



Welcome to Cocker Spaniel Adoption Center. This organization could not exist without the time devoted by volunteers like yourself. We have a passion for the Cocker Spaniel breed, and we know they do not always make that passion easy.

Any amount of time you set aside for CSAC is greatly appreciated by the dogs we rescue and by your fellow volunteers. We have many ways you can express your devotion to Cocker Spaniels: transporting dogs from rescues (freedom rides), attending shows and events either with a foster, kennel dog, or alumnus, becoming a kennel buddies or home visitors, supervising adoption meetings, assisting with owner turn ins, helping with social media, or assisting with data management. We have a need for everyone’s talents.

This manual provides guidelines and procedures to keep our dogs and volunteers as safe as possible. Please review the CSAC Volunteer Manual. You will find information for the following in this Volunteer Manual:

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If you have any questions, please contact the Board by emailing board@cockeradoptions.org.



CSAC Structure

Board of Directors

- President
- Vice President
- Treasurer
- Secretary
- Members

Coordinators & Teams

- Intake
- Medical
 - Medical Records
- Placement
 - Check & References
 - DNA Listings
 - Data
- Home Visitor
- Volunteer
- Kennel
- Web Site
- Follow Up
- Thank You Notes
- Adoption Shows & Events
- Fundraising
- Transportation
- Social Media
- Grant Writing
- Hotline



Code of Conduct

As members of the Cocker Spaniel Adoption Center Inc. ("CSAC") we will abide by the following Code of Conduct and standards set forth by the organization for the general good of all:

1. We will operate as a charitable endeavor staffed entirely by volunteers who will not profit personally or financially from rescue.
2. We will offer timely responses to requests for assistance.
3. We will always keep the best interests of the dogs in mind and serve as their advocates.
4. We will be honest and forthcoming with the public and never knowingly misrepresent a dog's age, medical condition, and/or temperament to anyone.
5. We will provide or make provisions to provide every dog in our care with appropriate food, water, and shelter under sanitary conditions, and provide veterinary care as deemed appropriate by CSAC.
6. We will follow all outlined policies of adoption set forth by the group.
7. We will offer assistance and advice to adopters as follow up and take back any dog we have placed at the request of the adopter.
8. We will strive to conduct ourselves in a courteous manner at all times in our rescue work.

As a volunteer with CSAC, the following Code of Conduct will be required in addition to the above noted General Code:

1. Each member will treat every other member with courtesy and respect.
2. Each member will have the opportunity to speak and be heard.
3. Each member will honor their commitments, and be prepared for all CSAC duties and responsibilities.
4. There will be no personal attacks on anyone; disagreements will focus on issues, not individuals.
5. Once decisions are made, every member of the group must publicly support the decision, regardless of personal position.
6. Every member will speak positively about CSAC in public; problems will be addressed within the group.
7. Any member who feels he/she cannot support the mission, goals, strategies, programs, and/or leadership of the Board and committee chairpersons should resign from CSAC.
8. No member may speak or publish materials or provide endorsements on behalf of or represent CSAC without the express prior written permission of the Board of Directors of CSAC.
9. Members shall be aware of local animal control laws and shall be personally responsible for obeying those laws. CSAC will neither support nor be held liable for any member's disregard of local laws.



Board of Directors:

To maintain a business atmosphere for the positive progress of CSAC, members of the Board of Directors ("Board") will maintain the following Code, as well as the general codes for all group members.

1. No Board member will receive compensation for any work done on behalf of CSAC.
2. No Board member will misrepresent the group or other members of the Board to volunteers or the public.
3. Board members will make every effort to be present for all scheduled Board and general meetings.
4. Board members will notify the Board Secretary when not available to receive or participate in communication for any time exceeding one week.
5. Board members will notify in writing the Board members when resigning specific duties and/or his or her position on the Board.



Intake Guidelines

Intake occurs because of hotline calls, emails through Cocker Spaniel Adoption Center's website or personal contact. Intake must be approved by the Intake Coordinator or a member of the Board of Directors.

Dogs who are given up must be accompanied by an executed Surrender Agreement which gives CSAC legal custody of the dog, a completed Surrender Disclosure, and a copy of the dog's medical records, including a rabies tag (if the owner can provide this).

A volunteer needs to be present to witness the surrender of a dog to a kennel (Note: Only dogs with proof of all required vaccinations may go directly to a kennel.) or a vet hospital; unauthorized individuals should not just drop dogs off at either place. A CSAC volunteer should be present to accept the Surrender Disclosure, Surrender Agreement and medical records, and send them immediately to the Medical Records Coordinator. The volunteer should make and keep copies of these records in case they get lost. If the dog is surrendered at a vet hospital or taken directly to a vet hospital, the vet hospital may copy the medical records for their reference.

At the vet hospital, the dog will receive: a wellness check, rabies vaccination, DHLPP vaccination, Bordetella vaccination, Heartworm/Lyme test, and fecal test – unless age or health problems preclude any of these and require further discussion and determination from the Medical Coordinator and/or the Board. Eyes, ears, and teeth should be carefully checked. The dog's body should be gently palpated for lumps, wounds, or other injuries. In addition to routine vetting, CSAC spays/neuters intact dogs, removes questionable tumors, fixes cherry eyes, and provides dental cleaning, if needed.

I. Transporting from a Shelter to CSAC Kennel or Veterinarian:

Do not bring your personal dogs. Even though these dogs may have been vetted, we cannot guarantee that the dog being picked up is not contagious with something like kennel cough or parasites. We do not know how the dog may interact with other dogs. We do not want your dog to be infected or harmed.

Before picking up a dog, have a method of securing the dog for the car ride. Dog-proof the car. We never know if the dog will become car sick. Bring paper towels, extra towels, or blankets that can be disposed of or cleaned. Secure the dog in the car. Crate the dog, if a crate is available. Crates should be the proper size for the dog being transported. In the case of Cocker Spaniels, a medium-sized crate is typically adequate. If the transporter does not have a crate, dogs must be belted or tethered (with room enough to lie down) with a harness to avoid their jumping on the driver. Tether the harness to the seatbelt or use a short lead around the head rest. It is not safe to tether the dog by his/her collar. Dogs can easily choke this way.

Special care must be used when taking dogs from crates and out of cars in general. Be certain to have a leash secured to the dog's collar or neck before opening any doors. Sometimes it is best to take the whole crate into the kennel, vet hospital or foster home. It can be opened without the risk of the dog bolting into traffic or running away. The dog can come out in his/her own time. Dogs can be fearful when crated, especially by strangers. Give them time and space, and common sense. Do not reach into the crate or any confined area to pull a dog out. A cornered animal may well react with fear, and, in that situation, everyone loses – especially the dog.



It is very important that CSAC has all the paperwork/medications that go with the pup. It is a priority for us, but not necessarily for the shelter, so please ask the shelter staff for a complete copy of the records they have for the dog.

If you are transporting from BARCS or ACCT Philly, remind them to email a copy of the paperwork to csac.medicalteam@gmail.com. They have our email in their computer system to do this, but they need to be reminded.

If possible, get two copies - one set to go to Kennel/Vet and one set for you to take home to be digitized. If the dog has received his/her rabies vaccination, please make sure there is a copy of the rabies certificate and the tag. Please review the paperwork to see if the dog is receiving any medication that should accompany him/her. Again, this is something not on the radar of the shelter and needs to be requested by a volunteer picking up the dog. Please give a copy of all paperwork and medication to the Vet. If you are transporting to Advanced Vet Complex, they will fax all the paperwork.

When going to a kennel from a shelter, please give kennel staff the records to set aside so a folder can be created for the dog. If you could not get a second copy of the records from the shelter and you are able to fax or scan the records, please ask the kennel to photocopy the records for you to have a set to take home. You will need a copy of the information to fill out the Intake Form.

CSAC requires a digital copy of the records for our files. If you have a way to fax (888.501.1570) or scan and email (csac.medicalteam@gmail.com), please do that. If not, please send the hard copy of the records to the following to be scanned:

Donald King
618 James Drive
Belle Vernon, PA 15012

Since you are the first CSAC representative to interact with the dog, please fill out an Intake Form within 24 hours. To access the CSAC Intake Form, the link is:

<http://st.cockeradoptions.org/Public/Form.aspx?id=8010>

Please check the form ahead of time to see what information is needed to fill it out if you have not previously completed an Intake Form.

II. Transporting Puppy Mill Dogs for CSAC

A. Transport

Do not bring your personal dogs. Even though these dogs may have been vetted, we cannot guarantee that the dog being picked up is not contagious with something like kennel cough or parasites. We do not know how the dog may interact with other dogs. We do not want your dog to be infected or harmed.

Because puppy mill dogs are different from “typical” rescue dogs, the following guidelines for transporting puppy mill dogs to veterinarians and kennels are designed to ensure the safety of the pups. A puppy mill pup has spent his/her life in a cage. This is the first time the dog may be out in the world.



Long time rescue partner, Monica Goepfert of *Spanky's Project* has worked with puppy mill dogs for many years and has advised CSAC about how to best handle the puppy mill pups. Please follow these guidelines when transporting dogs since their safety and care is our top priority:

When picking up a mill dog from the mill or from a *Spanky's Project* volunteer, carry the dog to the car and put the dog into a crate. A crate is very important for the dog's protection. Do not allow the dog to be on the ground at all. A collar should not be used at this time. A leash can be used in the "slip lead" fashion since the dog will not be walked at this time. It is possible that the dog will have an accident since the dog will not be walk before putting him/her in the car, but this cannot be helped since the dog's safety is paramount. Since these dogs are not used to collars, they will be afraid and try to back out of them.

When arriving at the vet's office and at the kennel, carry the dog in and out of the buildings.

Our volunteers are crucial to the success of these mill dogs in their transition from the mill to life as a pet. We value your involvement and love for the pups. These guidelines are meant to increase the safety and adjustment of these special dogs.

B. Paperwork

Unfortunately, very little paperwork is provided for puppy mill dogs. Anything received - bill of sale, handwritten medical notes, etc. can be helpful. If you do receive anything with medical information, please pass that on to the veterinarian. If you are transporting to Advanced Veterinary Complex, they will fax all the paperwork.

CSAC requires a digital copy of the records for our files. If you have a way to fax (888.501.1570) or scan and email (csac.medicalteam@gmail.com), please do that. If not, please send the hard copy of the records to the following to be scanned:

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<http://st.cockeradoptions.org/Public/Form.aspx?id=8010>

Please check the form ahead of time to see what information is needed to fill it out if you have not previously completed an Intake Form.

III. Paperwork at our Kennels

When a dog comes from anywhere to one of our kennels, create a physical folder for that dog to file any original paperwork that comes with the dog. Rabies tags should be securely taped inside of that folder. Since the dogs do not immediately wear their tags, the tag should not be removed from that folder except by the new foster or adopter. This folder will accompany the dog to shows for proof of vaccinations and should accompany the dog to an adoption or foster, so the dogs paper records and rabies tag are



immediately in the hands of the new foster or adopter. If a dog is returned to CSAC, we need to ask the returning adopter or foster for the folder back with the tags and paperwork intact.

Intake Policy for Dogs on Social Media

While it is the goal of the CSAC to rescue as many dogs as possible, there are decisions regarding financial stability, health, and temperament that must be considered before a dog can become the responsibility of the Rescue.

It is the responsibility of the Intake Coordinator to evaluate all of these factors with regard to rescuing an animal. Unfortunately, social media sites such as *Craig's List* and *Facebook*, do not always lend themselves to providing the time needed for the Coordinator to complete his/her assessment. To try to rectify this situation and to rescue as many needy animals as possible, we ask our volunteer base to follow these steps when faced with a listing for an animal on a social media site.

Volunteers:

- If you see a social media posting regarding an available dog, immediately contact the Intake Coordinator.
- Be prepared to give relevant information about the post so time is not wasted locating the post again.

Board Members and Coordinators:

- When a Board Member or Coordinator sees an ad on a social media site, he/she should immediately contact the person who posted the ad.
- At this point, the best practice is to tell the poster that an Intake Coordinator will contact him/her as quickly as possible. Contact the Intake Coordinator. Be prepared to give relevant information about the post so that time is not wasted locating the post again.

OR

If the situation is dire, the Board Member/Coordinator should use his/her best judgment regarding making an immediate commitment to a dog, if necessary. Then, contact the Intake Coordinator. Be prepared to give detailed information about the post so time is not wasted locating the post again.



Return of Adopted CSAC Dog

If a volunteer learns that a former CSAC dog needs to be returned, that volunteer should immediately notify the Board. A Surrender Agreement, a Surrender Disclosure, and an Aggression Report Form, if needed, must be filled out and signed by the person(s) returning the dog. The medical records must be supplied at the time of the dog's surrender.

Kennel Buddies

I. Visiting the Kennel

Kennel Buddies are very important to CSAC dogs. Since CSAC does not have its own brick and mortar building, and the number of dogs in need of rescue often surpasses the spaces available in foster homes, we contract with private kennels to provide space to temporarily take care of our dogs. Our Kennel Buddies visit the pups, socialize them, take them for walks, play with them, teach them commands or tricks, take them to adoption shows and events, and take them to medical and grooming appointments. The feedback from these interactions helps our Placement Team get a better understanding of the dogs, which helps place them in the best possible home.

Kennel Buddies not only provide valuable services for the dogs; they also provide a human face for the organization. Kennel Buddies act as ambassadors for the organization when interacting with the public and kennel, vet, and pet store staff. Please have a few CSAC business cards on hand to spread the word. Nothing draws the public's attention like a cute cocker spaniel on the end of a lead. As a CSAC ambassador, here are things to keep in mind when visiting one of our contracted kennels:

Before the first visit, communicate with the CSAC volunteer Kennel Coordinator for that kennel. Find out the best times to visit the kennel and if anyone needs to be notified of your visits. The Kennel Coordinator can also provide any special instructions for any of the dogs there.

At the first visit, try to schedule to meet with a veteran Kennel Buddy. Their experiences will be very valuable. Introduce yourself to the kennel staff, and let them know you are there for CSAC. Ask if they have general rules or guidelines that need to be followed. Examples include:

- Is there a sign in sheet?
- Do I get the dogs or are the dogs brought to me?
- Are there any preferences as to the entrance I use to bring dogs in and out?
- Are there any preferences as to where the dogs can or cannot be walked on the property?
- Are there any restrictions for the dog?

We often have dogs with allergies so there may be special treats on hand. We also have dogs with behavioral considerations, and kennel buddies are sometimes asked to assist with training. We want to keep our dogs, the other clients' dogs, and staff as safe as possible.

When there are multiple dogs in the kennel, please walk them individually. If you are there with other Kennel Buddies and you walk dogs at the same time, keep space between them in the beginning to see how the dogs will interact. Separate the dogs when treats are given out.

We understand that family is important. Teaching children how to positively interact with dogs is a valuable life skill. However, because our kennels are open to the public and we may have dogs with behavioral concerns, we ask that Kennel Buddies do not bring children with them to kennel visits.



II. Puppy Mill Dogs at the Kennel

Because puppy mill dogs are different from “typical” rescue dogs, the following guidelines for handling puppy mill dogs at the kennel are designed to ensure the safety of the pups that CSAC rescues. A puppy mill pup has spent his/her life in a cage. This is the first time the dog may be out in the world.

Long time rescue partner, Monica Goepfert of *Spanky's Project* has worked with puppy mill dogs for many years and has advised CSAC on how to best handle the puppy mill pups. Please follow these guidelines when handling dogs, since their safety and care is our top priority:

Once the dog has arrived at the kennel, do not walk the dog for the first few days. Allow the pup to decompress. They are now in a strange, new world.

When interacting with the new pup, do so inside the safety of the kennel building or within fenced-in areas of the kennel. This new world is large for them. Please ask the staff for permission to use the outside fenced areas and check in with the staff regarding how the pup is adjusting or how scared the pup is. Each pup is different and some are more outgoing than others in the beginning and as time goes on.

When the puppy mill dog is ready to go for a walk and start leash training, use one of our Martingale collars that will be kept on hand at the kennel. These collars are designed to provide more security so the dog will not slip from the collar. These special collars will remain at the kennel to be used as needed.

Our volunteers are crucial to the success of these mill dogs in their transition from the mill to life as a pet. We value your involvement and love for the pups. These guidelines are meant to promote the safety and adjustment of these special dogs.



Adoption Shows

I. Transporting:

- Dog-proof the car. We never know if the dog will become car sick. Bring paper towels, extra towels, or blankets that can be disposed of or cleaned. Secure the dog in the car. Crate the dog if one is available. Crates should be the proper size for the dog being transported. In the case of Cocker Spaniels, a medium-sized crate is typically adequate. If the transporter does not have a crate, dogs must be belted or tethered (with room enough to lie down) with a harness to avoid their jumping on the driver. Tether the harness to the seatbelt, or use a short lead around the head rest. It is not safe to tether the dog by his/her collar. Dogs can easily choke this way.
- Special care must be used when taking dogs from the crates and out of cars in general. Be certain to have a leash secured to the dog's collar or neck before opening any doors. Doors can then be opened without the risk of the dog bolting into traffic or running away. The dog can come out in his/her own time. Dogs can be fearful when crated, especially by strangers. Give them time, and space, and use common sense. Do not reach into the crate or any confined area to pull a dog out. A cornered animal may well react with fear, and in that situation, everyone loses – especially the dog.
- Use a training collar or harness to walk/transport the dog so the dog can't slip out from the collar and run off. A dog can easily slip out of a flat collar. Keep the training collar/harness attached to the transport leash. Check with someone knowledgeable to make sure the training collar/harness is on correctly.
- We recommend a three-to-four-foot leash to provide more control than a six-foot leash. Do not use extendable leashes, as the lines get easily tangled, and it is more difficult to control lunging and other difficult behavior with an extendable leash.
- Be prepared to give the dog a quick leash correction if he/she looks like he/she may lunge or jump or growl. Don't wait until the dog gets out of control. To give a proper correction, quickly jerk the leash and release; repeat immediately as necessary. Never hang the dog from the collar, and do not strike the dog. Leash corrections can also be used for dogs who are barking a bit too much. This requires a *mild* tug.
- Secure the dog's leash in the car by tying it to a headrest or buckling it through a seat belt (or use a crate or restraining device) so that when the door is opened, the dog can't jump out and run off. Have the leash in hand before opening the door.
- Never leave pets unattended in cars, even with the windows open a few inches. They can suffocate even when it's not hot outside. They can also be stolen.

II. Handling

- One dog per volunteer, carefully attended by that volunteer.
- When at the show, please do not eat around the dogs. If you need a break, please inform the Show Coordinator, so they can provide back up.
- When entering the event, gauge the dog's reactions. The handler should slowly introduce the dog to the other dogs and people.
- Dogs must be kept on leashes with securely fitting training collars/harnesses and proper identification tags at all times. No slip leads or extendible leashes are to be used at shows. New volunteers should be briefed and/or trained by an experienced volunteer or the Show Coordinator before their first show.
- Volunteers help to explain the adoption process to prospective adopters at shows. Therefore, volunteers should familiarize themselves with the procedures beforehand which are available on the



web site. Volunteers must pay attention and keep control of their dogs at all times; the dogs are not to wander or jump on people. They should not get into things like boxes or bags or mix unsupervised with other dogs. Volunteers should focus on their dogs; they should not be distracted by talking to people or taking breaks, unless another volunteer takes over as a back-up. Absolutely no children should be allowed to approach the dogs without extreme care and supervision. Volunteers should keep careful hold of their dogs, especially when children approach. At least one adult must accompany a child who seeks to interact with any dog.

- No one is permitted to suddenly approach or tower over any dog. Nor is anyone allowed to pet the dogs by reaching for them above their heads. Take care with extremely loud and/or aggressive people. Calmly explain to anyone wanting to interact with the dogs that they are rescue dogs who have lost their former homes, and they are now in a stressful situation (i.e. a pet store) among many strange dogs and human strangers as well. Some are just out of kennels or vet hospitals where they have been confined for some time. Many are afraid and unpredictable. It is critical that the volunteers control the situation at all times. Ask visitors to approach the dogs slowly and gently, carefully reaching to pet them under their chins, allowing the dog some space and grace. If a dog is resistant to such advances, inform the visitor in a nice way that it is not a good time for this particular dog, and he/she should greet another needy soul who is more amenable to them. Never force a dog to interact with anyone. The dog knows best. No one except CSAC volunteers may take the dogs and walk them without a volunteer present at all times. If a person expresses an interest in a CSAC dog and wants to walk the dog, a CSAC volunteer **MUST** accompany them. The volunteer can use this time to talk about the dog and the adoption process with the interested party.
- Unless special arrangements with the Adoption Show Coordinator are made in advance, volunteers should not bring their own dogs to shows.
- If a dog has shown aggression, agitation, anxiety, or fear, or if he/she has significant health issues, the dog should not attend shows.
- If a dog begins to show signs of stress during a show, he/she should be removed from the situation immediately.
- If a volunteer notices another volunteer failing to perform any of the above tasks as they occur, that volunteer should make the other volunteers aware of this, or the matter should be immediately reported to the Adoption Show Coordinator.
- Don't give dogs rawhides or other chews - they can trigger fights. Rawhides are also dangerous for dogs. They can easily choke on them.
- Never leave puppy pens unattended. Do not allow visitors to pick up puppies. Instead, a volunteer should carefully hand a puppy to responsible adult visitors, for the briefest possible time. If the mother of the puppies is present at a show, it is imperative that she be allowed to be part of the supervision process. She may not realize that her puppies are ready for new homes, and she could become highly agitated in these situations. Please be sensitive. No puppies are ever to be at shows until they are 12 weeks or older. They should be kept off the floors by using blankets or beds. The floors are often full of germs that can easily sicken puppies who have immature immune systems.
- Don't take a dog near a cat section at adoption shows. This can traumatize the cats, and it isn't really a true test of how a dog will react to cats in a home.



Aggression

If a dog bites or commits an aggressive act or physically harms a person or property, do the following:

- Assist the injured party with towels or ice or whatever might be available or may be needed.
- Remain calm, and say as little as possible.
- Never take responsibility, admit fault, or blame.
- Do not offer reparations.
- Immediately report the incident to the Board. The report should list the date and time of the incident, who was involved, what was said, where it occurred, what happened, and why.
- Put all details in writing as soon as possible.
- Familiarize yourself with your state/province regulations, so you will know how to follow them.
- Let the Board take it from there.



Home Visitor Guidelines

Why does CSAC need home visits?

CSAC needs to personally see the homes and visit with the families who will be adopting our rescue dogs. There is no better way to determine if an applicant should be approved or declined than to see where and how our rescue dogs will live. Home visits are also a great way to see how a family interacts with a dog. Coordinators and foster homes need this input to help them make good decisions when matching our rescue Cockers with forever homes.

How do I schedule the home visit?

Thank you so much for your willingness to do a home visit for CSAC! The Home Visit Coordinator or Placement Coordinator should have forwarded you a copy of the adoption application. Please contact the applicant as soon as possible, but no later than 48 hours after receiving the contact information. The home visit should be scheduled at a mutually convenient time as soon as possible. Please remember that it is essential that ALL persons who reside in the home are present for the home visit. This includes all family members, roommates, etc. CSAC needs to know how everyone in the home feels about bringing a rescue dog into the family and how they react to your dog. If everyone is not present, then the home visit needs to be rescheduled. Contact the Home Visit Coordinator and the Placement Coordinator with the updated home visit date and time.

What does it take to do a home visit?

If at all possible, it is advisable to take your own animal to visit with a family you most likely don't know. Talking with strangers can make some people a little nervous; just remember you have Cockers/dogs in common. Your dog can provide a focal point for conversation. If your dog would not be comfortable doing home visits with you, you are not required to bring him/her.

Once the home visit starts, you are there on CSAC's behalf to ask questions and make observations, not to make a decision or judgement about the applicant. The Placement Coordinator should have explained this to the applicant ahead of time. Observations include such things as how the applicant answers questions and how the applicant and his/her family react to your dog. This is especially important if children reside in the home. Let us know what you observe concerning the applicant's home and yard as it relates to a possible rescue dog living there. Your observations could end up being more useful than simple answers to questions.

May I go with someone to observe?

Of course. It could be very helpful to see how a home visit is done by someone used to doing one, and another pair of eyes and ears never hurts. Please let us know if you would like us to arrange for you to accompany a veteran volunteer on a home visit before trying one on your own.

What questions should I ask?

CSAC has a Home Visit Form with some general questions and observations to make. The form can be found at: <http://st.cockeradoptions.org/Public/Form.aspx?id=8015>. The Placement Coordinator also may have given you some specific questions or observations based on the application. You also may come up with your own questions as the visit progresses. Review the Home Visit Form prior to doing the home visit. You will find that most of the questions and observations come from common sense and concern about finding the best possible homes for our rescue dogs. Try not to "read" questions and "record" answers. It would be best to make a few notes to remind you of points you want to cover and then cover them in a conversational manner. Take notes only if the answers are specific and may be forgotten later.



If the family has never owned Cockers or any dog before, use the home visit as a way to educate them. Make sure that they have thoroughly thought about what it will be like daily to adopt a dog. Do they understand the commitment? Talk about where the dog will sleep, where and what the dog will eat, and where the dog will stay when they are gone. Cocker Spaniels can sometimes be high maintenance. Please make sure they understand the medical costs involved (e.g., ear infections, allergies, etc.), the grooming requirements (every six to eight weeks is recommended), and the dog's exercise needs. Educating first-time Cocker/dog owners is key to having a successful adoption!

Most applicants are more than happy to show you their home and point out how their new dog will be a part of the family. They will want you to see the new dog bed, where the dog will eat, the dog yard, and other things related to the dog. As you walk around with the applicant, make mental notes of safety-related items, such as the condition of the applicant's fence or small items lying around that a dog could get into. Check out the other animals in the family to see if they looked well-cared for and loved. Finally, ask yourself this question: "Would I let this family adopt MY dog?"

Should I bring my dog?

As has already been noted, having your dog with you will provide a great deal of insight as to how the applicant will interact with a rescue dog if they adopt. Watch how they react to your dog. Do they pet your dog or talk to him/her? Or do they just ignore him/her? Do they allow your dog to explore their home, or are they anxious or concerned? Are there certain rooms or areas the dog cannot enter? All of these reactions are important to note when trying to evaluate an applicant and cannot be determined through conversations or questions. As a common courtesy, please mention when setting up the home visit that you'd like to bring your dog along.

What if my dog has bad manners?

Even if your dog is not the best-behaved dog, bring him/her anyway – as long as he/she is not aggressive. It is important to have an applicant see a dog, particularly a Cocker -- faults and all. If you know that your dog might immediately get into trouble if let loose in the applicant's home, keep him/her on a leash with you. He/she can still interact with the applicant and their family.

What if my dog marks?

Most dogs will mark when coming into a strange house – especially males. While we don't want to see it happen, our dogs are sometimes quicker than we are. If it does happen to you, apologize and offer to clean it up. At the same time, watch and make note of how the applicant reacts to this situation. Carry a small spray bottle with enzymatic cleaner just in case. It is almost guaranteed that any dog this family adopts will mark in their home until he/she feels "at home" and gets used to the new routine. It is important to know if the family is all right with this. If they seem angry or upset if this happens, this is not the right home for a rescue dog.

Do I go in the house and look around?

Yes. Remember that you need to see both the yard and the house and that you must make mental notes of safety issues. You don't want to take an applicant's word for things like the condition of their fence or access to a swimming pool. Be sure to walk the yard and fence to note possible escape routes.

What if I see something I don't like?

There are actually two parts to this answer. When you arrive at the home, before you even leave your car, make a mental note of what you see and how you feel. If the home is dilapidated and a mess, or if you feel in any way uncomfortable or unsafe going inside, you don't need to continue. Go home and contact the Placement Coordinator about the problem.



If you have entered the applicant's home and started the home visit, you can complete the home visit and simply note what you didn't like on the Home Visit Form. We value your input and want to know what you saw and how you felt about the visit. If you see something you don't like, you may want to ask some questions to see if there is an explanation for what you are seeing. Handle the situation as best you can and in whatever manner makes you feel most comfortable.

Should I suggest or promise a specific dog to the applicant during the home visit?

No. The Adoption Team works behind the scenes to determine the best match for each applicant. Also, some dogs have multiple applications so adopters may not get the specific dog they apply for.

Should I tell them they are approved?

No. You should not tell the applicant whether or not they are approved. The results of the home visit are only one part of the approval process. The Placement Team has checked veterinary references and has completed a background check. The Placement Coordinator will put all of these things together to come up with a final decision on the approval of an applicant. Instead, tell the applicant at the start of the home visit that this is only one step in the approval process and let him/her know that the Placement Coordinator will get back to them once the home visit is completed and the Home Visit Form filed.

What do I do with the Home Visit Form?

The Home Visit Form will be your report on the results of the home visit. Again, it can be located at <http://st.cockeradoptions.org/Public/Form.aspx?id=8015>. Fill in as much as you can as soon as you can about the home visit while your memory is fresh. Be sure to include your observations

Confidentiality

All personal information about CSAC volunteers must remain confidential.

No one is authorized to release another volunteer's address, email, phone number, or any other personal data without that volunteer's explicit permission.

The only information that may be shared about CSAC is the following:

- Rescue hotline: 410-628-6191
- Mailing address: PO Box 1704, Westminster, MD 21158-5704
- Website address: <http://www.cockeradoptions.org>
- Email Address: information@cockeradoptions.org for general information and placement@cockeradoptions.org for adoption and foster inquiries

Volunteers may take information from inquirers and forward it to the appropriate contact(s).



Volunteer Agreement

In consideration of this opportunity to volunteer, I agree to the following terms and conditions, intending to be legally bound by them:

Duties and Responsibilities

1. I am undertaking this work as a volunteer for the Cocker Spaniel Adoption Center Inc. (hereinafter referred to as CSAC), with no expectation of remuneration.
2. I will abide by the mission, rules, regulations, policies, and programs of CSAC while I am a volunteer.
3. I will not have a person outside the CSAC temporarily care for CSAC animals (i.e. a show visitor, pet sitter, neighbor, relative) unless the person first signs a Hold Harmless Agreement to hold CSAC, its officers and volunteers harmless in the event of injury or mishap. In the case of an adoption, an Adoption Agreement is to be signed.
4. If I suspend volunteer activities, or upon CSAC's request at any time, I will promptly return all CSAC supplies, equipment, records, moneys and other items in good, clean condition.
5. In the event that my volunteer responsibilities include access to CSAC data, I will not copy, download or reproduce data for any purpose other than that required by CSAC, and in accordance with the Computer Fraud and Abuse Act.

Liability and Indemnification

6. I assume the risks of all injuries by dogs and puppies or other CSAC animals in connection with my volunteer work for CSAC. The CSAC organization, officers, volunteers, veterinary hospitals, boarding facilities, and facilities hosting adoption and other CSAC events contracted by CSAC are not liable to me for any injuries, damages, liabilities, losses, judgments, costs or expenses which I might suffer or sustain in connection to the performance of my volunteer activities for CSAC unless they are the result of CSAC's gross negligence or intentional misconduct.
7. I will indemnify, defend and hold CSAC, veterinary hospitals, boarding facilities, and facilities hosting adoption and other CSAC events contracted by CSAC harmless from and against any claims, lawsuits, injuries, damages, losses, costs or expenses sustained by any companion animal or any person in connection with my intentional misconduct or grossly negligent performance of volunteer activities for CSAC, or my breach of CSAC's rules, regulations, policies and programs.

Confidentiality

8. I agree to maintain confidentiality about my dealings with CSAC, and refrain from comment to third parties regarding the organization, its officers, and its volunteers for a period of three years, unless given consent by CSAC, from the date of the end of this Agreement.

I agree to all the terms stated above. I will abide by them and not dispute or take issue with them in any way.

Any modification to this Agreement must be in writing and signed by both parties. This Agreement is binding upon CSAC, CSAC's representatives, me and my respective heirs, successors, assigns, executors and personal representatives.

All disputes will be settled with respect to the laws of the state of Maryland.

<http://st.cockeradoptions.org/public/Form.aspx?id=8414>

Release: April 2017

PH: 410.628.6191 | Fax: 888.501.1570 | information@cockeradoptions.org
www.cockeradoptions.org



Cocker Spaniel Adoption Center Inc.

PO Box 1704 | Westminster, MD | 21158-5704

Volunteer Manual

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Hold Harmless Agreement

I release and forever discharge and hold harmless CSAC and its successors and assigns from any and all liability, claims, and demands of whatever kind of nature, either in law or in equity, which arise or may hereafter arise. I understand and acknowledge that this Release discharges CSAC from any liability or claim that I may have against CSAC with respect to bodily injury, personal injury, illness, death, or property damage that may result from the services I provide to CSAC or occurring while I am providing volunteer services.

All disputes will be settled with respect to the laws of the state of Maryland.

<http://st.cockeradoptions.org/Public/Form.aspx?id=8421>

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