



www.w2wrescue.com

VOLUNTEER / EMPLOYEE / FOSTER HANDBOOK

Created December 2018 – Rev. 2

VOLUNTEER NAME: _____

WAGS 2 WISHES WELCOMES YOU TO THE TEAM!

Dear Potential Volunteer, Foster, Employee,

Thank you for your interest in being a part of Wags 2 Wishes Animal Rescue, Inc. First and foremost, ALL volunteers, employees and foster homes are expected to FULLY support our beliefs on the importance of spaying/neutering, responsible pet ownership and **ADOPTING** – not shopping. We do **NOT** support puppy mills, backyard breeding, irresponsible breeding or shopping to BUY your next furry family member. It is important that you share our beliefs in order to be a part of our team.

I am sure you are excited and ready to jump in and begin to make a difference in the life of a rescued animal. Please know, while being part of a Rescue Organization such as ours, is a very rewarding experience, the rescue world is not for everyone and not every ending is a happy one. If you are easily stressed, have high anxiety or extremely sensitive, volunteering or being employed at a Rescue Center may prove to be a bit much for you. Volunteers are ALL expected to be able to lift, push, pull 50 lbs. of weight, bend, kneel and clean. We also use bleach to clean and spray air freshener throughout the day. If you cannot perform with these requirements or have a sensitivity to smells – this is NOT a volunteer/employment gig for you.

At our facility, everyone who enters is expected to perform a variety of duties that include dog walking, bathing, kennel and cage cleaning, picking feces up from inside and outside, attending and promoting off-site events and following all policies and procedures set forth by the W2W Board. The safety and well-being of our rescue animals is our #1 priority.

Please do all you can to ask questions and follow the procedures that have been set in place by the W2W Rescue Board. You are required to read and complete all forms in this packet which include an Audio/Video Consent, Confidentiality/ Social Media Agreement, Foster Agreement and a Release form before becoming eligible for an opportunity with Wags 2 Wishes. While we know not everyone signs up to Foster an animal, it is not uncommon, once you've been at W2W a while, to have an opportunity to foster – therefore, we do require this form to also be included in the handbook you are receiving today.

We will go over these forms with you on your first day. You will not be able to start without them as well as a valid Illinois Driver's License. We look forward to you joining the Wags 2 Wishes Rescue Team!

Sincerely,

Terri Crotty, Founder & President

CHECK OUT OUR WEBSITE:
WWW.W2WRESCUE.COM

YOU MIGHT BE THINKING - THIS IS A LOT TO LEARN!

As with any new job, or volunteer position, there is a lot to learn. Most of this learning will come from “hands on” experience vs. reading a manual. We understand this, which is why we want volunteers who are willing to COMMIT to a weekly or BI-weekly day/time slot.

If you cannot commit to a consistent presence at the Wags 2 Wishes Rescue Center, this may not be the volunteer gig for you. The same goes for employees. We are a small organization and many people have other jobs or commitments. Therefore, it is important that you are reliable and show up for **EVERY** shift you are scheduled for.

Although many are volunteers – we will still conduct reviews on your knowledge, attendance and overall commitment to Wags 2 Wishes Animal Rescue.

Volunteer/Employee Reviews will be as follows:

30 days, 60 days, 90 days, 6 months and 1 year after your start day. After that, a review will be given yearly, or as needed/required by the W2W Board.

Yearly reviews will be conducted during the month of February.

Although a volunteer – when you commit to a shift, you are responsible for filling that time slot. If you need a day off, from your committed shift, you are responsible for finding a replacement, that is at your same level of knowledge, for the “task”. This CANNOT be an EMPLOYEE of Wags 2 Wishes, unless said employee agrees to come in, and cover your shift, on a VOLUNTEER level.

Employees must find coverage with another employee, again, “at the same level”, so business/adoptions operate as normal. Requests for days/time off are required to be submitted 1 week prior, to monthly schedule being released, for consideration. All requests for days off, vacations or schedule changes, must be submitted via email to: w2wadoptions@gmail.com with the SUBJECT: **REQUEST FOR TIME OFF/VACATION OR SCHEDULE SWITCH**

Coming in Late or Missing Shifts

We understand that traffic or weather can affect drive time. It is your responsibility to plan for situations like this, as our animals are relying on you, to walk and feed them. Showing up late repeatedly, shows a lack of respect, for not only the animals, but the volunteers and employees you work with, as it affects their shift as well.

Offense 1 – Written Warning

Offense 2 – Written Warning and sent home

Offense 3 – Terminated from volunteering/employment

Volunteers who are “No Shows” are not welcome back

VOLUNTEER DAILY DUTIES

- KNOW AND FOLLOW ALL CLEANING AND SAFETY PROTOCOLS
- CLEAN KENNELS/CAGES AS NEEDED
- ASSIST WITH FEEDING WHEN NEEDED
- WALK DOGS, PROVIDE EXERCISE IN THE INDOOR PLAY AREA OR OUTDOORS, WHEN AVAILABLE
- PICK UP ALL POOP, WHEN WALKING DOGS AND DISPOSE OF IN DUMPSTER
- KEEP UP WITH LAUNDRY (WASH, DRY, FOLD AND PUT AWAY)
- SWEEP, MOP FLOORS IN W2W AND PLAY AREA, DAILY
- PUT AWAY DONATIONS
- BE SURE ALL ANIMALS HAVE DRY BEDDING AND WATER, AT ALL TIMES
- OCCASIONAL DROP OFF/ PICK UP AT VETS OFFICE
- ASSIST ADOPTION SPECIALIST WITH PULLING OUT ANIMALS, FOR MEETS, AS NEEDED
- REFER ALL QUESTIONS, ABOUT ADOPTABLE ANIMALS, FROM POTENTIAL ADOPTERS, TO AN ADOPTION SPECIALIST OR SENIOR VOLUNTEER

VOLUNTEERING AT THE RESCUE CENTER BASICS

For starters, there are two areas of Wags 2 Wishes Animal Rescue

There is the main section, with small and big dogs and then there is the "W2W Nursery", where our pregnant or nursing Moms stay, until they are ready for adoption. All volunteers start, and most will remain, in what we call the "Main W2W". Because of the risk involved with mommas and their babies, very few people are trained, or allowed to work, in the nursery area. We will touch on this later in the manual in "NURSERY 101".

BECAUSE WE ARE A RESCUE FACILITY, OUR DAILY NEEDS REQUIRE VOLUNTEERS THAT CAN COMMIT TO A SHIFT AND BE CONSISTANT AND RELIABLE. (IE: EVERY TUESDAY OR EVERY OTHER TUESDAY 8AM-11AM)

COMING IN OCCASIONALLY, FROM TIME TO TIME DOES NOT WORK FOR OUR ORGANIZATION, DUE TO THE FACT WE ARE A BUSINESS/FACILITY WITH CONSTANT CHANGE. VOLUNTEERS ARE EXPECTED TO COMMIT TO A DAY/TIME EITHER WEEKLY OR BI-WEEKLY. IF YOU DO NOT SHOW FOR YOUR COMMITTED TIME, WE WILL NOT INVITE/ALLOW YOU BACK. OUR ANIMALS REQUIRE DAILY CARE AND COMMITTED VOLUNTEERS.

AT THE START OF YOUR SHIFT, YOU SHOULD MEET WITH THE ADOPTION SPECIALIST ON DUTY AND SHE WILL GUIDE YOU AS TO WHAT NEEDS TO BE DONE OR COMPLETED ON YOUR SHIFT. IF YOU ARE NOT RECEIVING PROPER GUIDANCE FROM THE ADOPTION SPECIALIST, PLEASE CONTACT TERRI AT: rescuedmom@gmail.com

IF YOU'RE NOT SURE OF WHAT TO DO, STANDING AROUND AND WATCHING OTHERS WORK, WALK OR CLEAN, IS NOT ACCEPTABLE. PLEASE ASK AN ADOPTION SPECIALIST OR SENIOR VOLUNTEER FOR GUIDANCE.

TO BE KEPT UP TO DATE WITH CHANGES, EVENTS AND DAY TO DAY OPERATIONS, PLEASE REQUEST TO JOIN THE VOLUNTEER PRIVATE FACEBOOK PAGE.

NOTE: ANY POST OR INFORMATION SHARED ON THIS PAGE IS PRIVATE AND CANNOT BE SHARED OR SCREENSHOTTED AND POSTED. FAILURE TO COMPLY WITH OUR PRIVACY POLICY WILL RESULT IN IMMEDIATE DISMISSAL FROM YOUR VOLUNTEER POSITION.

IN THE FACEBOOK SEARCH, TYPE IN THE SEARCH BAR:
[WAGS 2 WISHES ACTIVE VOLUNTEERS](#)

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DOG WALKING 101

- 🐾 ALWAYS MAKE SURE LEAD IS ON AND PROPERLY SECURED. PLACE HAND IN LEASH AND WRAP AROUND YOUR WRIST TWICE!
- 🐾 NEVER APPROACH OTHER ANIMALS, KIDS OR PEOPLE, WHILE WALKING DOGS
- 🐾 NEVER ALLOW DOGS TO JUMP ON PEOPLE, STAFF OR OTHER VOLUNTEERS
- 🐾 IT IS IMPORTANT TO NOT ALLOW MALE DOGS TO “LIFT THEIR LEG” THROUGH THE BUILDING. WALK QUICKLY, OR PICK UP SMALL DOGS, IF “MARKING” IS AN ISSUE.

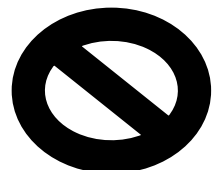
WASTE PICK UP AND DISPOSAL

- 1.) ALL VOLUNTEERS SHOULD KEEP WASTE BAGS, IN THEIR POSSESSION, WHILE WALKING DOGS. IF A DOG MAKES A DEPOSIT, ON THE PREMISES, IT NEEDS TO BE PICKED UP IMMEDIATELY, TO AVOID CROSS CONTAMINATION OF PARASITES. (FRONT, SIDES AND BACK OF BUILDING)
- 2.) IF WE WITNESS YOU (WE HAVE CAMERAS IN AND AROUND THE BUILDING) NOT PICKING UP, AFTER YOU HAVE WALKED A DOG, YOU WILL BE TERMINATED FROM YOUR VOLUNTEER OR EMPLOYEE ROLE.
- 3.) WASTE BAGS SHOULD BE TIED AND TOSSED INTO THE DUMPSTER OUT FRONT. IF YOU ARE UNSURE, ASK!

CELL PHONE USE WHILE WALKING DOGS

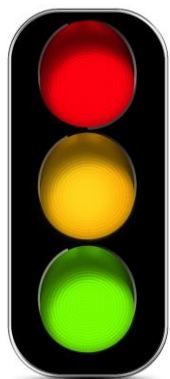
USING A CELL PHONE FOR TEXTING, SNAPCHATTING, FACEBOOKING, CALLING, ETC., WHILE WALKING DOGS, IS STRICTLY PROHIBITED!

ANY EMPLOYEE OR VOLUNTEER CAUGHT ON A CELL PHONE, WHILE WALKING A RESCUE DOG, WILL BE LET GO IMMEDIATELY.



RED LIGHT, YELLOW LIGHT, GREEN LIGHT

ASK ABOUT THIS!



RED

EMPLOYEES & SENIOR VOLUNTEERS ONLY!
 GOWN & GLOVE REQUIRED
 DO NOT GO OUTSIDE - NO MEETS ALLOWED
 ALL LARGE DOGS ARE RED DOT BY DEFAULT

YELLOW

EMPLOYEES & SENIOR VOLUNTEERS ONLY!
 GO SLOW – SCARED!

GREEN

OK FOR ALL VOLUNTEERS
 CAN GO OUTSIDE

ALL VOLUNTEERS ARE EXPECTED TO KNOW THE ABOVE, ON DAY ONE!

- ❖ Volunteers are expected to follow the red, yellow and green dot guide, for their safety and the safety of our animals. New volunteers should not, at any time, handle, or clean, any cages that require gown and glove. (LARGE DOGS ARE ALWAYS RED DOT)
- ❖ NEVER use your body or any body part, as a barrier, for two dogs barking, or going at each other. This can lead to an unintentional bite and WILL result in EUTHANASIA for the dog. Keep in mind, your ability to follow safety procedures, will keep them alive!
- ❖ It is never allowed for visitors, volunteers or employees to put their fingers in cages. Be mindful, that our only concern, is the health of the dogs, in our care. When fingers go from cage to cage, you put the dogs at risk, for illness, or death!
- ❖ Volunteers are expected to know the proper use and placement of leads. If you don't know, ASK!
- ❖ Walking dogs, (out to front door), should not occur during busy times, or while meets are in process. Walking should be reserved for early morning (8am-10am), slow times, or at the end of the day.
- ❖ Mixing bleach – proper mixing is 1-part bleach to 32- parts water. Please do not over/under mix!
- ❖ Only use BLEACH, PAPER TOWELS and a NON-ABRASIVE PLASTIC SCRAPER on cages.
- ❖ Cages and cage doors must be fully sprayed, with bleach, and wiped, dry. (Top, bottom, sides, back, front)
- ❖ Cages should have newspaper placed in them, ONLY at the end of the day.
- ❖ Occupied cages should always have a blanket inside. (unless a dog is eating them).
- ❖ Medications are to be administered and handled by employees and senior volunteers only!
- ❖ If a kennel/cage is marked "BEWARE" or "RED" volunteers are NOT permitted to enter.
- ❖ NEVER leave a dog unattended in either the indoor/outdoor play area and always keep their leads on!
- ❖ Bite gloves should be used for small dogs that are scared or "red dot", to avoid injury.
- ❖ IT IS THE RESPONSIBILITY OF ALL VOLUNTEERS TO REMIND GUESTS, AND EACH OTHER, TO NOT STICK THEIR FINGERS/HANDS IN ANY CAGE!
- ❖ SHAKE OUT LAUNDRY before putting in washer. These are not equipped to have chunks of feces go through them/down drain.

TOP 10 WHAT ----NOT---- TO DO WHILE VOLUNTEERING AT WAGS 2 WISHES

S A F E T Y F I R S T

1. DO NOT USE CELL PHONES INSIDE/OUTSIDE THE W2W RESCUE CENTER, WHILE HANDLING ANIMALS IN OUR CARE.
2. DO NOT BE LOUD, AGGRESSIVE OR ROUGH WITH OUR RESCUE ANIMALS.
3. DO NOT DRINK ALCOHOL, DO DRUGS, DISPLAY UNDESIRABLE BEHAVIOR OR CAUSE DRAMA.
4. DO NOT DISRESPECT FELLOW STAFF/VOLUNTEERS.
5. DO NOT STEAL FROM WAGS, VOLUNTEERS, EMPLOYEES OR BUSINESSES WITHIN OUR BUILDING.
6. DO NOT INVITE BOYFRIENDS/GIRLFRIENDS/SPOUSES/FAMILY MEMBERS TO HANG OUT DURING YOUR SHIFT.
7. DO NOT WEAR SANDALS, FLIP FLOPS, HEELS, DRESS SHOES OR UNDESIRABLE CLOTHING, DURING YOUR SHIFT. THIS IS A FAMILY SETTING AND YOUR ATTIRE SHOULD BE APPROPRIATE.
8. DO NOT DISRESPECT THE BUSINESSES IN OUR BUILDING BY SMOKING AT THE ENTRANCE DOORS.
9. DO NOT DISREGARD CAGE CARD WARNINGS AND REQUIREMENTS, FOR THE ANIMALS IN OUR CARE.
10. DO NOT TAKE IT UPON YOURSELF, TO POST ON SOCIAL MEDIA, A DOGS PHOTO, NEEDS OR REQUIREMENTS.

IF YOU HAVE A PHOTO OR VIDEO, OF ANY ANIMAL IN OUR CARE, THAT YOU THINK SHOULD BE CONSIDERED FOR POSTING, ON OUR W2W FACEBOOK PAGE OR WEBSITE, PLEASE SUBMIT VIA PRIVATE MESSAGE TO THE WAGS 2 WISHES FACEBOOK PAGE:

<https://www.facebook.com/wags2wishesanimalrescue/>

DOG MEET BASICS

ONLY TRAINED STAFF, OR APPROVED SENIOR VOLUNTEERS, SHOULD PERFORM DOG TO DOG MEETS

KEY POINTS TO REMEMBER

- **ABSOLUTELY no kids are allowed in the play area, during dog to dog meets.**
- During a basic dog meet, when multiple dogs are **NOT** involved, kids are expected to sit, either on the ground, or chair, and let the dog come to them.
- **NEVER** allow treats, balls or toys, during ANY meet! You do not know if a dog is going to snap, if a toy is taken away.
- **KIDS SHOULD NOT SURROUND AND HOVER, OVER A DOG!**
- No retractable leashes are allowed for meets.
- **Never** drop, remove or tangle, leads/leashes.
- Only **one dog, in the play area, at a time,** when multiple dogs are needed to test.

WHEN PERFORMING A DOG MEET

KIDS AND ADULTS, MUST REMAIN CALM AND RESPECTFUL. WE DO NOT ALLOW RUNNING, JUMPING, ROUGH PLAY OR DISRUPTIVE BEHAVIOR THAT COULD STRESS OUT THE DOGS, OR DISRUPT STAFF, OR OTHER BUSINESSES IN OUR BUILDING. ALL POTENTIAL ADOPTERS ARE EXPECTED TO UNDERSTAND OUR POLICIES, BEFORE ENTERING THE PLAY AREA, AND MOVING FORWARD, WITH ANY MEET.

BEFORE ANY DOG TO DOG MEET, THE ADOPTION SPECIALIST, ON SHIFT, SHOULD FULLY SCREEN THE POTENTIAL ADOPTERS, ABOUT THEIR CURRENT DOG(S) PERSONALITY, SOCIALIZATION AND LIKES AND DISLIKES. YOU SHOULD NEVER, WALK INTO A MEET, WITHOUT KNOWLEDGE, OF ANY OF THE DOGS INVOLVED. IF IT SEEMS TO BE A HARDER TO HANDLE MEET, IT IS YOUR RESPONSIBILITY, TO CONTACT TERRI, AND POSSIBLY CANCEL/RESCHEDULE, TO AVOID INJURY, NOT ONLY TO THE ANIMALS, BUT TO YOURSELF AS WELL!

Meets should NEVER start out nose to nose, or through a gate!

WATCH - A PROPER FIRST TIME MEET:

https://www.youtube.com/watch?v=nNraqi_r0-Y

ADOPTION SPECIALISTS & SENIOR VOLUNTEERS

IF YOU ARE UNSURE, HOW TO PROPERLY HANDLE A MEET, YOU NEED TO SPEAK WITH TERRI, AND REQUEST TO BE FURTHER TRAINED, ON PROPER MEET TECHNIQUES.

ADOPTION SPECIALISTS OR VOLUNTEERS, SHOULD FULLY EXPLAIN, THE RISK INVOLVED, INCLUDING POTENTIAL BITE OR INJURY, AND HAVE THE POTENTIAL ADOPTER **"SIGN OUR CONSENT FORM"**, RELEASING WAGS 2 WISHES, FROM ANY INJURY OR ILLNESS, THAT MAY/COULD OCCUR.

ADDITIONALLY, THE "OWNERS OR ADOPTERS", ARE WELCOME TO BE PRESENT, INSIDE THE PLAY AREA, BUT ARE **NOT TO CONTROL ANY LEASHES/LEADS**. ONLY TRAINED WAGS 2 WISHES STAFF, OR SENIOR VOLUNTEERS, SHOULD BE IN CONTROL, OF ALL DOG TO DOG MEETS, AND LEASHES/LEADS.

AT NO TIME, ARE POTENTIAL ADOPTERS, ALLOWED TO TELL US "HOW WE SHOULD DO OUR MEETS". YOU ARE RESPONSIBLE, FOR EVERY ASPECT, OF OUR RESCUES WELL BEING, AND MUST ALWAYS REMAIN, IN CONTROL, OF MEETS!

NURSERY 101

Wags 2 Wishes is fortunate enough, to have a three stall, nursery suite, located inside, the building. The nursery suite houses pregnant dogs, or nursing dogs and their babies. Mommas and their babies, stay in the nursery suite, until adopted, or their motherly duties are fulfilled. If you've never seen an actual birth of puppies, this experience is quite amazing and one you will never forget!

The nursery unit is tucked away, clear across the building, for a reason – **CROSS CONTAMINATION**. You will hear repeatedly, through this manual, “no fingers in cages” and “gown and glove” This is because most of the animals we take in, are full of worms, parasites, or have an illness, that we possibly do not know about yet.

It is important that these parasites, or illnesses, are NOT transmitted, into our nursery suite and vice versa, into the W2W Main rescue. Therefore, we have procedures in place. to protect the rescue animals, at both ends.

There are a small, handful of people, allowed to “work the nursery”. To do so, you must prove yourself worthy, to follow directions well, and let the provided knowledge, during your time at W2W, soak in. You will need to know what all parasites/diseases are, how they are transmitted, how it affects the animals and why we need to do, all we can, to prevent it. You will need to know the ins and outs of vaccines, de-worming, de-worming schedule and you MUST be a cleaning/organizing fanatic!

The nursery comes with its own “inside manual” and guides and are available to a select few. If you are lucky enough, to become part of such an amazing experience, it is important you do so with your eyes wide open and an eagerness to learn and follow procedures well.

BASIC RULE IS...

You should not enter the nursery and then enter W2W Main and vice versa. However, sometimes, we are short staffed, and this cannot be followed. In that case, it is important, that while at W2W Main, you do not handle any puppies, that are gown and glove, or new intakes, that could have brought in disease.

Occasionally, the nursery is used for medical dogs, needing a quiet place to crash.

Anyone who is approved to “work the nursery” should always start and end their shift there.

Again, there is a separate manual, for the nursery, so, follow it to a tee, to keep all who enter W2W safe!

If you do need to work both sides, please be mindful and put some thought into, who you should not handle, at W2W Main.

As always, when in doubt, ASK!

ADOPTION SPECIALIST

The most important position/role at W2W is that of the Adoption Specialist. They oversee ALL aspects, of the daily operations, which include volunteers, employees, emails, nursery, vet appointments, etc. This role, is for someone who is eager to learn, and flexible enough to know, that we are in a business, of constant change, therefore, not everything we do, is black and white and we work consistently, in the grey area. This person must be able to multitask, with ease, and do so with a smile on their face, eager to assist, potential adopters/visitors, at our Rescue Center, at 10am, on open days.

This is a guide to list your responsibilities and role within this organization.,

ALL ADOPTION SPECIALISTS ARE ALSO EXPECTED TO PERFORM KENNEL DUTIES.

Depending on the time of day, and the situation, that would decipher your role, and what you should be doing, that is that “grey part” we referred to above. Below, is a BASIC GUIDE, to reference, when needed. Adoption Specialists should always take the lead, on every shift. When an Adoption Specialist isn’t on shift, this responsibility switches to the **“SENIOR VOLUNTEER”** on shift.

(KENNEL)	(OFFICE)
<p>Start the morning with a plan, with your volunteer team. Guide them on where to start and finish, ESPECIALLY if gown and glove animals are in house.</p> <p>ASSIGN TASK – Laundry, Garbage, Dishes, Sweep, Mop etc.</p>	<p>Emails are a vital role of everyday operations. It is your responsibility to respond, set appointments, answer questions you can answer and get people IN THE DOOR. Although the animal they are inquiring about, may be adopted, there are still many more in our care that are available to meet. Invite them in!</p> <p>ANSWERING PHONE – 10AM Adoption Specialist should always have the phone within their reach, during business hours. Returning calls, etc.</p>
<p>Assist with cleaning kennels, feeding, walking or administering meds. If we have an abundance of volunteers, 4+, feel free to guide them and move to the front, to begin your administrative plan for the day.</p>	<p>Assisting all who enter with applying to adopt, meeting the animals, answering questions truthfully and providing all known information on the animal.</p>
<p>New volunteers cannot start a shift until the W2W Handbook is gone over entirely. Place them in the play area to read manual and once signed, scan it into their volunteer file on ONEDRIVE, with a scan of their Illinois ID. (Do NOT skip this as it will cost you your job!)</p>	<p>Setting vet appointments, arranging wellness exams, getting paper work in order, test results, invoices, updating intakes and scanning all into ONEDRIVE.</p>
<p>Volunteers MUST be at least 16 years of age, PERIOD, unless personally approved by the board. They have made ONE exception, in 5 years, so it’s very unlikely!</p>	<p>Following through on home checks and posting end of shift update.</p>
<p>Be sure all know how to properly apply a lead and highlight the key points of Dog Walking 101.</p>	<p>Communicating with management any issues that may arise or need to be addressed immediately.</p>
<p>Remind ALL NEW VOLUNTEERS who is NOT to be handled by them.</p>	<p>Keep track of needed items and letting management know BEFORE we are OUT.</p>
<p>Be sure all functions are properly done and ready by 10am OPEN.</p>	<p>Provide photos and videos of animals to webmistress.</p>

TRANSPORTING TO VET VISITS

It is important when transporting to vets you use all safety procedures mentioned in this handbook and always be alert to your surroundings.

Vet visits MUST be pre-approved and a “vet request form” must accompany all volunteers and the rescue dog they are transporting. ONLY checked off procedures/vetting/vaccines/test are approved. Any additional the vet recommends would warrant a phone call to manager, foster coordinator or Terri. Do NOT leave the office until you have called for approval. We are short handed and multiple trips to the vet are difficult to arrange.

Many medications are available at Wags so typically these will not be needed – a phone call to be sure is your best bet if you are unsure.

PLAINFIELD ACC - Requires a vet request form either in hand or emailed (if adopter is bringing – you need to email)

SPAY ILLINOIS RUNS – Paper work is emailed to them the day before

Yorkville Animal Hospital – Vet Request Form & Phone Approval by Terri

Be sure your transporter knows the following:

Do not assume the person picking up/dropping off knows the ins/outs and procedures. Most of the time these are friends doing us a favor and are not involved with the day to day operations/knowledge of animals.

- 1.) When they can enter main building
- 2.) How they can enter W2W
- 3.) IF the animal needs a FECAL sample brought
- 4.) Where to locate paper work/crates etc.
- 5.) Vet name, address, drop off time

KEEP IN MIND THE VETS WILL NOT “PULL A FECAL” ONE MUST BE BROUGHT WITH YOU!

Since they are doing us a favor it is important you make this as easy as possible by having paper work, crates etc. ready for them the night before. Make sure ALL are clearly labeled w fresh neck tags and make this a seamless operation.

It is also wise to mention if there are any “cross contamination” concerns and how they should proceed.

FOSTERING 101

Thank you for agreeing to foster. It can be a very rewarding, yet challenging, experience. To make the most out of your experience, it is important that you follow our procedures and guide lines, while you are caring for and animal for Wags 2 Wishes Animal Rescue.

- 1.) Wags **WILL** provide all food, bowls, toys, treats, litter (cat) and a crate for your foster. All supplies should be returned within 5 days of your foster being adopted.
- 2.) Vetting appointments are **ONLY** scheduled, by an **ASSIGNED FOSTER COORDINATOR**, at the vet we choose.
- 3.) Emergency vetting is **NOT** allowed. If your dog is vomiting, has diarrhea, or seems “not right”, the foster will need to make contact during **NORMAL** business hours, no exceptions! We do have meds, in house, and home remedies we will recommend, before we rush off to the vet.
- 4.) Typically, you will make 1-2 trips to the vet, during your foster dogs stay.
 - First Trip will be the initial health exam, fecal test and heart worm test. (Be sure to bring a fresh fecal sample with you!)
 - Once we receive a clean bill of health, we will then schedule the spay/neuter or any other services that may be needed.
 - Typically, once dogs are fully vetted and space is available, at the Rescue, we move the dogs from the foster home, to the center, for more exposure and a greater opportunity for adoption. If you plan to **ADOPT** your foster, please read the “**ADOPTING YOUR FOSTER**” section of this manual.
 - Occasionally, we will allow a foster to keep a dog, until adopted, but only if that foster has proven to be easily accessible for meets. If this becomes a task for my Adoption Specialist, the option to foster, until adopted, is revoked and the animal must be returned to Wags 2 Wishes immediately.

PUPPIES 101

-----NO PAWS, ON THE GROUND, UNTIL FULLY VACCINATED-----

Wags 2 Wishes has a **STRICT “No Paws on The Ground”** Policy, when it comes to puppies, that are **NOT** fully vaccinated. A fully vaccinated puppy, would have received the following, before we allow access to public ground, public stores, public areas or “walking into vets or any public place”. If you are unsure, **ASK US, BEFORE PUTTING OUR RESCUES AT RISK, FOR DISEASE!**

WE CONSIDER THE FOLLOWING TO BE FULLY VACCINATED:

- (4) Boosters of DHPP (this is the most important!), (1) Bordetella,
- (2) CIV Vaccines, (1) Rabies

**Parvo KILLS and is our BIGGEST concern with puppies.
It is your responsibility, as a foster, to educate yourself, on the virus!**

ADOPTING YOUR FOSTER (OR AN ANIMAL FROM WAGS)

We understand that when fostering, it is hard not to fall in love with your foster or find it difficult to pass them on to the next phase of their life, which is their forever home. But the reality is, the more you can foster and “let them go” the more lives you can help save. If we personally adopt every foster, it stops our ability to continue fostering and ultimately will result in animals being euthanized. We ask all fosters to consider this before committing to opening your home. Your first, is always the hardest, but seeing them through to adoption, so you can help the next animal that needs you, is very rewarding!

If you do decide you want to **ADOPT**, you do need to make that decision, **BEFORE** we place the animal “as available”, on social media and the adoption sites we use. Once this is done, you become one of the many, looking to adopt your foster and will be in line, competing to adopt, with the masses. While this may not seem fair, it isn’t fair to those who have taken the time, to submit their application, gone through the checking references process or have brought their family in to meet the foster animal, only to be told that the foster has decided to adopt. We feel that you know, in the first 2 weeks, if you want to adopt and strongly encourage you to relay your desire immediately and submit your application as well. (Everyone must apply to adopt.)

ADOPTION FEES

The next question you will have is, “What is the adoption fee to adopt my foster?” and the answer is as follows: THE SAME AS EVERYONE ELSE. We do not offer a discounted fee, for you to adopt your foster. We are a not for profit animal rescue, that survives solely on adoption fees and donations. All the healthy, “adoptable animals”, pay for the hard to place and medical dogs, we take in, every year. We have high medical bills and overhead to cover. The adoption fees allow us to keep our doors open.

If you plan to adopt your foster, the fee and process will be the same for you, as it is for anyone applying to adopt from Wags 2 Wishes Animal Rescue and your adopted animal will receive all the medical services every other animal receives, prior to their adoption.

WHAT WE WILL PROVIDE

Wags is fortunate enough to have an abundance of donations given to us. On our dock, you will find leashes, collars, toys and dog treats. You are welcome to prepare yourself a modest “goody bag” to get your adopted animal started on the right track. Unfortunately, this does not include dog food. Please ask an Adoption Specialist to assist you in preparing a “goody bag”.

Once you ADOPT your foster, you will need to return the cage and any bowls we provided, so we can use them for another foster home/animal.

FOREVER FOSTER (OR HOSPICE FOSTER)

Sadly, Wags 2 Wishes encounters situations where an animal is deemed unadoptable, due to terminal medical issues and sometimes behavior, that cannot be corrected medically. (cancer, organ failure, old age, severe, unpredictable aggression etc.) When this is determined, all yearly vaccines and medical procedures are stopped, and the animal is listed as “DNR” (do not resuscitate).

When this is determined, W2W will reach out to find a “hospice foster”. This person agrees to allow the animal to live out the remainder of their life, in their home. There will be **NO** medical intervention, other than keeping the animal comfortable, with pain meds, (if needed), until the following is determined by Wags 2 Wishes Animal Rescue (and sometimes foster):

1. The animal is suffering/in pain.
2. The quality of life is no longer there.
3. The animal is considered a danger to itself, people or other animals.
4. More medical issues are arising.
5. Foster is no longer able to fulfil their obligation.

When a dog is in “Hospice Foster”, W2W does continue to provide food, treats and supplies deemed necessary. Please speak to an Adoption Specialist for any needed supplies.

MAKING “THE DECISION” to euthanize

There is no way to avoid this, and at some time, a decision will have to be made, to humanely euthanize, your hospice foster. When that time comes, Wags 2 Wishes will make an appointment, at the vet we choose, and strongly encourage the foster to be present. After all, you are the person they know, and love, and it is you who should be with them, in their final moments.

Wags fully covers the cost of euthanasia; however, we do not cover the cost of cremation, urns etc. should you, the foster, want the ashes back. Our vets have been instructed that these charges may not be applied to our account. If you want the ashes back, please be prepared to pay for that service, at that time.

Before you ask if the euthanasia can be done in your home, your personal vet or a vet not listed with W2W, W2W ONLY covers the cost involved with euthanasia when it is at the vet we choose and setup the appointment with. These are vets we currently have a working relationship with and offer a discount to us on such service.

WAGS 2 WISHES FOSTER HOME AGREEMENT

23907 W Industrial Drive N, Plainfield IL 60585

Foster agrees NOT to transfer custody of the animal to anyone other than Wags 2 Wishes Animal Rescue and agrees to return the animal to W2W Rescue upon demand and make available to potential adopters and events at a minimum of 2 times per month.

Foster agrees to exercise normal care in maintaining the health of any foster animal in their care. Foster understands that the goal is to provide basic crate, potty training, basic commands and socialization to prepare said animal for their future forever home. Foster understands that no matter how well behaved said foster is, W2W requires you to crate train and provide the basics such as sit, down and stay in preparation for their forever home.

Foster agrees to contact Wags 2 Wishes Animal Rescue immediately if the animal becomes ill or is missing. We recognize that animals being animals will occasionally make a run for the hills, so please let us know immediately if the animal is missing. Likewise, animals do become ill and we need to know. **ALL MEDICAL CARE MUST BE PRE-APPROVED BY Wags 2 Wishes - AND PERFORMED AT OUR APPROVED VET.**

Foster will provide fresh food, fresh water, and plenty of exercise daily.

Foster agrees to always keep the foster within a fenced yard (not on a chain) or supervised on a leash. Foster agrees to never leave this animal outside when no one is home, to never allow the animal to be tied to a doghouse or to a chain, nor left unsupervised in a yard for extremely long periods such as in a dog run, cage or pen.

Foster agrees to provide updates to Wags 2 Wishes Animal Rescue on the dog's progress. We want to know how you and the animal are doing. (every 4-5 days) and provide updated photos/videos as well. (please send via private message through our Facebook)

Foster agrees to always transport foster animals in a safe manner; never loose in the open bed of a pick-up truck or in any other unsafe manner.

I (we) have been advised that foster animals can sometimes dig, chew, soil, and exhibit other undesirable traits. I (we) understand that dogs are dogs and will do things, on occasion, that cannot be foreseen. Wags 2 Wishes Animal Rescue will not pay for any damage done by said foster animal.

I (we) have been advised that my foster animal may have been neglected, mistreated, or abused and that special care or precautions may be required. I (we) also understand that the dog may need medical care which will be provided by W2WRescue. Rescue animals frequently come in to rescue scared, underweight, and/or ill. I (we) agree to administer all necessary medications as directed by Wags 2 Wishes Animal Rescue's vet. If I (we) am/are uncomfortable, unwilling, or incapable to do so I will immediately let Rescue know and surrender foster back.

I (we) have been advised that a foster animal will need time to adjust to new routines, new family and new surroundings. In addition, I (we) am/are aware that the animal may need training in basic house manners. If at any time I (we) feel I (we) am/are unable to continue care, I (we) will notify W2W and give them a minimum of 7 days to make other arrangements for the animal.

FOSTER HOME AGREEMENT CONTINUED...

I (we) agree to carefully introduce the new animal to any existing dogs and cats in the household. I (we) understand that I (we) should allow a two-week isolation/transition period before introducing any animals. I (we) understand that coming to a new home is stressful for the new animal and your existing animals and careful introduction is a must. Your new animal needs time and space to adjust to the surroundings and your existing animals need to feel they are not being replaced or crowded. Introducing the new animal too soon can result in growling, barking, submissive urination or other undesirable behavior. Properly managing the introductions is therefore important.

I (we) understand that interactions between my child(ren) and any new animal must be carefully supervised. Any animal in rescue is carefully screened, but animals are animals and unpredictable on occasion; especially in new surroundings. I (we) agree that I (we) will never leave my/any child alone and unsupervised with the animal as I (we) realize that one mistake on my part can result in injury to a child.

I (we) understand that Wags 2 Wishes Animal Rescue and its adoption specialist will find the foster animal a home and that I (we) am/are not to adopt or give away this animal to anyone not approved by Wags 2 Wishes Animal Rescue.

I (we) understand that Wags 2 Wishes Animal Rescue will not be responsible for any pet care my own pets may need as a result of fostering. This includes but not limited to emergency care, deworming, kennel cough treatment, parvo etc. W2W HIGHLY recommends you keep your pets up to date on Bordetella and DHPPL and CIV Vaccines as well as a monthly de-wormer.

I (we) understand that fostering is a risk and I (we) am/are responsible for my own pet's vet care. It is understood that every effort is made to make sure that any animal that is placed in Rescue is thoroughly evaluated for its temperament, health, physical soundness and overall suitability before it is placed in a foster home. However, Wags 2 Wishes Animal Rescue cannot and does not guarantee the health or temperament of said animal, has no documentation on the actual breed unless otherwise provided or lineage of the rescued animal.

I (we) agree that while fostering for Wags 2 Wishes you MAY NOT foster for another rescue group / shelter while our foster is in your home. **We ask that you please consider this BEFORE applying to foster for W2W.**

It is further agreed that if the Foster fails to perform any of those acts which he/she has guaranteed to perform, that the Wags 2 Wishes Animal Rescue may, at its discretion retake possession of the animal without delay.

Foster agrees to hold harmless and release Wags 2 Wishes Animal Rescue and/or its members, volunteers and other individuals working for and/or assisting with Wags 2 Wishes Animal Rescue from all liability, claims, and/or causes of action arising from any acts, injury and/or occurrences engaged in and/or caused by the animal subject to this agreement, as well as indemnification for damages, court costs, and/or attorney's fees incurred by Wags 2 Wishes Animal Rescue and/or its members for any court proceedings relating to such matters. Jurisdiction for any dispute lies with the Will County Illinois jurisdiction.

Foster has read the foregoing foster contract and fully understands and agrees to be bound to its provisions. By signing my/our name in the signature box below (last page of handbook) I (we) agree to be bound to this agreement.

W2W Social Media Policy

Wags 2 Wishes Animal Rescue (W2W) believes that email and social media are an important form of communicating. Web content created through collaboration on blogs, Facebook, Twitter, Instagram and email exchanges make it easier for volunteers and board members to communicate and network. W2W values these forms of communication and the accomplishments of the organization through its official website, and social media outlets, including, but not limited to, Facebook, Twitter and Instagram pages. However, it is recognized that unrestrained use of social media and its nature, as a virtually permanent public forum, can pose issues of privacy, intellectual property, general liability and other legal issues that can harm the organization and the volunteers using social media. We expect all volunteers who participate in social media, on behalf of W2W and/or personal purposes, to understand and follow this policy.

Wags 2 Wishes Animal Rescue Policies When Participating in Social Media

The same principles and guidelines that apply to W2W volunteers' activities in general, apply to their activities online. This includes all forms of online publishing and discussion, including emails, blogs, file-sharing, user-generated video and photos, audio, social networks, and any other forms of social network applications, when volunteers are discussing W2W –related topics. All W2W policies, including the W2W volunteer and foster agreements and any addendum(s), apply to the volunteer's social media and other online activities. Violation of the Social Media policy, or any other W2W policy, may subject a volunteer to termination of association with Wags 2 Wishes Animal Rescue.

Participating in Social Media on Behalf of Wags 2 Wishes Animal Rescue

W2W recognizes the opportunity and benefits email and social media provide to have a real-time conversation with a wide audience of followers, prospects and others. W2W has the right in its sole discretion to remove or ask you to remove, any content that it considers spam, an invasion of privacy, false, misleading, fraudulent, defamatory, profane, illegal, or not in agreement with Wags 2 Wishes Animal Rescue policies and/or standards, or otherwise found to be objectionable and to violate the terms of this policy. If you are leading, facilitating, writing or administrating statements on behalf of or about W2W on social media, through email or blog, please also remember the following: Volunteers must obtain from sharing private or confidential information via social media that includes but is not limited to Facebook, Twitter, Instagram and any email exchanges. Never comment on anything related to legal matters or litigation. Volunteers should not respond to negative comments or criticism posted about W2W unless permission has already been granted to that volunteer for responding.

Remember these are public forums and be thoughtful about how you present yourself in online social media and email exchanges. The lines between public and private, personal and professional are blurred in social networks. As a rule, it is expected that all volunteers will use common sense and sound judgment when utilizing any social media tool. I understand that W2W can dismiss me as a volunteer and associate of the organization if any of the above are violated.

Acknowledgment and Acceptance

Wags 2 Wishes Animal Rescue’s W2W HANDBOOK, AUDIO/VIDEO SURVEILLANCE POLICY, FOSTER AGREEMENT, ACKNOWLEDGEMENT, CONSENT AND RELEASE FORM.

I (we), _____/_____ acknowledge that I (we) have received a copy of Wags 2 Wishes Animal Rescue’s W2W HANDBOOK, AUDIO/VIDEO SURVEILLANCE POLICY, FOSTER AGREEMENT, ACKNOWLEDGEMENT, CONSENT AND RELEASE FORM and that I (we) have been given the opportunity to read and ask any questions that I (we) might have about the same, and that by signing this acknowledgement, I (we) agree to adhere to the policies as a condition of my volunteering, fostering or employment with W2W.

I (we) further understand that to promote the safety of volunteers, animals and visitors, as well as the security of its facilities, W2W may conduct video surveillance of any portion of its premises at any time, the only exception being private areas of restrooms. I (we) hereby give my consent to such audio/video surveillance at any time the organization may choose.

I (we) hereby expressly release, discharge and acquit Wags 2 Wishes Animal Rescue and all of their officers, directors, employees, contractors, concessionaires, agents, landlord and assigns from any and all claims or liability, whether known or unknown, at law or in equity, arising from, in connection with or as a result of my work as a volunteer/employee which may have arisen now or may arise in the future, and I expressly indemnify and agree to hold harmless Wags 2 Wishes Animal Rescue and their officers, directors, contractors, concessionaires, agents, landlord, volunteers, employees and assigns from any and all claims, whether general or specific, at law or in equity arising from or in connection with any work performed at the Wags 2 Wishes Adoption Center or in any way connected with my volunteer work with Wags 2 Wishes Animal Rescue, whether alleged to have arisen in whole or in part as a result of my negligence or the sole negligence of Wags 2 Wishes Animal Rescue, their officers, directors, employees, volunteers, contractors, concessionaires, landlord, agents and/or assigns. I (we) agree that this release shall constitute a bar to recovery to any/all claims including those that may be brought on behalf of any minor on whose behalf I (we) have signed on this form.

If I (we) choose to foster a dog/animal, it comes with unforeseen risk. I (we) agree that I (we) am/are responsible under my homeowner’s insurance policy or health care policy should damage to property, a bite or attack occur.

I (we) hereby release Wags 2 Wishes Animal Rescue from all liability, including liability for injury, damage to self or property associated with the enforcement of these policies and/or any searches or surveillance undertaken pursuant to these policies.

EMAIL ADDRESS: _____

STREET ADDRESS: _____

CITY: _____ STATE: _____ ZIP: _____

PHONE:

CELL: _____ HOME: _____ WORK: _____

APPLICANT/VOLUNTEER/EMPLOYEE

Print/Type Name: _____

Signature of applicant: _____ Date: ___/___/_____

CO-APPLICANT/VOLUNTEER/EMPLOYEE/PARENT (enter DNA if it does not apply)

Print /Type Name: _____

Signature of Parent/Guardian: _____ Date: ___/___/_____

(If volunteer is under the age of 18, a parent or guardian must sign)