



Great River Rescue

# **VOLUNTEER HANDBOOK**

Updated November 2019



**SHELTER HOURS:**

**Tuesday – Friday 12:30pm-5:30pm and Saturday 12:30 to 4:30**

Closed on

Sunday & Monday

(except for special events)

**Mail:**

Great River Rescue  
1612 Carr Lake Rd SE  
Bemidji, MN 56601

**Email:**

Director: [director@greatriverrescue.com](mailto:director@greatriverrescue.com)  
General information and adoptions: [info@greatriverrescue.com](mailto:info@greatriverrescue.com)

**Phone:**

218-751-7910

**Website:**

<http://www.greatriverrescue.com/>

**Visit us any time Tuesday through Friday, 12:30 - 5:30 pm and Saturday 12:30 to 4:30 pm**

We are a 501c3 licensed facility, and all donations are tax deductible.  
Thank you for caring about your area animals. We appreciate your support!

**Directions to Great River Rescue:**

Follow Paul Bunyan Drive SE (old Hwy 2, not Hwy 197), east toward Hwy 2, turn right at Carr Lake Rd SE(aka County Road 404) on the edge of the Industrial Park.

**Our mission statement:** Great River Rescue transitions dogs and cats to loving homes, serves as a community resources, and advocates for kind, responsible pet care.

**Our vision statement:** envisions a society of responsible animal guardians in which every animal is treated with respect and care.

**Value Statements:** Care, compassion and empathy for animals and people.

Accountability to high standards of professional and ethical behavior.

Respect and kindness with every decision and interaction.

## Brief Shelter History

Great River Rescue was established in 1977 by a group of concerned citizens who felt a need for an organization that would provide shelter to homeless animals. We are proud to be a “no-kill” shelter. The “no-kill” policy ensures that animals are not euthanized except for untreatable illness, court order, or veterinarian recommendation.

Since 1977, Great River Rescue has helped thousands of companion animals with a second chance at life. We are very proud of our efforts to rehome abandoned, surrendered and stray companion animals and the service we provide to our community. Over the past several decades we have honed our services to provide an even greater quality service for more than 400 animals per year.

Currently, the shelter offers several services including taking in stray or unwanted animals, adopting out animals in need of homes, fostering animals before they can be adopted, providing quality animal care to all animals in our shelter, administering necessary vaccinations, and ensuring all animals are spayed or neutered prior to adoption. We also hold several community events throughout the year and have a vibrant volunteer program with over 150 volunteers participating yearly.

### **Current Members of our Board of Directors (2018)**

Geri Hickerson - Board Chair

Ara Gallo- Vice Chair

Jeanne Edevold-Larson - Treasurer

Ann Mork - Secretary

Tessa Lauderbaugh – Member

Eric Sundem – Member

Jaimee Towers – Member

Lisa Weber – Member

Barbara Godding – Member

Kevin Johnson - Member

## **Great River Rescue Welcomes You!**

Joining Great River Rescue community affords you the opportunity to make a difference in the lives of all the homeless pets that come to our shelter. You, as a volunteer, are a valued and necessary factor in the long-term continuation of the shelter. Without your physical help and emotional caring, we could not survive.

Volunteers are one of the lifelines of our community; they help spread the word about our organization and the animals’ needs. Volunteers also improve our operations by providing services that would otherwise be fiscally and physically impossible.

Being a volunteer is rewarding, educational, exciting and fun. You can have a huge impact on the lives of homeless animals. In many cases, this is the first time someone has truly cared for them. The time and energy contributed by volunteers keep our programs functioning. Since your support as a

volunteer is so important, your decision to participate must be made with the full understanding of the commitment and responsibility it demands.

Thank you for giving your time and energy to the animals at GRR. We hope the time you spend here will be as rewarding to you as it is to the animals.

## **Adoption Policies:**

### **One Day Waiting Period**

No same day adoptions are allowed. Adopting an animal is a serious commitment and should not be taken lightly. We encourage multiple visits to ensure you find the companion most suited to your lifestyle. We consider the one-day wait starting from the time an application is received and approved.

### **Cat Prices**

Cat Prices: \$92.70 +tax (we do not accept checks for adoptions)

Includes: basic kennel vaccinations (feline distemper), de-worming, de-fleaing, ear checks, spaying and/or neutering, and a free rabies vaccination certificate honored at our local Animal Care Clinic. Upon request, we can conduct blood tests for an additional fee of \$15.

We require that cats leave in a carrier. We do sell carriers at our shelter.

### **Dog Prices**

Dog Prices: \$185.40 +tax (we do not accept checks for adoptions)

Includes: basic kennel vaccinations (canine distemper/bordatello), de-worming, de-fleaing, ear checks, spaying and/or neutering, and a free rabies vaccination certificate honored at our local Animal Care Clinic. Upon request, we can conduct blood tests for an additional fee of \$15.

You can bring your own collar and leash at the time of adoption, or you can buy what you need at our shelter. [Learn more about our shelter store here | Shelter Store](#)

### **Shelter Store**

Great River Rescue sells some of the basic items needed when adopting your pet such as collars, leashes, carriers, and litter boxes. When you purchase from Great River Rescue you will be buying quality equipment from knowledgeable staff and you will be benefiting the animals in our care. Please consider buying the items you need from Great River Rescue.

## **Microchips**

Great River Rescue offers Indigo ISO microchips from AKC Reunite for just \$27.81. Microchips are available upon adoption or anytime our kennel coordinator is on site. You can call ahead to make sure our kennel coordinator will be here. The microchips come with Prepaid enrollment. We will have you register the chip before leaving the shelter. There is no additional cost for the registration. The presence of a microchip greatly increases the chances of a lost pet being returned.

## **Trial Period**

We understand that not all adoptions will work out. Therefore, we allow all adopters a period of time in which they may bring the animal back to Great River Rescue and receive a voucher good for another adoption within a year. Adopters are expected to remain in contact with Great River Rescue if they are concerned about their new animal adoption. Adopters who suddenly attempt to return an animal without communicating with us previously may be turned away.

## **Medical Treatment**

Great River Rescue is committed to adopting out animals in good faith. All known medical, physical, behavioral conditions, and special needs have been disclosed to the prospective adopter. Any costs incurred relating to any disclosed or pre-existing condition are the adopter's responsibility as of the date of adoption.

## **Special Needs Adoptions**

Some of our animals are listed as "special needs pets." These animals may have behavior or health issues, or maybe they have just been at the shelter for an extended period of time. These animals are available at a discount because of our Special Needs Fund which offsets the cost of the adoption.

## **Holding Animals**

Great River Rescue does not, under any circumstances, hold animals waiting to be adopted. Any potential adopter who waits beyond the one-day waiting period to pick-up the animal does so at his/her own risk. We will not guarantee that the animal will still be available for adoption if an adopter waits.

## **Reclaiming Animals**

If you find that your cat or dog has been placed at Great River Rescue due to being picked up by Animal Control (or for any other reason), you may reclaim your animal at a cost of \$50.00 plus \$20.00 a day each day the animal is at our shelter. You can re-adopt your pet if our adoption costs are less than the stay. Proper I.D. is required to reclaim your pet. Owners are expected to provide proof of ownership at the time of reclamation which may include photos, vet records, local government registration, microchip registration, or Pedigree registration. Owners will be required to complete an

application to adopt and demonstrate the ability to provide a stable home, a safe environment, necessary veterinary care and nutrition, basic training, identification and companionship for the pet.

### **Fostering Animals**

Foster-to-Adopt – Great River Rescue maintains a 100% spay/neuter policy. Animals are not spayed/neutered until they are at least 16 weeks of age. Also, sometimes animals cannot get into the vet clinic due to scheduling conflicts for several weeks or longer. Therefore, if someone wishes to adopt an animal that has not been spayed/neutered yet, they are required to foster the animal until it is spayed/neutered. After the surgery, the foster parent has the first choice to officially adopt the animal. Animals in our foster-to-adopt program belong to Great River Rescue and are placed in the care of a foster parent. Animals that have not been spayed/neutered yet may not go to foster homes greater than 30 miles from our Rescue unless the adopter agrees to spay/neuter the pet at their own vet and at their own expense.

Fostering animals with medical or behavior issues – Sometimes animals become sick or injured and would recover better in a home setting. Other times animals have behavior issues and might benefit from being in a home with someone who can work directly with the animal on those issues. Still other times the Humane Society has pregnant or nursing animals that need to be in a home where they can be attended to as necessary. For all of these occasions Great River Rescue may seek foster parents to temporarily provide care for animals. These parents do not generally intend to adopt the animal(s), but may still choose to do so after the temporary foster period is over.

Pet Safe Housing Program – Great River Rescue has teamed up with Northwoods Battered Women's Shelter to provide temporary foster care for their clients.

### **Surrendering Animals**

If you can no longer keep your cat or dog and wish to surrender it to Great River Rescue, please call us and let us know. We will want to know why you need to surrender the pet, and get as much information about your pet as possible. We take animals by appointment only and will set up a pre-intake meeting with you and your pet. At that time, we will have you fill out intake paperwork, and get your pet vaccinated. We require a \$10 fee for this appointment, and we ask for a \$50 surrender donation overall. If you can't afford the surrender donation, we will not turn you away, but the \$10 fee is required.

We will accept animals depending on space and resource availability. You may also choose to bring items associated with your pet such as their pet bed, dishes, favorite toys, food etc. We will call you once we get to your name on our waiting list. We only go back as far as two months on the list. If you have been waiting two months or longer and have not been called, please call us again to make sure you remain on the list.

We do not accept dogs that are overly aggressive, show signs of kennel rage or bite. We do not accept feral or semi-feral cats or kittens that cannot be safely handled.

### **Why the Waiting List????**

We understand that it can be frustrating when trying to surrender an animal to give it a better life and we are not able to take it in right away. We also understand that it may be confusing when we have so few adoptable pets at times. At Great River Rescue, we practice something called "managed intake." This is a practice in which we take animals in by appointment only. We do this to ensure we have the time, energy, and resources to properly care for every animal that comes to our shelter. When we are able to effectively manage the intake of new animals we can help more of them in the long run. We also want people to know that while our adoption floor may not always be full with animals, our quarantine and intake areas might be. We have very limited space in our intake areas, and this sometimes prevent us from taking in a higher quantity of animals.

It is our goal to someday be able to take-in animals on the spot and provide for their needs no matter what the situation. In order to that we need to continue to grow responsibly. Thank you for being patient and understanding this policy. Of course, we want to help you responsibly care for and/or rehome your pet. Even if we can't take in an animal immediately, we are here to support you.

### **Stray Animals**

If you find a stray animal and live within the city of Bemidji, please contact the city at 333-9111.

If you find a stray animal and live in Bemidji, Northern, Frohn, Grant Valley, Ten Lakes, or Port Hope Townships, or the city of Tenstrike, please contact animal control at 760-6651.

If you live outside of the areas listed above, Great River Rescue may be able to take the animal for a fee of \$25 depending upon space availability. If there is no space, you will be added to our waiting list.

### **Reporting Animal Cruelty, Neglect, or Abuse**

Great River Rescue believes that all animals should be treated with dignity, care and respect. We take reports of cruelty, neglect, or abuse very seriously. However, we do not have the expertise, resources, or authority to investigate any claims. Please contact local law enforcement and the Minnesota Federate Humane Societies. Make sure you as much information about the situation as you can, especially the address where the incident(s) has occurred.

You can call the Minnesota Federated Humane Societies at 612-866-8663 or email them at [mnfedhumanesocieties@gmail.com](mailto:mnfedhumanesocieties@gmail.com).

## **Volunteer Rules**

## **General Rules**

1. The ultimate goal is to ensure that the animals are happy, healthy, trained and well-socialized. This improves their chances for adoption and reduces the amount of time they spend in the shelter.
2. Volunteers must be 16 years of age or over to work on their own. Volunteers aged 13 – 15 must be accompanied by an adult while volunteering.
3. Potential volunteers must fill out a volunteer application, sign a release and waiver of liability form and pay a non-refundable \$15 application fee. The fee helps cover the costs associated with conducting volunteer training sessions. Parents of kids ages 13 – 15 will only need to pay one fee for them and their child.
4. Volunteers must attend one of our volunteer training sessions to begin work as a volunteer. Anyone who has not returned to volunteer for one year must re-take the training.
5. All volunteers agree to allow Great River Rescue to conduct a sex offender registry check on them in the interest of safety of all volunteers and staff.
6. Volunteers agree to keep information gathered in regards to Great River Rescue business confidential.

## **Animal Handling Rules**

7. Volunteers should demonstrate responsible and kind treatment to animals.
8. All staff and volunteers are required to wash hands (use sanitizer) between visits with each animal.
9. All volunteers are responsible for understanding dog and cat body language. There are examples at the end of this booklet, near the volunteer computer, and on our GiveGab page.
10. Volunteers should be very careful when moving animals around the shelter. Only one animal can be handled at a time. Animals should not be moved into or through an area where there is another animal outside of its kennel, even if it is on a leash.
11. Volunteers must alert staff of animals with fleas, ear mites, runny eyes, sneezing, coughing, diarrhea, scratches, bites, etc.

## **Volunteer Responsibilities and Privileges**

12. All volunteers must check-in at the front desk before beginning their session.
13. ALL volunteers must log their hours. Volunteers should use Give Gab to log hours.
14. Volunteers will receive special “GRR Volunteer” key chains. These key chains should be worn in a visible place while volunteering.
15. Volunteers must report ANY injury to staff, no matter how minor.
16. Volunteers must report any medical or behavior concerns of the animals to GRR staff.
17. Volunteers who are sick or have a sick pet at home should not come in to work.
18. Volunteers must adhere to the privileges allowed them based on their level (Level 1 vs Level 2 volunteers and Mod Squad). An outline of privileges is given later in the handbook.
19. Volunteers must not use any cleaning chemicals without staff permission or authorization otherwise.
20. Volunteers must not answer any phone without staff permission or authorization otherwise.
21. Volunteers should answer questions from customers the best they can. However, volunteers should be honest and not give information unless they know for certain. Volunteers can direct customers to GRR staff with questions.
22. All media inquiries should be referred to the Executive Director.

23. Volunteers should use online Social Media for positive commentary about GRR. Complaints and other concerns should be addressed directly with the Executive Director.
24. We prohibit the sale, use, possession, or transfer of a controlled substance or alcohol on our property. We prohibit smoking in the shelter. Smoking is allowed only outside the building at least 25 feet from the entrance. We do NOT allow smoking on the dog trails or in the dog runs. Deposit your butts in the proper receptacles.
25. We do not allow volunteers to bring their personal pets to the shelter unless authorized by the Director.
26. We ask volunteers and staff to park at the far ends of the lot and leave the spaces closest to the door for potential customers.
27. If a volunteer does not adhere to shelter policies and rules, our staff may ask the volunteer to relocate or the volunteer may be dismissed.

## **Dress Code**

The dress code may change depending on which part of the shelter the volunteer is working. For most activities, casual, professional attire is appropriate, and should include:

- Close-toed footwear that completely encloses the foot, worn with socks.
- Long trousers.

Not appropriate: Tank tops, bare midriffs, torn or overly tight jeans, sandals, dangling jewelry, shirts with offensive logos or slogans.

## **Social Media Policy**

### **Representing Great River Rescue**

Anything that uses the name of Great River Rescue also represents the entire organization. A social media presence helps to build and shape Great River Rescue's brand. It is not a personal forum, but a place where the writer can use personal experiences and ideas to inspire and motivate people to support the mission of Great River Rescue. All your public comments on social media sites should reflect the organization's mission to serve the best interest of companion animals. When GRR employees or volunteers choose to use social media, they must be aware of the following guidelines because of their connection to Great River Rescue. Employees are required to be professional and courteous in their dealings with social media. The social media guidelines are as follows:

1. That employees and volunteers are personally responsible for what they post through social media.
2. When talking about Great River Rescue, the employee or volunteer should always identify his or her name and role. If applicable, the employee or volunteer should make it clear he or she is not representing the organization.
3. When employees or volunteers are posting personally, they should include a disclaimer stating that the posted content expresses the view of the individual and not Great River Rescue.
4. In all cases, employees or volunteers should respect applicable law, including

- copyright and trademark laws.
5. Employees or volunteers should not disclose confidential or sensitive information, or use a social media to insult, embarrass or expose any organization, donor, co-worker, another GRR or anyone associated with these parties.
  6. Employees or volunteers should not cite or reference donors, other employees, volunteers or supporters without proper consent.
  7. Employees and volunteers may not use slurs, personal insults or obscenity or engage other conduct that is inconsistent with Great River Rescue's mission.
  8. Do not pick fights with, violate the privacy of or make offensive remarks about others.
  9. Employees and volunteers should be encouraged to state facts accurately and cite appropriate sources.
  10. Employees and volunteers should avoid using public social media sites, such as LinkedIn or Facebook, to have informational-sharing exchanges with other Great River Rescue employees or volunteers. Personal email is a better forum for such exchanges.

## GiveGab

Great River Rescue utilizes an online volunteer management system called GiveGab. Volunteers are required to create an account on GiveGab and log their hours on the system. GiveGab is useful not only for logging hours, but for receiving messages about volunteering, downloading important volunteer documents, and signing-up for various volunteer opportunities. Please create your account at [Givegab.com](http://Givegab.com) and make sure you follow the Great River Rescue page.

## Volunteer Levels

**All levels answer to and report directly to the Director and are responsible for following ALL GRR rules.**

**Drop-In Volunteers:** These are usually one time or rare volunteers.

1. May enter cat colony rooms and spend time with colony cats
2. May visit cats and dogs in front of kennels but may not take animals out of their kennels
3. May not walk or socialize dogs without a trained volunteer or staff person with them
4. May wash windows, sweep floors, clean up sidewalks or the yard

**Level One Volunteers:** Volunteer must complete a Level one volunteer training. Trainings are generally held on the second Wednesday of the month at 6 pm and last about one hour.

**GREEN LEVEL – volunteers receive a green GRR keychain.**

1. May wash windows, sweep floors, clean up sidewalks or yard, put toys away, refill toilet paper or paper towels, organize collars and leashes, water flowers, shovel sidewalk, or do various other regular shelter tasks.
2. General cleaning, washing animal dishes and litter pans, and laundry, mopping floors, empty trash, clean bathroom, sanitize leashes and collars
3. Socialize cats and dogs that are not otherwise labeled as Staff Only or Do Not Handle
4. Walk dogs that are not otherwise labeled as Staff Only or Do Not Handle

5. Scoop litter boxes or pick-up dog poo
6. Handle animals at off-site locations for events and interact with the public after receiving information from an event leader or GRR director
7. Transport animals as needed
8. Takes pictures for advertising, website, and Petfinder.com use after receiving approval from the shelter's director or kennel coordinator.
9. Help put up posters/flyers around town
10. Join fundraising committee, animal welfare committee, or other committees
11. Help mailings: fold, address, sort. Help with thank yous, write appreciation notes to donors to send with receipts, write newspaper articles –we can help with suggestions (all submissions require board approval.)
12. Hold animals so desk staff can take pictures of new incoming animals for file
13. Mowing, trimming, repairs/maintenance such as carpentry or plumbing or electrical or maintaining trails

**Level Two Volunteers:** Must complete a Level 2 volunteer training. Volunteers must have completed the Level 1 training, and worked a minimum of 40 hours. **BLUE LEVEL – volunteers receive an blue GRR keychain**

1. May do all of green level activities plus...
2. Socialize animals in the quarantine areas depending on their reason for quarantine.
3. Brush extremely matted cats/kittens or dogs & trims nails
4. Assist with cleaning cat/dog kennel areas after volunteers are done with an animal: disposing of animal hair, cleaning equipment used and returning it to its proper area. Spraying combs/brushes with bleach/disinfectant. Washing kitty litter scoops.
5. Assist with feeding schedules as assisted by staff
6. Work with animals independently and teach obedience
7. Walk and socialize dogs that have special behavior needs
8. Give baths to dogs/puppies, brushing, disposing of hair, cleaning equipment, cleaning area after finished. Please check with staff before giving a bath.
9. Advanced dog training/positive reinforcement training
10. Follows extra sanitation procedures to work with sick/injured animals WITH staff
11. Follows extra caution for working with the cleaning chemicals used on GRR property
12. Has permission to enter the warehouse at all times
13. Assist employees with daily cleaning of quarantine/medical rooms
14. Administer basic medications and apply ointments as requested by shelter staff
15. Assist qualified personnel with vaccinations and intake procedures

**Fully or Specialty Trained Volunteer:** Someone with specialty training for a certain area of need at the shelter or for working with animals.

1. Has talked with the Director and made specific arrangements to help with special shelter needs. Some of those needs may include...
2. Create promotional materials; brochures, ads, posters, flyers, etc
3. Assist with newsletter
4. Grant writing
5. Web design and management
6. Social media networking
7. Animal behavior assessments

8. Veterinary consultations
9. Pick up doggy bank money at various locations and deposit at the bank.
10. Any other reasonable, relative duties as may be assigned

**Mod Squad Members:** Mod Squad is a volunteer-driven dog behavior modification and training program. Prospective members must apply separately to join this program and attend special volunteer training sessions. Volunteers must have spent a minimum of 3 months volunteering for at least 6 hours every month before applying to the Mod Squad. Call the shelter or stop at the front desk for more information.

## Volunteer of the Month

Each month, one volunteer is chosen for their exemplary service during the previous month. That volunteer is recognized on our volunteer board and given a certificate of appreciation on behalf of Great River Rescue. The volunteer will also be recognized on our Adopt-a-pet Ad in the Pioneer.

## Volunteer Job Descriptions

### Dog/Puppy Socialization

1. Choose an animal, be sure the animal is willing to interact with you, make sure the animal is available (there is no “do not handle” card on the kennel) and wash hands or use sanitizer.
2. If taking the dog on a walk, make note of the dog you are taking on the sign-out sheet.
3. Appropriately take the animal out of the kennel, or go into the kennel for quiet petting time/brushing – only take out one dog at a time and make sure there aren’t other loose dogs in the area.
4. Put leash on the dog as soon as you open the kennel door. Request assistance if needed. Remember to wear older clothing. You’re going to get furred, licked, slobbered, and jumped on.
5. Check through glass door to make sure it’s safe to bring the dog through to go outside or to the front room (check to make sure the front room is free of cats.)
6. If you will be going outside to large run kennel/play areas remember to bring toys/balls to play with or a brush. Or just enjoy a nice long walk on the trails. Make sure you pick up the poo.
7. If you get a dog from an outside pen, be very careful not to let a dog loose when using the gates. Return the dog to the same pen from which you retrieved it.
8. Ask for help putting on a Gentle Leader or Easy Walk Harness if you have a dog that likes to pull. This equipment will make your walk experience much better.
9. Remember not to yell angrily or yank on leashes. Many of these dogs/pups have never been on walks, worn collars, been taught to play or follow rules, and may have been neglected or even abused. Do NOT look directly into the face of an animal you do not know yet. That is considered a challenge. However, you may need to be assertive with the dog to better get his/her attention.
10. IF you know how to properly teach obedience; try your hand at teaching manners like sit, stay, off, leave it, etc.
11. Above all make it fun and loving for the animals and for you!
12. Watch for any medical needs: sneezing, runny nose, limping, cuts, diarrhea, etc, and fill out card if necessary.
13. If you notice any positive or negative behavioral traits, let shelter staff know about it: good or bad around your child, excitable, or docile, etc.

14. Spend as much time as you can, when you are done, look to be sure there are no cats present before going back through to the dog/puppy areas.
15. Entice the animal with a treat to get back into kennel if necessary and make sure the water bowl is full. **Make sure all gates are locked and kennel door is latched.** Mark on white board which dog you exercised.
16. Did we mention thank you! Hope you had fun.
17. If you're going to take another animal out, wash hands with sanitizer.

## **Volunteer Job Descriptions**

### **Cat/Kitten Socialization**

1. Choose an animal, be sure the animal is willing to interact with you, make sure the animal is available (there is no "do not handle" card on the kennel) and wash hands with sanitizer.
2. Appropriately take the animal out of kennel or cat room or you may stay with a cat already in a cat room. Only take out one cat at a time.
3. Take the animal to the large front room or other designated area. Request assistance if needed. Remember to wear older clothing. You're going to get furred, licked, slobbered, and jumped on.
4. Check to make sure the front room is free of other cats. Only take out one cat at a time, unless taking kittens that are kenneled together.
5. Remember to bring toys/balls to play with or a brush. Remember not to yell angrily. Many of these cat/kittens have never been taught to play or follow rules, or have been neglected or even abused.
6. IF you know how to properly teach obedience; try your hand at teaching manners like "no jumping" or climbing up legs, and teach them to play with toys NOT to chew or "play" with fingers, hands, and skin.
7. Pay attention to the cat's body language. If the cat is getting anxious, scared, or tired, it might be time to return to the kennel or ask for help.
8. Above all make it fun and loving for the animals and for you!
9. Watch for any medical needs: sneezing, runny nose, limping, cuts, etc, and fill out card if necessary.
10. If you notice any positive or negative behavioral traits, notify shelter staff: good or bad around your child, excitable, or docile, etc
11. Spend as much time as you can, but please allow potential adopters to use the front room if they want. When you are done, look to be sure there are no dogs present before going back through to the lobby areas.
12. Entice the animal with a treat to get back into the kennel if necessary and make sure the water bowl is full. **Make sure kennel door is latched.**
13. When returning a cat to its cat room, make sure you do not let other cats in or out of the room.
14. Did we mention thank you! Hope you had fun.
15. If you're going to take another animal out, wash hands with sanitizer.

## **Board/Committee Membership**

As a nonprofit organization Great River Rescue depends on its volunteer Board of Directors for guidance and governance. Our Board of Directors creates and reviews policy, provides fiscal oversight, helps raise needed funds, and makes important organizational decisions. The Board is made up of people just like you; community members who believe in our mission of saving and rehoming lost, abandoned, and

unwanted companion animals. We are looking for people from all different backgrounds and a variety of skill sets – you don't have to be directly involved in animal welfare or even have pets of your own!

As a Board Member, you will need to be available for monthly board meetings and you will be encouraged to help with special projects, and fundraising tasks. However, if you are not ready to become a Board Member, you can always join a committee. We have several committees such as the executive committee, fundraising committee, and animal welfare committee. Please thoughtfully consider becoming a Board Member or a committee member of Great River Rescue. You will be making a big difference for the animals, and for the community!

Why Become a Board Member with Great River Rescue?

- You will be serving the premiere companion animal adoption center for Bemidji and the surrounding area
- You will be part of a successful and growing nonprofit agency
- You will be making a positive impact on the community
- Your experience on our board will enrich your resume
- You will meet lots of interesting people who also care about companion animal welfare
- You will learn lots of skills such as how to read financial statements, and how to be diplomatic!
- Serving as a Board Member is a great way to give back

If you would like to serve as a volunteer member of Great River Rescue's Board of Directors, please call us at 218-751-7910 or email us at [director@greatriverrescue.com](mailto:director@greatriverrescue.com).

Thank you.

## **Special Volunteer Tasks**

These are tasks may require special skills or training, or just extra time and attention. They are all important tasks for which we need help. Please contact the Director if you can help with any of these tasks.

### **Driving**

- Picking up doggy banks – Drive around to various locations to pick up money from our doggy bank jars.
- Transporting animals – Help transport animals to and from vet appointments or help transfer animals between shelters.

### **Foster Care**

- Being a foster care provider – Take home an animal or animals for a period of time and care for the animal(s). This is usually for pregnant or nursing mothers, injured animals, or animals in need of special attention.

### **Community Outreach**

- Attending community events – Attend local events as a representative of the shelter. Promote the shelter and its activities.
- Sending Thank yous- Send out thank you cards to our donors and other supporters shows our appreciation and helps us build relationships.
- Networking with Businesses and Community Organizations- Reach out to other local businesses and organizations helps up build relationships and obtain needed resources such as raffle prizes for fundraisers.
- Post-Adoption Phone Calls – Call recent adopters to see how their new pet is adjusting. Callers follow and specific set of questions and report back to the Director.

### **Online and Other Media**

- Update social media sites – Promote Great River Rescue on social media platforms like Facebook, Twitter, Pinterest and Google+.
- Update the shelter’s website- Keep the shelter’s website updated and organized.
- Photographer/Videographer- Quality photographs and videos of the animals are always welcomed. These materials help us promote the animals through online media.
- Shelter Newsletter – Write articles about animal welfare, shelter happenings, happy adoptions and more for our quarterly newsletter.

### **Outdoor**

- Lawn mowing and trimming – Mow the grass in the front and back lawn and dog runs and walking trails. Trim weeds around the buildings and fencing.
- Shovel and clear snow- Shovel snow as needed during the winter months. Clear snow with a plow if possible.

### **Coordinators**

- Foster Home Coordinator- Keep foster home files updated and organized. Contact foster home providers as needed.
- Volunteer Coordinator- Track volunteer hours, keep in-touch with volunteer base, work with the director to maintain a vibrant volunteer program.

### **Committees and Board of Directors**

- Become a committee member- Committees include finance, nominating, fundraising, animal welfare, facilities and public education. Committee members meet regularly to plan and make recommendations in regards to the committee’s service area.
- Become a Board Member- Board members oversee the governance of the organization by setting policy. Board members help ensure the financial health of the organization. Board meetings are normally held once per month on a weekday evening.

## Fundraising

One of the most important aspects of a non-profit organization is fundraising. Great River Rescue is funded by donations and fundraisers. To have profitable and successful fundraisers, we need volunteers willing to work hard and come forward with new ideas that can generate desperately needed revenue. No one position is more important than any other.

Volunteers interested in helping with fundraisers please contact the Fundraising Committee through the GRR Director. Any and all help is needed and very much appreciated!

Some of our popular fundraisers include: Adopt-a-Kennel, Memorial/Tribute, Paws to Recycle, Doggy Banks, Memberships, Furr Bowl, Santa Paws, Fall Harvest Dinner, and the Emergency Medical Fund.

Volunteers may be eligible to claim deductions on their tax returns for travel time to and from volunteer assignments or for donations. Please check with your tax professional for more information. Records of volunteer time may be printed out from our system. Please make requests to our GRR Director.

# DOGGIE LANGUAGE

starring Boogie the Boston Terrier



**ALERT**



**SUSPICIOUS**



**ANXIOUS**



**THREATENED**



**ANGRY**



**"PEACE!"**  
look away/head turn



**STRESSED**  
yawn



**STRESSED**  
nose lick



**"PEACE!"**  
sniff ground



**"RESPECT!"**  
turn & walk away



**"NEED SPACE"**  
whale eye



**STALKING**



**STRESSED**  
scratching



**STRESS RELEASE**  
shake off



**RELAXED**  
soft ears, blinky eyes



**"RESPECT!"**  
offer his back



**FRIENDLY & POLITE**  
curved body



**FRIENDLY**



**"PRETTY PLEASE"**  
round puppy face



**"I'M YOUR LOVEBUG"**  
belly-rub pose



**"HELLO I LOVE YOU!"**  
greeting stretch



**"I'M FRIENDLY!"**  
play bow



**"READY!"**  
prey bow



**"YOU WILL FEED ME"**



**CURIOUS**  
head tilt



**HAPPY**  
(or hot)



**OVERJOYED**  
wiggly



**"MMMM...."**

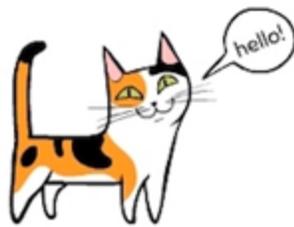


**"I LOVE YOU,  
DON'T STOP"**

# CAT LANGUAGE



INTERESTED



FRIENDLY



ATTENTIVE



RELAXED



TRUSTING



FRIENDLY, RELAXED



CONTENT



CONFLICTED, CAUTIOUS



PLAYFUL



EXCITED



"THIS IS MINE"



ANXIOUS



PREDATORY



WORRIED



FRIGHTENED



THREATENED



TERRIFIED



SUPER TERRIFIED



IRRITATED



DISGUSTED