



Volunteer and Rescue Guidelines

These expectations are not put here to be mean or nasty. I'm trying very hard to establish our group in the forefront of the world of animal rescue and you are ALL representatives of A Critters Chance, Inc. I hold each and every one of you to the same expectations I hold myself. It's crucial that we are professional, polite, and appear as knowledgeable as possible at all times.

Taking Rescue Calls:

- We must always be courteous and friendly to callers.
- Please be patient when people are calling. Remember they ARE trying to get help, that's why they are calling!
- If the call is something you can't handle or don't want to handle, it's ok, but please refer the call to someone who can or wants to.

Giving & Receiving Information:

- When you are dealing with someone about the animal, please make sure you are getting all the information to them that is crucial to the animals well-being. (Ex: Heat source, quiet, and dark). I know sometimes you might be tired from work or whatever, but the animal's survival depends on how thorough you are, and when people get frustrated they sometimes will not call back and then the animal's demise is on your head.
- Please do not unintentionally mislead someone into thinking you can help, when you really cannot.
- If you are available to take the call (wonderful!), but make sure you are getting all the information for your log book (Name, address, phone number, etc.). It's imperative that we keep accurate log books for DNR; they are REALLY cracking down on this. (Basically, it falls on my head when all the information isn't accurate and complete!) And if you can't take the call, please refer it.

Receiving Animals:

- Pending, that you do take the call, and you arrange to meet them, PLEASE be punctual! It is extremely frustrating to me when people show up thirty minutes to one hour late. We all know how valuable our time is, especially when each situation is different and we do not know what we are getting into. Please, under no circumstances do I ever want to catch anyone saying they will meet someone, and then I receive a call that you have not called or shown up! If they do not show up, shame on them! If we do not, then we have a huge problem!!!!!!!!!!!!
- If you have someone bring an animal to your home, I strongly urge you to be safe! Make sure someone (or your dog) is with you. There have been a few times when I have felt uncomfortable with a call and would go to meet them up the road. We all love these animals very much, but our safety has to be first.
- If we encounter a dangerous situation, we will contact DNR or the appropriate authorities and let them handle the situation.
- After you receive the animal, then it's on to business as usual!

Adoptions:

- All Animals **MUST** have:
 - An application form filled out.
 - An adoption form filled out.
 - A home visit done.
 - Veterinary & personal references checked.
 - Approval by Michelle Manker (President & Founder of our group) or other board member before adoption can take place.
 - All mammals must be current on vaccines & altered before adoption, unless previous arrangements have been made with Michelle Manker (President of group) or other board member. (Any previous arrangement **MUST** be in writing, **NO EXCEPTIONS!!!!!!!!!!!!**)
- Birds & reptiles do not get altered, unless medically necessary.

Fostering:

- If anyone is caught using rescue animals or any animal for breeding, you will be immediately removed from the group and legal action could be taken.
- Animal abuse or misuse of any kind, can and will result in legal action against you.
- Any volunteer fostering animals is responsible for keeping Michelle Manker (President of group) or other board member aware of the animal's health status.
- When you foster an animal, their life is your responsibility. This means you are completely responsible for your foster animal(s).
- Any volunteer fostering/adopting animals **MUST** allow Michelle Manker (President of group) or any agency that may need to inspect facilities into the areas where they are being housed. This is required a lot and it's important that everyone cooperates and works together. Remember, they are looking out for the animals as well by doing this.

Examples of these agencies might be:

- Department of Natural Resources (our rehab permits are signed by them)
- Animal Control
- The Humane Society

- Fostering/Adopting an animal is a huge responsibility and I expect everyone to take that very seriously!!!!!!!!!!!!

We absolutely have the best volunteers around, because we are all honest with each other and help each other, and are not working against one another. These are my expectations of each and every one of us! I thank all of you for your hard work and dedication to God's creatures!!

Michelle Manker
President & Founder,
A Critters Chance, Inc.