

chesapeake bay retriever



relief and rescue



2023

Regional Director Guide





Chesapeake Bay Retriever Relief & Rescue

Regional Director Guidelines

Rev. 6/8/2023

These are special Guidelines for Regional Directors to use in conjunction with the CBR&R Volunteer Manual.

Regional Directors:

A Regional Director should be an individual that has the ability to build a relationship with the volunteers in their region, engage an owner in a conversation that provides us with the necessary information to understand if that dog is a good candidate for rescue, provide good detailed instructions to various people, and be able to obtain necessary information from potential applicants while making them feel comfortable with the adoption process.

Special Procedures for Regional Directors:

- **Dog Intake Process:** Usually the process begins with a call from either a shelter or an owner - and means there is a dog that needs our help.
- **Check with Breeder:** If there is Breeder information available, have the owner contact them. Many times the Breeder will still be listed on the Microchip information.
- **Obtain Vet Records:** We must obtain as many facts about that dog as possible, such as: age, health concerns, vaccinations, spayed/neutered, undesirable issues, bite history, and red flag behaviors and obviously, why they want us to take the dog.
- **Evaluate Dog:** Always get an in-person evaluation if you can. Find a volunteer to evaluate BEFORE agreeing to bring into rescue.
- **Get Photos:** Obtain pictures to confirm the dog is in fact, a Chesapeake or a mix with obvious Chesapeake traits. Request video from the owner so you can observe dogs interactions with family.
- **Contact information:** Document contact information of owners, veterinarian, or the shelter representative that you are speaking with.

- **Foster:** A foster home must be determined before we bring a dog into rescue. CBRR&R does provide for up to 5 days of emergency boarding if necessary to keep a dog safe and allow you time to have a volunteer get the dog if you know that the dog's life is in danger. Requests for emergency boarding for more than 5 days shall be submitted to the Board of Directors.
- **Transport:** All transport must be arranged before the dog begins moving. Transport volunteers will follow all rules and policies of CBRR&R, and contingency plans should be available. All hands-on volunteers will have a proper **Hold Harmless /Assumption of Risk** document signed prior to transport. All transport volunteers will receive proper training on safe transport. Quick Transport Guide is here [quick transport guidelines.docx](#)
- **All hands-on volunteers** will have a proper **Hold Harmless /Assumption of Risk** document signed prior to handling any dog.
- **Make sure to comply** with all state Department of Health requirements for transports across state lines.

Surrender / Gift Agreement The RD should obtain as much information as possible about the dog's temperament and bite history. If there is an Adoption Coordinator (AC for short), they will contact the RD to discuss the dog. The RD will ensure that the dog meets our temperament requirements and is suitable for our rescue. If so, you will schedule an evaluation of the dog. Make sure that all appropriate owner surrender or shelter surrender forms are signed at time of CBRR&R taking possession of the dog. Make sure forms are recorded as soon as possible after obtaining possession of a dog. The Surrender agreement is generated from the surrender application under Tools on the website. The electronic surrender agreement is issued and returned via electronic signature. The signed agreement is automatically stored in the eSignature@cbrrescue.org Google Group. If you cannot issue an electronic surrender agreement, scan the signed paper agreement and email to eSignature@cbrrescue.org and cc treasurer@cbrrescue.org or sent via US Mail to the CBRR&R Treasurer within 15 days.

Add Dog to Website Enter the dog into the website (rescue dogs - list a rescue dog) Keeping a dog's listing updated (rescue dogs - update a rescue dog) is also a key to helping them attract applications. People like to read the progress that a dog is making, or see new pictures of a dog they may be interested in. Maintain a folder for each dog that is in foster care in your region. It should include all vet records, surrender forms, any other paperwork that came with the dog, microchip information - and once the dog is adopted, a copy of the adoption agreement.

Volunteers: ALL of your volunteers are the key to being successful!! Work to make sure that they are involved and informed. When you get a new volunteer, take the time to visit with them, explain how things work, instruct them to read the manual and read and sign an acknowledgement that they understand their responsibilities and have read the manual. Make sure that they know how to access the members' portion of the website, and all training and documents needed. Be sure that they understand that you are there for them and that you respond in a timely fashion should one of them call, email, or text you with a question. Walk them through being a first time foster and that invoices are to be submitted for payment via the "Invoice Submitter" on the website, seeing that they have an appropriately sized dog crate (36" is not big enough for a 100 lb. Chessie), and are feeding quality food, etc. Make sure that they know you are there to support them. If a volunteer assists with a dog evaluation, a home visit for

an applicant, a transport - be sure that you take the time to acknowledge them and thank them for being a part of our rescue! Sending an update of your region's dogs and relevant happenings to the volunteers is a good way of acknowledging everything various volunteers have done to be an active part of CBR&R - and also encourages other volunteers to become more involved. Never send a volunteer on their first home visit without making sure that you make the volunteer feel comfortable about doing it - once they get one completed, they usually are the first to step up when a visit is needed in their area. Utilize the documents that are available on our website - they are there to assist our volunteers in all aspects of rescuing a dog.

Applicants: It is always prudent to keep a foster as long as necessary, (but a minimum of two weeks) to find the right home for that particular dog rather than to have it bounced around and have to come back into rescue. That will happen at times - but trying to minimize those times will be much better for the dog as well as your use of resources. It is always best to ensure that the foster home talks with approved applicants that sound like a good fit for a particular dog. The foster knows the dog better than you do and is best equipped to know what type of home would best suit that particular dog. (For example, "noisy", active family, kids, cats, other dogs, traveling with the family needs to be well socialized with strangers and other dogs, afraid of thunder or guns etc.)

Application Process: Once an applicant has filled out an application, you (RD) are responsible for ensuring that the application is processed. A good way to ensure that this process runs smoothly is to find one of your volunteers who is willing to act as the Application Coordinator (AC). They would watch for new applications, send out the initial email to new applicants, and complete the vet reference check once the vet information is provided by the applicant. You may wish to have the Adoption Coordinator copy the RD on all correspondence with an applicant.

Application Maintenance: It is also the responsibility of the RD to ensure that proper notations are made to each application. The Application Coordinator should be taught to make the initial entries (introductory email sent, vet check notes, etc.), but after that notes should also be made to indicate who will be doing the home visit and the date that it is scheduled and a note showing that it was completed. It is also a good place to document interactions with other regions if that applicant is interested in a dog from another region. The RD of the foster dog's location should be responsible for closing out the application of an out of region adopter who adopts a dog from your region.

At that time, the RD is responsible for closing out both the dog listing and the application of the adopter. You must have the application number of the adopter in order to close out the dog's listing. Then go to the adopter's application and, after ensuring that the proper close out notes have been made, you can remove that application. The dog or the adopter can always be pulled up from the "Historical Dog Listings" for your region.

Also, remember that you have other Regional Directors to discuss issues with on the RD group email. We are all there to assist each other in whatever way that we can!

RD.Group@cbrrescue.org

Adoption Contract The Adoption Contract is generated through the "Home Record" on the website. The electronic adoption contract is issued with a link for electronic payment and then returned via electronic signature. The signed contract is automatically stored in the eSignature@cbrrescue.org Google Group. If you cannot issue an electronic contract, make sure

that you are using the most current adoption contract. Once signed, scan the executed contract and email to eSignature@cbrrescue.org or sent via US Mail to the CBRR&R Treasurer within 15 days.

Regional Directors are responsible for regional paperwork as mandated by organization policy, management of allocated expenses/funds, as well as a personal commitment to be available to handle local crisis situations, processing new members in conjunction with the Membership Committee, managing area homes listings, recruiting new volunteers and working with the Adoption Options Coordinator.

1. Dogs

Dogs With A History Of Bites Or Aggression Will Not Be Accepted By The Organization.

- If a CBRR&R member is unable to make contact within 24 hours regarding a dog in need, the CBRR&R member should contact the Regional Director so that another Member may take the case. This "first contact" is critical and lends credibility to CBRR&R. This simple, short communication establishes that there may be a "safety net" for this dog and support for the people already involved.
- At the end of the conversation, the Regional Director will discuss with the CBRR&R member whether the situation is a rescue, owner surrender or a dog training/management issue.
- With approval and guidance by the Regional Director, the Adoption Options page can be used as a tool to delay intake of a dog for which rescue is needed, but foster space is unavailable.
- Prior to a Volunteer rescuing a dog from a shelter or accepting an owner surrendered dog into CBRR&R, the Volunteer **must** coordinate with the Regional Director to secure an appropriate foster space.
- Dogs received into a Member's care, or into the care of a non-member pursuant to a signed **Hold Harmless / Assumption of Risk** approved by the appropriate Regional Director, must be transferred by the appropriate documentation (i.e., Shelter Release, Gift & Relinquishment).
- All Fosters need to have signed the Foster Agreement.
- Dogs should be in foster care a minimum of two weeks before being adopted out.

2. Forms and paperwork.

- All forms, contracts and other documents referenced in the Operating Procedures are available at the CBRR&R Member's website. If Members do not have web access or

printing capabilities, contracts will be mailed by the Regional Director.

- Copies of Relinquishment Forms and Adoption Contracts may be completed electronically. Paper documents must be scanned and sent to eSignature@cbrrescue.org and cc treasurer@cbrrescue.org to satisfy the requirements of a not for profit corporation. Please spend the time to familiarize yourself with these crucial tools BEFORE you need to use them. Ask a seasoned rescuer or your area Regional Director for help on items about which you are unsure. If you have no resource person you can contact the RD.Group@cbrrescue.org for assistance.
- All surrender forms and reimbursements requests must be completed and submitted to the appropriate Regional Director and the CBRR&R Treasurer in a timely manner. No CBRR&R dog can be listed as ACTIVE on the website or Have reimbursement requests honored until the appropriate surrender form has been received by the CBRR&R Treasurer. The completed Adoption Contract and related adoption donation must be submitted through the electronic signature and electronic payment system.

3. Protection of CBRR&R Assets.

- Members may not distribute CBRR&R assets (including, but not limited to, adoption applications, documents, web pages, etc.) to the public or, without prior approval of the appropriate Regional Director, to anyone outside the organization, including members of other rescue organizations.

4. Law Enforcement.

- **Any contact** made by a law enforcement representative with a Member relating to their activities performed on behalf of CBRR&R **must be immediately reported** to the Regional Director for the area, who will immediately notify the Board of Directors or counsel. All incidents should be recorded in the [Incident Report](#).
- If a CBRR&R member is served or threatened with a lawsuit resulting from actions performed on behalf of CBRR&R, the CBRR&R member **will immediately notify** the Regional Director, who will immediately notify the Board of Directors or counsel.

5. Cross-Regional Interactions.

- Special consideration needs to be given when a cross-regional placement is being considered. Before agreeing to adopt a dog across regions, the regional director of the applicant needs to be consulted. Any concerns should be discussed between the foster home, their Regional Director and the receiving Regional Director. If the receiving Regional Director does not agree to this placement but the foster home would still like to place their foster in the home, the matter will be taken to the Board of Directors to be decided.
- It is the responsibility of the region where the applicant resides to process the applications. First contact with the application should be made within two weeks of receipt of the application. Vet reference checks should be done on all applicants that have previously owned a pet. It is recommended that the vet reference check be done before a home visit is scheduled as that will eliminate some applicants thus reducing time spent on applicants that will not result in an adoption. If a region has few foster

dogs and the placement of a dog from another region is unlikely, it is ok to advise the applicant of this and put the home-visit on hold until a placement is more likely.

- A volunteer from another region can offer to process an application in a region outside of their own. Prior to processing the application, the volunteer should coordinate with the Regional Director or member in charge of applications for the region where the applicant resides.

In an effort to emphasize Cross-Regional Interaction, here are the bullet points:

- If you want to reach out to an applicant in another Region, check with the RD of that Region first. The local RD may already be working with that applicant on a local foster dog.
- If you are responding to an applicant in another Region, cc the RDs of the applicant's Region. If you place a dog in another Region, the local RD will have to be aware of the dog's placement so that they can offer assistance if something goes wrong with that placement. Any out of Region placement must have a backup plan.
- If you get contacted about a dog in another Region, bring that RD into the conversation. If the local Region is unable to help the dog, the shelter/rescue/owner is willing to surrender the dog to CBRR&R, and you are able to arrange transport for the dog into your Region where there is open foster space, the local Region Director should provide whatever assistance it can to facilitate the transfer.
- If you want a foster home in another Region to foster a dog from your Region, talk to the foster home's RD first. The local RD may already be working with a dog in need in the local Region and is counting on that foster space for the local dog. RD's from both regions need to identify who will support the dog and foster home until the dog is adopted.
- Don't contact a shelter/rescue in another Region regarding a dog in their care without reaching out to the RD of that Region. Sometimes a relationship with a shelter/rescue has already been established. If the local Region is unable to help the dog, the shelter/rescue is willing to surrender the dog to CBRR&R, and you are able to arrange transport for the dog into your Region where there is open foster space, the local Region Director should provide whatever assistance it can to facilitate the transfer.

If a Regional Director fails to respond to an inquiry from a volunteer or another Regional Director, then the inquiring volunteer or Regional Director, after ensuring that their query was sent to a valid email address, can assume that the respondent has no response; in which case, the inquirer should contact the Board of Directors at BoD@cbrrrescue.org.