



**ROCKY MOUNTAIN
ANIMAL RESCUE**

VOLUNTEER HANDBOOK

A Reference for Volunteers

for Rocky Mountain Animal Rescue

We are a registered Canada Revenue Non-Profit
Animal Rescue Organization

Sanctuary/Headquarters located near
Canmore, Alberta

Contact Us

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TABLE OF CONTENTS

LETTER FROM RORY O'NEILL	3
OUR MISSION	4
A BRIEF HISTORY.....	5
LETTER FROM VOLUNTEER COORDINATOR.....	6
VOLUNTEERING WITH US	7
Overview	7
How You Are Called in to Volunteer.....	8
Communication with Coordinators.....	9
Time Tracking.....	10
Processes.....	11
Volunteer Agreement and Release of Liability.....	12
THANK YOU NOTE.....	14

A LETTER FROM RORY O'NEILL

Director

First and foremost, thank you.

Thank you for wanting to make a difference in the lives of the **severely neglected and abused** animals we rescue from some of the most unforgiving environments. Thank you for taking an active interest in stopping the animal cruelty we run into every day. And most of all, thank you for wanting to dedicate your time to help us do what we do!

The success of the many programs we run – including adoption, community and educational programs – relies entirely on our team of amazing volunteers like you. This means that we really appreciate the time and resources you're ready to commit to us.

We've put this Volunteer Handbook together so that you can get a birds-eye view of what we do, how we do it, and where you may best fit in. Remember that every job has a positive and direct impact on the lives of the animals we rescue, rehabilitate and re-home.

Please feel free to contact us with any questions.

Thanks you for becoming part of our family,

Warmly,

Rory O'Neill
Director & Animal Behaviourist
Rocky Mountain Animal Rescue

OUR MISSION IS SIMPLE

We rescue from the most extreme environments & circumstances

We Rescue from Our Own Backyard

Abandoned dogs and cats suffer from starvation, lack of companionship and exposure to the extreme weather conditions of Calgary's reserves and dumping areas every day.

The Notorious Dumping Grounds of Mexico

There is no such thing as a humane death in these pits, where dogs are either mauled to death due to starvation in cramped conditions, or electrocuted to death when numbers get too high.

Overcrowded Animal Shelters in California

Hundreds of dogs and cats are on death row simply because shelters lack the resources to continue to provide proper on-going care for them.

Natural Disasters

When Hurricane Katrina hit New Orleans, our team was there to rescue dogs that had been left behind.

THIS IS WHY PEOPLE LIKE YOU MATTER

**Without your support, we couldn't do what we do,
and where we do it.**

A BRIEF HISTORY OF R-MAR

When Rocky Mountain Animal Rescue was first conceived in 2000, Rory O'Neill's focus was on the rescue of highly adoptable dogs and cats on death row in overcrowded animal shelters in Canada and California. She was also bringing in homeless dogs and puppies from the Stoney Nakota Reserve in the town of Morley, near Calgary. Her experience as a dog behaviourist allowed her to fully rehabilitate these animals and place them for adoption.

From there, knowledge of the Mexico dumping grounds and hoarders came to light after viewing its desperate situation on an episode of Cesar Millan's 'The Dog Whisperer'. They had crossed the California border into Tijuana (a very impoverished Mexican town) with Animal Advocates on a rescue mission to save some dogs in one of the dumping grounds. Rory quickly contacted Animal Advocates and began working along with them to coordinate more rescues. Within a few months, the first transport of six amazing little Chihuahuas and mixes flew from Los Angeles to the Rocky Mountain Animal Rescue for adoption in Canada.

The Rocky Mountain Animal Rescue really established itself as the go-to rescue for animals in some of the most extreme environments and circumstances in 2006 when our rescue efforts took us to the aftermath of Hurricane Katrina in New Orleans. We don't shy away from the tough stuff, and that is what sets us apart from most animal rescues in Canada.

Since 2000 (and the last revision of this handbook) we have rescued over 2, 926 animals. This number is growing exponentially as we continue to grow: 2014 sees the start of a new sanctuary, new programs, and the development of an amazing team of volunteers and success stories we're very proud of. And we truly can't wait for you to join us in accomplishing more!

VOLUNTEERING WITH US

A Letter from the Volunteer Coordinator

We are excited to have you consider being a volunteer for the Rocky Mountain Animal Rescue (here on in referred to as R-mar.) As a volunteer, you should be prepared to:

- Make an honest effort to perform yYour Volunteer activities to the best of your ability
- Accept and support the general goals, philosophy and methods of R-mar
- Maintain our standards of animal respect and care

This handbook outlines the requirements and responsibilities of all those involved with R-mar. Its purpose is as a reference and guide to help make yYour Volunteer commitment safe, fun and meaningful.

Volunteers are welcomed and encouraged to communicate any concerns or ideas they may have to make their involvement more successful. If you are unsure about anything in this handbook please contact yYour Volunteer Coordinator or the Rocky Mountain Animal Rescue headquarters.

Together we can make the program the best it can be!

Morna Caplan
Volunteer Coordinator
Rocky Mountain Animal Rescue

OVERVIEW

There are many areas in which you can dedicate your time and resources. These include the following:

- Sanctuary Team
- Adoption Team
- Marketing Team
- Rescue Team
- Transport Team
- Fundraising Team

Sanctuary Team // Reports to Sanctuary Coordinator & Administrative Coordinator

This team works in the daily care of the animals at the sanctuary. They also are involved with administrative duties and maintenance. These tasks include walking dogs, dog training, dog rehabilitation, animal grooming, filing, bookkeeping, feeding animals, cleaning crates, folding dog bedding, organizing pet supplies, and more. We also have a handful of trade-specific tasks for volunteers with certain skill sets, like landscaping, fixing enclosures, etc.

Adoption Team // Reports to Adoption Coordinator

This team understands and helps facilitate adoption processes. They help prepare animal profiles (pictures and write ups) and list these on our website, social media, and other venues like print. This team is also the face of R-mar at adoption events and helps the Adoption Coordinator with pending adoptions.

Rescue Team // Reports to Rescue Coordinator

This team is at the forefront of the rescues. The Rescue Coordinator will organize rescue trips to the reserves and other locations throughout the year and will call on a handful of people to help with these rescues. The rescue team is also responsible for emergency care of animals arriving in bad condition.

Transport Team // Reports to Transportation Coordinator

This team is a team of people who are essentially available for transporting animals to and from vet appointments, the airport, etc.

Fundraising Team // Reports to the Fundraising Coordinator

This team rocks the fundraising programs we put out there: they are the brains and faces to it all. Working together with the Fundraising Coordinator, ideas, programs and events will be planned, implemented and then tracked/measured for success.

Marketing Team // Reports to the Marketing Coordinator

The marketing team is our amazing group of writers, designers and marketing specialists who lend their skillset to the operations of our rescue. They work closely with the Marketing Coordinator – as well as the Advertising Coordinator and Development Coordinator.

HOW YOU ARE CALLED IN TO VOLUNTEER

- We understand that you have priorities. This is why all of Your Volunteer team members are on an ON CALL email alert system.
- When one of our coordinators need people to commit to a project, they send a message out via an email list.
- All we ask is that you offer a response, even if it's 'no' so that our coordinators know who is and isn't available.

COMMUNICATION WITH COORDINATORS

VOLUNTEER COORDINATOR

- Your Volunteer Coordinator is your go-to for any questions, comments, concerns or suggestions you might have regarding your involvement with the Rocky Mountain Animal Rescue.
- You will be automatically added to a monthly reminder email list once your application is accepted. This monthly reminder is mandatory, and will be used for important announcements, as well as a reminder to complete your time tracking form (which is detailed below.)
- Your Volunteer Coordinator will give you your Team Coordinator's details once your application is accepted by our staff. It is your responsibility to initiate communication with your Team Coordinator.

TEAM COORDINATOR

- Your Team Coordinator is your go-to for any questions, comments, concerns or suggestions you might have regarding your involvement with your specific projects
- It is your responsibility to contact your Team Coordinator once you get their contact information from your Volunteer Coordinator. This will ensure that you get on your Team Coordinator's email alert list so that you can be made aware of upcoming volunteer opportunities/projects. We ask that you respond to all email alerts with a YES or NO.

TIME TRACKING

Your Volunteer Coordinator will attach a link to a Volunteer Log form to your acceptance email, and will request that you complete this accurately at the end of every month to be submitted.

This form will ask you to list your completed tasks and hours for the month.

When your application for volunteering is accepted, your email will be automatically added to a monthly email list that will send you a reminder to complete this form.

Logging your hours and tasks helps us with requesting grants. Volunteer hours can be translated to dollars, which shows prospective funders that we already have adequate community support to get projects done.

We appreciate your timely completion of this form monthly.

PROCESSES

- Complete and sign the **Online Volunteer Application**; this includes yYour Volunteer **Agreement & Release of Liability**
- **You will receive an email from Your Volunteer Coordinator** once your application is accepted with complete details of your involvement and the contact information of your team Coordinator.
- **YYour Volunteer Coordinator will also attach a link to a Volunteer Log form and will request that you complete this accurately at the end of every month to be submitted.** Logging your hours and tasks helps us with requesting grants.
- **Email your team Coordinator** introducing yourself, and include your preferred method of contact: phone number or email. Your team Coordinator will reply to you with details of upcoming projects, frequency of their on call alerts, etc.
- For your reference, we've attached hard copy of the Volunteer Agreement & Release of Liability below.



VOLUNTEER AGREEMENT & RELEASE OF LIABILITY FORM

This must be completed by all Rocky Mountain Animal Rescue volunteer program participants. Please read carefully before signing.

AGREEMENT MADE ON ____/____/____ between _____
MM DD YY NAME OF PARTICIPANT
and the Rocky Mountain Animal Rescue.

TERMS AND CONDITIONS

Please initial on each statement:

___ I fully understand that my services to the Rocky Mountain Animal Rescue are provided strictly in a voluntary capacity, and without any express or implied promise of salary, compensation, employee benefits, or other payment of any kind whatsoever.

___ I agree to familiarize myself and comply with the Rocky Mountain Animal Rescue's policies and procedures applicable to volunteers and to fully comply with both the letter and spirit of these policies and procedures. I will see clarification from the Volunteer Coordinator or the coordinator of my team when required.

___ I agree to inspect the facilities and equipment to be used while volunteering, and if I believe that anything is unsafe or beyond my capabilities, I will immediately notify staff of such condition(s) and refuse to participate.

___ I agree to communicate any job-related concerns, differences of opinions, conflicts or suggestions to the Volunteer Coordinator or appropriate organization team member verbally and in written form.

___ I fully understand the Rocky Mountain Animal Rescue expects high standards and moral and ethical treatment of animals under its care. I will strictly adhere to these standards in my capacity as a volunteer.

___ I fully understand and agree to assume all risks involved and all duties that I perform under the Rocky Mountain Animal Rescue in my volunteer capacity. I am voluntarily participating in these activities with the knowledge of the danger involved and agree to assume the risk of bodily injury and/or property damage.

___ I agree to carry out my assignments in accordance with the Rocky Mountain Animal Rescue training and limit my activity to my assignment unless otherwise directed and agreed upon by my Coordinator.

___ I fully understand and agree that failure to comply with all of the obligations outlined in this agreement and/or Rocky Mountain Animal Rescue policies and procedures may result in the termination of my volunteer standing with the organization.

RELEASE OF LIABILITY

I agree that: in consideration of the Rocky Mountain Animal Rescue allowing my participation in this activity, under the terms set forth herein, I, for myself and on behalf of my child or legal ward, heirs, administrators, personal representatives or assigns, do agree to hold harmless, release, and discharge Rocky Mountain Animal Rescue, its agent employees, officers, directors, representatives, assigns, members, affiliated organizations, Insurers, and others acting on its behalf (herein, collectively referred to as Associates) of and from all claims, demands, causes of action and legal liability, whether the same be known or unknown anticipated or unanticipated, due to the Rocky Mountain Animal Rescue and or its associates ordinary negligence: and I do further agree that except in the event of the Rocky Mountain Animal Rescue gross and willful negligence, I shall bring no claims, demands, actions and causes of action, and or litigation due to injury, including but not limited to serious bodily injury, death or property damage, sustained by me or my minor child and or legal ward in relation to the premises and operations of the Rocky Mountain Animal Rescue.

Printed Name

Signature

Date

Parent or Legal Guardian of Volunteers Under the Age of 18

As the parent or legal guardian of the above-named Volunteer, I hereby give consent for my child or ward, as the case may be, to become a volunteer for the Rocky Mountain Animal Rescue as described in the above Volunteer Agreement and, by the signature below, join in and agree to be bound by the terms and conditions of the release.

Signature of Parent/Legal Guardian

Date

THANK YOU

Again, we sincerely thank you for your interest in volunteering with the Rocky Mountain Animal Rescue and we look forward to receiving yYour Volunteer Application!

“I am only one but I am still one. I cannot do everything but I can still do something”

~ Edward Everett Hale