

# Standard Operating Procedures

Revised Aug 23, 2013



Golden Retriever Rescue, Education  
and Training, Inc.

As a matter of policy, GRREAT, Inc. does not discriminate on the basis of race, color, gender, sexual orientation, age, religion, national or ethnic origin or physical disability.



# GRREAT Standard Operating Procedures (SOP)

1. OFFICER & ADVISORY BOARD INFORMATION	...4
2. <b>INTAKE PROCEDURES</b>	
Stray Dogs	...7
Shelter Dogs	...8
Owner Give-ups	...8
3. <b>PICK-UP PROCEDURES</b>	
Owner Surrendered Dogs	...10
Shelter Pick-ups	...12
4. <b>FOSTERING PROCEDURES</b>	
Standard Medical Requirements	...15
Introducing Foster Dogs to Household Pets	...17
Feeding Your Foster	...18
Temperament Evaluation	...19
Training	...20
Microchipping	...21
Grooming	...22
Administrative Responsibilities & Paperwork (includes reimbursement guidelines)	...23
Long term Foster Care (LTF)	...24
Foster Will Adopt (FWA)	...24
Foster To Adopt program (FTA)	...25
Procedures for Collecting Contracts from FWA's and FTA's	...25
5. <b>HOME VISIT EVALUATION PROCEDURES</b>	...27
6. <b>ADOPTION PROCEDURES</b>	
Advertising Available Dogs	...28
Adoption Days	...29
Application Review & Selection Process	...30
Finalizing Adoptions and Contract Paperwork	...31
Post-Adoption Procedures	...32
Follow-up with New Owners	...32
7. <b>VETERINARIAN APPROVAL PROCEDURES</b>	...33
8. <b>OPERATING PROCEDURES FOR ALL MEMBERS</b>	...34
<b>INDEX OF GRREAT DOCUMENTS &amp; INFORMATION PACKETS</b>	...36

**BOARD OF DIRECTORS & OFFICERS**  
**Golden Retriever Rescue, Education and Training, Inc.**  
**PO Box 190, Merrifield, VA 22116, 703-620-6593, www.grreat.org**

<b>Role</b>	<b>Name</b>	<b>Phone</b>	<b>E-mail</b>
<b>* = Board Position</b>			
<b>* President</b>	Barbara Bertsch Boyd	410-309-3192	president@grreat.org
<b>* Vice-President</b>	Jennifer Phillippe	315-559-3619	vp@grreat.org
<b>* Treasurer</b>	Harry Sethna	703-392-7497	treasurer@grreat.org
<b>* Secretary</b>	Shawne Lampert	703-698-8077	secretary@grreat.org
<b>Intake/Foster Home Team</b>			
<b>* Intake/Foster Home Coordinator</b>	Mary Collings	540-720-8588	intake@grreat.org
<b>Intake Assistants</b>	Marie Lavallee	703-362-9658	majalee13@yahoo.com
	Cathy Loyd	301-529-1611	loydhome@verizon.net
	Mary Spalding	703-569-7184	mspalding52@verizon.net
	Paula Sroka	302-947-4118	psroka6@gmail.com
	Martha VanLandingham	703-242-1622	MVandland1622@aol.com
<b>* Medical Coordinator</b>	Lucinda Twining	703-754-4379	medical@grreat.org
<b>Vet Liaison</b>	Martha VanLandingham	703-242-1622	MVandland1622@aol.com
<b>Foster Home Finder</b>	Shirley Coelho	410-785-3854	scoelho@comcast.net
<b>POC Coordinator</b>	Ann Nelson	540-459-7714	calico99@shentel.net
<b>POCs</b>	Suzi Hosein (LTF)	202-510-2244	suzannahosein@gmail.com
	Danny Hosein (LTF)	301-974-2449	cdhosein@gmail.com
	Paula Abernethy	410-295-9092	paula.abernethy@gmail.com
	Jeannie Blood	703-435-7424	jblood@wthf.com
	Kathi Crouse	410-768-7798	kcrouse1950@verizon.net
	Jodi Foor	410-674-6444	jodifoor@me.com
	Heather Kourcklas	301-602-6320	hkourcklas@kourcklasconsulting.com
	Bob McDonald	571-222-7209	bbmcd68@gmail.com
	Miranda McElroy	570-239-2046	Miranda.craige@gmail.com
	Tara Siler	304-730-2860	Siler.tara@gmail.com
	Teri Stachowiak	410-635-2583	tmspoc@gmail.com
<b>Foster Home Support</b>	Denise Malczewski (Supplies)	540-623-5460	supplies@grreat.org
	Nancy Forest (New Fosters)	540-636-9648	nancybforest@gmail.com
<b>Foster Home Application Coordinator</b>	Denise Malczewski	540-623-5460	becomeafosterhome@grreat.org

### Transport Team

<b>Transport Coordinator</b>	Bob Patenaude	301-514-6739	bjzk@msn.com
<b>Transport Team</b>	Art Hotop	703-978-6867	arhotop@aol.com
	Barbara Boyd	410-309-3192	barb3b@aol.com

### ID Team

<b>Microchip Coordinator</b>	Jeff Twining	703-754-4379	microchips@grreat.org
<b>Microchip Team</b>	Carolyn Beyer	703-254-4843	ligirlva@aol.com
	Rebecca Hotop	703-978-6867	arhotop@aol.com
	Ed Nelson	540-459-7714	gocaps@shentel.net
	Jessie Pickard	301-503-3963	adoptions@grreat.org
	Janet and Phil Hauck	410-838-5437	lotsagoldens@hughes.net
	Robin Heinecke	410-758-2395	rjh24@aol.com
	Diane Hein	410-255-9462	dianeandjohn@verizon.net
	Scott Daniels	302-383-3811	esdchef@msn.com
	Ken Collings	540-720-8588	goldenresq@msn.com

### Adoption and Application Team

<b>* Adoption Coordinator</b>	Jessie Pickard	301-503-3963	adoptions@grreat.org
<b>Application Coordinators</b>	Chuck Johnson (MD, PA, DE)	410-923-0622	orodelmar@comcast.net
	Kelly Edmonds (VA, DC, WV)	703-501-9800	AdoptAppsVA@grreat.org
<b>Home Visit Coordinators</b>	Dave and Nancy Carter (MD, PA, DE)	301-274-2374	GRREATHVC@yahoo.com
	Diane Lanigan (VA, DC, WV)	703-860-5430	dianelanigan@hotmail.com
<b>Reference Checker Coordinator</b>	Jessie Pickard	301-503-3963	adoptions@grreat.org
<b>Applicant Database</b>	Elizabeth Reimer	410-626-1028	eganz23@gmail.com
<b>Available Dog List</b>	Marion Shields (External)	301-299-6228	marionpshields@yahoo.com
<b>Current Dog List</b>	Elizabeth Reimer (Internal)	410-626-1028	eganz23@gmail.com

### Publication Team

<b>Webmaster</b>	Greg Skinner	610-349-1622	webmaster@grreat.org
<b>GRREAT News Editor</b>	Erin Ledbetter	410-231-2096	newsletter@grreat.org
<b>GRREAT News Asst Editor</b>	Felicia Barlow Clar	410-263-3937	redanimals@verizon.net

### Education Team

Education Coordinator VACANT

### Events Team

Volunteer Coordinator Dianne Blackwell 703-216-2383 volunteer@grreat.org  
\* Events Coordinator Carolyn Beyer 703-254-4843 ligirlva@aol.com  
Events Team - MD Melody and Jerry Phillips 410-477-9286 mdevents@grreat.org  
Events Team - VA VACANT

### Membership Team

Membership Coordinator Kevin Lewis 917-664-0625 membership@grreat.org  
Mail Coordinator Carolyn Beyer 703-254-4843 ligirlva@aol.com  
Acknowledgements Coord Jennifer Phillippe 443-255-9547 vp@grreat.org  
Condolence Card Coord Shawne Lampert 703-698-8077 secretary@grreat.org  
Voice Mail Checker Kathi Crouse 410-768-7798 kcrouse1950@verizon.net

### Merchandise Team

Merchandise Coordinator Ed Nelson 540-459-7714 merchandise@grreat.org  
Merchandise Team Carolyn Beyer 703-254-4843 ligirlva@aol.com

### Fundraising Team

Fundraising Coordinator Dawn Edgerton-Cameron 201-400-4453 fundraising@grreat.org  
Grant Coordinator VACANT  
Grant Writers Mary Barrick 443-973-8983 marybarrick@gmail.com  
Carol Peck 410-721-5226 carolapecck@comcast.net  
CFC Barbara Boyd 410-309-3192 president@grreat.org  
Silent Auction Coordinator Chelsea Chu 571-344-4668 silentauction@grreat.org

### Training Team

Training Coordinator Camille Alexander 202-590-5311 camillemenasco@gmail.com

### Additional Members

\*Member at Large Scott Daniels 302-383-3811 Scott.Daniels@sodexo.com

## INTAKE PROCEDURES

All intakes should be approved by the Intake/Foster Home Coordinator (IC). In the event the Intake/Foster Home Coordinator cannot be contacted, the Medical Coordinator (MedC) or one of the following officers must approve the intake: President, Vice President, or Adoption Coordinator.

Priority of intake is:

- 1) Dogs previously adopted through GRREAT,
- 2) Abuse cases,
- 3) Shelter dogs, and
- 4) Owner give-ups.

This intake protocol ensures that adopters with whom GRREAT has a contractual legal obligation, and dogs in abusive or emergency situations, have priority over dogs surrendered by their owners.

**In a dire emergency, a dog may be accepted without Board approval. However, if the dog is subsequently disapproved, the dog may be returned or placed in a shelter and any expenses incurred will be the sole responsibility of the person who accepted the dog.**

Any dog with a bite report filed against it will require a majority Board vote to be accepted into GRREAT, on a case-by-case basis. Any dog who has bitten and no bite report has been filed will also require a majority Board vote to be accepted into GRREAT.

### 1. STRAY DOGS

When a dog is found loose or stray, the person who found the dog needs to contact Animal Control in the county or city serving the area where the dog was found. Many counties will permit the person who found the dog to hold the dog in their home for a set length of time after filling out a Found Dog report.

- A. Report to GRREAT at 703-620-6593, Box 4 (voice mail) whether a stray is being temporarily housed at an individual's home or shelter.
- B. If in a home, provide the name/phone number of the individual.
- C. If the dog was taken to, or picked up by, Animal Control, report when the dog was turned over, the shelter name, and the shelter's intake number (if known.) GRREAT will work with the shelter if the dog is not claimed by the owner.
- D. Remember that dogs are considered by law to be personal property and local laws regarding property must be followed.

## 2. SHELTER DOGS

If you learn of a Golden being housed in a shelter:

- A. Make sure the dog is a Golden Retriever. If it is a mix, but LOOKS and ACTS like a Golden, it might be accepted. The Intake/Foster Home Coordinator will make the decision to accept or decline.
- B. Ask the shelter if they have knowledge of the dog ever biting a human or of any behavior or medical problems.
- C. Call GRREAT's voice mail, 703-620-6593 Box 4. Leave your name and phone number and the following information:
  - Name, address & phone number of shelter holding the dog
  - Shelter contact name, shelter intake identification number for the dog and release date for the dog

**The Intake/Foster Home Coordinator or a volunteer will then contact the shelter and do the following:**

- Obtain basic information such as age, gender, exclusion traits (bite history, serious medical condition, inexplicable aggression, etc.), and time frame (is euthanasia scheduled?)
- Obtain health history: spay/neuter status, vaccinations, heartworm/internal parasite testing

If the Intake/Foster Home Coordinator determines the dog acceptable, an experienced volunteer will visit the shelter to evaluate the dog.

## 3. OWNER GIVE-UPS

When a GRREAT member learns of a dog being given up by the owner:

- A. Establish that the dog is a purebred Golden Retriever. Mixes might be accepted if the dog LOOKS and ACTS like a Golden. The Foster Home Coordinator and the Intake/Foster Home Coordinator will make the decision to accept or decline.
- B. Ask the owner to call the GRREAT Voice Mail (703-620-6593, Box 4) and leave a detailed message. Voice Mail is checked daily.
- C. The owner will be contacted by the Intake/Foster Home Coordinator or volunteer who will do the following:
  - Determine reason(s) owner is relinquishing the dog.
  - Obtain vital information such as age, gender, size, location, name & address, behavior traits, urgency (can dog be kept until foster home becomes available).



- Discuss health status, temperament traits and activity level.
    - Is the dog currently on heartworm preventative?
    - Is the dog spayed or neutered? If not and female, date of last heat
    - What is activity level? (Hyperactive, normal, couch potato)
    - Any destructive chewing, counter surfing, getting into trash?
    - Any obedience training?
    - Ability to get along with other dogs, kids and cats
    - Any phobias or fears
    -
  - Request hard copies of ALL medical records and rabies tag.
  - Request the AKC registration and pedigree.
  - Discuss recommended donation of \$80 for unaltered or \$50 for altered dogs.
  - Advise the owner of GRREAT's policies, including:
    - Owner must sign the Intake/Give-Up Form (Appendix B), a legal document that transfers ownership
    - The owner will have no future direct contact with the dog
    - Possible euthanasia for terminal illness, aggression, or severe destructiveness
- D. In certain situations, usually involving aggression or a mix that has black hair, the Intake/Foster Home Coordinator may reject the dog right away.
- E. The Intake/Foster Home Coordinator then e-mails the intake information to the Intake Panel (which includes the Medical Coordinator, Adoption Coordinator, and other Board-designated Board members) as an FYI for routine intakes. If any issues of concern are raised, the Intake/Foster Home Coordinator will send an e-mail to the Intake Panel asking for input.
- F. Intake of Pregnant Dogs: All puppies coming into the rescue as a result of a pregnant female shall be turned over to the New Jersey Puppy Rescue or another rescue as voted on by the board, once they are weaned from their mother. The only exception will be a board vote to keep puppies that are clearly Golden Retrievers.
- G. The Intake/Foster Home Coordinator will:
- Determine an appropriate foster home. If no foster home is available the dog may be placed temporarily in a commercial kennel.
  - Assign an ID number to the dog.
  - Arrange for transportation from the dog's current location to the foster home.
  - If the dog is at a shelter, authorize a volunteer to immediately adopt the dog on behalf of GRREAT.

## PICK-UP PROCEDURES

The following are the procedures for the pick-up of a dog after acceptance into GRREAT by the Intake/Foster Home Coordinator:

### 1. INTAKE FROM OWNER (Owner give-up/surrender)

- A. You must receive permission from a designated Board member, usually the Intake/Foster Home Coordinator, before you can pick up a dog on behalf of GRREAT.
- B. Call the owner to arrange for a mutually convenient time to pick up the dog. If you experience problems getting hold of the owner, call the Intake/Foster Home Coordinator.
- C. As a general rule, it is best to pick the dog up from its home, because it can give you tremendous insight as to what the dog has been used to. Also, as a general rule, it is NOT advisable to have the owner come to your house, especially if you are the foster. In a small percentage of cases, owners have changed their minds and wanted the dog back, and we did not feel it was in the dog's best interest to do so. Never give out the foster home's contact information.
- D. When you are making pick up arrangements, remind the owner that they will be signing the Intake/Give-Up Form and that you need all medical records and a donation.
- E. Take a leash, a collar with GRREAT ID tag, and the Intake/Give-Up Form with you at time of pick up. GRREAT suggests a body harness if you have one since they are much more difficult for an unruly dog to wiggle out of.
  - If the dog already has a usable collar, please REMOVE any identifying tags including rabies and previous owner's address, and ATTACH a GRREAT ID tag. Send all previous tags to the Adoption Coordinator.
  - Be sure to use the most current version of the Intake/Give-Up Form. The form can be downloaded from [www.grreat.org/fosters](http://www.grreat.org/fosters) or can be mailed to you by the Adoption Coordinator. If you choose to download the form, print it out on light blue paper if possible for the dog files.
- F. If you arrive at the owner's home and have any doubts about the temperament of the dog, or if it is not a Golden, call the Intake/Foster Home Coordinator for advice. If the IC cannot be reached, call GRREAT's emergency line for advice, 703-620-6593, Box 7. If you do not hear back from someone within a few minutes, it is best to leave the dog.
- G. The owner MUST SIGN, the Intake/Give-Up Form before GRREAT can take possession of the dog. It is up to you to make sure the form is filled out as completely as possible.
  - The owner's signature MUST be witnessed and signed by the GRREAT representative. Whenever possible all adult owners of the dog should sign the release form.
  - Fill out and leave the Owner Receipt with the (ex) owner and keep the blue Intake form for the GRREAT files.

- Make sure the dog's intake ID number is on ALL paperwork.
  - Collect the donation. Checks should be made payable to "GRREAT." Note the following on the memo line of the check: "Give-up for (dog's name & ID number)." If an owner is unwilling or unable to make a donation, do not insist. The most important thing is that we rescue the dog.
  - Collect all available records and documents including:
    - Rabies certificate completed by a vet as well as the rabies tag
    - Spay/neuter certificate
    - AKC papers (registration & pedigree)
    - ALL VET RECORDS or the vet's name and address
    - Any of the dog's belongings that are offered--items such as dog crate, toys, bowls, food, and bedding can make the dog's transition into new surroundings less stressful (We do NOT take outdoor dog houses)
- H. Owners are told during the initial phone interview that they will have no more direct contact with the dog. If they would like to know how the dog is doing, however, they can feel free to contact the Intake/Foster Home Coordinator or Adoption Coordinator who will give them status reports. Contact info is listed at the bottom of the Owner Receipt.
- I. At all times be courteous and professional. The most important thing is that we rescue the dog and we need the owner's cooperation to do that.
- J. Copies of all paperwork (except AKC/pedigree info) go with the dog to the foster home. Originals of all paperwork, including the give-up donation check and any collar tags leading back to the original owner, should be mailed to the Adoption Coordinator.

## 2. INTAKE FROM A SHELTER

- A. You must receive permission from a Board member, usually the Intake/Foster Home Coordinator, before you can sign a dog out of a shelter on behalf of GRREAT.
- B. Call the shelter first to verify that the dog is still there. When you call, ask shelter personnel about any fees that may be required and whether or not it has to be check or cash. GRREAT will reimburse you for any fees.
- C. Bring a collar with a GRREAT ID tag and a leash. Also bring a body harness if you have one since they are much more difficult for an unruly dog to wiggle out of.
  - Bring a crate or a cover for your car seat as shelter dogs are sometimes not the cleanest. For safety of both you and the dog, if you do not use a crate, be sure to restrain the dog with the seatbelt or have someone go with you.
- D. Shelters usually ask you to sign a release/adoption form. Use the GRREAT address and phone number as listed on the GRREAT ID tag. Get a copy of anything you sign.
  - If necessary, pay the required adoption fee. Ask for a receipt. Most shelters do not require a fee for organized rescue groups such as GRREAT. Contact the Intake/Foster Home Coordinator if you have questions regarding any shelter's policy.
- E. Shelters are not required to complete the Intake/Give-Up Form.
- F. Ask for documents or records the owner may have given the shelter.
- G. Ask for a copy of the dog's medical record. Many shelters have their own medical staff and will have given the dog the standard inoculations.
- H. Ask for other pertinent information, including:
  - Why the dog was brought in or where the dog was found
  - How long the dog has been held at the shelter
  - Shelter workers' opinions of dog's temperament
  - Behavior traits noticed during the dog's stay
  - Evaluation of the dog's medical condition (look for signs of Bordetella/kennel cough)Note: These questions should have been asked and answered prior to intake, but the shelter person with whom you are now dealing may have additional insight into the dog's behavior and temperament.
- I. While at the shelter, if you have any doubts about the temperament of the dog or think that it is not a Golden, call the Intake/Foster Home Coordinator for advice. If the IC cannot be reached, call GRREAT's emergency line for advice, 703-620-6593, Box 7. If you do not hear back from someone within a few minutes, it is best not to take the dog.
- J. Try to verify the sex of the dog before leaving the shelter. If the shelter has the sex of the dog incorrect, ask them to recheck their "missing" dog reports under the correct sex. This mistake happens more often than you would think.
- K. If you can, while at the shelter, do a quick walk-through to see if there are any other Golden retrievers there. Shelter personnel don't always get the breed classification correct. If

you see any Goldens, put down GRREAT as adopter of last resort and call GRREAT's emergency line 703-620-6593, Box 7, to report what you saw (refer to Intake Procedures in this manual).

- L. At all times be courteous and professional to shelter personnel. We need their help and cooperation to save dogs' lives.
- M. Take the dog directly to the vet (if prearranged by the Intake/Foster Home Coordinator) to have the standard medical requirements met.
- N. Copies of all paperwork (except AKC/pedigree info) go with the dog to the foster home. Originals of all paperwork should be mailed to the Adoption Coordinator.

## FOSTERING PROCEDURES

Approved foster homes must have a signed Foster Home Agreement on file with GRREAT and must have had a home evaluation. ALL of the animals belonging to and residing in foster homes must be up to date on all inoculations. GRREAT recommends dogs be inoculated with Bordetella (for Kennel Cough) in addition to Distemper and Rabies.

Approved foster homes are supplied with the following:

- New Foster Home Packet (yellow folder)
- Adoption Paperwork Pack
- Heartworm Preventative and Flea/tick Control (contact Supply Coordinator)
- Joint supplements, Rescue Remedy, etc, if needed (contact Adoption Coordinator)
- Collar
- Leash
- GRREAT ID Tag
- Dog Crate (provided on loan if needed)
- Access to the GRREAT foster resource web site: [www.grreat.org/fosters](http://www.grreat.org/fosters) and the GRREAT Administrative page which contains the current SOP: [www.grreat.org/admin](http://www.grreat.org/admin)

All new foster dogs are assigned a Point of Contact (POC) by the Intake/Foster Home Coordinator (IC). The IC notifies both the new foster home and the POC of this assignment through the Intake Complete email, and the POC will make contact with the foster home directly afterwards.

For an experienced foster home, the role of the POC is to provide the foster home with information and guidance on dealing with the foster dog's behavior issues and GRREAT's procedures. The POC will also track the foster dog's progress through the fostering process and ensure that he/she is vetted and made available for adoption on a timely basis.

The role of the POC will be as the "first line responder" for all questions. All emails should always be sent to the entire Foster Home Support Team:

- POC,
- POC Team Lead,
- Intake/Foster Home Coordinator,
- Medical Coordinator, and
- Adoption Coordinator

## 1. STANDARD MEDICAL REQUIREMENTS FOR ALL GRREAT DOGS

Foster dogs should be examined by a veterinarian who has a relationship with GRREAT and who allows a discount for services performed. The POC will provide names of approved veterinarians. Once the initial vet visit is made, all subsequent visits to a vet require prior authorization by the Medical Coordinator, except in the case of a medical emergency. When an emergency vet visit is required, the Foster Home Support Team must be notified within 24 hours. (Vet care for Long Term Foster dogs, including emergency vet care, is explained in section 9. Long Term Foster Care.)

- A. Check over all medical records to ascertain status of shots, spay/neuter, and other significant items (e.g. repeated ear infections, bladder issues, etc.) If no records were provided, you may need to call the vet of record to see what you can obtain.
- B. Assess the coat and skin condition, ears, eyes, weight, energy level, teeth, breath, nails, etc. Also check for limping, injuries, wounds, etc. Advise the Foster Home Support Team of your findings and get authorization from the Medical Coordinator for any medical care not listed in item 1D.
- C. Check the dog for ticks and fleas. Use of a flea preparation or bathing may be necessary. Begin using the flea and tick control supplied by GRREAT; contact [supplies@grreat.org](mailto:supplies@grreat.org) to order. Do NOT get flea and tick prevention from the vet.
- D. Arrange for dog to see a GRREAT participating vet for:
  - General Physical
  - Spay/Neuter
    - all GRREAT dogs must be spayed/neutered PRIOR to Adoption
    - GRREAT does **not** pay for pre-anesthesia blood work, except when medically necessary due to health or age of the dog
    - GRREAT does **not** pay for laser incisions except by special authorization from the MedC
  - Fecal test for internal parasites
  - Heartworm/tick disease test; 3DX or 4DX
  - Shots that are past due or due within the next 3 months, including rabies, DHLPP (distemper), and Bordetella (If you have not received a Certificate of Rabies Vaccination proving that the dog is current for at least another 6 months, have the dog vaccinated. Ask the veterinarian to issue the certificate to GRREAT.)
  - Senior blood panel (dogs 8 and older only)
  - Microchip scan (if a microchip is found, please report this to the Foster Home Support Team.) Do NOT get a microchip at the vet's office; use a GRREAT volunteer trained in the microchip process. The list of GRREAT microchip volunteers will be supplied by the POC.
- E. Be sure that the vet includes the dog's GRREAT ID number on all records.

- F. Do not give the dog heartworm preventative until a negative heartworm result is received from the vet. Heartworm medication can be ordered from [supplies@grreat.org](mailto:supplies@grreat.org); do NOT get heartworm prevention from the vet. If the dog tests positive for heartworm, contact the Medical Coordinator to arrange for treatment as soon as possible.
- G. Until a fecal test is completed, be sure to pick up the foster dog's stool immediately. Many parasites can be transmitted to other dogs through casual contact with infected feces. If the fecal test is positive for internal parasites, obtain de-worming medication from the vet and follow the instructions. Continue to immediately clean up the foster dog's stool until treatment is completed.
- H. If the age of the foster dog is unknown, ask the vet to estimate the age. The eye exam method is the most reliable; teeth are the alternative. However, neither method is conclusive, so remind the new owners that the age is just an estimate.
- I. Many older Golden Retrievers benefit from taking a joint supplement containing Glucosamine and Chondroitin. Joint supplements can be requested by emailing [supplies@grreat.org](mailto:supplies@grreat.org)
- J. In certain circumstances, a vet may prescribe pain management medicines like Rimadyl, Deramaxx, or Tramadol. If prescribed, please get the recommended dosage information and alert the Medical Coordinator for approval. GRREAT often has a supply of these medicines in stock.
- K. If the dog has ANY medical condition other than a routine ear infection or a positive fecal test, notify the Medical Coordinator. Medical treatment in excess of \$800 requires a board vote.



## 2. INTRODUCING YOUR DOG TO ITS TEMPORARY HOME

- A. Refer to GRREAT Tips For Taking Home Your Dog as a guide when introducing the dog to the new surroundings and other household pets. NEVER allow a new dog to come into your home without all dogs leashed and under control. Introduce your dogs to the foster dog on neutral territory or outside.
- B. Remember that your foster dog is likely to be nervous and confused about what is happening to him/her. Be sure to ask everyone (including kids and resident dogs) to give him some space until he begins to relax and become accustomed to his new surroundings. This nervousness may also affect his appetite, cause diarrhea, cause him to pace/pant, cause him to withdraw, etc. Be sure to inform your Foster Home Support Team of any of these, or other, issues.
- C. Pick up all high value treats or toys (example: bones, rawhides, etc) and do not give them to the dogs unless they are securely separated.
- D. Feed your resident dog(s) separate from your foster dog. If you can feed them in separate rooms, that is best. If not, use baby gates to separate them while they are eating. Follow similar cautions when giving them treats.
- E. If you feel that the foster just doesn't seem to be able to co-exist with your other pets, call the Intake/Foster Home Coordinator immediately.
- F. GRREAT recommends an initial period of quarantine for a shelter dog. Depending on the dog's temperament and activity level, the quarantine can be as simple as crating the dog inside the living area of the home. In the case of possible contagious disease or parasites such as Bordetella (kennel cough), fleas, or worms, you may need to crate the dog in a separate area until the dog is free from "critters."
- G. **All foster dogs MUST be with you a minimum of two weeks**, for the evaluation period. The evaluation period is necessary to get the foster dog's veterinary needs taken care of, obtain the GRREAT microchip, and adequately evaluate the dog's temperament and behavior traits. You may find that some dogs that initially seem calm and subdued become dominant or ill-behaved after they establish themselves in the household and animal hierarchy. The opposite can be true of dogs that seem to be uncontrollable at first.
- H. E-mail dog updates (personality, activity level, medical, behavioral traits) and questions to the Foster Home Support Team:
  - POC,
  - POC Team Lead,
  - Intake/Foster Home Coordinator,
  - Medical Coordinator, and
  - Adoption Coordinator, for dog file

### 3. FEEDING THE FOSTER DOG

Foster homes may feed any high-quality dog food. As a general rule, if you can buy it at the grocery store, DON'T. Some things to look for:

- A. Human-grade ingredients (avoid foods that contain "by-products," "by-product meal," or "meat meal")
- B. No harmful chemicals or preservatives (avoid propyl gallate, sodium carboxymethyl-cellulose, BHA, BHT, ethoxyquin, propylene glycol, added sweeteners, and artificial colors, flavors, or preservatives)
- C. Ensure protein sources are identified by species; beef, chicken, salmon, etc
- D. Whole grains
- E. Many Golden Retrievers are allergic to corn, wheat or soy; common fillers used in low-quality foods
- F. Information on the best high-quality foods can be found in several places:
  - The Whole Dog Journal tracks the best high-quality foods each year: [www.whole-dog-journal.com](http://www.whole-dog-journal.com)
  - [www.DogFoodAnalysis.com](http://www.DogFoodAnalysis.com) has a comprehensive list of dog foods that include ingredients and summaries of what's good, what's bad, and why.
  - GRREAT also provides a feeding brochure: <http://www.grreat.org/admin/>
  - In general, the following brands sell high-quality foods (check brand websites for retailers near you). In no particular order: Innova, Orijen, Taste of the Wild, Wellness, Blue Buffalo, Artemis, Merrick, Fromm, Nature's Variety, Pinnacle, Solid Gold, California Natural, Chicken Soup for the Dog Lover's Soul, Eagle Pack, etc
- G. Recommended dietary supplements are: Glucosamine/Chondroitin (for joints), Omega 3/Fish Oil/Derm caps (for skin/coat and heart health), Vitamin E (for heart and immune system health)
- H. The Medical Coordinator must approve all special or prescription diets.

#### 4. EVALUATING THE FOSTER DOG'S TEMPERAMENT

This is one of the most important responsibilities of our foster caregivers. It is important that you report IMMEDIATELY any instances of growling, snapping, biting or attempts to bite a human!

When observing the dog's behavior to determine what type of adoptive home situation will be best consider the following:

- A. Interactions with children (infants, toddlers, school age, teens) Is the dog friendly, withdrawn, easily frightened?
- B. Interactions with adults (men and women, seniors, disabled)
- C. Interactions with other animals (dogs, cats, and wild animals such as squirrels, birds, and rabbits)
- D. Behavior around food and toys (guarding, possessive, sharing, etc.)
- E. Ability to stay alone (length of time & behavior while alone)
- F. Activity level (hyperactive, normal, or couch potato)
- G. Amount of attention required (normal, needs constant reassurance, or confident)
- H. Reaction to thunderstorms (not concerned, mildly concerned, fearful, frantic, destructive)
- I. Basic personality (soft and sensitive, hard headed and stubborn, low confidence and fearful, etc.)
- J. Exposure to crates (willing, reluctant, major struggle)
- K. Obedience training (obeys many commands, will sit for treat, good house manners, hasn't got a clue, uncontrollable)
- L. Reaction to leash (walks well, pulls a little, pulls constantly, uncontrollable)
- M. Type of collar/leash/harness that works best
- N. Reaction to verbal commands (sit, stay, down, no, off, come, here, go, car, outside, eat, treat, etc.)
- O. Ability to adapt to your environment (calm and relaxed, anxious and stressed, fearful, etc.)

## 5. TRAINING THE FOSTER DOG

Before you begin to train, read *Take the Lead* by Terry Ryan. This small yellow booklet helps you to establish yourself as the leader of your pack. This will make training much easier. Your goal is to offer an obedient house pet for adoption.

Some dogs will come to you with excellent house manners, obey basic commands, and calmly walk on a leash. Others won't be so well behaved. The goal of GRREAT is to place dogs into new loving homes for the life of the dog. You can help your foster dog's chances of remaining in his new home forever by providing some basic training.

Many fosters will come with behavioral issues and if you are frustrated by any of these, please call your POC or email your Foster Home Support Team for helpful hints and to discuss training techniques. GRREAT advocates the use of positive reinforcement training methods.

For more serious behavioral issues, GRREAT will work to find a professional trainer or behaviorist in your area who will work with you and your foster. Contracting with a professional trainer to work with a GRREAT foster dog must be approved by the Intake/Foster Home Coordinator.

Work to improve problem areas and inform prospective adopters of ALL problem areas and of progress made.

Training may require:

- A. House breaking (reliability and holding urine for a reasonable amount of time, stop male marking habits, establish elimination command)
- B. Crate training (dog should enter with minimal fuss and should not bark, scratch or whine.)
- C. Remember: NEVER use a crate as punishment. If the dog is getting into trouble and you need to use the crate for a "time out," reward him with a treat or toy when he enters. Always make the crate as pleasant as possible.
- D. House manners (no jumping on furniture, stealing objects from counter tops, getting into trash, door rushing)
- E. People manners (no jumping on people, mouthing, pulling on clothing, mounting)
- F. Eliminate destructive behavior (no chewing on inappropriate things like furniture and clothing, no scratching carpets)
- G. Walking manners (no pulling on leash, biting at leash)
- H. Yard manners (no digging, fence jumping, barking)

## 6. MICROCHIPPING THE FOSTER DOG

All GRREAT dogs must be microchipped by a GRREAT volunteer trained in the microchip process (DO NOT have it done by the vet.) The microchip, which is the size of a grain of rice, is implanted under the dog's skin near the shoulders.

If your foster dog already has a microchip, immediately notify your Foster Home Support Team. The chip will be re-registered to GRREAT.

Microchipping is available at GRREAT Adoption Days and at some other special events. Contact your Foster Home Support Team to determine the next opportunity to have the dog microchipped, or contact one of the microchip volunteers to set up an appointment.

GRREAT purchases microchips from AVID. These chips are permanently registered to GRREAT.

- A. The foster home must make every effort to have the dog microchipped prior to adoption.
- B. If the foster home is unable to have the dog microchipped prior to adoption, the importance of microchipping must be emphasized to the new owner. Please ask that they make arrangements to meet with a GRREAT microchipper at the earliest possible time. **Adoptions are not final until the dog is microchipped.**
- C. At the time the dog is microchipped, a blue AVID tag which lists the AVID chip number is provided. This should immediately be placed on the dog's collar. An information folder to include the microchip sticker, will also be provided to the foster home. Another microchip sticker will be sent to the Adoption Coordinator for inclusion in the permanent record.
- D. The microchip number is NOT the same as the dog's GRREAT ID number. (e.g., 09-150).
- E. Most area shelters and vets will scan stray or lost dogs for a microchip. The scanner will reveal the AVID chip number. If AVID is called about any GRREAT dog that has been implanted with a GRREAT microchip, the company will contact GRREAT. Our emergency line is monitored 24/7. Our membership and adopter database will then be used to match the dog to the owner. If we cannot immediately locate the owner (for instance, if they're on vacation,) we will immediately pick the dog up and keep it safe until the owner can be found. For this reason, it is important to remind all adopters to keep GRREAT updated with all contact information changes (address, telephone, etc.)

## 7. GROOMING THE FOSTER DOG

Before your GRREAT foster dog receives any suitors or attends an Adoption Day, do some basic grooming.

- A. Dress the dog in a GRREAT collar with ID tag. If the collar that comes with the dog is clean and in good condition, leave it on, BUT remove all tags and add the GRREAT ID tag.
- B. Give the dog a bath. Apply a conditioner if there are tangles or dry skin. Towel the dog off and allow some time to dry.
- C. Give the dog a good overall brushing, removing loose hair. Examine carefully for tangles (especially around the ears, on the chest, in the feathers around the back legs, and on the tail). Brush and comb out the tangles.
  - Ears: Clean inside if necessary. Thin out surrounding fuzzies and carefully trim around flap.
  - Feet: Trim toe fur on top and bottom. Clip nails.
  - Tail and Belly: Brush well
  - Mouth: Brush teeth if dog doesn't react too stressfully.

## 8. PAPERWORK AND ADMINISTRATIVE RESPONSIBILITIES OF THE FOSTER HOME

The DOG'S ID NUMBER & NAME must be noted on every document.

Make copies of all documents (except AKC registration paperwork and pedigrees) for your reference and for the eventual adopter. Note: All copies must have all references to the former owner such as name, address, phone number, and vet file ID numbers deleted or blacked out prior to giving them to new owners.

All original documents go to the Adoption Coordinator for the dog files.

A. Immediately mail all donation checks and intake paperwork to the Adoption Coordinator.

B. Keep all documents relating to the dog in a folder.

C. Mail receipts and expense forms for reimbursement of approved expenditures to PO Box 190, Merrifield, VA 22116 within three months of incurring the expense. An Expense Report Form (Appendix E) is included in the New Foster Home Packet and is also available at [www.grreat.org/admin](http://www.grreat.org/admin). Expenditures approved for reimbursement include:

- mileage (14 cents per mile, plus tolls), including travel related to pick-ups, vets, Adoption Days, and visiting prospective families
- long distance telephone charges
- food and supplements for the foster dog (75 cents per day--no receipts required--unless the dog is on a special diet that exceeds this amount)
- vet bills (Note: Vet care should be directly billed to GRREAT. However, in cases where it is necessary to pay for medical care at the time services are rendered, the volunteer must obtain an itemized invoice or receipt that includes the services rendered and the name and GRREAT ID# of the dog.) Note: private cremations and return of ashes are not reimbursable.

D. Once the dog has been assessed and is ready for adoption, prepare a write up to be used in the Available Dog List and on the GRREAT web site. Refer to past editions of the Available Dog List and current web site listings for tips on the information that should be included in the dog's write-up. E-mail the write-up to the Foster Home Support Team.

E. Whenever possible, a digital photo should also be sent for the web page. Photos should be e-mailed as a separate attached file with your description--NOT embedded in a Microsoft Word document. Please try to send photos in either .tiff, .jpeg, or bitmap (bmp). Please use a higher resolution rather than sizing down.

For the most effective photos, use a background that contrasts with the dog. The dog's position doesn't really matter, but avoid shooting down into a sitting dog's face. It is best to get down on your knee or stomach and take a picture from the dog's level—or from a farther distance--to lessen the downward angle. If you are using a flash, try taping a piece of tissue paper over the light source to disperse it; otherwise his eyes will glow. It is possible to reduce redevye electronically, but a clean picture is always best.

## 9. LONG TERM FOSTER CARE

When a dog's poor medical condition or advanced age makes it seem unadoptable, the GRREAT Board of Directors may vote to place him/her in long-term/hospice care. The goal of the long-term/Hospice Foster (LTF) program is to maintain quality of life and keep the foster dog comfortable until it becomes time to let him/her pass. No life-prolonging treatments or procedures will be undertaken.

- A. The GRREAT Board of Directors must approve, by majority vote, the placement of any dog into the long-term/hospice care program.
- B. Long-term/hospice foster homes can be GRREAT members or current approved applicants who are willing to provide care for the dog for its remaining days.
- C. Once a dog is placed in long-term/hospice foster care, the foster family assumes responsibility for day-to-day decisions and routine costs of dog care, including standard food, toys, dog beds, and grooming. See item 8C for reimbursable expenses.
- D. As with all foster dogs, the long-term/hospice foster home must receive approval from the Medical Coordinator prior to taking their long-term foster dog to any vet visits, medical procedures, medications (including pain management) and special treatments. The exceptions to this requirement are spay/neuter, annual vaccinations, a yearly heartworm/Lyme/Ehrlichia combo test, a yearly fecal check (and any necessary parasite treatment).
- E. No life-prolonging treatments or procedures will be undertaken for a dog in long-term/hospice care. If euthanasia is suggested by the vet during a routine or emergency visit or if the foster home determines that their foster dog no longer has a good quality of life, the foster home may make the decision to let the dog go without prior authorization from the Medical Coordinator or Intake/Foster Home Coordinator.
- F. The long-term foster home should keep GRREAT apprised of any significant changes in the dog's condition. When a long-term foster dog passes, whether from natural causes or euthanasia, the foster home must notify the foster home support team within 24 hours.
- G. Long term fosters are not expected to attend Adoption Days nor are they included in the Available Dog List that is mailed out to approved applicants
- H. The long-term foster home is eligible to adopt their long-term foster dog at any time; the adoption fee will be waived.

## 10. FOSTER WILL ADOPT (FWA)

In some cases, a foster home may wish to adopt their own foster dog. This decision whether or not to adopt must be made AFTER the minimum evaluation period (2 weeks) and BEFORE making the dog available to prospective adopters. All established adoption procedures will be followed, and the contract and fee must be submitted according to section 12 below.



## **11. FOSTER TO ADOPT (FTA)**

In a small percentage of cases, GRREAT may allow a dog to be fostered by an approved adoption applicant and not a regular foster home. This is an invitation-only program. The potential dogs will be chosen by the Intake/Foster Home Coordinator and matched to a potential applicant by the Adoption Coordinator or the Intake/Foster Home Coordinator. Almost always the dog will be under the age of 6 months. If older dogs are selected for this program, they should be an owner give up; a stray from a shelter is NOT an appropriate dog for this situation, since not enough is known about the dog.

- A. Homes approved for Foster to Adopt arrangements must complete and sign the FTA agreement. The FTA family agrees to act as a foster home for the GRREAT dog in their care.
- B. After the dog has been safely spayed/neutered and the required two week evaluation period has elapsed, the FTA home should complete an adoption contract. All provisions of the contract, including fees, are applicable. The same paperwork must be completed and submitted to the Adoption Coordinator as with any GRREAT adoption.
- C. If, for any reason, the adoption contract cannot be completed at this time, the FTA family should contact the Intake/Foster Home Coordinator and Adoption Coordinator with the reason for the delay and the anticipated time frame for the completion of the adoption. The dog remains the property of GRREAT until such time as the adoption contract is completed and submitted.

## **12. PROCEDURES FOR COLLECTING CONTRACTS FROM FWA AND FTA FAMILIES**

Once the foster home makes the decision to adopt the dog they are fostering, the contract and adoption fee (unless the fee has been waived by a board vote) must be mailed within two weeks time. The POC will provide information and answer any questions the foster may have regarding completion of the contract.

FWA - Regular foster home adopting their own foster dog

FTA - Foster to adopt applicant adopting their foster dog

- A. At the end of the first two weeks, the POC will make contact with the foster home to determine if the contract and fee have been sent. If not, the POC will answer any questions and encourage the foster home to complete the process.
- B. If two more weeks elapse without receipt of the contract and fee from the foster home, the POC will again contact the family to answer any questions and remind them that the contract and fee are due immediately
- C. If two more weeks elapse without receipt of the contract and fee from the foster home, the Adoption Coordinator will contact the family to answer any questions and remind them that the contract and fee are due immediately.
- D. If two more weeks elapse without receipt of the contract and fee from the foster home, the Adoption Coordinator will again contact the family and remind them that the contract and fee are due immediately

- E. Should a ten week period elapse without the contract and fee being received, a letter from the President will be sent informing the family that the contract and fee are due.
- F. After two additional weeks, a letter from our attorney will be sent and legal action may be pursued.

All of these steps are aimed at finalizing adoptions in a timely manner when the dog already resides in the home.

## HOME VISIT EVALUATION PROCEDURES

All applicants for adoption and all prospective foster homes are required to pass a home visit evaluation prior to approval of their applications.

1. The Application Coordinator (AppC) submits a request to the Home Visit Coordinator once a completed Adoption Application is received.
2. The Home Visit Coordinator assigns a home visit volunteer (HVV) who is appropriate for the area and/or situation.
  - A. For foster home visits, it is preferable that the home visit volunteer be a foster
  - B. The home visit volunteer will bring at least one Golden that can safely come along on a visit; current foster dogs should NOT be brought for a home visit
  - C. Home visit volunteers must have a working knowledge of GRREAT adoption procedures
3. The home visit volunteer (HVV) contacts the applicant within 4 days and makes arrangements to visit the applicant's home. All individuals and pets residing in the home must be present for the home visit. If after 10 days the HVV is unable to make contact with the applicant, the HVV should contact the Home Visit Coordinator and report the lack of response.
4. The home visit volunteer (HVV) completes the Home Visit Report (Appendix D) that provides information about the applicant's home, dog experience, and life style. HVV's should discuss any problem areas they may observe or perceive, as well as address any concerns noted by the Home Visit Coordinator.
  - A. Home visit volunteers cannot approve applicants
  - B. Home visit volunteers may be asked to clarify or verify certain pieces of information from the adoption application
5. Within 3 days of the home visit, the home visit volunteer mails or e-mails (preferred) the completed Home Visit Report to the Application Coordinator and the Home Visit Coordinator.
6. The Application Coordinator will forward the Home Visit Report, and mail the application, to the Adoption Coordinator (AC) for review and disposition.
7. Applicants are notified of the status of their application within 10 days of receipt of the completed Home Visit Report by the Adoption Coordinator.
8. Completed Home Visit Reports are maintained by the Adoption Coordinator and are available for review by foster families at adoption days or by contacting the AC.
9. Adoption home visit reports remain active for 6 months. They can be reactivated for additional 6 month periods, up to two years from the original date of the visit, provided that there have been no major changes (e.g. moving, new family member, etc.)
10. A cartoon of the process is available here:  
<http://www.grreat.org/Docs/applicationprocess.pdf>

## **ADOPTION PROCEDURES**

Dogs are not adopted on a "first come, first served" basis. Only if you are sure, beyond any doubt, that the applicant can manage and care for your foster dog should you begin to consider adoption to that person.

GRREAT reserves the right to decline any application at any time in the application process. Some applicants may be declined adoption for some dogs but not all dogs.

An interview with a foster home and dog does not guarantee approval for adoption.

Foster homes may speak with anyone who is interested in the foster dog, but can only adopt to approved applicants. Applicants are approved once a completed Adoption Application and Home Visit Report are submitted to the Adoption Coordinator, AND the applicant has received notice of approval. Approved applicants should have a letter confirming their status; check with the Adoption Coordinator to confirm the status of any applicant without this letter.

Foster homes **MUST** review the potential adopter's application and home visit report before making an adoption decision.

**\*\*Dogs with an unknown history with kids (e.g. strays) are not eligible to be adopted by families with resident children under 14 years of age\*\***

Except in rare instances, foster homes have the final say on who can adopt their foster dog. If the foster home wants to adopt their foster dog themselves after the two-week evaluation period, the foster home should follow the standard adoption procedures.

### **1. ADVERTISING AVAILABLE DOGS**

- A. After the two week evaluation period, and after all known medical and behavioral issues have been addressed, the foster home will complete a description of the dog and send it (with a digital picture if possible) to the Foster Home Support Team. Descriptions should be accurate but should avoid negative buzzwords and negative references to the give-up family.
- B. Once all edits have been made, the Adoption Coordinator will include the dog's description on the interim Available Dogs list, along with the foster home's contact information. This list can be emailed out to any approved applicant that requests it. The description and picture will also be placed on the Available Dogs page on the website, without the foster home's contact information
- C. The official monthly list that is emailed out to all applicants is handled by the Dog List Coordinator. The Dog List Coordinator will email requests for descriptions to the foster homes of all possibly available dogs, about one week after the last Adoption Day. Once all responses have been received, the list will be sent to the Adoption Coordinator for final review, and then emailed out to all applicants about two weeks after each Adoption Day. If necessary, a copy will be mailed to those applicants that do not have an email address.

## 2. ADOPTION DAYS

- A. The Volunteer Coordinator organizes adoption days in the GRREAT service area for the first Saturday of every month, unless it interferes with a major holiday.
- B. Advertising of upcoming Adoption Days are listed on the calendar page of the GRREAT website ([www.GRREAT.org/calendar.htm](http://www.GRREAT.org/calendar.htm)) as well as the last page of each Available Dogs list.
- C. All available dogs should attend
  - The dog must be clean, well groomed and free of mats and fleas
  - The dog should be wearing a GRREAT collar and ID tag
  - If you think you may adopt out the dog at this event, bring the folder with the dog's records and any equipment and supplies you plan to give to the adopter
  - You may fill out the Dog Disclosure pages ahead of time
- D. The first 30 minutes are reserved for meeting the dogs. No adoptions take place during the first 30 minutes.
- E. Only individuals with approved applications on file prior to the event are eligible to adopt a dog at an adoption day event.
- F. Applicants will not be approved at adoption day events.
- G. This is a high stress event for people and dogs. Take your time and immediately call on a GRREAT officer for support or assistance if necessary.

### 3. APPLICANT INTERVIEW PROCESS

- A. When possible, conduct the initial interview with the applicant over the telephone.
  - B. Determine if the applicant appears to be a good match for your foster dog. Consider the reason the dog was given up to GRREAT when you think about the prospective adopter, as well as your first-hand knowledge of the foster dog's needs and abilities.  
**\*\*Dogs with an unknown history with kids (e.g. strays) are not eligible to be adopted by families with resident children under 14 years of age\*\***
  - C. If you feel the applicant would be a good candidate for the dog, make an appointment for the applicant to meet the dog. All family members, including any dogs, **MUST** attend the meeting before the adoption can be approved.
  - E. Get a copy of the applicant's Adoption Application and Home Visit Report from the Adoption Coordinator. These are available at adoption days and other GRREAT events, and can be emailed or faxed upon request.
  - F. Continue the interview process during the face-to-face meeting. Pay close attention to the way the dog responds to the applicant(s) and their interaction. Consider:
    - Do the applicants bend down to greet the dog at the dog's level?
    - Do the applicants make an effort to pet and play with the dog?
    - Do applicants seem concerned about dog hair or slobber?
    - How are the children interacting with the dog? Are the parents supervising?
    - How does the foster dog react to the applicant's dog(s)? Be sure to introduce dogs on lead and follow the suggestions in the GRREAT Tips For Taking Home Your Dog handout at the back of the Adoption Contract
  - G. **Never feel pressured to make a decision.** You are within your rights to simply state that you are not prepared to finalize an adoption at this time, and you will contact the applicant when your evaluation process is complete. If they insist on a reason, you may give them an explanation, providing of course, that it is truthful:
    - You are still interviewing applicants
    - The dog does not seem relaxed or accepting of their dog
    - The dog does not seem relaxed or accepting of their children
    - You prefer a yard with a fence
    - You feel that this will not be a wise match - dog too laid back, too active, not trained well enough, can't be left alone all day, too fearful, not reliably house trained, too old, too young, etc.
- If you are uncertain about how to handle the situation, call your POC or email your Foster Home Support Team for help.
- H. Contact the Adoption Coordinator to provide feedback or discuss any issue(s) of concern regarding any approved applicants.
  - I. The adoption should be approved **ONLY** if the foster home feels the dog and the applicant are a good match.

#### 4. FINALIZING THE ADOPTION AND COMPLETING THE REQUIRED PAPERWORK

All adopters are required to complete and sign the Adoption Contract and pay the adoption fee before the dog leaves the property or physical possession of the foster home. GRREAT does NOT allow trial adoptions or delayed payment of the adoption fee.

- A. Ensure that the Adoption Contract is read by all parties and that all items and requirements are understood.
- B. Fill in all information on all 6 pages of the Adoption Contract Packet. If a section does not apply, put N/A in the appropriate spaces. Adopter and Foster signatures are required on 4 of the 6 pages (Adoption Contract, Dog Disclosure, Adoption Release, and Aggressive Behavior).
- C. All 17 items on the Adoption Contract (18 if obedience is required) need to be initialed by the Adoptive Family. The Dog Disclosure sheet must be completely filled in. Please be completely honest, do not gloss over any inappropriate behavior or any medical conditions. The adopter and foster home must sign this sheet. The Adoption Release and Aggressive Behavior sheets also need to be filled in and signed by both parties.
  - If the dog requires training, a \$50 deposit must be collected and the adopter must begin the sessions within 4 weeks. The deposit will be returned with proof of course completion.
  - Indicate the amount and form of donation/adoption fee, in the donation section of the adoption contract. If the donation has been waived or reduced, note that fact along with the name of the approving officer.
- D. Discuss the microchip requirement if the dog is not yet microchipped. The dog **MUST** be microchipped by a GRREAT microchip volunteer as soon as possible. Adoptions are **NOT** final until the dog is microchipped.
  - The adopter must have the dog microchipped within 3 months of the contract date
  - A list of microchip volunteers is provided at the back of the contract or, the adopter may visit the web site to learn of upcoming Adoption Days or Microchip Clinics.
- E. The white copy of the Adoption Contract belongs to the adopter. Print your name, e-mail address, and phone number on the white copy and encourage the adopter to keep in touch throughout the dog's life.
- F. Mail the yellow copy of the Adoption Contract to the Adoption Coordinator.
- G. Collect the donation check made out to "GRREAT." Make sure the check contains the name, address, and phone number of the adopter. Write the following information on the memo line of the check: "Adoption of (dog's name) (dog's ID number)."
- H. Enter the Dog's name, ID number, new owners' names, and adoption date on the Veterinarian postcard attached to the back of the adoption contract packet. Remind the adopter that the card must be completed by their vet and returned to GRREAT.
- I. Attached to the contract packet should be a Pet Variety Tag Card. The new family should complete both sides of the card. The foster home should attach a stamp and drop it into the mail.

- J. Review GRREAT Tips For Taking Home Your Dog at the back of the adoption contract with the adopter to ensure a smooth transition into the new home.
- K. Complete the physical transfer of the dog to the new owners.
- All dogs should be wearing a GRREAT collar with ID tag. This tag should remain on the dog's collar for life.
  - Dog items that were given up with the dog may also be transferred.
  - Give the adopter copies of all pertinent medical records (ensure any identifying information regarding previous owners is removed or blacked out)
  - Do **not** give AKC registration papers or pedigrees to the new owners. The original owners can be traced from information contained in these documents, which would be a violation of GRREAT's privacy policy. If the new owners are planning to train and compete with their dog in an AKC obedience event, they do not need the dog's registration papers. They may obtain an ILP (Indefinite Listing Privilege) from the AKC. The adopter may contact the Adoption Coordinator or President for an ILP application.
  - Give the adopter one dose of Heartworm medication (Interceptor or Heartgard) and one dose of Frontline Plus. Explain the importance of keeping the dog on these preventative medications.

## 5. POST-ADOPTION PROCEDURES

- A. Notify the Foster Home Support Team that the dog has been adopted and provide them with the following information:
- Dog's name & ID number
  - Date of adoption & name of new owner
  - Date you will be available to take another foster dog
- B. Mail all checks, the yellow copy of the adoption contract packet, and all original paperwork from the dog's folder to the Adoption Coordinator promptly.

## 6. ADOPTION FOLLOW-UP

Follow-up calls must be made to determine if the dog is adjusting and to address any concerns the new owners might have.

- A. The foster home will make at least three follow-up calls:
- Within two days of the adoption
  - Within two weeks of the adoption
  - Two months after the adoption



## **VETERINARIAN APPROVAL PROCEDURES**

In order to manage expenses, GRREAT works with a network of veterinarians who offer medical care at discounted rates.

1. The approved list of veterinarians is available from the Medical Coordinator. This includes general practitioners as well as specialists.
2. Any veterinarian who wants to become affiliated with GRREAT should submit practice name, contact person name, address, and fax number to the Participating Vets Coordinator.
  - The Participating Vets Coordinator will fax a form to the veterinarian requesting information and pricing schedule for the most commonly needed medical care.
  - If the vet returns the rate sheet and the prices are within the acceptable range, the Participating Vets Coordinator will send a letter confirming the vet's status as a participating vet and providing GRREAT's billing information. The Treasurer, Membership Coordinator, Medical, and Intake/Foster Home Coordinator will be notified of the vet's status so they can update their records.
3. Whenever possible, GRREAT dogs should only be brought to vets who are approved by GRREAT.
4. In order to be paid, veterinarians must provide an itemized invoice or receipt for payment that includes the services rendered and the name and GRREAT ID# of the dog.

## **OPERATING PROCEDURES FOR ALL MEMBERS**

The following operating procedures apply to all members of the rescue.

### **1. ADHERENCE TO THE CONSTITUTION**

All GRREAT members and volunteers must adhere to the provisions of the Constitution of Golden Retriever Rescue, Education and Training, Inc. This document is available from the President and other officers of the rescue.

### **2. EXPENSES**

All purchases that are to be paid by the Rescue must receive prior approval of the Board. This includes:

- Vet care in excess of \$800 for an episode of care for a single dog
- Boarding expenses exceeding \$250 over a 5-day period incurred by unavailability of the foster home during that period, when a temporary foster home can not be found
- Evaluation and training expenses for a foster dog
- Non-standard medical supplies for a foster dog, which are supplies other than those listed as excluded below
- Expenses associated with training for GRREAT volunteers
- All Debit Card purchases exceeding \$800
- Any other expense to be paid by GRREAT and not listed as excluded below

This excludes standard reimbursable expenses related to foster care, administrative duties, and fundraising:

- Merchandise that is sold in the GRREAT Online Store and at GRREAT events
- Event registration fees
- Expenses such as food, decorations, prizes, t-shirts, etc. for GRREAT sponsored events
- Routinely-ordered foster home supplies: leashes and collars, GRREAT id tags, flea and tick preventative, heartworm preventative, joint supplements, fish oil, homeopathic anti-anxiety products, books and pamphlets that are sent in the foster home packet
- Dog food
- Mileage and tolls
- Routine veterinary care
- Office supplies
- Postage

Note: private cremations and return of ashes for a foster dog are not reimbursable.

### **3. BOARD MEETINGS**

- The Secretary is responsible for maintaining records of all board meetings, including agendas, minutes, and copies of all information presented to the Board.
- Board meetings generally occur quarterly, on the third Saturday of the month of every third month unless the date falls on a holiday or conflicts with another event.
- A member may request to make a presentation to the board. Requests should be made to the President who will schedule the presentation for an upcoming board meeting.

### **4. FINANCIAL CONTROLS**

Monies received by and distributed by the Rescue will be handled according to the procedures outlined in the document: Golden Retriever Rescue, Education, and Training, Inc Financial

Controls. All members are responsible for ensuring that all monies donated to the rescue are properly handled and given to the Treasurer.

## **5. INSURANCE**

The rescue will maintain insurance to protect the organization and its members and officers from liability (general liability, non-owned automobile liability, and directors and officers liability), accidental death and dismemberment, and theft of the treasury (bonding).

## INDEX OF GRREAT DOCUMENTS AND INFORMATION PACKETS

The latest version of most of these documents can be found at [www.grreat.org/admin](http://www.grreat.org/admin) and [www.grreat.org/fosters](http://www.grreat.org/fosters), or by contacting the document owner. Adoption Contracts are NOT available for download.

### **Constitution of Golden Retriever Rescue, Education, and Training, Inc.**

Owner: President ([president@grreat.org](mailto:president@grreat.org))

Outlines the purpose of the rescue and outlines basic rules for the acquisition and adoption of dogs, membership, meetings, directors and officers, and discipline.

### **Golden Retriever Rescue, Education, and Training, Inc Financial Controls**

Owner: Vice President ([vp@grreat.org](mailto:vp@grreat.org))

Documents the financial controls in place to ensure proper handling of all incoming and outgoing monies of the rescue.

### **New Foster Home Packet (Yellow Folder)**

Owner: Adoption Coordinator ([adoptions@grreat.org](mailto:adoptions@grreat.org))

Distributed to newly approved foster homes.

- Welcome Letter
- Standard Operating Procedures
- Vet Letter
- Expense Report Form
- Intake/Give-Up Form
- Little Pieces (a Rescuer's tale)
- 10 Tips for Problem Behavior
- 2<sup>nd</sup> Hand Dog book
- Foster Home Newsletter
- 101 Harmful Things booklet
- Home Visit Volunteer Manual
- Applicant Rating Guidelines
- Application Process cartoon
- Volunteer Cartoon
- Feeding brochure
- Spare GRREAT ID Tag
- Take the Lead (yellow booklet)
- WOOF sticker
- GRREAT business card and magnet

### **Adoption Contract Packet**

Owner: Adoption Coordinator ([adoptions@grreat.org](mailto:adoptions@grreat.org))

Distributed to foster homes when they receive a new foster dog.

- Foster Home Refresher Card
- Intake/Give-up Form (for future intake)
- Vet Letter
- Spare GRREAT ID Tag
- Foster Home Newsletter
- Paperwork Checklist
- Adoption Contract- 2 copies (yellow copy retained by GRREAT, white copy retained by new owner) Also includes; GRREAT Tips For Taking Home Your Dog, Dog Training Sources, Microchip Information, Vet Visit Verification Postcard, Pre-paid Pet ID Tag Card
- Take the Lead by Terry Ryan (for new adopter)
- Feeding brochure (for new adopter)
- 101 Harmful Things booklet (for new adopter)

### **Foster Home Newsletter**

Owner: Intake/Foster Home Coordinator

Seasonal periodical distributed to foster homes and posted on website: [www.grreat.org/fosters](http://www.grreat.org/fosters)

### **Adoption Application Packet**

Owner: Adoption Coordinator ([adoptions@grreat.org](mailto:adoptions@grreat.org))

Distributed to individuals and families interested in adopting a GRREAT dog

Available at [www.grreat.org/adopt.htm](http://www.grreat.org/adopt.htm)

- Letter of Introduction to the GRREAT Adoption Process
- Application Process cartoon
- Adoption Application

### **Application Acknowledgement**

Owner: Adoption Coordinator ([adoptions@grreat.org](mailto:adoptions@grreat.org))

Distributed to individuals and families who have mailed in an application

- Acknowledgement letter
- Additional info sent if the box requesting info is checked:
  - Hi! I'm a Golden Retriever poster by GRCA
  - A Pet Owner's Guide to the Dog Crate brochure by Nicki Meyer
  - Acquiring a Golden Retriever pamphlet by GRCA

### **Home Visit Check List**

Owner: Adoption Coordinator ([adoptions@grreat.org](mailto:adoptions@grreat.org))

Distributed to home visit volunteers by the Home Visit Coordinators

### **Adoption Approval Packet**

Owner: Adoption Coordinator ([adoptions@grreat.org](mailto:adoptions@grreat.org))

Distributed to approved adoption applicants.

- Approval Letter
- Information Sheets:
  - Canary page: Ten GRREAT Reasons to Adopt a Senior Golden, and, The Scoop,
  - Blue page: Welcome to Adoption Day Tip Sheet,
  - White page: What Can I Expect from a Golden that I Adopt?, and, We're Home...and for the first few days...This isn't what I expected,

➤ Goldenrod page: Are They All This Active?, and, How Do We Manage the Dogs and the Kids?

- Most recent list of available dogs
- Growing up with Pets coloring book (families with children only)
- Volunteer Cartoon
- Feeding brochure
- Invitation to consider fostering

#### **List of Available Dogs (external)**

Owner: Adoption Coordinator ([adoptions@grreat.org](mailto:adoptions@grreat.org))

Distributed to all approved applicants once a month (official monthly list) and to approved applicants by request throughout the month (interim list)

- Monthly List coordinated by Available Dog List Volunteer
- Interim List coordinated by Adoption Coordinator

#### **Current Dog List (internal)**

Owner: Current Dog List Coordinator

Distributed by e-mail to Board members and other relevant volunteers.

- Prepared once monthly.
- Inventories unavailable dogs, available dogs, long term fosters, and adopted dogs waiting for paperwork.

#### **Dog Spreadsheet (internal)**

Owner: Adoption Coordinator ([adoptions@grreat.org](mailto:adoptions@grreat.org))

Distributed by e-mail to Board members and other relevant volunteers.

- Prepared bi-weekly.
- Inventories and provides status for all dogs currently in the system and all dogs for the current year.

#### **Foster Home Application & Information Packet**

Owner: Foster Home Application Coordinator ([becomeafosterhome@grreat.org](mailto:becomeafosterhome@grreat.org))

Distributed to those inquiring about fostering dogs.

- Foster Home Introduction Letter
- Foster Home Application
- Foster Home Agreement

#### **Foster Home Visit Form (for Foster Home Applicants)**

Owner: Foster Home Application Coordinator ([becomeafosterhome@grreat.org](mailto:becomeafosterhome@grreat.org))

Distributed to foster home visit volunteers.

#### **Transport Dogs Application & Information Packet**

Owner: Foster Transport Coordinator ([transport@grreat.org](mailto:transport@grreat.org))

Used to respond to volunteer interest in transporting dogs (but not fostering).

- Transport Information Form (Application)
- Transport Agreement Contract
- Transport Approval Cover Letter
- Applicant Approval Letter

Educational Materials Available for download at [www.grreat.org/education](http://www.grreat.org/education)

**GRREAT Beginnings Lead To Happy Endings brochure**

Owner: Education Coordinator

Distributed at educational events and in response to general inquiries

**GRREAT (one side) and Volunteers Needed and Membership Application (back side) flier**

Owner: Education Coordinator

Distributed at educational events

**Is A Golden Retriever Right For Me? & Frequently Asked Questions back-to-back flyer**

Owner: Education Coordinator

Distributed at educational events, in response to general inquiries, and to adoption applicants

**GRREAT Guidelines for Buying a Golden Retriever Puppy brochure**

Owner: Education Coordinator

Distributed at educational events and in response to general inquiries.

**Information About the Golden Retriever**

Owner: Education Coordinator

Distributed at educational events and in response to general inquiries

**What Is Canine Hip Dysplasia? And PennHIP Early Identification for Canine Hip Dysplasia back-to-back flier**

Owner: Education Coordinator

Distributed at educational events and in response to general inquiries

**\*Arthritis And The Green Lipped Mussel**

Owner: Education Coordinator

Distributed at educational events

**\*Fact Sheet: Lyme Disease**

Owner: Education Coordinator

Distributed at educational events and in response to general inquiries

**Puppy Mill Q&A**

Owner: Education Coordinator

Distributed at educational events and in response to general inquiries

## Table of Edits and Updates

Date	Summary of Edits
8/4/06	Updated contact info; Updated formatting for bullets, fonts, alignments, page breaks; Updated Feeding section to remove Nutro and add new information; Added definition of FWA; Updated Adoption section to reflect current practices; Updated list of Documents Section to reflect current; Removed Sample Documents section; Color-coded various sections and added page numbers to Table of Contents
8/25/09	Updated contact info; Updated Intake Procedures section mix acceptance policy; Updated Adoption section to include new policy on placement of strays/dogs with no history with children; Added Table of Edits
10/25/09	Updated contact info
11/11/09	Updated contact info
12/1/09	Updated contact info
01/07/10	Updated contact info; Updated information on standard and LTF medical requirements.
1/31/10	Updated contact info
2/8/10	Updated contact info and revision date
2/12/10	Updated contact info
2/28/10	Updated contact info, update to LTF section, update to include foster home info ID tag.
3/10/10	Updated contact info, update LTF section to include waived fee adoptions, clean-up edits
3/22/10	Update Foster To Adopt to allow the Foster Home Coordinator to also match a potential applicant
4/3/10	Updated contact info
5/4/10	Updated contact info and positions
5/15/10	Updated section regarding dogs that have a bite history. Deleted Martingale collars in all sections.
6/6/10	Updated contact info
6/26/10	Updated contact info
9/8/10	Updated board and contact info
10/15/10	Updated contact info
11/02/10	Updated contact info; Updated expense authorization
01/05/11	Updates for 2011; Corrected paging; Updated contact info
02/17/11	Updated contact info
04/19/11	Updated contact info
05/05/11	Updated tables and form information
08/11/11	Updated contact info
10/03/11	Updated mailing address
12/12/11	Updated to reflect new Board position alignment, LTF procedures, formatting, and page numbers
03/15/12	Updated contact info



03/29/12	Updated contact info, page numbers and Fostering Procedures sections 11 (FTA) and 12 (Collections)
04/22/12	Updated contact info with Vet Liaison information
05/09/12	Updated vacant positions and Board membership from 11 to 9
07/16/12	Updated contact info; POCs, microchippers, adoption team
08/25/12	Updated contact info for Volunteer Coordinator
09/10/12	Updated contact info for Intake Assistants
10/18/12	Updated contact info for Volunteer and Silent Auction Coordinators
01/07/13	Added anti-discrimination clause to footer front-page
01/07/13	Updated contact name for Adoptions Coordinator
01/31/13	Updated contact info for Ref Checker, Merchandise, and HV-MD Coordinators
03/01/13	Updated p. 34 (2. Expenses) to include "All Debit Card purchases exceeding \$800"
03/01/13	Updated p. 34 (3. Board Meetings) to decouple meeting dates from adoption days
03/05/13	Updated contact info for Education, Merchandise, and Fundraising Coordinators
05/19/13	Updated contact info for Intake Ass'ts and Training Coordinator
05/22/13	Updated contact info for Intake Ass'ts
08/17/13	Updated contact info for Newsletter, Microchip, POC, MD Events Team Lead
08/23/13	Updated contact info for POCs