a member of the executive board.

Meetings

In place of formal meetings, Coastal Pet Rescue utilizes an online message board system. The message board postings allow for Q&A for volunteers on duties, policies, etc. Meetings will be held offline as needed and adequate notice will be provided. If you cannot attend an offline meeting, please notify the Volunteer Coordinator to make alternate arrangements.

Online Forum

We utilize an online forum to coordinate activities and discuss our programs. Registration is open to anyone who wishes to volunteer their time with Coastal Pet Rescue.

Address: <http://forum.coastalpetrescue.org>

Event Participation

Coastal Pet Rescue participates in and hosts events on a monthly basis. Volunteer commitment and ideas are essential to the success of our events. These events are designed to promote the adoption of our animals, encourage donations, and provide information to the public about our organization.

Required Community Service Hours

Volunteers needing certification of required community service hours must present all forms to the Volunteer Coordinator or assigned member of the executive board prior to start of volunteering. Signed forms will only be returned at the completion of all required service hours and will be subject to the approval of Coastal Pet Rescue.

Foster Parent Requirements

Foster parents must fill out a foster parent application and complete an in-home interview and vet reference check prior to fostering. Foster parents are monitored and inspected quarterly as mandated by the Georgia Department of Agriculture. Foster parents will receive a separate policy manual and may be required to attend an orientation meeting.

Participation with Other Animal Welfare Agencies

While Coastal Pet Rescue partners with other animal welfare agencies, volunteers are requested to participate with only one animal welfare agency at a time. Georgia Department of Agriculture regulations prohibit the fostering of animals from multiple rescue agencies at the same time. Foster parents must notify the foster coordinator if they decide to foster a pet from another agency so that proper arrangements are made.

Volunteer Expectations

Commitment

Volunteers are expected to be committed to Coastal Pet Rescue's mission and philosophies and while attending events to conduct themselves appropriately. If you have questions regarding our programs or activities, please ask before participating. Volunteers are not required to attend every activity or event, but if you agree to participate in an activity or event, you are expected to adhere to that commitment. If you choose to do so, you may cease volunteering with Coastal Pet Rescue upon the completion of any volunteer assignment, or when you are not currently engaged in an assignment. You may stay subscribed to the e-mail lists as long as you wish, regardless of your volunteering status with us. If you should decide to not volunteer with us any longer, we would appreciate it if you would please send the Volunteer Coordinator an e-mail to let us know that you will no longer be volunteering with us. We ask that you notify the Volunteer Coordinator so that other arrangements may be made in a timely manner, prior to our next event.

Treatment of Animals

Animals are to be treated kindly, gently, and professionally, at all times.

Confidentiality

All volunteers are expected to maintain confidentiality of all proprietary or privileged information to which they are exposed while serving as a volunteer. This includes information that may involve board members, other volunteers, clients, sponsors and/or the overall business of Coastal Pet Rescue.

Conduct

As a volunteer, you are a representative of Coastal Pet Rescue. When involved in our events or when wearing your volunteer attire, you are expected to present a good image of the organization at all times. This includes language. Please be respectful of our attendants as well as your fellow volunteers. If you disagree with someone, another volunteer, potential adopter, sponsor or event attendee, please refer the matter to the event coordinator. It is unacceptable to act unprofessionally at any time while at a CPR sponsored event or function.

Fundraising for Coastal Pet Rescue

You may encourage donations for Coastal Pet Rescue at any time. Donation jars may be made available to you as requested. Any direct or indirect solicitation of commercial businesses must be done through prior Board approval. You may feel free to present your lead at any time, but all correspondence needs to be handled through the board to keep our books in order and eliminate any miscommunication.

Volunteer Attire

Volunteers must dress appropriately throughout participation. Our insurance requires that you be easily identified by the public as a volunteer. Event volunteers must wear a Coastal Pet Rescue shirt and/or name badge identifying them as a volunteer. Shirts are available periodically for pre-order or through our website as inventory is available. Attire requirements will be posted with each event's information.

Media Procedures

So efforts are not duplicated and information is accurate, it is essential that for any dealings with the media must be brought to the attention of the Public Relations Coordinator or the executive board. Media includes anything printed, broadcast, or televised about Coastal Pet Rescue. We welcome any contacts or story ideas you may have and ask that you direct them to the Public Relations Coordinator.

Harassment

Coastal Pet Rescue maintains a policy forbidding harassment of volunteers whether by supervisory volunteers, fellow volunteers, or other individuals that a volunteer may come into contact with as part of their assigned task or event. Harassment is deemed to have occurred when the conduct interferes with the volunteer's performance at the assigned task or event or creates a hostile environment for the volunteer.

Coastal Pet Rescue requests that any volunteer who may experience such harassment to promptly notify the Volunteer Coordinator, the President (CEO), or an executive board member in order that an investigation can take place and appropriate action taken.

Drugs and Alcohol

Drugs and alcohol are not to be used by volunteers during activities and events. (Exceptions for alcohol consumption are given for our annual Cruise for Critters and Bowl-a-Thon events for those persons legally of age.)

Theft

Theft of any Coastal Pet Rescue materials is cause for immediate dismissal from the volunteer program. Depending on the severity of the theft, legal action may also occur.

Health

All volunteers should be in general good health. Any physical limitation should be noted on the application for volunteer service so appropriate work may be selected. If it is discovered at the assigned event that you are unable to fully perform an assigned task, please consult with the Volunteer Coordinator promptly so that you can be assigned an alternative task.

Medical Coverage

Coastal Pet Rescue currently holds only liability for its board members and attendees at our events. With the help of additional funding, we are working to obtain accident coverage for all active volunteers. Therefore, all volunteers are required to sign a hold-

harmless waiver for the protection of the organization and are required to have their own health insurance coverage before participating.

Communications (business documents, email, forum, blogs):

Business Documents

Any documents produced or received by a volunteer during the course of his or her participation are the proprietary property of Coastal Pet Rescue and therefore, are not to be copied or transmitted to any other parties by any method, including but not limited to, E-mail transmission or physical removal, without the prior written consent of the President.

e-Mail

The e-mail and Internet access provided by Coastal Pet Rescue to volunteers are solely for business purposes and therefore, Coastal Pet Rescue reserves the right to access and review any and all volunteers' e-mail messages and Internet activity that stem from the sources provided by Coastal Pet Rescue. Thus, there should be no expectation of privacy in regards to any email or internet activity that is derived from sources provided by Coastal Pet Rescue. In addition, Coastal Pet Rescue in its discretion may disclose the contents of e-mail messages and Internet activity when it determines that there is an appropriate reason to do so. All e-mail messages and records of Internet activity are also subject to backup or other form of electronic storage or reproduction.

Volunteers are not permitted to access the e-mail or Internet activity of any other volunteer without the approval of that volunteer or the approval of the President.

No one may solicit, promote or advertise any organization, product or service through the use of Coastal Pet Rescue e-mail accounts. Volunteers are not permitted to send e-mail that contains ethnic slurs, racial epithets, or anything that may be construed to harrass or disparage others based on their race, national origin, sex, sexual orientation, age, disability, religious or political beliefs.

Coastal Pet Rescue reserves the right to determine when a volunteer is sending excessive or improper e-mail. The e-mail is Coastal Pet Rescue's asset and is subject to review or monitoring at any time without notice.

If at any point you receive any e-mail that you feel is inappropriate, for any reason, and you believe you have received it in conjunction with your involvement with Coastal Pet Rescue, please forward the email and other details about the communication to the Volunteer Coordinator immediately.

Forum

The volunteer forum exists to facilitate ideas between volunteers, coordinators and the executive board. All participants are expected to be respectful of others. Profanity, sexual content, and harassment will not be tolerated. Messages are monitored and will be removed as needed. Your participation in the forum is exclusively at the discretion of

Coastal Pet Rescue; therefore, if you post profane, untrue or harassing messages, your privileges to the forum may be revoked.

Blogs

Blogs by volunteers are encouraged to chronicle experiences with animal rescue. Volunteers are expected not to defame the organization or other volunteers. You must realize that blog content is held to the same standards as print and may be subject libel claims. Your participation in the blog is exclusively at the discretion of Coastal Pet Rescue; therefore, if you post profane, untrue or harassing messages, your privileges to the forum may be revoked.

Suggestions

As you go about your volunteer activities, you may notice ways to improve the quality or efficiency of your volunteer service. We ask that you share these ideas with the Volunteer Coordinator through daily conversation, in meetings, or through a note via email or you can use the volunteer forum to explain your idea. After considering your suggestion, the Volunteer Coordinator will let you know whether or not your suggestion will be implemented and, if so, what action will be taken. Be on the lookout for improvements. Your ideas can make a difference in the level of our success and the quality of our volunteer program.

Recruitment of other volunteers

Tell your friends about our program and entice them to volunteer their services.

Online Safety

The safety of our volunteers is important to us. To that end, Coastal Pet Rescue will not release a volunteer's phone number, age or other personal information to anyone outside of our organization or to other any volunteer without that volunteer's written permission to do so.

For Virtual Volunteers:

Online Orientation: Volunteers are expected to follow all instructions provided to them in the online orientation and trainings. After their submission of a completed volunteer application, the volunteer shall receive an email that will include, but is not limited to, subscribing to the volunteer list serve and following the reporting guidelines outlined in the orientation. By replying to this orientation with a request for an assignment, the volunteer is agreeing to both the policies set forth in this orientation email and the policies outlined in this volunteer handbook.

Anti-Virus Software: The nature of online volunteering means a lot of contact between computers -- e-mails, attachments, transfers of files, etc. Because of this interaction, volunteers and organizations can be at risk for transmitting computer viruses between each other. All online volunteers should have anti-virus software installed on any

computer they use in conjunction with virtual volunteering, and we expect you to update this software regularly.

Administrative Actions

Conflict Resolution

We believe that the best way to handle any misunderstanding is to communicate honestly about it as soon as it happens. That is why we have an open door policy for bringing volunteer concerns to the attention of the people who can best do something about them. We stress that no member of the executive board is too busy to answer questions or discuss your concerns.

Although we believe that good communication among all volunteers will help prevent most concerns from arising, if you have a question or concern, here is what you should do:

1. Tell your Volunteer Coordinator your concern. You and the Volunteer Coordinator are encouraged to talk things over and resolve difficulties amongst yourselves whenever you can. A frank talk is usually the easiest and most effective way to deal with the problem.
2. If you do not find a solution to your concern or it is a subject that you prefer not to discuss with your volunteer coordinator, stop by and make an appointment with the President. The President will help you and your Volunteer Coordinator to gather the facts objectively and settle the matter. You should write down your issue and present your position to the President. The President will review all the facts, make a decision, and inform you of his/her decision in writing within thirty days, unless a complete investigation requires more extensive review.
4. It is the intent of the Executive Board of Coastal Pet Rescue that the President be the final arbiter of volunteer issues and/or concerns. In the event, however, that a volunteer's issue or concern involves the President that volunteer may present the issue of concern, either verbally or in writing, directly to any member of the Executive Board. The Executive Board will call a special meeting to discuss your issue within 30 days and the President shall recuse herself from said meeting. The Executive Board shall send a written notice of their decision within 45 days to the volunteer seeking the resolution.

Corrective Action Process

Coastal Pet Rescue reserves the right to terminate a volunteer's connection with the organization at any time. However, the Volunteer Coordinator may provide verbal counseling and/or a written warning prior to termination, but is not required to do so.

Verbal Counseling

When a performance problem is first identified or inappropriate behavior is displayed, it should be brought to the attention of the volunteer as soon as possible. Informal discussion between the Volunteer Coordinator and the volunteer will often suffice as the corrective action needed for the infraction.

The Volunteer Coordinator should make and retain a written record of this conversation that summarizes the issues discussed and the date of the meeting.

Written Warning

If an informal discussion with the volunteer does not result in corrective action, the Volunteer Coordinator will prepare a written warning. This formal memorandum will highlight the prior counseling session and the subsequent infraction(s) leading to this warning.

This written warning should be addressed to the volunteer with copies to the executive board and should include all of the information required by the disciplinary process.

Termination

If the volunteer's performance continues to deteriorate or corrective action is not adhered to, the Volunteer Coordinator should, after consultation with the president, prepare and deliver to the volunteer a memorandum summarizing all previous corrective actions and the specific problem(s) that warranted the termination action. Possible reasons may include:

- Failure to adhere to volunteer manual guidelines
- For conduct on duty which would be detrimental to the organization and/or the animals, including any breach of confidence
- Conduct off duty which would adversely affect the organization
- Reporting to an event under the influence of drugs or alcohol
- Theft of property or funds
- No call/No show for two events
- Any abuse or mistreatment of animals
- Releasing of confidential information
- Gross misconduct or insubordination

The decision for termination shall be made after securing the facts from all concerned parties. This decision may be referred to the executive board if the volunteer feels there is a grievance.

Volunteer Opportunities

The following pages show our descriptions of open opportunities and organizational flow chart. For event-specific opportunities, visit our online volunteer forum at <http://forum.coastalpetrescue.org>.

Leadership roles

Foster Coordinator

- Evaluate Foster Parent Applications
- Conduct pre-foster in-home interviews
- Schedule veterinary appointments for foster pets
- Conduct follow up visits
- Arrange for initial pet drop off with foster parents
- Assist in relocating pets as needed
- Promptly field foster parent phone calls and emails and address any applicable issues
- Arrange for the disbursement of monthly flea and heartworm meds to foster homes as needed
- Maintain state-required paperwork and tracking
- Track supplies inventory and usage

Volunteer Coordinator

- Maintain liability waivers for each volunteer
- Conduct volunteer orientations
- Schedule volunteer staff for events
- Announce opportunities to volunteers
- Maintain listings on VolunteerMatch.org and Hands On Savannah
- Maintain and update volunteer contact information
- Provide recommendations to the board for volunteer recognitions
- Handle volunteer disputes
- Attend each event. Alternatively, with prior written approval of the executive board, if you are unable to attend an event, you may have an adequately trained substitute at the event in your place.
- Monitor volunteer message board

Humane Education Coordinator

- Make presentations to the public concerning humane education, pet owner responsibility, pet/animal safety, and the mission of Coastal Pet Rescue
- Make appointments with area schools, organizations, or agencies that desire a presentation. This includes but is not limited to making any necessary appointments for a replacement to prevent cancellations and coordinating the date, time and place for all such visits.
- Supervise and handle animals
- Transport and care for animals
- Ensure materials for presentations are accurate, presentation is professional in all aspects, and handouts are available for the appropriate audience for each visit

Public Relations Coordinator

- Identify media outlets to send press releases.
- Pen press releases.
- Identify events in which Coastal Pet Rescue may participate and relate such information promptly to the executive board

Feline Adoption Coordinator

- Screen potential applicants
- Check vet references
- Schedule in-home interviews
- Arrange for adoption
- Update website after each adoption.

Support positions:

Executive Board Assistant

- Must be available to be in the office one day a week to assist in general duties.
- Write thank you notes.
- Distribute flyers of pets for adoption and special events
- Distribute business cards and promotional materials at vet offices, grooming salons, and approved pet vendors (once a month).

Event Photographer

- Attend each CPR event. Alternatively, with prior written approval of the executive board, if you are unable to attend an event, you may have an adequately trained substitute at the event in your place.
- Upload photos to photo gallery on CPR and other websites
- Provide disc of unedited images to CPR board
- Provide disc and event recap to Purina
- Must be experienced with candid shots and working with animals
- Must use a digital camera with minimum 4.1 megapixels
- Should be experienced with cropping photos as well as composition when taking photos and should be familiar with uploading requirements for web display.

Success Story Campaign Manager

- Keep a list of all adopters with their contact information, date of adoption and pet's name.
- Address and send postcards for the campaign
- Update the website with information and photos
- Update contact information for adopters
- Send updated email contact information to president

Post-adoption surveyor

- Contact persons who adopted from Coastal Pet Rescue via telephone to confirm spay/neuter, further medical needs, assess status of animal, and to survey regarding customer service of Coastal Pet Rescue

eCycle Program Coordinator

- Coordinates eCycle ink cartridge recycling program. Individual will arrange for drop-offs/pick-ups from participating businesses and individuals, check cartridges for program specifications, and handle shipping responsibilities. Individual is responsible for tracking the intake and reporting them to the board. May require 2 to 8 hours per week as needed

General Volunteering:

Foster Parents

- Provide care to Coastal Pet Rescue animals in their homes
- Adhere to foster care policies as outlined in Foster Care Manual

Event volunteers

- Assist events coordinator in pre-planning efforts such as distribution of flyers or other advertisements, recruitment of event participants, or collection of needed materials.
- Assist with the following tasks during the event, as assigned to the volunteer by the event coordinator: paperwork, record keeping, directions, instructions to public or participants, cleanup or setup of event location, sell items, distribute brochures, and/or help with event booths
- Follow all instructions of the Event Coordinator and be friendly to all public attendants

Humane Education volunteers

- Participate in humane education programs as designated by Humane Education Coordinator
- Be certified in humane education (available through HSUS)
- Have excellent public speaking skills and superb knowledge of Coastal Pet Rescue policies and procedures, and the ability to relate to all audiences, from kindergarten to senior citizens
- Be dedicated to Coastal Pet Rescue philosophies
- Volunteers must be confident in working with children and handling pets at the same time, and must be willing to research for the presentation or activity.

Transport volunteers

- Transport dogs and/or cats to specific locations in Georgia, Florida and South Carolina. These transports most often are coordinated through other rescues as a way to get animals out of kill shelters and/or puppy mills to another rescue for adoption and/or medical treatment. Rescue transport volunteers need to have a

working vehicle, their own insurance, and be willing to transport animals when needed within a reasonable time period.

Vet Runners

- Take Coastal Pet Rescue pets to scheduled veterinary visits.

In-home Interviewers

- Assist with the adoption application process by interviewing the potential adoptive family in their home to verify application information as well as explain Coastal Pet Rescue adoption policies and procedures. All interviewers must fill out the provided home visit form and return it to the Adoption Coordinator in a timely fashion for review and determination

Clerical/Data Entry

- Duties include working in the Coastal Pet Rescue office and filing paperwork or entering information into spreadsheets and/or databases

Virtual Opportunities:

Lost and Found Pets Monitor

- Check the lost & found listings on the website weekly
- Call/email people who have posted pets for updates
- Advise the individuals who have inquired regarding lost and found pets of other alternatives, such as notifying animal control, the humane society, posting flyers at vet offices, groomers and pet supplies, talking to neighbors, or walking the pet around the neighborhood to see if anyone recognizes the pet (for found pets).
- Remove listings that are no longer needed

MySpace Manager

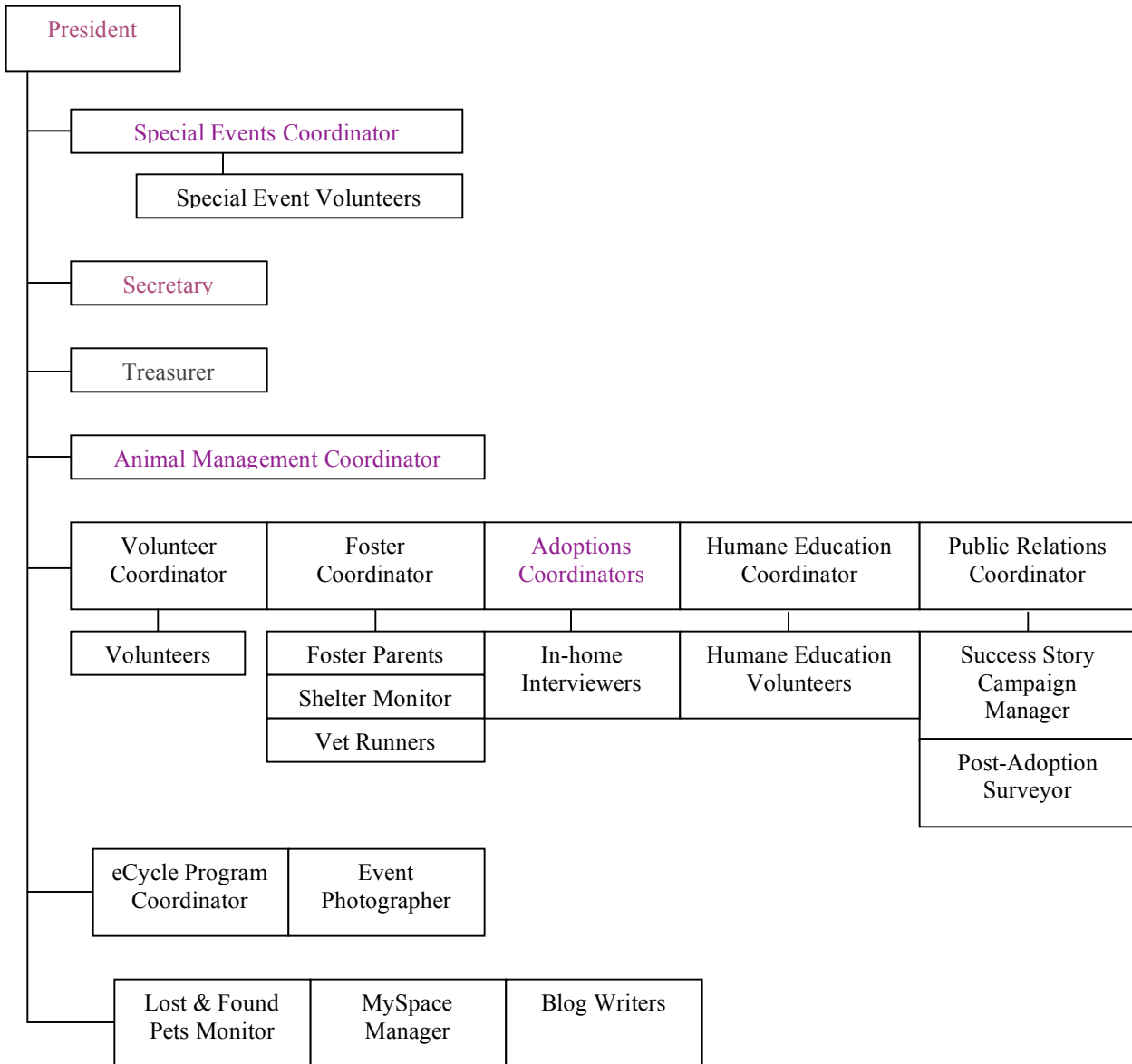
- Update our MySpace page at least once a week
- Add photos, put our press releases under the blog, and keep the calendar updated
- Remove spam comments and add friends

Blog Writers

- Write summaries of animal-related news stories and provide a link to the full story as well as write summaries of our press releases and events and provide links back to our website
- Must be able to use good grammar and keep things simple

Organizational Flow Chart

(Filled Positions)



Volunteer Motivation and Recognitions

All volunteers are expected to meet Coastal Pet Rescue's standards for volunteer performance, as detailed in the respective position description. Each volunteer shall be provided with the opportunity for review and evaluation appropriate to their position on a quarterly basis. The review process shall consist of an appraisal by the Volunteer Coordinator and/or executive board member. If a volunteer's performance does not meet appropriate standards, ordinarily she/he will be given a reasonable opportunity to correct and/or improve performance. Volunteer performance will be evaluated by the person to whom they are accountable. This evaluation may take the form of a written self-evaluation, an interview, or a face-to-face conversation, etc.

Coastal Pet Rescue believes that recognizing volunteers is a way of sharing respect and appreciation for their accomplishments. Recognitions are tangible reminders of rewarding relationships with the organization. The quality of the accomplishment is the primary determining factor in awarding recognition. Quality is judged by the impact on our mission. Appropriate recognitions of service will be planned during the year in conjunction with community programs.

Mentors

Seasoned volunteers who continue to exemplify their service to the organization will be selected as Mentors for new volunteers. Mentors will be assigned new volunteers to aid them through training and meeting other organization members.

Presidential Handshake Awards

Volunteers who have demonstrated a clear commitment and dedication to fulfilling Coastal Pet Rescue's mission will be receive a Presidential Handshake Award at the annual Volunteer Recognitions Event. Award recipients will have consistently dedicated their time and energy to the organization for the prior year and gone above and beyond in their dedication to the organization.

Youth Awards

Coastal Pet Rescue will present youth awards to individuals based upon completion of community service projects.

Non-CPR award nominations

Individuals (adults and youth) who continuously dedicate themselves in service to Coastal Pet Rescue may be nominated for awards outside of the organization, including but not limited to the United Way of the Coastal Empire Volunteer of the Year, the Jefferson Awards, Kindred Spirit Awards, ASPCA Humane Awards, and Daily Points of Light.

Volunteer Waiver

Release of liability

I recognize that working with animals places me at physical risk, and I agree to assume that risk. I realize that although Coastal Pet Rescue has taken all reasonable measures to protect me, accidents and injuries may still occur. Therefore, I hereby completely release and entirely discharge Coastal Pet Rescue from any and all claims and causes of action of negligence or gross negligence that I or another might have or bring relating to or arising from any injury or damage that I should sustain while assisting Coastal Pet Rescue or in connection with my volunteer work for Coastal Pet Rescue.

Understanding and acceptance of volunteer guidelines

I have read, understand and agree to the volunteer guidelines set forth in the Coastal Pet Rescue volunteer manual. I fully understand and agree that I am providing my services in a volunteer capacity without any expressed or implied promise of compensation. I agree to perform my volunteer duties to the best of my ability and to adhere to the guidelines detailed in the volunteer manual. I further understand that my volunteer involvement may be terminated for reasons including, but not limited to, those outlined in the volunteer manual.

Photo Release

During my volunteer time with Coastal Pet Rescue, I understand my photo may be taken at various events and projects. By signing below I also hereby grant Coastal Pet Rescue permission to use my likeness in photograph(s) and/or video(s) in any and all of its publications or on the World Wide Web, whether now known or hereafter existing. I will make no monetary or other claim against Coastal Pet Rescue for the use of the photograph(s) and/or video(s).

Volunteer Signature

Volunteer Name (printed)

Date

Volunteer Coordinator Signature

Coordinator Name (printed)

Date

Rescued Pets Policies

Types of Pets We Rescue

- Puppies, dogs, cats and kittens from local animal control or other rescues that may have been abused or abandoned or in need of extensive medical care.
- Cats and kittens through the Trap-Neuter-Return program that can be socialized.

Intake Policies

Coastal Pet Rescue receives phone calls and emails daily of requests to take on new pets. As a volunteer, you may direct people to our website for assistance, but you may not commit our organization's resources to any animal. You may offer to be a foster parent or help in locating resources once the person has filled out a surrender form and has been contacted by a member of the executive board. Our resources are limited, and we do not want to over-commit if we do not have adequate space or funding available.

Strays

Due to legal liabilities, we cannot accept stray pets. Stray pets must first go through a local animal control before being brought into our rescue organization.

Owner Surrenders

Coastal Pet Rescue will only take owner surrenders on an as-available basis. Owners are encouraged to exhaust other alternatives before relinquishing their pets to rescue. A full page of resources is available on CoastalPetRescue.org.

Animal Control

Coastal Pet Rescue works with animal control agencies statewide to save animals in municipally-owned shelters from euthanasia.

Other Rescues

Coastal Pet Rescue networks with agencies throughout Georgia, Florida and South Carolina to place as many pets as possible in adoptable environments. We work to place animals with breed-specific rescues when space is no longer available, as well as doing home visits and transports to assist other agencies in relocating and adopting pets. We will also take animals from licensed rescues when space or adoptions are available through Coastal Pet Rescue.

Veterinary Care

Coastal Pet Rescue incurs all costs for veterinary care of the animals in its programs. Volunteers may feel free to contribute funding, but must do so through Coastal Pet Rescue, not our veterinarians. All appointments and communication must go through the Foster Care Coordinator or Medical Care Coordinator. Appointments must be kept. If you need to reschedule, contact one of the coordinators immediately. Plan to be at least ten minutes early to each appointment. Contact the coordinator immediately following the appointment to relay any pertinent information and provide an update for the pet's information on the website.

Euthanasia

Coastal Pet Rescue is a no-kill animal rescue, however, we will euthanize under the following circumstances:

- Veterinary recommended due to medical condition
- Animal has seriously injured a human
- Animal has killed another animal
- Ordered to do so by municipal authorities

Injuries/Bites to Humans and/or Other Animals

Injuries and/or bites may occur while the pet is in the care of the foster home or a volunteer at an event. ALL cases must be reported immediately to the foster home coordinator or a member of the executive board. Please use common sense in care of the animals. If you believe the pet is behaving aggressively, call us immediately. Do not allow young children to be around pets unsupervised. Many bites to children occur as the pets feel threatened by the children's behavior.

Adoption Policies

All adoptions must go through our adoption process. An application must be filled out, vet reference checked, and an in-home inspection conducted. If you know someone who may be a good home for one of our pets, direct them to our website to fill out an application and send an email to the Adoption Coordinator or a member of the executive board. The applicant may also list you as a reference in the “comments” area.

Adoption decisions are made by the Adoption Coordinator and/or members of the executive board. Once an application is submitted, all communication should be between the applicant and the Adoption Coordinator or executive board member only. Foster parents may be called to answer questions or for a meet-and-greet with the family members, but only by one of the authorized individuals. Meet and greets with pets will not be scheduled until an adoption application has been completed and approved by the Adoption Coordinator or a member of the executive board.

Animals are not to be promised to an individual or released to an individual until after approval from the Adoption Coordinator or member of the executive board and only after all paperwork is signed and adoption fees are paid. All adoptions will now take place on Saturdays at TailsSpin on Whitaker and Duffy St. For safety and liability reasons, an Adoption Coordinator must be present with the foster parents at the time of adoption. Your Adoption Coordinator will notify you of your adoption appointment.

Foster parents may apply to adopt their foster pet(s), but are subject to the same policies as a standard adoption. If an adoption application is already in process and home visit scheduled, the foster parent must wait until the applicant has been denied or cancelled before being considered for adoption.

This process is designed for us to make the best matches for our pets as well as protect us against any liability and reduce any miscommunication that may occur during the adoption process.

Spay/Neuter Policy

Coastal Pet Rescue will not do an adoption of a pet if it has yet to be sterilized without the prior written authorization from a member of the executive board. Adoption applications may be completed and fees paid to put a hold on a pet, but it will not go home until after the surgery. Foster parents must not relinquish the pet until approved by the Adoption Coordinator. It is a Georgia state law that all pets in rescues and shelters must be spayed or neutered.

FAQ

How long is a pet in foster care?

As Coastal Pet Rescue is a no-kill organization, pets remain in foster care until they are adopted or relocated to another rescue agency. If you are unable to foster for an extended period of time, simply notify the foster home coordinator so arrangements may be made to relocate the pet. If you know you only have a certain amount of time to foster, please make that known before you accept a foster pet. If you have travel plans during your fostering period, the foster coordinator will help you make arrangements for pet sitting or boarding as needed. *(Further information for foster parents may be found in the Foster Care Manual.)*

What are microchipping clinics?

A microchip is a permanent identification. It is the size of a grain of rice and is injected in between the shoulder blades under the skin. The chip is encoded with a specific number that can be read with a scanner and traced back to its owner. All pets entering Coastal Pet Rescue since October 2004 have been microchipped. We host low-cost microchipping clinics to the public on a quarterly basis for a cost of \$10 per pet.

Will my expenses be reimbursed?

Coastal Pet Rescue provides all veterinary care at our cost. Foster parents are expected to provide food and any items they wish the pet to have outside of our initial supply to the foster home. Expenses will only be reimbursed if they were approved prior to the purchase. Receipts must be submitted along with official expense sheet documentation. Drivers may document their mileage for transports, veterinary runs, adoption interviews, or other approved travel for tax deduction.

Am I eligible for tax deductions?

A number of tax benefits are available for volunteers under the general charitable contribution deduction of the Internal Revenue Code. Volunteers may deduct out-of-pocket expenses incurred while doing volunteer work for certain groups approved by the Internal Revenue Service. Coastal Pet Rescue is an approved organization. Please check with your accountant to verify deductions.