

I. GENERAL OPERATIONS

Mission Statement: Res Q Angels Animal Rescue is dedicated to rescuing stray animals in Yakima County, providing medical treatment, proper training, and ultimately placing an animal with a Forever Family through our adoption process.

General: Res Q Angels Animal Rescue, INC is operated by volunteers for the purpose of rescuing, providing medical and behavioral treatments, and ultimately re-homing stray dogs. This work is carried out in Yakima County at various foster homes. (Further referred to as **RQA**) **RQA** will take on any breed or kind of domesticated animal that we have foster homes for. For ease of reading, “Dog” is used in place of listing each and every kind of animal. **RQA** volunteers may be referred to as “staff” in these SOP.

- A. Location:** **RQA** does not have a specific building that business is carried out from. Animals are kept at trained foster homes. **RQA** mailing address is: PO BOX 11107, Yakima WA 98909
- B. Telephone:** A dedicated telephone and numbers are provided by **RQA** to receive messages and texts about stray dogs. This number is: **888-502-1615**
- C. Adoption hours:** Saturdays from 10am-2pm. If an adoption needs to be done outside of that time, it will be the exception not the rule. Adoption location: Franklin Park on fair weather days, on foul weather days, adoptions will be held in the garage at 318 Stanley Blvd until a better suited location becomes available.
- D. Emergencies:** Providing **RQA** has room and volunteers available, every effort will be made to rescue stray and injured dogs 24hrs a day. Priority is given to Law Enforcement that contacts **RQA** for a dog in need of rescue.
- E. Owner Requests for Euthanasia:** **RQA** does not perform Euthanasia for any pet owner. Owners requesting such service shall be referred to their own vet or a local Veterinarian.
- F. Owner Surrenders:** **RQA** will take owner surrenders under specific terms. See “Intake of Dogs” below. If there is a death of an owner, and no family member is willing to take the dog, that dog can be considered a “stray”. It is **RQA's** understanding some owner surrenders will eventually become strays, there for become eligible to become a **RQA** dog. Steps will be taken to educate the public to keep this from happening through pamphlets, training, and education.
- F. Public Relations.** Establishing good public relations with community members and the media creates a favorable and lasting impression. Each time a pet is adopted from **RQA**, a perception of Res Q Angels is carried into the community. Adoption-related activities can promote **RQA** as a caring, professional and successful group. Any activities carried out by a **RQA** volunteer directly reflects onto the quality and care of **RQA**. Model behavior by each and every **RQA** volunteer is expected. At no time will any **RQA** volunteer slander in any way other rescues, humane society organizations, fellow volunteers, past or present, or in any way bring a negative light to other organizations while in presence of the general public. Objective facts that can be supported do not fall into this category. Personally held opinions do.

II: Non-board Positions

General:

Many volunteers are needed in order to carry out the mission of **RQA**. These positions are essential in order to provide the best possible care for our rescued animals. Training for each position will be provided when needed, some positions will be developed “on the job” by the Lead.

The first 3 months, the Team Leader will have the chance to become comfortable with their position. The Team Leader will need to begin training an “understudy” after the 3 months (or before if possible) and before the 4th month of taking on the Lead Position. Finding the understudy is the responsibility of the Lead Person. Any volunteer who comes forward who would like to train as an understudy will be referred to the appropriate Lead for follow-up. Each Lead will be assigned one board member as their Liaison. Monthly reports summarizing the Lead activity will be given to the board Liaison 3 days prior to each monthly meeting. Should there be a personality difference between the Lead and the Liaison, accommodations will be made to assign a different Liaison. Should there be personality difficulties with the second Liaison; a meeting will be held to discuss the continuing work of the Lead. It will be handled on a case by case basis.

A. Phone Lead: This person will have a RQA provided Cell phone. The message for callers to hear will include the following, at minimum: a) This is not an emergency phone and is only checked once a day as it is staffed by a volunteer, b) adoption related calls will NOT be returned, and RQA web address will be provided for adoption or other questions.

Duties:

- i) Keep accurate and complete books of messages for the RQA messaging center.
- ii) Animals Outside Yakima County. In situations where a stray animal is found outside Yakima County, staff should inform the person finding the animal to call the Sheriff Department in the county in which the animal was found and report their find. Staff could also suggest they call the Humane Society Organization or rescues closest to where the animal was found to report the animal. (*phone/email list provided in Lead folder*)
- iii) Owner surrenders will be instructed of our procedures regarding owner surrenders.
- iv) The Phone lead will work closely with the Stray Rescue Team and the Foster Coordinator Lead to report when an animal needs rescuing.
- v) Phone lead will use courteous and helpful vocabulary.
- vi) At no time will the Lead tolerate threatening or abusive language from the caller. Should any caller threaten to “dump” or harm an animal, threatens the Lead in any way, the Lead will contact their board liaison for additional procedures.
- vii) For each returned call, prior to getting any information of the animal, the Lead will obtain the full name, phone number, and address of the caller. If the caller is unwilling to give that information, the person can be directed to contact Animal Control for additional assistance.
- viii) If the Phone Lead feels the caller is not being honest about the dog or situation, the Lead has the option to refer the caller to other organizations in a polite manner, or decline any assistance.
- ix) If it appears a hoarder situation is present, the board Liaison will be contacted.

- x) Inquires pertaining to adoptions will be recorded in the book but no call will be returned.
- xi) The general public can very creative, not all situations can be anticipated. Any call received that is out of the scope of knowledge of the Lead, the board liaison will be contacted for further assistance.
- xii) Callers will be treated with empathy, but RQA cannot fix all situations and rescue all animals. Should the caller choose not to understand that information, we cannot force them too. RQA also realizes that people hear what they want to, generally; therefore the public may not always be on our side. That is understood, but we will continue this very important work of rescuing those animals we can in spite of the opinion of a small group people.
- xiii) If requested by the caller, or by the Phone Lead, a board member will call the person back within 24 hour.
- xiv) If owner surrender could keep the animal if certain behaviors were modified, the caller's Name and Phone number will be passed to the Training Lead for a follow-up phone call within 24 hrs. (The training Lead will follow up with a phone call, and, at the Leads discretion, offer a free half hour training session at a location of the Lead's choice)

B. Foster Placement Lead: The purpose of the Foster Lead position is to keep record of dogs in the RQA System, place dogs in foster homes, and to say NO when we are full. This Lead has the authority and ability to deny dogs coming into our system, admit dogs, and to make sure we are not over run with animals.

1. An accurate log will be kept on all RQA dogs. This log will include:
The dog's **name, approximate age, breed, altered or intact, and foster home** the dog is placed in using an approved intake log. (*attached appendix **)
2. Know where each dog is located within our system, including owner "foster in place" dogs.
3. Know which foster homes are open for dogs.
4. Work with the Adoption Lead for dogs being adopted.
5. Direct dogs to the Medical Lead for vet care when needed.

C. Medical Lead

General: The Medical Lead is responsible for coordinating care for animals in need of veterinary care. The Lead may be contacted by the Stray Rescue Team, the Foster Lead, or the Adoption Lead to have a dog treated or altered by a veterinarian. This position does not require any medical knowledge, but needs the ability to track each dog from entrance into RQA to adoption for veterinary care. A general knowledge of typical ailments is a plus for this position.

- 1) Receive calls from Adoption Lead to have a dog altered. This surgery should be done no later than 3 days before the adoption.
- 2) Schedule alteration appointments with an RQA approved vet (updated list will be supplied by board)
- 3) If a dog is to be adopted, and no timely appointment can be made with an approved vet, the Medical Lead will contact their board liaison to make other arrangements.
- 4) Receive calls from the Foster Lead or Stray Rescue Team for dogs in need of immediate vet care. Once contacted, the Medical lead will arrange for care at an approved Vet. If it is after hours, and a life threatening injury or illness, the Medical Lead will notify the Emergency Vet Clinic of an incoming dog.

- 5) Medical Lead will keep a log of which dog was referred for treatment, which vet was contacted, time, date, and outcome.
- 6) Any volunteer who is not an Adoption Lead, Stray Rescue Lead, or Foster Lead, who contacts the Medical Lead will be directed to the appropriate Lead. All requests must come through one of the listed Leads to keep things organized.

D. Foster Home Liaison

The purpose of the Foster Home Liaison is to ensure care and follow-through for our foster homes. We must keep our foster homes well taken care of!

- 1) The FHL will contact each foster home one time weekly to check if anything is needed such as food, bedding, treats, leashes, collars or any other needs of the home.
- 2) The FHL is responsible to arrange food to be delivered or picked up for the foster homes when needed..
- 3) The FHL shall keep a record of when/how much food is given to each foster home.
- 4) If the foster home is in need of assistance with dog training, the FHL will contact the Training Lead with the referral.
- 5) FHL will document any needs of the foster home, whether they were referred to another Lead, and when the issue was taken care of.

E. Adoption Lead

The purpose of this position is to enable adoptions to be done in an organized way meeting the needs of the adopter and the adoptee.

- 1) Adoption Lead will have the final decision of where an animal is placed in a Fur-ever home based on submitted applications.
- 2) Adoption Lead may obtain input from the foster home, board, or fellow volunteers who have knowledge of the potential adoptive home or pet.
- 3) Adoption Lead will maintain internet access in order to receive adoption applications on a daily basis.
- 4) Our adoption process is online form based. No calls need to be returned for potential adopters if they just have questions about the dog or looking for their application status. This will be stated in the dog's bio on PetFinder and the RQA website. If a person has a question about a dog, they will be directed to send an email with their question.
- 5) Adoption Lead will have assistants (fellow volunteers) to help with screening and background checks of potential adopters.

F. Web site Lead

- 1) This person is responsible for keeping the website up to date. Items included but not limited to: adoptable dogs, upcoming events, and forms. This person needs basic computer skills.

G. Pet Finder Lead

- 1) This position is responsible for posting RQA's dogs onto PetFinder.
- 2) Each posting must be truthful and accurate of the dog's good and bad qualities.
- 3) Change status of dogs from adoptable, adoption pending, adopted must be updated as necessary.

H. Stray Rescue Team Lead:

- 1) See Bob Chism

I. Fund-raising Lead

- 1) This position will be responsible for keeping RQA open! Without successful fundraising, RQA cannot continue our mission to rescue strays.
- 2) The Fundraising Lead will need good people skills. You will be responsible to work with fellow volunteers and the public. This position needs to be filled by a natural leader.
- 3) The FLL will schedule, organize, and delegate responsibilities of fundraising events.
- 4) The FLL will ensure information is given to the Correspondence person so Thank you cards are sent out in a timely manner.
- 5) The FLL will keep an open mind on Fund-raising ideas.

J. Animal Training Lead

This lead will require driving to different foster homes when needed for training. Therefore, a monthly monetary compensation can be made to this Lead if requested. This position will be filled by a person who has professional training or equivalent on the job training.

1. Mileage log will be kept as well as receipts and submit to their board Liaison or other designated person.
2. Responsible to train RQA foster homes in proper techniques of animal care, behavior, and training.
3. Coordinate and conduct 2 training session per quarter for foster homes and RQA volunteers .
4. Assist foster homes in specific training for behavior problems
5. For dogs in need of extra training, Lead will go to the foster home or a specified meeting place at least weekly to work on the behaviors in order to allow the dog to become more adoptable.
6. If any training specific equipment or tools are needed, the Lead will contact their Liaison for assistance.
7. In extreme cases, when dogs or foster home are in danger, and when the Lead Trainer feels it necessary, the Lead has the authority to temporarily remove the dog from the foster home.
8. In situations where minor adjustments are necessary in a foster home, the board will grant 48hrs for the correction. A board liaison will visit the foster home to verify correction is completed.

J. Lost/Found Lead

1. This Lead will be responsible for contacting the Yakima Herald to place a short found add.
 - a. The information provided is: Breed, sex, approximate age, location found, RQA contact #.
2. An ad under “Found” will be placed on Yakima Craigslist for 5 days. Picture will be posted along with the information from 1(a).

II: INTAKE OF DOGS

General. Accurate and consistent record keeping and tracking of all dogs taken in by **RQA** is essential for overall control and evaluation. **RQA's priority is stray dogs.** RQA will not take on more dogs than our foster system can hold even though there will always be dogs in need of rescue. Our priority will be to the dogs already in our care. Additional dogs will be rescued when foster space becomes available. **AT NO TIME WILL RQA TAKE ON MORE ANIMALS THAN OUR SYSTEM WILL HOLD!**

A stray is defined as an animal that has no permanent home.

An owner surrender is defined as *anyone in possession of an animal for 2 weeks or longer, however the animal came into their possession.*

Litter of Pups: **RQA** will take litters of pups. See "B" below for conditions.

Policies and procedures for each follow.

If an injured dog is found and has owner identification either on the tag or is chipped, RQA will first attempt to contact the owner. If the owner cannot be contacted, stabilization of the dog may be done at an approved vet if it is a life threatening injury or causing the dog pain. If the dog is not claimed in 48hrs, the dog will become property of **RQA.**

The owner will be expected to pay the vet bill to keep their dog comfortable while they were found.

Once a dog is admitted to RQA:

- 1) Any immediate health needs will be remedied. The Medical Lead person will see that the dog has the care it needs.
- 2) The dog will be temperament tested using the attached form by trained volunteers.
- 3) The dog will be placed in the appropriate foster home.
- 4) Pictures will be taken of the dog in the following manner:
 - i) Picture will be taken at the dog's eye level.
 - ii) A picture of the dogs face, whole body sitting, whole body standing, are required at minimum. Take many pictures!
 - iii) Take pictures of any afflictions, cuts, scars, lumps, skin afflictions etc.
- 5) Each dog will be fitted with an appropriately sized collar and a RQA Tag prior to going to their foster home.

A. Dogs will be admitted into **RQA ONLY** through the FOSTER COORDINATOR.

- 1) There **MUST** be an open foster home for the dog.
- 2) Strays: Within 24hrs of rescuing a dog, a "found" add will be placed in the Yakima Herald, and a posting with picture will be placed on Craigslist Yakima by the Lost/Found Lead.

B. Puppies:

Puppies under the age of 4 months will be quarantined for 10 days. Puppies will be given their first 5 way shot and wormed the day they enter RQA unless their health dictates otherwise. No puppy will be placed in an adoptive home prior to the completion of the 10 day quarantine. Puppies will only go to specific foster homes with an approved quarantine area.

See “Foster Homes” for specific requirements.

C. Owner Surrenders - Owner surrenders are taken on a limited basis, only if there is room at a foster home or the owner is willing to foster in place, **AND** only if the animal is determined to be adoptable by passing the behavior evaluation, **AND** placed by the Foster Coordinator.

1) **Owner Surrender Form.**

Every individual surrendering an animal must sign a statement that ownership of the animal is relinquished to RQA. In every case, staff must ask the person to sign

the form. The Surrender Form also attests to the knowledge of the individual as to whether the animal has bitten a human or other animal within ten (10) days of surrender, per Washington State Statutes. *(A copy of the Owner Surrender Agreement is attached as Appendix *.)*

RQA will make certain that individuals surrendering their pets understand that relinquishment

is final and the animal will not be returned to them.

2) **Surrender Fee.**

Surrender fees are \$70 for adult (4 months or older) Dogs **MUST** be up to date on shots including Rabies. No exceptions. The fee must be payed prior to listing the dog on PetFinder. Proof of shot record required. If not up to date on shots, the dog will not be considered for surrender. Shots required: 5 or 7 way immunization and rabies. A reduction of \$25 will be made if the animal is already altered. Surrender fees for a litter of puppies is **\$10**/animal. However, 50 % of the litter fees are refundable if proof of the mother's spay surgery is given to **RQA** within 2 months of surrender.

3) **Personal Property.**

Any toys, blankets, collars, etc. that are brought in with the dog become the personal property of the animal, and should be recorded on the Intake Form. The dog may feel more comfortable when there is something it recognizes by smell. When the dog is subsequently adopted, those possessions will be given to the new owner.

4) **Initial Observations and Evaluation.** An initial observation and evaluation is performed on the

animal by qualified appointed staff and appropriately noted on the Initial Observation and Evaluation

Form. The animal **must** pass the evaluation before he is considered for acceptance to RQA. If the animal does not pass the initial observation, the animal is **not** accepted to RQA.

5. **Behavior Evaluation for Dogs.** All **RQA** animals will be evaluated according to the following schedule:

a. Once the dog has had a chance to acclimate to foster home routine (at least 3 days, but

by day 6), a behavior evaluation is performed by the foster home or volunteers.

b. Further evaluations will be performed as determined by the Foster Lead.

c. Any results will be kept in the animal's file and made available to potential adopters.

d. In addition to the behavior evaluations, the foster home will update the Foster Lead each week as to the dogs behavior, condition, and anything out of norm.

*(A copy of the Pet Temperament and Evaluation Form is attached as Appendix *)*

Strays - Dogs are admitted by the Foster Coordinator **ONLY!**

1. **Secure Animal.** Immediately secure the animal in a cage or kennel or on a leash prior to initial inspection, and follow handling procedures specific to dangerous or injured animals when applicable.
2. **Check for Identification.** Check for any identification, such as license, ID tag, or Rabies tag. Check the animal for branding, and ears and inner thighs for tattoos. Check for a microchip using the scanner. Remove the collar, if applicable, and check for identification information on its underside.
3. **Document Information.** Document all information found on the animal, including the date and where found, type, sex, tag and/or microchip number, and color of collar, on the Intake Form and on the Log Sheet.
4. **Initial Observations and Evaluation.** An initial observation and evaluation is performed on the animal by either the Stray Lead/Stray volunteers or volunteers trained in observations and evaluations. Information will be appropriately noted on the Pet Temperament and Evaluation Form. Physically inspect the animal, and document the physical description in the appropriate areas on the Animal Intake Form, Intake Log, and Pet Temperament and Evaluation Form. Any injuries or symptoms of illness are documented on the Evaluation Form. Document any behavior problems or observations relayed by the citizen or County or City officials, if applicable.
5. **Behavior Evaluation for Dogs.** All RQA animals will be evaluated according to the following schedule:
 - a. Once the dog has had a chance to acclimate to his foster home routine (at least 3 days, but no longer than 6 days), a behavior evaluation is performed by foster home.
 - b. Further evaluations will be performed as determined by the Foster Coordinator.
 - c. Results will email, faxed, or hand delivered to the Foster Coordinator within 7 days of being admitted to the home. A copy will be sent to the PetFinder Lead and be kept in the animal's file and made available to potential adopters.
 - d. All observations will be noted on the animal's Pet Temperament and Evaluation Form. *(A copy of the Pet Temperament and Evaluation Form is attached as Appendix)*
6. **Animals Outside Yakima County:** In situations where a stray animal is found outside Yakima County, staff should inform the person finding the animal to call the Sheriff Department in the county in which the animal was found, and report their find. Staff could also suggest they call the Humane Organization closest to where the animal was found. *(A List of Humane Organizations outside of the Yakima County Area is attached as Appendix *.)*
7. **Animals without Identification:** Animals without identification are held for five (5) days to give owners time to reclaim their animals. Every effort is made to find the owner during this time, as discussed in Section * of these Policies and Procedures. On the 6th day, the animal is available for adoption, unless designated otherwise by the Foster Coordinator.
8. **Inform Media.** Media Lead or designated volunteers notify at least two media sources for each stray animal.
9. **Vaccinations/Treatments Upon Entry:** All healthy animals are vaccinated and treated within 48 hours of their entry to RQA (by the foster home, Medical lead, or other designated volunteer, unless otherwise indicated), as follows:
 - a. **All animals** receive one 5 way distemper series vaccine. Puppies will receive at least

1 booster 3-4 weeks after the initial vaccination.

b. **All Animals** are de-wormed with a broad-spectrum wormer for hookworms, roundworms, and whip-worms. If tapeworms are seen or suspected, the worm medication needs to also be effective against tapeworms. No fecal exam is required prior to medication.

c. **All Dogs 4 Months or Older** receive a Rabies vaccination by a licensed veterinarian at time of alteration.

d. **Animals are Treated for Fleas and Ticks.** Any animals found to have ticks, fleas, or flea “dirt” are treated with Frontline, Frontline Plus or comparable flea product. Follow manufacturer’s directions, paying particular attention to the weight of the animal and treatment of puppies and kittens.

e. **Pregnant Animals** are de-wormed, treated for fleas and ticks, but other vaccinations are withheld until after birthing.

f. **Unhealthy Animals** are not vaccinated until examined by a licensed veterinarian, treated and healthy.

g. **Record the Date, Vaccinations and Treatment Given** on the animal’s Intake Form and Medical Record, along with your initials. (*A copy of the Medical Record is attached as Appendix *.*)

h. **Other Vaccinations and/or Special Medications** may be administered depending upon the health and condition of the animal.

i. **Follow-Up Vaccination Procedures.**

1) Puppies and Kittens Eight Weeks or Older receive additional 5 way vaccines at 3-4 week intervals until about 16 weeks of age.

2) Puppies and Kittens up to 3 Months are de-wormed every two weeks or as necessary.

10. **Injured Animals.** Injured or sick dogs may be held for observation at the veterinarian’s office or in a foster home, as directed by the Foster Coordinator or Medical Lead. (*A List of Veterinary Clinics and Veterinarians in Yakima County is attached as Appendix **)

11. **Veterinarians.** RQA has accounts set up at the following Veterinarians.

- a) Toppenish/Wapato Veterinary Clinic, located at Branch Rd/ Hwy 97
- b) Yakima Spay and Neuter Clinic, located 5103 Tieton Dr. Yakima
- c) Pet Emergence Clinic, located 510 W. Chestnut, Yakima

1) The Foster Lead or Medical lead **MUST** be contacted prior to taking an animal to the above listed vets. If neither person is available, or does not call back within 15 minutes, a board member may OK the emergency care. The person seeking medical care for the animal will document in a timely manner:

a. When/where the dog was found

b. Any/all attempts to contact the Foster or Medical lead **AND**

c. If no answer in 15 minutes of leaving a message, board member contacted.

i. Which vet they were directed to go to

ii. Upon arrival at the designated veterinarian, they will provide to the Veterinarian Staff the name/number of the Foster or Medical lead, or board member who gave permission for animal to be stabilized.

iii. No treatment, *other than for stabilization and pain control*, will be done without the veterinarian contacting Medical or Foster Lead.

Any animal brought to a vet without following the above procedure: The bill for treatment of the animal will solely and completely be responsibility of that person. _____

Initials of Volunteer.

12. The mission of **RQA** involves rescuing and re-homing in a systematic, quality way as many stays as possible. In order to do this on a limited budget, a cap of medical costs must be in place. Therefore, a \$500 (five hundred) maximum, not including the cost to alter the dog, for the care of a sick or injured dog is in place. A good faith estimate of care made by a qualified veterinarian is requested for any sick/injured animal brought in for treatment. If the treatment will exceed \$500, the following will apply:

- a. The Medical Lead will be contacted, or approved person as discussed above. 2 board members must give their consent to have a dog humanely euthanized.
- b. If a dog has a terminal injury or illness, and/or the dog is suffering because of the injury or illness, the dog may be euthanize without prior authorization in order to end its suffering. Documentation from the veterinarian will be obtained later by the Medical Lead. Contact Medical lead advising them of the event will be made at the earliest convenience by the RQA volunteer.
- c. Any stray deemed aggressive or unacceptable for adoption at any time shall be reviewed for humane euthanasia. RQA does not sanctuary any animal at this time.
- d. Any animal euthanized shall have the Euthanasia paperwork placed in the dog's folder. (*form attached as Appendix **)

13. Spay and Neuter the Animal. **RQA** has adopted a mandatory spay and neuter policy for all animals prior to adoption of any animal 4 months of age or older. All animals shall be spayed or neutered prior to the adoption unless the health of the animal would be compromised by the surgical procedure. In such cases, spay/neuter surgery will take place as soon as the health of the animal permits.

Priority of spay/neuter shall be as follows:

- a) Dogs with a confirmed impending adoption.
- b) In heat/going into heat dogs
- c) Request of the foster home

III. FEEDING DOGS

General. Though a dog's stay at **RQA** is temporary, it is important that he is provided a regular feeding schedule of the highest quality food that **RQA** finances permit.

A. Feeding Procedures. The animals are fed dry food according to the instructions provided. Dogs are fed the proper amount of food based on the size and physical condition of the animal.

1. *Adult Dogs of Normal Weight* are fed twice a day. Half of their portions are fed in the morning and the remaining half in the evening.
2. *Obese or Overweight Adult Dogs* are fed smaller portions twice a day.
3. *Bitches and Puppies* are fed larger portions twice a day or more often depending upon the circumstances. Both are fed Puppy food.
4. *Other Special Needs Dogs* are fed as indicated by Medical Lead.

B. Quantity of Food. The amount of dry dog food recommended by Science Diet for healthy adult dogs aged 1-6 years is listed in the chart below. It is understood that the chart is *a guide only* and individual variations may be indicated. We do not feed dogs wet food unless indicated for health reasons.

Weight of Dog for Dry Food (**NOT for Emaciated Dogs!**)

Amount per Day

5 lbs. 1/2 to 2/3 cups

10 lbs. 3/4 to 1-1/8 cups

20 lbs. 1-1/3 to 1-3/4 cups

40 lbs. 2-1/4 to 3 cups

60 lbs. 3 to 4-1/4 cups

80 lbs. 3-3/4 to 5-1/4 cups

100 lbs. 4-1/2 to 6-1/4 cups

B1. For Emaciated, underweight, and starved dogs: Food must be introduced in small, controlled portions every hour to every 4 hours depending on the situation.

Medical Lead will set a feeding plan for each dog per veterinarian recommendation.

C. Water. All dogs are to have free and easy access to fresh water at all times.

D. Incoming Strays. All incoming strays are fed and watered immediately, unless they fall into the category from B1 above, as there is no way to know when they last ate. If the dog qualifies for B1, a 1/2 cup of food or a dog treat may be given. Water may be given in small amounts over a period of time.

Strays:

B. If a RQA member finds a dog:

1. Call the Stray Rescue Lead. Let Lead know the location, size of dog (sm, med. Large) breed if known, and if the dog appears injured or emaciated.
2. If possible, contain the dog.
3. Do not chase the animal. If it won't come to you with a food enticement, just keep an eye on the way it was heading.
4. If you are unable to reach the Stray Rescue Lead, please call 888-502-1615 and leave a message.
5. RQA has an agreement with the Humane Society of Yakima to bring strays to them if we have no room. **ONLY THE STRAY RESCUE LEAD MAY TAKE A DOG TO THE HUMANE SOCIETY.** We do not want to abuse the relationship with the HS, but we have an option to not allow strays to continue to roam the streets.
6. RQA is never to pick up a dog off the streets of Yakima City per Yakima City Animal Control. If an animal is found roaming the streets of Yakima City, the location, breed, and any injuries should be called into Animal Control.

C. Contact from Citizens Reporting Found Animals

General. When an individual calls RQA's message line to report a found animal, RQA staff obtains as much detailed information as possible. It is vitally important to know exactly where the animal was found. The individual who found the animal may hold the animal at his residence. He should also be informed that when a found animal stays at his home for more than two weeks, unless he becomes a temporary foster for **RQA**, the animal is considered his, and any relinquishment of the animal to RQA after that time is considered surrender whereupon restrictions and fees will apply. In the alternative, he can call Yakima County Sheriff's Office or local Police Department, depending upon his location, and if the municipality in which the animal was found is currently contracting with Yakima Animal Control, direct them to place a call to them.

- 1) If the Foster Coordinator is contacted, *AND* if the FC states RQA has room to foster the animal, a Volunteer will be dispatched to pick the animal up.

- 2) If the FC states there is no room to foster the animal, *AND* the person states they will foster the animal in place for RQA, a volunteer will be dispatched to the location. The temporary foster will be required to sign any/all forms as a foster home. All steps will be followed for “animal intake”.
 - 3) If a volunteer is contacted by a friend or member of the public regarding a stray dog, please have the person call RQA’s message line.
- D. If a RQA member or Phone Lead is notified of a dog in ***immediate*** need or danger:
- 1) ***Immediate*** need is defined as either: The dog may perish THAT DAY if he is not picked up due to weather, location, or condition of dog OR the animal appears to be emaciated.
 - 2) Contact the Stray Rescue Lead 1st, if no answer, the Foster Coordinator Lead. If no answer, call the message line with the information on the animal.

ANIMAL RESCUE AND CONTROL

General. It is the goal of the **RQA** to promptly and professionally assist citizens in every way legally possible with the following: rescue animals in distress; enforce all City and State animal-related laws; protect animals from neglect, mistreatment and abuse; respond to emergency situations in which an animal is in danger or creating a danger; and educate the public about animals and responsible pet care. If the situation cannot be remedied by RQA, callers will be directed to the appropriate law enforcement agency, depending upon where the call originates. There is a List of Law Enforcement Contacts attached.

- A. RQA will work cooperate with Animal Control. When notified of an animal located in the jurisdiction of Animal Control, steps set forth by Animal Control will be followed. All RQA volunteers, regardless of personal opinion, shall cooperate with Animal Control when required.

VOLUNTEERS

General. Without Volunteers, RQA will not exist. Their special skills and talents make a positive difference in the lives of animals, and their recruitment and retainment is essential for operations.

- A. **Selection of Volunteers/Age Requirements.** All RQA positions are filled by volunteers. Volunteers aged 12 years and under must be accompanied by a parent or guardian for any position. Volunteers 13 to 17 years of age must have a parental consent form on file. Regardless of age, it is expected any person representing RQA will act in a professional way.
- B. We encourage all family members and friends to be a part of RQA. Training up our youth to treat animals in a compassionate way will impact society’s future. That being said, if you bring children to fundraisers, meet and greets, adoption fairs, etc, please make sure you bring enough adults with you to attend to the children’s needs without taking away from the job you are performing.. Jobs will be given to every child at events.
(A copy of the Volunteer Information Form is attached as Appendix *)
- C. **Volunteer Application.** Individuals wishing to become a part of the RQA volunteer team are asked to complete a Volunteer Application which is submitted to the Volunteer Lead. The Lead reviews all applications and calls potential volunteers to advise them of the process involved for bringing new volunteers on board. All volunteers will attend an orientation either one on one or as a class The Volunteer

Application contains questions designed to understand why individuals want to volunteer and what they hope to accomplish. Likewise, a person's feelings about euthanasia, spaying and neutering, keeping pets indoors/outdoors and other animal-related experiences help the Volunteer Lead formulate an opinion as to how the individual will fit into the **RQA** environment. Since most volunteers interact in one way or another with the public, it is important that their relations with animals are humane, respectful, and kind.

- D. **Orientation.** An orientation session is an important first step in acquainting prospective volunteers about **RQA** operations and programs. This session allows interested persons to evaluate their level of interest and time commitment. The Volunteer Lead contacts potential volunteers to advise them of the date and time an orientation session is scheduled. This will be held once a month or individually as needed.
- E. **Non-Acceptance of Volunteers.** Not all potential volunteers are accepted to be part of **RQA**.

Reasons for non-acceptance are, but not limited to: the services offered is not needed, incompatible schedule, or a poor or abusive history with animals. The Volunteer Lead will tactfully explain the reason why they are not being accepted and offer suggestions of other ways to contribute as a volunteer. The Coordinator will write the reason for non-acceptance on the volunteer's Application. The Application will be kept on file in the event the individual reappplies or a problem surfaces regarding the handling of denial.

F. **Acceptance of Volunteers.** If the volunteer is accepted:

1. The Volunteer Lead will provide the volunteer a copy of the SOP's.
2. Orientation session is scheduled.
3. The Volunteer Lead establishes a personnel file for each volunteer. This file includes, at the minimum, the individual's Application, Release of Liability Form, training schedules, evaluations and commendations by staff and a record of the number of hours volunteered.

G. **General Rules.** Volunteers are expected to follow certain rules of conduct and behavior in order to provide a safe and productive work environment. These general rules are included in the SOP's and are reviewed during orientation.

1. **Conduct.** Volunteers are expected to wear a shirt or jacket with the **RQA** logo at any planned events or rescues.

a. Euthanasia may be discussed with volunteers; volunteers will not interfere with euthanasia decisions and/or procedures.

b. Volunteers are expected to do their work in a professional manner, be constructive at all times, and assist in any work they are asked to perform, as determined by their Application. Volunteers will not talk to the media without consent from the board. No statements will be made by any volunteer that are not already located on the RQA website. No "speculative" opinions will be stated to the public as fact.

2. **Adoption.** Volunteers are required to go through the same adoption process as the general public.

3. **Volunteer Log Sheet.** Each volunteer shall keep a log sheet of hours spent doing RQA work in any capacity. This number shall be called or preferably emailed to the Volunteer Coordinator Lead by the 5th of the following month. One reminder email will be sent out at the end of each month. This will allow RQA to keep an accurate account for the IRS and State reporting. This also enables us to help the public understand what we do. (*A copy of the Volunteer Log Sheet is attached as Appendix *.*)

Any volunteer student fulfilling a class requirement or community service worker who

falsifies his or her time is immediately terminated and will be reported to the appropriate supervisors.

G. Volunteer Programs. Making a good match between a volunteer's particular area of interest and the needs of RQA further the mission of the agency in providing care and companionship for homeless animals. After the orientation, the Volunteer lead will discuss the various volunteer opportunities available. Many volunteers may already have a special skill that they are willing to contribute, such as graphic art design, calligraphy or photography, grooming animals, or assisting with legal matters or accounting.

H. Termination. Though it is RQA's hope no volunteer ever be asked to leave, any board member or volunteer can be terminated. Poor performance, disruptive behavior, habitual tardiness or absenteeism, or falsification of volunteer hours may result in termination. Prior to termination:

- 1) A written notice of the infraction will be given to the volunteer and placed in his file.
- 2) If a person repeats an infraction, termination procedures will be initiated.
- 3) If the person receives 3 in fractions notices, termination procedures will be initiated.

In most situations, any problems brought to the attention of the Volunteer Lead will be discussed with a designated board member. A meeting will be called with the volunteer for the purpose of discussing the reason for proposed termination. A meeting with the volunteer and no more than 2 board members will be scheduled and held to discuss the reason for termination. The goal of RQA is to keep volunteers, not find ways to terminate them!

Any Volunteer found using any money, food, or item belonging to or intended to be used by RQA shall be reported to the proper authorities and prosecuted to the full extent of the law.

_____ Volunteer Initials

For community service workers, the Volunteer Coordinator will contact the probation officer to inform them of the termination. Volunteer Lead will contact the probation officer if situation involves terms of community service, and teachers when students are terminated.

IV. Foster Homes

General: Foster dogs are dogs without a home, awaiting a Fur-ever home. Behaviors deemed appropriate for your personal pets may not be acceptable for a foster dog. Your dog already has a home, therefore can behave as you see fit. Foster dogs NEED a home, therefore must be held to a consistent standard. Without loving, consistent, and compassionate foster homes, RQA will not be able to carry out our mission.

- A. Each foster home will be provided: Dog food, bedding, leashes, and a crate appropriately sized for your foster dog. Toys will be provided when available.
- B. Attend, at minimum, 1 training session quarterly offered by **RQA** in order to stay current on behavior modification practices.
- C. Each foster home is responsible too:
 - 1) Report any health concerns or injuries to the animal.
 - 2) Immediately report any aggression from the foster dog.
 - 3) Never allow a dog to jump up on a human
 - 4) Never allow rough play
 - 5) Crate each dog at night and when you are not home. On very rare occasions, based on the need of the animal, other arrangements for containment will be made.
 - 6) Play with, love, and teach the animal good citizen skills that will be required to be adopted.

- 7) Ask for and receive training assistance for behavior issues.
- 8) Within 6 days of receiving a foster dog, fill out the Behavior Evaluation form.
- 9) Keep yard clear of objects that can injure an animal
- 10) Pick dog poop up in a timely manner to prevent health hazards.
- 11) ALWAYS pick dog poop up immediately and dispose of properly.
- 12) Notify the Foster Lead if dog is not working out at your home.

V. PLACEMENT OF ANIMALS

General. Adoptable domestic animals housed at an **RQA** foster home leaves the foster system in the following ways: returned to owners, adopted, euthanized, or transferred to an alternate rescue.

A. Return to Owners - Persons claiming a stray animal as their own must provide evidence of ownership,

such as a bill of purchase, pictures that document ownership over time, (i.e. puppy through adult pictures),

proof of Rabies vaccination or licensing, and/or medical records. Furthermore, pet owners will be responsible for

for applicable fees, such as vet bills, to reclaim the animal. A minimum charge of \$20 may be assessed to any dog in RQA's care for more than 24 hrs from the date of posting or contact to the owner. The owner's name, address, and telephone number and the date of return are noted on the Animal Intake Form. It is illegal to keep skunks, raccoons, coyotes, foxes, or bats as pets in Washington.

Furthermore, Washington law prohibits the importation of any such animals into the state (WAC 246-100-191)

1. **License Data.** All license data must be added to the Log Sheet and Animal Intake Form.

2. **Rabies Certificate.** Animals over the age of 4 months are required by State Statute to be vaccinated for Rabies. A valid Rabies Certificate or County Rabies Tag must be presented at the time an animal is reclaimed by its owner. Owners unable to provide proof of rabies inoculation must pay a refundable deposit (\$20). This deposit will be refunded if the owner provides proof of Rabies vaccination within ten (10) days of reclaiming their animal.

B. Adoptions - Guidelines for adoption procedures and the handling of Adoption Applications ensure that potential adopters are given an equal opportunity to adopt from **RQA**.

Adoption Lead is responsible to following adoption procedures, reviewing Adoption Applications, scheduling home visits when necessary, and handling Adoption Agreements and fees. The following procedures are designed to help place an animal in a suitable home.

1. **Application.** Potential pet adopters must complete an Adoption Application on line and must reside in the home where the animal would be placed. No one is permitted to complete an Adoption Application on behalf of a potential pet adopter.

*(A copy of the Pet Adoption Application is attached as Appendix *)*

2. **Family/Household Members.** Because the decision to adopt a lifelong companion is a big step in one's life, it is recommended that all family and household members over the age of 8 participate in the selection of a pet.

3. **Adoption Applicants.** Individuals or families who meet the adoption guidelines, and completed the Adoption Application will be considered. The Adoption Coordinator, with assistance from the Foster coordinator Lead, the Foster home, and/or any other RQA members with knowledge of the specific animal will review each application to determine if the individual is emotionally and financially able to provide a permanent, stable, and loving home for the animal.

a) **The Adoption Lead has the final say in all adoptions!** _____ *initials of RQA Volunteer*

b) The Adoption Lead will notify, by email, to any other applicants the dog has been adopted. Non chosen applications will be kept by the Adoption Lead for a period of 12

months then destroyed.

6. **Adoption Agreement.** Adoption Lead will discuss the rules of adoption with the potential adopter.

7. **Payment of Adoption Fees.** Adoption fees:

- a) Dog under 4 months of age (unaltered): \$145 + a pre-paid spay/neuter receipt
- b) Dog from 4 months to 5yrs: \$195.00
- c) Dog 6yrs and older: \$75 + \$15 for rabies vaccine
- d) Dogs with chronic health needs: No less than \$25,+ \$15 for rabies vaccine, to be decided on a pet by pet situation.

9. **Medical Record.** Upon adoption, the animal's Medical Record will be provided to the new owner. If an animal's medical history exists from a previous owner, any reference to the previous owner, including the address and telephone number, will be removed prior to the release.

10. **Forms.** The Log Sheet and Intake Form will be updated to record the date of adoption and name, address, and telephone number of the adopter. Evaluation and temperament forms may be offered to the new owner.

11. **Refunds.** On occasions, animals will be returned. Adoption fees are considered a donation and are nonrefundable.

12. **Animal Returns.** Adopted animals returned to **RQA** are recorded in the Log Sheet. The adopter must return the Rabies tag, the Rabies Certificate, and any other information pertinent to the returned animal that was given at the time of adoption.

C. Transfer to Breed Rescue or other Humane Organization - In an effort to keep the animal population under control for RQA, animals can transferred to breed rescues or other humane organizations. (*A copy of the Animal Transfer Form is attached as Appendix **)

E. Euthanasia - RQA strives to demonstrate a respect for quality of life for its animals. RQA operates as a low-kill rescue. RQA does not euthanize animals to make space for other animals. Although euthanasia is the final act of kindness to critically ill, seriously injured, or dangerous animal, it is viewed as an alternative and last resort. **RQA** will handle euthanasia with respect and sensitivity, and protect the animal from stress, fear, discomfort, and pain.

1. **Authorization Procedures.** The decision to euthanize an animal is made on a case-by-case basis.

When necessary for medical or behavioral reasons and approved as indicated below:

a) **Medical Reasons.** Critically ill or seriously injured domestic animals may be euthanized prior to conclusion of the 5-day holding period (the time allotted for owners to reclaim their pets). Those situations need immediate consideration and require approval by the Medical Lead, or 2 board, members and attending veterinarian.

b) **Behavioral Reasons.** The decision to euthanize animal for behavioral reasons requires approval by the Medical Lead and 2 Board members. Under no condition will an animal under consideration for euthanasia for behavioral reasons be released from RQA for adoption OR relocation.

4. **"Authorization to Perform Euthanasia" Form.** Prior to euthanasia, an "Authorization to Perform Euthanasia" Form (provided by the veterinarian) must be completed by or through the Medical Lead or Board member and witnessed by the attending veterinarian. The Form the animal has not bitten anyone within the past ten (10) days. The Form states the reason for, and date of, the euthanasia, and is signed by both the **RQA** Medical Lead, Board member and the recommending veterinarian. **If** an animal **has** bitten someone within the past 10 days, the attending veterinarian must ensure that the head and remains of the animal are processed in accordance with the

State Rabies Control Statute. A copy of the Authorization to Perform Euthanasia Form will be placed in the animal's file.

5. **Where the Animal will be Euthanized.** The euthanasia is performed at the veterinary clinic whenever possible.

6. **Humane Disposal.** The remains will be humanely disposed of by the Veterinary Service Provider.

F. Quarantined and/or Dangerous Animals

General. For the safety of RQA volunteers, personal interaction is prohibited with animals held in quarantine, or declared dangerous or vicious by City or County ordinance. In addition, animals declared dangerous or vicious by City or County ordinance may be immediately euthanized. RQA does not have the resources or space to quarantine or hold dangerous animals.

G. Animal Bites

General. The State of Washington requires all animal bites to be reported immediately to the local Police Department. Medical treatment first, paperwork second.

a. **Animal Bite Order.** All animal bites occurring by a RQA animal that break the skin are taken very seriously. An Animal Bite Order Form must be filled out promptly by a law enforcement officer. The Washington Rabies Control Law requires a dog or cat which has bitten a person be delivered to a veterinarian for examination within twenty-four (24) hours after receipt of the complaint form. The animal must be quarantined for a period of not less than ten (10) days. During that 10-day period, a licensed veterinarian must examine the animal at least three times, and a final examination shall be conducted ten (10) days following the bite. *(A copy of the Animal Bite Order is attached as Appendix *.)*

b. **Other Injuries.** If a volunteer or visitor sustains an injury, a written report must be completed and give it to a board member. The Foster Lead will keep the injury report on file in case the injury requires medical attention in the future

XI. REFERRAL SERVICES

General. Unfortunately, the **RQA** is not equipped nor staffed to handle all animal situations, attempt to refer those inquiries to other organizations that can to help, as follows:

A. **Wildlife Animals.** Inquiries about wildlife animals are referred to the The Department of Natural Resources, or the appropriate agency, if one is available.

B. **Other Rescues.** If **RQA** is unable to accept an animal, a referral to another animal Rescue, Humane Shelter, breed specific Rescue, or other resource known may be provided. At no time will RQA admit an animal to the rescue if there is not room to place it.

C. **Live Trap Rental.** **RQA** does not rent out live traps.

VI. GROOMING

General. Simply stated, clean animals are more adoptable than dirty animals. They will be more comfortable and generally healthier, creating a positive image to potential pet adopters. RQA volunteers may bathe and/or groom the animals whenever possible. Animals with severely matted fur will be shaved evenly to a length that resolves the mat issue and makes the dog comfortable and as attractive as possible.

A. An animal bath tub is provided at 318 Stanely Blv, home of Pam McDonnell, for use by appointment. This is available for **RQA** use for as long as Pam makes it available. This is provided as a courtesy. At no time will ANY **RQA** volunteer expect or demand use of said tub. The tub and area will always be left in pristine condition, clean, disinfected, and ready for the next use. All grooming

items will be disinfected and returned to their holders; towels will be put in proper receptacle to be laundered

VII. PAYMENT OF FEES

General. No animal may leave the RQA unless all fees are paid, including, but not limited to, adoption fees, boarding fees, vaccination fees, Return fees (in return-to-owner cases), and fines.

A. **Receipt.** Receipts will be made for all transactions involving money. The receipt will indicate name of the person making the payment, the date, method of payment, amount of the transaction, and initials of the RQA staff receiving the money. A copy of the receipt will be given to the Treasurer and placed in the animals file.

B. **Checks.** Checks should be made payable to the “Res Q Angels OR RQA.”

C. **MasterCard/VISA.** RQA accepts Visa or MasterCard.

D. **Deliver Money to Treasurer.** The Adoption Lead or designated person is required to deliver money and supporting documentation to the RQA Treasurer on a weekly basis.

VII. LOST AND FOUND

General. It is the goal of RQA to return all strays to their owners. **BUT**, RQA does not have the volunteers or resources to search for these animals. All calls and inquiries concerning lost/found dogs will be referred to Craigslist for pictures/information of our recently rescued animals. Caller will be instructed to visit the Humane Society to register their lost animal, place signs around, and place a Lost posting on Craigslist.

VIII. Mission and when to dissolve

The purpose of RQA has been laid out above. When this rescue stops being about the dogs and starts being about the people, it's time to throw in the towel. Therefore, we have added the following:

Ethical Mission

Res Q Angels is committed to fiduciary responsibility. RQA prides itself on stretching each donation to its maximum for the greatest good of the animals. RQA volunteers understand that each and every donation is a gift to the ANIMALS and never for personal use, whether perceived or actual. All decisions, actions, and deeds will be made with transparency.

If at any time:

-RQA *appears* to be more about the Board of Directors or its Volunteers, OR
-RQA *appears* to be an act of work, and not an act of love by its volunteers, OR
-RQA can't or won't add new volunteers to their group, OR
-RQA can't or won't be transparent to its volunteers or the public THEN
Res Q Angles will dissolve per set protocols

This copy of SOP's must be returned to RQA if you no longer volunteer for RQA.