



Second Chance Dog Rescue VOLUNTEER MANUAL



TABLE OF CONTENTS

WELCOME	4
ABOUT SECOND CHANCE DOG RESCUE.....	5
CONTACT INFO.....	5
OUR STORY & MISSION	6
HOW IT ALL WORKS: FROM RESCUE TO FOREVER HOMES	7
TESTIMONIALS ABOUT SCDR	8
VOLUNTEERING.....	9
VOLUNTEER OPPORTUNITIES	9
OTHER WAYS TO GET INVOLVED	10
VOLUNTEER PROCESS.....	11
VOLUNTEER GUIDELINES & REQUIREMENTS	12
TIPS FOR FOSTERING	13
SECOND CHANCE DOG RESCUE'S RESPONSIBILITIES	14
EMERGENCY INFORMATION	15
POLICIES & PROCEDURES.....	16
ABSENTEEISM & TARDINESS.....	16
ABNORMALITIES	16
ADOPTION EVENTS.....	16
ADOPTION PROCEDURES/INTERVIEWS	16
ANIMAL ATTACKS	16
ANIMAL CRUELTY	17
BATHING.....	17
COLLAR & RED DOG TAGS.....	17
DOG THEFT	17
DRUGS & ALCOHOL.....	17
EMERGENCIES	17
EXERCISE	17
FOOD & WATER	18
GROOMING	18
LEASH	18
LEAVE OF ABSENCE.....	18
LOST DOG	18
MEDICAL APPOINTMENTS	19
MEDICATIONS	19
FOSTER DOG NAME.....	19
PROFILE & POSTINGS	19
REIMBURSEMENT	19
RETURNING A FOSTER DOG	19
RETURNING SUPPLIES	20
SICK & INJURED DOGS.....	20



TRAINING	20
TRAVELING WITH FOSTER DOGS	20
VACATION	20
YARD SECURITY	20
ADDITIONAL POLICIES	21
<i>Grievance Policy</i>	21
<i>Resignation Policy</i>	21
APPENDIX: FORMS	22
VOLUNTEER MANUAL AGREEMENT	22
VOLUNTEER TIME SHEET	23
VOLUNTEER FEEDBACK: TELL US ABOUT YOUR EXPERIENCE	24

ALL PHOTOGRAPHS ARE FROM SECOND CHANCE DOG RESCUE'S FACEBOOK PAGE OR WEBSITE.





WELCOME!

Dear Volunteer,

Thank you for your gift of time to Second Chance Dog Rescue (SCDR)! Your contribution allows us to rescue, rehabilitate, and re-home many homeless dogs each month. We are so grateful for your commitment to our organization.

SCDR is one of San Diego's largest dog rescue organizations. It was founded in 2008 by a group of passionate volunteers. SCDR has rescued and placed close to 1,000 dogs each year in forever homes. Our efforts are only possible through support from volunteers like you.

We depend on our volunteers for every aspect of our organization: fostering rescued dogs, transporting dogs from shelters to foster families, taking dogs to the veterinarian for treatment, coordinating adoption events, and assisting with administrative work in our office to name a few! Each of these duties makes a huge difference in the lives of the dogs we rescue.

Thank you for taking the first step in helping us achieve our mission to rescue dogs in our community.

Enclosed is more information about our organization, the foster family program, and other exciting volunteer opportunities.

We look forward to making this a very rewarding experience for you. Please don't hesitate to ask questions, and tell us how we can make your volunteer experience at SCDR the very best.

With Gratitude,

Second Chance Dog Rescue Board of Directors





ABOUT SECOND CHANCE DOG RESCUE

Contact Information

Current Board Members: Linda Acosta, Lynn Connot, Sarah Ferrara, Alison Fogel, Megan Steele Knight and Rebecca Zearing.

Office: 2801 B Street, #55 San Diego, CA 92102
(postal business address – please do not bring any dogs to this address)

Phone: +1 (619) 721-3647

Email: info@secondchancedogrescue.org

Website: www.secondchancedogrescue.org

Facebook: SecondChanceDogRescue



Adoption Events:

Adoption events are normally held on Saturdays from 10 am – 2pm or 3pm.

Please check our website for scheduled events:

<http://secondchancedogrescue.org/upcoming-events/>





Our Story & Mission

Founded in the fall of 2008 by Sandra D. Simpson, Jason Cordoba, and Maria Blake who recognized the urgent need in our community, Second Chance Dog Rescue is one of San Diego's largest and most successful non-profit 501(c)3 organizations dedicated to **saving homeless dogs**. We rescue, rehabilitate, and re-home dogs from local shelters, as well as dogs surrendered by their owners for various reasons, and dogs from Baja California, Mexico. Once we receive a dog, we provide medical care, including spay and neuter, and beginning rehabilitation. We pride ourselves on being a rescue group that is flexible and non-breed specific. We also have the ability to rescue senior dogs as well as those with health or medical issues.



We accomplish a true miracle within our community every year as we successfully rescue thousands of dogs from euthanasia, placing them in loving, safe, forever homes. We save about 1,000 dogs per year! This is only possible thanks to a team of very **hardworking and dedicated volunteers** who bring a wealth of experience which includes; dog behavior, business sense, use of technology, marketing and networking while maintaining our philosophy of keeping the welfare of the dogs our first priority.



Another one of our strongest **keys to success is our network** of volunteers and foster family homes. Because **we do not operate out of a shelter nor have a facility** in which to house our adoptable dogs, we rely heavily on volunteers who lovingly open their hearts and their homes, offering temporary accommodations. Once integrated into one of our foster families, a dog that may have come to us frightened, timid, or otherwise emotionally scarred, will blossom and flourish with the tender loving care it receives there, often within just a few days or weeks.

Additionally, SCDR has an "**open door**" **policy**, which means we continue to welcome the County of San Diego Department of Animal Control to perform routine inspections of our dogs, daily operations, visits to our foster family homes, adoption events, online database of medical records, veterinarian invoices and so forth. With the support of so many, we hope to set a fine example, and maintain higher standards of excellence in the dog rescue community. SCDR has volunteer/foster families throughout Southern California and Baja California, Mexico.

Won't you consider joining our team? The more volunteers we have on board, the more dogs can be saved!

Our Mission:

*Put puppy mills out of business. Put breeders out of business.
Get animals spayed and neutered. Rescue dogs and find them a
forever home. Educate the public that a dog is not an accessory to put
in a purse, left in a yard neglected, or abused.*



How It All Works: *From Rescue to Forever Homes*

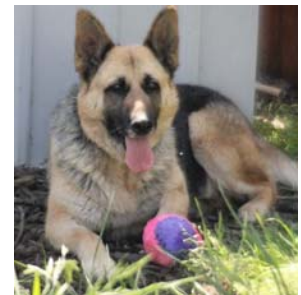
The Rescue:

- 🐾 Find dogs: The shelter contacts SCDR after they have been evaluated
- 🐾 Pickup dogs: SCDR receives history and forms from the shelter, then arrange for a volunteer transport from the shelter
- 🐾 Contact Foster: SCDR contacts a Foster Volunteer to foster the dog
- 🐾 Medical: The medical checkup is usually done by a shelter. If not, SCDR and the Foster Volunteer can coordinate a checkup at a local veterinarian partner
- 🐾 Fostering and Adoption: The dog remains with the Foster Volunteer until adopted, and attends adoption events on Saturdays if possible



Fostering:

- 🐾 A volunteer fills out the Foster Application
- 🐾 SCDR reviews and contacts applicant
- 🐾 Key volunteers coordinate placing a dog with foster
- 🐾 Fostering Volunteer takes care of the dog's daily needs
- 🐾 SCDR coordinates medical appointments, and any transportation necessary
- 🐾 SCDR and the Foster Volunteer work together to facilitate an adoption



Spread the word:

- 🐾 Volunteers help with this every day and at our adoption events
- 🐾 Adoption event activities include setup, cleanup, hang out with the dogs, talk to potential adopters and encourage the public to come over and look at our adoptable dogs!
- 🐾 The purpose is always to get dogs adopted to good loving forever homes

Adoption:

- 🐾 People go to website or event and see a dog(s) they are interested in
- 🐾 Fill out an adoption questionnaire (online is best) & submit it to SCDR
- 🐾 SCDR reviews and approves applicant, then contacts the Foster
- 🐾 Foster Volunteer provides information about the dog(s) and coordinates for a time to "meet & greet"
- 🐾 Meet & Greet with all family members, including other family pets (dogs, cats, birds etc.) to see how the initial introduction goes and to make the adjustment into a new family easier for the dog and the potential adopting family
- 🐾 After successful Meet & Greet, applicant completes an adoption contract, pays the adoption fee, and is able to take the dog home
- 🐾 A two-week trial period (foster to adopt) begins when the dog is taken home. This period is to ensure the dog and the adopting family are the right match
- 🐾 At the end of the two week transition period, SCDR reserves the right to conduct a home checkup.... **Yay! Another dog found its forever home!**





Testimonials about Second Chance Dog Rescue

I can't believe we adopted Phoebe a year ago. It was such a great experience and she's an amazing dog. Your organization was very professional, and I enjoyed meeting the volunteers that fostered Phoebe and came out for the home visit. We think Phoebe is the perfect fit for our family. She's a happy, healthy fun member of the family. ~ Karin A.

I really like the adoption process of Second Chance. I think the "settling in" period gives the adopter some peace of mind. A good fit for the family AND for the dog is what is important. My pup, Bella, from Second Chance and I just celebrated our 1st year together on Halloween. ~ Suzi C.

Dear SCDR, We could not be more pleased with our new family member or your



organization. You are very much appreciated by both of us. ~ Mark S.

When I first found your organization, I decided to help out as a foster home. My boyfriend and I came in that same day, found a dog to foster, and immediately fell in love. That week we learned that we were called "FF's"... failed fosters. I thought the term was pretty funny, but am soooo happy to be a failed foster. Rocket (called both Rocket and Rocco while at your organization) is an amazing dog. We have spent time rehabilitating him, and giving him the training, exercise and love that he needs. He is now a happy, healthy pup! Thank you for our Rocket! ~ Sara D.

We adopted Dot from Second Chance and LOVE having her as a part of our family!



Dotty has been licensed in Chula Vista under our name, and of course we consider her ours. Attached are a couple of photos- Dotty is happy and chubby. Thanks
~ Dana S.



Volunteer Opportunities

Second Chance Dog Rescue is committed to utilizing your valuable skill set to help rescue, rehabilitate and re-home as many dogs as possible. We depend on volunteers like you. Below are the most needed opportunities. The skills below are preferred, but not required. If you're interested in fostering a dog, please email fosters@secondchancedogrescue.org for all other volunteer opportunities, contact volunteer@secondchancedogrescue.org

- Vet Clinic Transporter:** Drives dogs from a foster family home to a veterinarian clinic we partner.
Skills preferred: Valid California driver's license.
- Adoption Event Transporter:** Drives dogs from SCDR office or a foster family home to an adoption event. Adoption events are held each Saturday during the month in different parts of San Diego County. Drop offs occur at 9:00am, and pick-ups happen at 3:00pm.
Skills preferred: Valid California driver's license and a large car.
- Dog Groomer:** Provide bathing, brushing, nail trimming, and ear cleaning of rescued dogs.
Skills preferred: Interest in getting wet!
- Home Visits:** Help with making home visits to the adopter's home and ensuring a good placement for foster dog.
Skills preferred: Customer service skills.
- Adoption Event Lead:** Organizes the planning and execution of adoption events, and other annual events. Tasks may include coordinating event logistics, marketing the event, setting up, breaking down, and ensuring appropriate recognition. *Skills preferred: Basic dog knowledge, outstanding organization and interpersonal skills, flexible schedule and social media knowledge are a plus.*
- Adoption Event Co-Lead:** Assists with setting up, breaking down, and helping people find the right dog for their family. Adoption events are held from 9:00am to 3:30pm on Saturdays in different locations around the County.
Skills preferred: Basic dog knowledge, good organization and interpersonal skills.
- Volunteer Coordinator:** Provides operational support for the recruitment, supervision, and retention of volunteers. Tasks may include screening volunteer applications, scheduling volunteer shifts, tracking volunteer hours, and coordinating volunteer events.
Skills preferred: Basic dog knowledge, good organization and interpersonal skills and a desire to inspire others.
- Database / Daily Operations Volunteer:** Provides support to the rescue with data entry process clerical support. Tasks include answering emails, making phone calls, daily data entry, etc.
Skills preferred: Good writing and interpersonal skills, attention to detail, ability to stay organized and proficiency with computers.





Other Ways to Get Involved

There are many ways supporters like you can get involved with Second Chance Dog Rescue beyond our volunteer opportunities. Here are ten ways you can participate and help us save even more dogs.

Please contact info@secondchancedogrescue.org if you'd like to make an impact!

- 🦷 **GIVE A KIBBLE:** Organize a dog food drive with your friends or company, and help us ensure no dog goes hungry.
- 🦷 **DONATE SUPPLIES:** A contribution of leashes, collars, hygiene products, beds, blankets, flea treatments or toys makes a huge difference in the lives of our dogs.
- 🦷 **DONATE FUNDS:** Every dollar is stretched to rescue more dogs, provide them with greater medical care, and find them a loving home.
- 🦷 Like us on **Facebook** and "share" our dogs with your friends!
- 🦷 Help us improve the SCDR **website**. Each online visitor increases the likelihood our dogs will find loving, forever homes.
- 🦷 Sign up to be on a **Transporter List**, and let us know we can count on you when our dogs are in need of help getting to the veterinarian clinic, adoption events, and back to their foster families.
- 🦷 Provide **dog training** assistance and empower our dogs with the obedience and knowledge they deserve.
- 🦷 Become a SCDR **ambassador**! Help us spread information about our mission and organization throughout our community.
- 🦷 Do you know someone looking for a dog? Invite them to one of our weekly **adoption events**.
- 🦷 **Make copies of this flyer and give it to 5 of your friends!**





Volunteer Process

Volunteers are our key to success!

In order to become a volunteer for Second Chance Dog Rescue, an individual must meet the following criteria:

- 1) Be 18 years or older to foster a dog.
- 2) Be 16 years or older to volunteer at an adoption event or in the office.
- 3) Complete the Second Chance Volunteer Application and Waiver form.
 - 🐾 Provide appropriate information on your background, including but not limited to, previous volunteer experience, animal care experience.
 - 🐾 Have a valid California state driver's license if you wish to transport dogs.
 - 🐾 Be without any conflict of interest with any activity or program of SCDR, whether personal, philosophical or financial.
- 4) You will be notified that your application is approved or denied. The president of SCDR has the discretion to deny any volunteer application.
- 5) If your application is approved, Second Chance will connect you with the appropriate team member to contact about next steps.
- 6) Participate in an orientation with a Second Chance representative.
- 7) Receive/Review the Volunteer Manual.
- 8) Complete and sign all appropriate forms and agreements contained in the Volunteer Manual, including the Volunteer Agreement form on the last page.

***Phew...** That process is the first sign of dedication, so thanks for taking the time.*









We know you will be an excellent part of our team and look forward to saving dogs together!





Volunteer Guidelines & Requirements

Volunteers must comply with all requirements set forth in the SCDR Volunteer Manual and any other materials provided.


-  **Confidentiality:** Volunteers are responsible for maintaining confidentiality of all proprietary or privileged information while serving as a volunteer for the organization. Key Volunteers must sign the Volunteer Non-Disclosure Agreement.
-  **Handling Dogs:** Volunteers should always handle SCDR dogs with love and care.
-  **Be informed:** All volunteers are responsible for the information contained in the Volunteer Manual. All are encouraged to ask questions if unclear about duties or tasks or otherwise need more information.
-  **Be Presentable:** All volunteers must dress appropriately for the conditions of their task. Moreover, they are responsible for providing a good image to the community members who interact with SCDR.
-  **Shifts:** Volunteers will be asked to serve during specific times of the day and week. If a volunteer is unable to attend, the volunteer should notify SCDR as soon as possible.
-  **Time Sheets:** Volunteers seeking community service hours are responsible for keeping track of their hours and asking for the signatures from the event leads when using the Volunteer Log.
-  **Ending Your Service:** SCDR recognizes that due to other life circumstances, a volunteer may no longer be able to give time to the organization. Volunteers are not under any contractual obligation to continue to volunteer at SCDR. If a volunteer decides to leave the organization, SCDR encourages notification to have your information removed from our database and email listings.
-  **Feedback:** It is encouraged that volunteers provide Second Chance with feedback about their experience to ensure the continuous improvement of the program.







Tips for Fostering


Being a foster with SCDR is a rewarding experience -- you are helping us save another dog's life! **We can only rescue the amount of dogs we have fosters for, so we are always looking for new fosters.** We provide you with all of the supplies and needed vet care -- you provide the dog with love, companionship, and guidance.


 When receiving a foster dog, volunteers should ask questions about the dog's history, physical, social and behavioral issues.

 When receiving a foster dog, volunteers should check its collar to ensure it is snug and in good condition. **DO NOT REMOVE THE DOG COLLAR OR SCDR REG TAG.** Some foster volunteer's include their name and contact information including phone number on the back of the red dog tag.




 Allow the dog to relax during its first few days in its new environment. Moving is stressful and exciting for dogs. First few days should be slow and easy and allow some time for the dog to transition to their foster home.

 Lay down a blanket or bed in the dog's crate or designated area to make a comfortable bed.

 Offer appropriate toys for dogs that are teething or toy-driven. SCDR can provide these items.





 We recommend that keeping the dog's leash on in their own yard for at least the first few days of receiving the dog. The dog will be unfamiliar with its new caregiver and will run away when called.


 Take the dog for a walk around the neighborhood. Dog parks should be avoided until a connection is made with the foster.


 Get to know the dog and become familiar with its many habits.


 Be patient with the dog as it learns its new environment and caregiver.

 Volunteers should know the adoption fee of the dog they are fostering. Direct all parties interested in adopting a dog to complete an application on SCDR's website, www.secondchancedogrescue.org. Questions can be directed to info@secondchancedogrescue.org.

 Please take pictures! SCDR relies heavily on fosters for pictures and bios of the dog(s) they are fostering. This wonderful information and updates will help the dog(s) find their loving homes faster.

 Volunteers should make SCDR aware of a situation when their foster dog is not working out in their home.

 Call SCDR with any questions, needed advice, concerns, or stories regarding dog(s).

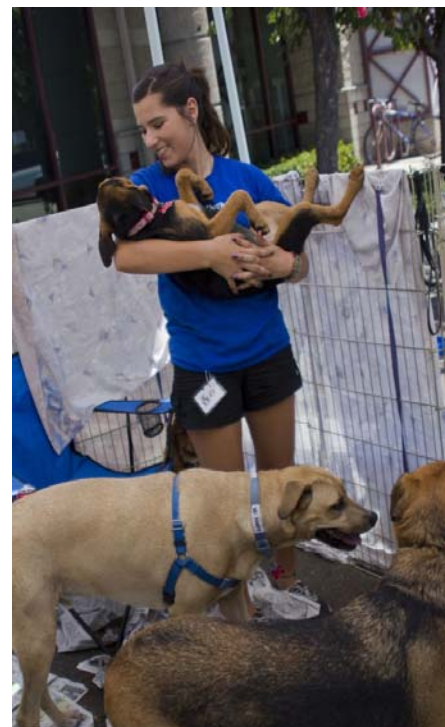
 Most of all, just give the dog(s) lots of love and cuddles so they can be ready for their new forever home!





Second Chance Dog Rescue's Responsibilities

- ❗ SCDR will never knowingly adopt out a sick dog. We do our best to tell each foster and prospective adopter all accurate medical and behavioral information, but we also sometimes do not always know about these problems up front.
- ❗ Provide all medical treatment and medications for foster dogs.
- ❗ Provide foster volunteers with dog supplies; food, leash, toys, crate, dog bowl, and other relevant necessities to adequately care for their foster dogs.
- ❗ SCDR provides transportation when necessary and requested.
- ❗ SCDR provide volunteers with all accurate information to the best of our knowledge; however, SCDR is not always aware of issues upfront.
- ❗ SCDR accepts returned dogs that are not a good fit in a volunteers foster's home.
- ❗ SCDR will train, guide, and support volunteers during their volunteer experience with SCDR.
- ❗ SCDR will attempt to respond to any inquiries within a timely fashion.





Emergency Information

If a volunteer has an emergency please call 619-721-3647 or email info@secondchancedogrescue.org

When a volunteer leaves a voice mail, please speak slowly and clearly as the message is being transcribed and sent in an email to SCDR. This email is checked by several key volunteers routinely, and replies will be received promptly. Please document all emergencies and submit to SCDR.

Foster Dog Emergencies

- 🐾 **Injury (e.g. dog attack/fight, hit by a car.)** Contact SCDR, and arrangements will be made for the dog to be seen by a veterinarian.
- 🐾 **Seizure.** In the event that the dog begins to experience a seizure the best thing to do is hold the dog until the seizure passes. Contact SCDR.
- 🐾 **Deceased Dog.** Contact SCDR.
- 🐾 **Lost Dog.** Contact SCDR immediately, put up flyers in your neighborhood, post a notice on Craigslist and check your local shelter. Keep SCDR updated.

In the event that a volunteer discovers a foster dog has fleas, worms, or kennel cough, please contact SCDR and the appropriate medication will be provided. We have key volunteers in various areas of San Diego with medical supplies.





POLICY AND PROCEDURES

1. Absenteeism and Tardiness

As a courtesy, volunteers should notify the event lead as soon as possible but no less than 24 hours if they will be unable to attend a shift they have signed up for. SCDR realizes that at the last minute unforeseen issues may arise that may lead to tardiness. In this case, please let us know as soon as possible.

2. Abnormalities

If a volunteer discovers any abnormalities or medical issues with their foster dog they should contact SCDR immediately at medical@secondchancedogrescue.org.

3. Adoption Events

Volunteers fostering dogs must make their foster dog(s) available for adoption events. If a volunteer cannot transport their foster dog, SCDR will attempt make arrangements.

4. Adoption Procedures/Interviews

When an adoption application is approved, the potential adoptive owner will be contacted by the volunteering fostering the dog they are interested in. It is the fostering volunteer's responsibility to meet with the potential adoptive owner and answer all questions regarding the dog, its personality, and behavior. Because the fostering volunteering has been caring for the dog, they have the best insight to this information. This is also a time for the fostering volunteer to ask questions of the potential adoptive owner to gain insight as to the match of the dog and potential adoptive owner. All family members including other pets must be present at the time the fostering volunteer and potential adoptive owner meet.

1. If it's a match, the fostering volunteer has the potential adoptive owner fill out the adoption contract. All spaces must be filled out completely and accurately. The fostering volunteer must receive the adoption fee before the dog can leave their care. The application and adoption fee is then mailed to SCDR, 2801 C Street #55, San Diego, CA 92102
2. The Foster To Adopt (FTA) period is 2 weeks from the date the potential adoptive owner took the dog from the fostering volunteer's care or from SCDR at an adoption event. The FTA period is a time when the potential adoptive owner can decide to finalize the adoption and permanently keep the dog or return it to SCDR.
3. After SCDR receives the contract and adoption fee all relevant paper work pertaining to the dog including medical records will be mailed to the adopters.

4. Animal Attacks

All volunteers must report a dog that attacks another animal or person including bites that break the skin. Volunteers should document what occurred prior to the bite and



after. The dog will be quarantined so SCDR can collect information on the dog's health and behavior.

5. Animal Cruelty

Under no circumstance may any volunteer physically harm or discipline a SCDR dog. Please notify SCDR of any behavioral issues or aggressive behavior of dog(s) and appropriate action and safety precautions will be implemented.

6. Bathing

Volunteers fostering dogs should NOT give their dog a bath if the dog has been recently spayed or neutered to avoid infections. Unless the dog is filthy, do not give the dog a bath. SCDR would prefer you wait until the dog and volunteer are better acquainted with one another.

7. Collar and Red Dog Tags

All SCDR dogs must wear a collar with a SCDR dog tag attached at all times. Volunteers fostering dogs must always keep a SCDR red dog tag on their foster dog. This precaution allows any lost dog to be identified and returned to SCDR or the fostering volunteer.

8. Dog Theft

If you fail to make your foster available for adoption events, or meet a potential adoptive family, or we have generally not seen or heard from you, SCDR will make at least three attempts to contact you. If SCDR is still unable to make contact with you, SCDR will assume you have stolen your foster. At this point, SCDR will conduct a home visit to remove your foster, the police will be notified, and legal action will be taken. All dogs are property of SCDR until their adoption is finalized.

9. Drugs and Alcohol

No volunteer should be in possession of or under the influence of illegal drugs or alcohol while working a volunteer shift, while on SCDR premise, or at a SCDR event.

10. Emergencies

Contact Second Chance immediately in the event of the emergency. An emergency is classified as a condition that leads to an immediate loss of life, limb or eyesight.

11. Exercise

Volunteers fostering dogs should give their dog regular exercise. Type of exercise and length will vary based on the dog's age, breed, and medical conditions. It is necessary for volunteers who are unsure about the type or amount of exercise to give a dog to contact SCDR for this information.



12. Food and Water

Volunteers fostering dogs must provide the dog(s) with adequate food and water. SCDR provides dog food free of cost. If you need dog food please let us know as soon as possible. Do not wait until the dog(s) only have enough food left for one or two meals before contacting SCDR

The amount of food that should be fed to a dog will vary on the dog's size. We recommend that volunteers follow the feeding instructions on the dog food bags.

Volunteers fostering dogs do not have to feed their dogs food provided by SCDR, but they should not feed the dog anything that has been specifically prohibited by SCDR. This will vary based on the dog's medical issues if any. Volunteers fostering dogs may feed their dog what they would feed their own personal dog, but SCDR may not be able to reimburse for dog food bought at the owner's expense.

13. Grooming

Volunteers should contact SCDR if they have any grooming concerns. SCDR offers dog grooming. If a volunteer uses a dog grooming service outside of SCDR it is their responsibility to pay for it. The volunteer may not be reimbursed. Volunteers are not allowed to shave or dye the dog's hair.

14. Leash

All SCDR dogs must be kept on a leash at all times when outdoors. Initially, the dog(s) will be unfamiliar with new volunteers/caregivers and will not respond when called. Keeping dogs on their leash will ensure their safety and the safety of other animals and people, and prevent the dog from being lost or stolen.

15. Leave of Absence

If for any reason a volunteer fostering a dog needs to take a leave of absence, they must inform SCDR of their intended last day of service as soon as possible but no less than 72 business hours so that an adequate home can be identified for the dog(s). It is necessary that volunteers communicate this with the foster coordinators via email at fosters@secondchancedogrescue.org.

16. Lost Dog

Contact SCDR as soon as possible!, post a notice on Craigslist, post flyers and search the neighborhood where the dog was last seen and check your local animal shelter. Keep SCDR updated on the situation at 619-721-3647 or info@secondchancedogrescue.org.



17. Medical Appointments

Volunteers fostering dogs must make their foster dog(s) available for medical appointments. If a volunteer cannot transport their foster dog, SCDR will make arrangements.

18. Medications

Volunteers fostering dogs must properly administer medication(s) as prescribed and instructed by SCDR's veterinarian as applicable to dogs receiving medications. Volunteers should familiarize themselves with medication dosages and medication administration procedures if applicable. Volunteers should ask questions if there is something they do not understand. Volunteers should notify SCDR when their medications are running low and more are required. Please do not wait until the last minute to request more medication to ensure medication is available.

19. Foster Dog Name

Volunteers should use the foster dog's name given to the dog by the rescue group. Volunteers may not rename a SCDR dog. All dogs are property of SCDR and are not to be renamed while under the care of any volunteer.

20. Profile and Postings

It's appreciated if volunteers fostering dogs routinely update their dog's profile. This is very important and will improve the dog's chances of being adopted. The profiles generally include a few good photos of the foster dog along with a summary of the dog's characteristics and behaviors such as sleeping habits, social skills, personality traits, eating habits and eating likes and dislikes, and currently medical issues and medications (if any).

21. Reimbursement

SCDR does not usually reimburse for any items volunteers buy on their own without approval from a board member. SCDR provides food, medications, and other essential items crucial to caring for dogs. Items are granted upon request.

22. Returning a Foster Dog

If a dog is not working out in a fostering volunteer's home, it is essential that the volunteer inform SCDR as soon as possible but no less than 72 business hours prior to returning a foster dog. This allows adequate time to identify a new foster home for the dog. It's important for foster volunteers to specify the reason why the match was not a fit so SCDR knows how to better match the dog and the next foster volunteer.



23. Returning Supplies

Volunteers ending their service should return all items given to them to care for dogs to SCDR.

24. Sick and Injured Dogs

Volunteers fostering dogs must notify SCDR as soon as possible when their dog is sick or injured. If your foster becomes ill or is symptomatic contact Second Chance at medical@secondchancedogrescue.org and cc fosters@secondchancedogrescue.org. SCDR does not reimburse volunteers who seek medical attention for their foster dog outside of SCDR's veterinarian. SCDR works with a veterinarian that offers services at reduced costs. Volunteer who take their foster dog to a veterinarian not associated with SCDR are responsible for the cost of services.

25. Training

Our dogs are rescue dogs and may need training from a professional dog trainer. SCDR works with local dog trainers and will provide dog training if needed. Volunteers fostering dogs should contact SCDR if they feel their dog needs training. If a volunteer seeks dog training outside of SCDR they are responsible for the cost.

26. Traveling with Foster Dogs

Volunteers fostering dogs may not leave San Diego County with their dog unless permission was granted by the board of directors of SCDR. Volunteers fostering dogs MUST notify SCDR for approval if they plan to leave their foster dog with a neighbor, friend, or relative.

27. Vacation

If a volunteer foster is going on vacation, SCDR needs as much notice as possible but no less than 72 business hours so that a respite or new foster home can be found for the dog. It is necessary that volunteers communicate their vacation dates with the foster coordinators via email at fosters@secondchancedogrescue.org.

28. Yard Security

Volunteers fostering dogs must have a secure yard. Prior to the dog's arrival, volunteers should check their fence to ensure there are not any holes or openings. Little dogs can get through the smallest spaces. Additionally, all gates must be in working condition including the ability to properly close and be locked.



Grievance Policy

If you have a grievance against an employee, volunteer, or dog under the care of a volunteer of SCDR or against SCDR's policies and procedures of please notify your direct contact or any board member, in the case that the grievance is against your direct contact. If the grievance cannot be resolved with your direct contact please contact board@secondchancedogrescue.org at 619-721-3647. All grievances will be responded to within ten business days.

In the case that a grievance has been filed against a volunteer, it is the policy of SCDR to support the volunteer. Do to this, it is crucial that volunteers keep their direct contact up to date on problems and issues surround their volunteer experience.

All grievances should be submitted in writing and include the following:

1. Name of the individual and/or the name of the dog if applicable;
2. Detailed description of the situation of allegations of misconduct or illegal activity;
3. Date or dates of the alleged misconduct or illegal activity;
4. Actions already taken to resolve the actions of the misconduct or illegal activity directly involving the individual(s) of said complaint; and
5. Desired outcome of the complaint.

Resignation Policy

It is our hope that you will remain a SCDR volunteer for many years and have an enjoyable experience; however, we understand that life's circumstances change and during these times, volunteers will resign from their volunteer position. We ask that you please discuss your decision to resign with staff at SCDR to learn if there is a way to address or mitigate any issues. For volunteers fostering dogs, please submit a written notice as soon as possible, but not less than 72 business hours prior to your final volunteer date so SCDR has adequate time to identify a new home for your foster.



Volunteer Manual Agreement

The Second Chance Dog Rescue Volunteer Manual is intended to indicate our commitment to treating and recognizing you, the volunteer, in the best possible way. It is also to provide you with all necessary information to perform your duties with a safe and rewarding experience.

SCDR (SCDR) agrees on this date to accept the services of _____ (volunteer name), and to adhere to all SCDR obligations set forth in this Volunteer Manual, including:

- We are required to provide you with all information, training, and support needed to perform your volunteer responsibilities.
- We are required to provide all volunteers with proper supervision, and are responsible for all volunteers' well-being.
- We are committed to treating all volunteers with respect, and will do our best to meet the individual needs of the volunteer.
- We are receptive to any feedback a volunteer may provide about his/her experience, which will lead to the continuous improvement of the organization.

I, _____ (Volunteer Name), agree to serve as a volunteer for SCDR, and I commit to following the requirements provided in this Volunteer Manual, including:

- To perform my volunteer duties to the best of my ability.
- To follow all SCDR policies and procedures.
- Attend my volunteer shift on its scheduled time. If I am unable to attend I will give SCDR reasonable notice. I agree to follow the requirements set forth in the Volunteer Non-Disclosure Agreement.
- I understand that volunteer activities include work that may be hazardous to me, and I hereby assume the risk of injury or harm, and release SCDR from all liability.
- I promise to provide a good image to community members who interact with SCDR, and to act at all times as a team player committed to the mission of the organization to rescue, rehabilitate, and re-home dogs.

In addition, by initially each and signing below, you certify that a SCDR representative discussed the following items contained in this manual with you:

- ___ General information about SCDR, including our mission, history, key staff and board members, and how our organization works.
- ___ The foster volunteer program, application process, including all guidelines, policies, procedures, tips for becoming a good foster, and what to do in certain emergencies.
- ___ The adoption application process, including how it works and what steps must be taken to adopt a dog.
- ___ Other volunteer opportunities and ways to get involved, including the application process, the requirements, and which forms need to be completed and turned in.
- ___ Contact information for SCDR and resources for becoming a more knowledgeable volunteer.
- ___ Each of the enclosed forms, describing its purpose, how to fill it out, and what's needed right away.

Volunteer Signature: _____ **Date:** _____

SCDR Representative Signature: _____ **Date:** _____

>> *Please sign two copies: one copy for Volunteer to keep and one copy to return to:
Second Chance Dog Rescue, 2801 C Street, #55, San Diego CA 92102.*



Tell Us About Your Experience!

SCDR is committed to making your time with our organization a very rewarding experience. We are devoted to continuously improving our volunteer program. Please use the form below to leave comments about your experience and our organization. You can return this form to the SCDR office via email at [board @secondchancedogrescue.org](mailto:board@secondchancedogrescue.org). Thank you for your feedback!

Name: _____

Would you like to be contacted regarding your comment? Yes No

Phone: _____ Email Address: _____

Please rate your experience:	Excellent	Good	Average	Bad
My volunteer duties and tasks were clearly defined.				
Volunteer shifts were organized.				
I was given direction and support by SCDR leaders at my shift.				
I learned more about rescuing dogs and the duty to which I was assigned.				
I received recognition by SCDR leaders for my volunteer service.				
Overall, rate your volunteer experience.				

1) What did you like about volunteering with SCDR?

2) What did you dislike about volunteering with SCDR?

3) What can we do to improve the volunteer experience?

4) Would you recommend volunteering with SCDR to a friend or family member?