



*Margaret's Saving Grace*  
  
BULLY RESCUE

**MSGBR:**  
Manual of Standard Operating Procedures

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Dear MSGBR Family,

This is your personal copy of the Standard Operating Procedures (SOPs) Manual. SOPs are a key tool for the operation and management of MSGBR. They establish a baseline for how all staff and volunteers perform routine rescue tasks. The consistency and predictability that SOPs provide help make life less stressful for the animals – and for people, too.

These SOPs enable us to be consistent about expectations for every volunteer and to determine whether performance meets, exceeds, or falls short of expectations. Be sure to read the entire document and then review the sections that relate to your job. Discuss any questions that you have with the group.

The SOP manual is a "living" document that will be updated as we identify better ways of doing our jobs and responding to the needs of the animals in our care and of the human community we serve. The Board of Directors will have the master and current copy of the SOPs.

**Contact Information / Organizational Structures of MSGBR**

Margaret’s Saving Grace Bully Rescue  
Piticorn: A Magical Rescue Store  
201 E. Main Street  
Front Royal, VA 22630

For MEDICAL CONCERNS: MSGBRmedical@gmail.com  
For BEHAVIOR ISSUES: MSGBRbehavior@gmail.com  
For FOSTER FRIENDS: fosterfriendsmsgbr@gmail.com  
For FUNDRISING: Fundraisingmsgbr@gmail.com  
GENERAL QUESTIONS: msgbrescue@gmail.com

**Executive Board:**

President..... Jessica Cook  
Vice President..... Brad Cook  
Secretary..... Karla King  
Treasurer.....  
Rescue Coordinator..... Karla King

**Committee Chairs/ Co-Chairs/Volunteers:**

Adoption Contracts: Jessica Cook & Karla King  
Foster Contracts: Denise Sturman  
Foster Friends: Anna Mattocks  
Medical: Kaitlynn Nicole  
Behavior: Holly Schreiber  
Transportation: Krista Kay  
Event Organizer: Jessica Cook & Karla King  
Fundraising: Abby Ammann  
MSGBR Shelter Rep./Dog Walker: JD Burdette & Denise Sturman  
Rescue Photography:  
Hospitality: Andrea Stoey

**Roles and Responsibilities:**

<https://docs.google.com/document/d/1K7teaiM8Rge8FmjYvXucmX0Sn8vC-pPCvagDWn7KssY/edit?usp=sharing>

Process for changes, updates, or clarifications to the SOPs:

To avoid confusion and inconsistency, only the rescue President can make the written changes to the SOPs. However, all volunteers can suggest changes as described below:

- Make suggestions for change, deletions, or additions to a board member.
- The member will evaluate the requested change and if necessary, discusses it with the rest of the board.
- If the board members agree to make the change, that section of the master SOP manual (both electronic and physical copy) is updated with the new wording and instruction.
- A memo then goes out to the entire group with a summary of the updates, and the page and section number that was updated. Each person also receives a emailed copy of the newly revised section for the member to update their own manual.

This manual is the foundation for the continued excellent performance of our volunteers and the organization. The manual will be used as a training document throughout the agency. We strongly encourage you to review SOP's on a regular basis. Everyone is responsible for ensuring that all volunteers understand and follow the SOPs that apply to their roles in the group. SOPs will be reviewed as a group yearly during a board meeting.

Thank you for all the hard work you do each day for the dogs in our care.

Sincerely,

Board of Directors

MSGBR

The board of directors and volunteers of MSGBR believe the following to be true:

- All healthy and treatable shelter and other at-risk animals have the right to live.
- Only animals that are too sick, irremediably suffering, or too injured to be rehabilitated, or animals that are too vicious with a poor prognosis for rehabilitation, and as such cannot be adopted into homes, should be euthanized.
- The traditional model of animal sheltering much be replaced by a more compassionate, life-saving, and proactive approach to animal sheltering known as the No Kill Equation.

We agree that the organization will:

- Work toward and provide resources to promote, protect and advocate for the lives of lost and homeless companion animals.
- Strive to safely save as many unwanted, homeless, and at-risk dogs as soon as possible.

We accomplished our lifesaving by:

- Pulling dogs from animal control facilities and other high kill shelters (with the priority of, but not restricted to, saving local dogs).
- Providing the veterinary, behavioral, and nutritional care and treatment our dogs require regardless of cost or length of treatment.
- Spaying/neutering all dogs, but never knowingly spaying pregnant dogs.
- Using foster care to house our dogs.
- Placing our dogs into loving and responsible adoptive homes.

We believe in each of these components of the No Kill Equation. Implemented together they will make Front Royal, Virginia a no-kill community.

- A hardworking, compassionate Board of Directors.
- Foster care network for animals needing refuge before any sheltered animal is killed unless the prognosis for rehabilitation of that animal is poor or grave.
- Medical and behavioral prevention and rehabilitation programs.
- Rescue group partners/access to shelter animals.
- Volunteer programs to socialize animals and promote adoptions.

## Our Vision: A Home For Every Dog

### Our Mission

MSGBR is an all-volunteer group whose purpose is to rescue, rehabilitate, and re-home abandoned, neglected and unwanted dogs of various breeds, pure breeds, and mixed breeds. Primarily, but not limited to, orphaned dogs will be pulled from euthanizing shelters and given a new chance at companion home life. Our primary goals are:

- 1) Provide spay, neutering, and medical care prior to rehoming.
- 2) Search and placement into companion homes well matched for humans and dogs.
- 3) Educate the public on responsible pet ownership. To include but not limited to: proper canine care including prevention of parasites, the importance of spay and/or neutering of all pets, and importance along with options for identification.

We strive to save as many unwanted, homeless, and at-risk dogs as we can care for safely. In addition to directly helping dogs by taking them into our program, we also promote lifesaving community solutions to the widespread and needless killing of companion animals. MSGBR primarily rescues, provides veterinary care for, and rehomes dogs from high kill shelters and animal control facilities.

## **DISPOSITION OF DOGS AND PUPPIES**

### **General**

Dogs in MSGBR care leave in one of the following ways: they are adopted, returned to the owner, or euthanized.

### **Acquisition**

Dogs and puppies are acquired primarily from high kill shelters. They may be relinquished directly from an owner, but MSGBR emphasizes helping those dogs in direct danger of being euthanized. The President and Rescue Coordinator makes all decisions regarding intake, with an eye toward helping needy animals who will fit into our program.

### **Adoption**

Adopters fill out an application on the MSGBR website, which is approved by a volunteer trained for that role.

Information about animals adopted from the rescue must be uploaded into our Track A Beast data software. This includes the date of adoption, microchip number, name, physical address, email address, and telephone number of the adopter. The adopter will be provided with a medical folder of the dog they are adopting, food, and a few other things to get them started with their forever dog.

### **Return to Owners**

Owners claiming an adoptable animal as their own must provide evidence of ownership such as a bill of purchase, pictures that document ownership over time (i.e. puppy thru adult pictures), proof of rabies or licensing, microchip number, and/or medical records.

Once the dog is returned to the owner their name, address, and telephone number, and date of return are noted on the computer record.

### **Euthanasia**

When deemed necessary for very serious medical or behavioral reasons, a dog or puppy may be euthanized. Critically ill or very seriously injured animals may be humanely euthanized to prevent any additional suffering (only with the recommendation of the Board of Directors and a Veterinarian). MSGBR always strives to seek every possible alternative to euthanasia.

## PHOTOGRAPHS FOR ANIMAL RECORD

A good photograph of each animal is necessary for timely adoption. To help ensure that the animal is readily identifiable in the photo, check to be sure that:

- Dog is sideways, and the picture includes the feet and tail.
- A close up “headshot” is taken.
- The person holding the dog does not block the body of the animal
- Picture is properly lit, and the animal can easily be seen.

## ADOPTIONS

Guidelines for adoption procedures and the handling of adoption applications ensure that potential adopters are given an equal opportunity to adopt. Adoption volunteers are responsible for adhering to adoption procedures, for reviewing and approving or declining adoption applications, and for handling adoption contracts and fees.

- ❖ Adoption procedures the following procedures are designed to help place an animal in a suitable home.
- ❖ Application Potential adopters must complete an online adoption application before meeting the animals available for adoption. This information provides volunteers with a better understanding of the pet adopter's past animal history, their expectations for a pet, lifestyle, and the environment in which a new animal would be placed. Applicants are asked for a veterinary reference and two personal references.
- ❖ Family/household members- Because the decision to adopt a lifelong companion is a big step in one's life, it is recommended that all immediate family and household members participate in the selection of a pet.
  - If possible, children under the age of 12 years should be observed interacting with the proposed adoptee.
  - Adult members of the household must be a part of the selection. This requirement can be met with a phone call when one of the adults cannot come to the adoption meeting.
- ❖ Consultation- Once an animal is selected; the team reviews the information about that animal and inform the applicant of any current holds on the animal or medical/behavioral issues.
  - If there is a hold, explain this and encourage the applicant to complete the process to be a backup adopter.

Processing an adoption application. The adoption process is designed to give the rescue more information about the adopter's household, expectations, and experience with animals and generally assist in making a good match between animal and home.

- ❖ Choosing applicants. We strive for placement that is best for the dog and adoptive family. The home environment, family composition, and yard are very important considerations in our decision to place a dog in a home. Some dogs do not do well with young children or cats, and our hounds require a fenced yard as an example of our decision process. MSGBR reserves the right to choose the applicant that is the best fit for the animal.
- ❖ Back-up applicants. We will accept backup adopters in case the primary applicant forfeits their application for any reason.
- ❖ Declining an applicant at the adoption meeting. Volunteers should carefully review each application. In the event an individual appears unstable or intoxicated, or abusive or does not agree to abide by reasonable adoption conditions, the application may be declined. The justification should be given to the individual and, if handled tactfully, can be an excellent opportunity to educate.
- ❖ Finalizing an adoption. A volunteer will collect the adoption fee of \$300 if the amount had not been submitted at time of meet and greet. A \$100 non-refundable puppy deposit and a spay/neuter contract is due at the time of approval. The remaining \$200 of the adoption fee will be due upon meet and greet of puppy.
- ❖ Be sure to explain where the medical information is and remind them to take their copy of the contract to their veterinarian on the first visit.

- ❖ Medical information. All medical information is kept current with the rescue vet. This information is to be given to the adopter, so their veterinarian knows what we have done for the animal.
- ❖ Documentation. MSGBR's tracking system, Track A Beast, is updated with the animal's records which include the date of adoption and the name, address, and telephone number of the adopter. Pet behavior evaluations can be given to the new owner if included in the file. Any other pending applicants should be notified that the animal has been placed in a new home.
- ❖ Refunds. No matter how careful the rescue is in attempting to match the right pet with the right family, there will be occasions where animals will be returned to the rescue. Puppy deposits, as well as adoption payments, are non-refundable. We do have a Foster to Adopt program if you are still unsure about adopting at that point in time.

## **FOSTER CARE PROGRAM**

The Foster Care Program brings caring individuals and needy animals together, providing special care in a home setting until the animals are adopted or ready for adoption.

### **Animals recommended for foster care:**

- Very young puppies.
- Animals with a treatable illness, with reasonable intervention.
- Animals with a treatable injury, with reasonable time and treatment.
- Dogs needing extra behavior training, yet safe for a home environment.
- All other normal adoptable dogs.

### **Animals recommended for medical fosters:**

- Animals with serious medical problems and a poor prognosis for recovery or rehabilitation.
- Animals with serious behavior problems, such as serious aggression issues that put humans or other animals at risk of harm.

**MSGBR Foster Friends:** Foster Friends is an elite group of volunteers with MSGBR who have proven experience with the bully breed. They have fostered multiple dogs with our organization, or others. You will have a foster friend appointed to you for any questions or concerns!

- When an animal is a candidate to foster, we use only educated and supervised volunteers who are approved to foster.
- The volunteer foster coordinator will work to find a foster provider.
- Volunteers fostering the animals need to understand that ongoing decisions about care and disposition will remain in the hands of the rescue.
- Volunteers also need to be aware that the rescue makes all medical/surgical decisions about foster animals. The rescue provides a contact for medical emergencies. Volunteers **will not be reimbursed** if they take an animal to another veterinarian for an exam, diagnostic testing, treatment, etc.
- Foster parents will be responsible for administering flea/heartworm preventatives on or about the first of each month.
- Foster parents will need to fill out the “Foster Feedback” form that a volunteer will email them. As well as communicate with your appointed Foster Friend weekly.
- Foster dogs are the sole responsibility and care of the foster parents.
- MSGBR must approve any shared foster posts made on different platforms which include, but are not limited to, Facebook.
- We do know that sometimes the dog is not a fit in the home. Being foster-based, if the foster dog is not working in your home, we do need time to find a new home for the dog you are fostering. We ask for patience if we are put in a position to have to move the dog. Please know we will move the dog as soon as we can.

Please review what to expect when you foster a dog through MSGBR:

[https://docs.google.com/document/d/1AV8UE3BFz6SeJ6WTmF8-ylmeFGL\\_8CE7/edit?usp=sharing&ouid=115126450751347211867&rtpof=true&sd=true](https://docs.google.com/document/d/1AV8UE3BFz6SeJ6WTmF8-ylmeFGL_8CE7/edit?usp=sharing&ouid=115126450751347211867&rtpof=true&sd=true)

## Volunteer Code of Conduct

Policy: MSGBR values the following. All volunteers are expected to embrace and demonstrate these ideas.

### A. Trustworthiness

1. Demonstrate the highest standards of personal integrity, truthfulness, professionalism, and honesty in all activities.
2. Protect confidential information from inappropriate use, including sensitive data.
3. Maintain confidentiality of passwords and access codes.

### B. Respect

1. Treat others with respect, honesty, courtesy, fairness, and good faith always, both in actions and communications.
2. Respect the privacy of others.
3. Respect the opinions of others even if different from your own.

### C. Responsibility

1. Respect MSGBR resources, such as time, equipment, and supplies by not using them for private benefit or advantage.
2. Uphold the trust of all individuals.
3. Conduct and perform job duties diligently and promptly.
4. Make no promises of any kind which conflict with one's duty and responsibilities.
5. Comply with MAGBR policies and procedures.

### D. Fairness

1. Treat others with impartiality and equity.
2. Provide others with the information needed to successfully complete their duties.

### E. Caring

1. Create and maintain positive relationships.
2. Consider the consequences of decisions on those affected by them.
3. Strive to find solutions to our rescued issues or problems and offer suggestions for improvements when appropriate.
4. Protect the well-being of our rescued dogs.

### F. Citizenship

1. Uphold and advance the mission of MSGBR.
2. Make decisions that benefit our community.
3. Engage only in activities that are consistent with the performance of one's duties.
4. Comply with all laws and regulations. Do not knowingly participate in any illegal or improper activities.

## **Volunteer Standard Operating Procedures General Information**

- MSGBR relies on volunteers to be dependable, effective, and efficient. Individuals must be able to work independently and adhere to all protocols and procedures given to them. There may not be a position available for some individuals. Position placement is based on qualifications and ability to meet requirements.

### **Conduct**

- While you volunteer with us, you are a representative of MSGBR and need to be familiar with the organization's policies and procedures.
- As an animal lover, you will have your own opinions on a variety of issues; however, while you represent MSGBR you are expected to endorse our mission and support MSGBR policies.
- MSGBR provides a forum for volunteers that is free from discrimination and harassment and that promotes equal opportunity and equitable treatment. Harassing behavior may be, but is not limited to, physical, verbal, cyberbullying or visual harassment based on a person's race, religion, national origin, gender, sexual preference, etc.
- Obey all State and Federal Laws.

### **Age Restrictions**

- MSGBR accepts volunteers ages 13 and up. Not all duties are available for volunteers under the age of 18. In some instances, a parental sign-off may be required.

## Grievance Procedure

We care about your experience in our volunteer program and want to hear from you if you have a grievance or concern. We support an open communication policy and encourage using various problem-solving methods. You can report concerns or problems without fear of participation being denied or reduced because of your concerns and without fear of mistreatment.

If you come into conflict with another volunteer, or you feel that you have not been treated fairly as a participant of our volunteer program, or if you have a particular concern regarding services:

- We encourage you to attempt to resolve concerns with the volunteer directly and promptly. Please do this privately.
- If you are not satisfied with the outcome of that discussion, please ask for a meeting with the volunteer and a board member. If your grievance or concern is with a board member, please make an appointment with the Board President. To make an appointment, email the President, within a week of your grievance or concern, and state your grievance so the President can draft a formal resolution plan to discuss with you at the meeting.
- If still no resolution, ask the President for a formal grievance form.

Formal Grievances should be about very serious matters only. All problems should have every avenue exhausted before the entire board is involved.

### Volunteer Grievance Form

Your name: \_\_\_\_\_

Address: \_\_\_\_\_  
\_\_\_\_\_

Telephone: \_\_\_\_\_

Email: \_\_\_\_\_

Your grievance:  
(Please include the date and approximate time)

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\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

(Please feel free to use more than the space provided on the back of this form)

Date(s) of resolution attempt: \_\_\_\_\_

Name of board member(s): \_\_\_\_\_

Please give this to a board member or mail this form to the Board President

I have read the Grievance Procedure and completed this form as I see it to be true and accurate.

\_\_\_\_\_

\_\_\_\_\_

Signature

Date

## **MEDIA CONTACTS**

If you are contacted by a reporter or representative of any TV, radio, newspaper, or magazine reporters, or by other media reps, please contact the President immediately.

## **CITY, STATE, FEDERAL, OR DEA CONTACTS**

If you are contacted by a representative of the City, State of Virginia, or Federal Departments (Department of Agriculture, Department of Professional Regulations, other State Representative, or the DEA) you need to direct him or her to the President.