

IMPACT – AniMall Adoption and Outreach Center

***POLICIES AND PROCEDURES
MANUAL***

Prime Outlets Morrisville

Effective June 2005

STATEMENT OF PURPOSE AND UNDERSTANDING

General Information

This Statement is intended to be a “living” document and is by no means all-inclusive. The intent is to put onto paper how we function. Through the appreciation and understanding of these basic tenets, it is hoped that conflicts and mis-communication can be avoided.

AniMall is a 501(c)3 organization and is incorporated as a non-profit in the state of North Carolina.

PARTICIPATING RESCUE PARTNERS

GENERAL RULES

All groups and individuals using ANIMALL must abide by all ANIMALL rules, policies and procedures. Those not complying with lawful requests may be required to leave the facility/activity and may forfeit future participation. All decisions regarding these matters are made by the BOD (Board of Directors) and are final.

Only BOD approved animal rescue and shelter groups may use the center. Priority consideration will be given to those groups based in the Triangle, although others are also welcome to inquire.

Upon request, all Rescue Partners shall provide copies of their NC articles of incorporation, mission statement and adoption policies including adoption fees and adopter screening criteria.

AniMall requires a \$10.00 USD fee for each shift attended by a Rescue Partner. As this is a use fee it cannot be considered a donation.

Each Rescue Partner will be responsible for providing their own volunteers, forms, and any other equipment/supplies not specifically provided by ANIMALL.

Rescue Partners are responsible for insuring that their volunteers and leadership respect all other Rescue Partners and the ANIMALL leadership. Negative remarks (whether verbal or written), argumentative or unprofessional behavior, shouting, uncooperative attitudes, and similar problems at ANIMALL will not be tolerated. Repeat instances may lead to corrective action by the BOD up to and including the individual(s) and/or the entire group not being permitted to participate at ANIMALL. Negative public attacks on Rescue Partners and/or ANIMALL could lead to immediate revocation of the respective Rescue Partner’s privilege to use the Center. All concerns should be brought to a member of the BOD or the ANIMALL Director in a private confidential setting. No negative comments or remarks about another rescue partner will be tolerated.

Rescue Partners and volunteers must be on time for their scheduled adoption event. If unable to attend a scheduled event you must give ANIMALL ample notice so that your space can be filled. Any Rescue Partner arriving consistently late or consistently removing animals early from the event may be suspended from ANIMALL.

A representative for each Rescue Partner with decision-making authority, needs to be present at ANIMALL during scheduled events. This person must be able to accept applications and answer specific questions about the Rescue Partner.

It is not acceptable to give veterinary advice or treatment to the public. ANIMALL is not a licensed veterinary facility. If a customer has a health concern about their animal, it is best to direct them to a practicing vet.

No animals are permitted to remain overnight at ANIMALL.

Display boards and posters are not allowed to touch the front glass windows. This is a rule of Prime Outlets of Morrisville. ANIMALL has slat wall hooks that Rescue Partners may borrow for hanging posters and banners. ANIMALL reserves the right to ask the Rescue Partner to remove any displays that it deems inappropriate.

All Rescue Partners and other animal-welfare groups are invited to display high quality materials such as their organizations flyer, s/n information, pet care handouts, and similar items. However, all materials are subject to approval by the BOD and unauthorized materials must be immediately removed or will be subject to disposal. For-profit, pet-related literature may be approved by the BOD, but shall not be given prominent display to the detriment of non-profit or educational material

Rescue Partners are encouraged to bring donation jars to their shifts. They are also allowed to bring merchandise and fundraising items in which to sell. ANIMALL maintains the right to restrict any items it feels are unsafe, inappropriate, or in direct competition with ANIMALL merchandise. Any questions about merchandise should be brought to ANIMALL's Director of Merchandise.

Personal pets that are not available for adoption are not permitted at ANIMALL unless prior approval is received (for such things as special events.)

ADMISSIONS

Every animal at ANIMALL must be current on vaccinations for their species. Puppies must be at least 7 weeks old and have their first Parvo vaccination 7-10 days before coming to ANIMALL. Kittens must be at least 7 weeks old and have had a distemper shot 7-10 days before coming to ANIMALL. Birds should be vaccinated against the Polyoma Virus. *It is not acceptable to give first vaccinations to puppies or kittens the day they are shown at ANIMALL.* If a Rescue Partner brings animals without their proper vaccinations, they will be asked to remove the animal from the facility. Any exceptions need to be approved by ANIMALL prior to their shift or event.

Rabies vaccinations (for appropriate animals) are required for all adoptable pets 3 months old or older.

Every animal must go through a two week quarantine at the rescue before coming to ANIMALL.

ANIMALL will not accept any animal that is aggressive, feral, or is showing signs of a contagious illness. Any animal that is suspected of illness will not be accepted by the center.

FIV cats are allowed in the center as long as proper separation and protection is taken. An ANIMALL Staff member should be notified when an FIV+ cat is brought into the center.

Adoptable pets shall be reasonably clean and presentable when shown. The animals shall have previously been through some type of temperament testing to determine suitability for adoption.

Each animal shall be free of external parasites. Animals with external parasites will not be permitted into the center.

ADOPTIONS

The adoption fees at ANIMALL are set by the Rescue Partner. All adoption fees are handled by the Rescue Partner and they shall supply their own adoption applications and contracts.

All animals adopted from ANIMALL must be spayed or neutered prior to being placed in the adoptive home. Exceptions are allowed for puppies and kittens, however, the Rescue Partner is required to ensure, through written documentation, that spay/neuter is completed before 6 months of age. Medical exceptions may be considered with written documentation from a licensed Veterinarian for reasons such as a geriatric dog with health problems preventing anesthesia. Exceptions also include small animals and other species that do not require spay/neuter or it is medically unwise. These decisions will be left to the Rescue Partner with approval from the BOD or ANIMALL Director

Same-day adoptions are not encouraged. Rescue Partners who wish to do same day adoptions must get approval from the BOD or ANIMALL Director.

ANIMAL CARE

All animals brought into ANIMALL shall be either in a carrier/crate or on a leash through the back service entrance. Animals shall not be brought through the public entrances nor walked in the mall hallways. All dogs **MUST** be walked prior to entry, including puppies and crated dogs.

Rescue Partners are responsible for all set up and animal care supplies including crates, pens, water dishes, litter boxes, litter, and bedding.

Mall management has made it clear that excessive barking cannot be tolerated. Excessive barking is defined as continuous and frequent barking. Rescue Partners must quiet barking dogs **IMMEDIATELY**. Walks, treats, and bark collars are encouraged. If a dog continues to bark excessively ANIMALL will require that the dog be removed from ANIMALL.

All Rescue Partners with dogs shall have a one to one ratio of person to dog if dogs are leashed. This is to allow good control over the dogs, quick clean up of messes and allow some one to

remove the dog if barking becomes an issue. If dogs are kept in pens or kennels then they must have enough volunteers to control them and remove one if necessary.

All animals shall remain in the Rescue Partner's assigned bay. This is to prevent stress on the animals, especially the crated cats and small animals. Please do not walk dogs near the cat condos or small animal cages as it stresses the animals.

All animals should be fed prior to coming to ANIMALL, as food will not be provided. Animals that require constant food will be an exception to this rule.

Dog accidents shall be cleaned immediately. Please use the paper-towels or the mop and bucket for any urine, and quickly clean up any solid waste with a plastic bag and/or paper towel. Remember to sanitize the solid waste area by spraying it with the approved material and then wipe the area dry. If cats use their litter box during the adoption day, scoop it away quickly.

Dogs should be walked in the designated area behind the service entrance. You must immediately scoop the waste that your animal deposits. Wash your hands frequently, particularly when handling fecal material.

In an effort to reduce stress and ensure the health of the animals, do not allow customers under the age of 18 without a parent or guardian to handle the animals. Rescue Partners are responsible for monitoring the safety of both the animals and customers.

If you wish to assist someone with another Rescue Partner's animal, please ask for permission first.

SERVICES OFFERED BY ANIMALL

Borrow a Volunteer Program

Rescue Partners can borrow volunteers from ANIMALL if needed for their shift. ANIMALL volunteers can assist the rescue partner by holding dogs on leashes, removing cats from condos, and supervising any animals in crates. Rescue Partners must provide ANIMALL with the number of volunteers and tasks needed BEFORE requesting a shift. The Rescue Partner must have at least one person of authority present at all times to answer questions about their animals, accept applications, and represent the Rescue Partner. To request volunteers the Rescue Partners should contact ANIMALL Volunteer Coordinator, Andi Morgan, file@email.unc.edu.

Merchandise Consignment

Rescue Partners may leave pet or rescue related merchandise to sell on consignment at ANIMALL. ANIMALL will handle the sale, sales tax, and will take 10% of the sale. Checks will be written to the Rescue Partner at the end of the month for any sales during that period. ANIMALL maintains the right to refuse any merchandise that they consider unsafe, inappropriate, or in direct competition with ANIMALL merchandise. All questions concerning

consignment sales should be directed to ANIMALL Director of Marketing and Merchandising, Talena Chavis, alienmermaid@nc.rr.com.

FACILITIES

ANIMALL does not have a public restroom. Please direct customers to the restrooms located in the mall. Rescue Partners and their volunteers may use the Center restroom.

Do not attempt to adjust the thermostat without permission. If you have temperature issues please bring it to the attention of an AniMall staff member. Fans must be kept out of pathways and cords kept away from foot traffic. Portable space heaters are not permitted.

The rear office area is for AniMall staff. The desk and couch are for open for all groups however they must be kept neat, orderly, and available for use by the next group.

The copier is for the use of all Rescue Partners on the honor system. The copier can produce black and white double sided copies. If making more than a few copies the rescue partners are encouraged to make a small donation to help cover costs of toner, paper, and electricity. Rescue Partners are welcome to bring in their own paper if they wish. Rescue Partners are also welcome to use the laminator for a small donation.

SAFETY & SECURITY

Mall security can be reached at 805-1533 (Officer portable phone). Of course, in the event of a serious emergency, you can dial 911 and give your location to the Morrisville Police.

Any persons bringing an animal to ANIMALL for the purpose of surrendering it must be directed to the County shelters or a rescue partner. If any person attempts to abandon an animal at ANIMALL, Mall security should immediately be notified. Return adoptions will not be accepted at ANIMALL unless prior arrangements have been made by the Rescue Partner and ANIMALL has been notified. Mall security should be notified in the event of any theft or other disturbance.

In the event of an accident or injury an ANIMALL staff member must be notified immediately. For animal bites that break skin, it is the responsibility of the affected Rescue Partner to notify Animal Control and any other appropriate authorities.

Do not bring firearms or deadly weapons on site. Horseplay, running and fighting are prohibited. Never do anything that is unsafe in order to get the job done (e.g., do not use chairs in lieu of stepstools/ladders). Do not remove or disable any safety device or guard. Never operate machinery or equipment unless you have been trained to do so. Tools, toys, supplies, etc., are to be safely stored away when not in use. Read and adhere to all safety warning signs and instructions. Clean up all spills immediately to prevent slips/falls. When lifting, get help if the load is too heavy or awkward to lift alone.

A first-aid kit is provided for self-administration or Good Samaritan use. Major medical care should be left to responding Mall Security or “911” staff.

Only electrical cords, equipment and appliances approved by the BOD are permitted at the Center. Electrical work shall only be performed by qualified persons and only after BOD approval.

Extension cords are only for temporary use. Cords may not have cuts, black electrical tape “repairs”, splices, or missing ground pin.

No storage items, building materials, etc., may be placed within 18” of the sprinkler heads. Compressed gasses and flammable liquids (e.g., gasoline, lighter fluid, paint thinners) are not allowed without prior BOD approval and then only in an approved container of minimal size. Keep caps/tops on all chemical containers and ensure that they are labeled as to the contents therein. Keep the use of glass containers to the minimum to prevent breakage. Do not store flammable or caustic materials above shoulder height, nor directly on the floor where they may be damaged.

A fire extinguisher is kept near the front counter and at the rear door. These are available for voluntary use and must never be blocked or obstructed in any way. They shall be checked as required by law and serviced or replaced annually by ANIMALL. Fires shall be reported by contacting mall security or calling “911”.

Inclement Weather/Emergency Closings: ANIMALL shall close in keeping with Mall management decisions which are announced on local radio and TV programs. Canceling of a shift can be decided by the Rescue Partner affected as they know best the transportation hazards affecting their volunteers/pets. ANIMALL must be notified immediately when a cancellation is made—preferably three hours prior to opening. ANIMALL may also elect to close the center would likewise notify affected Rescue Partners.

ANIMALL STAFF RESPONSIBILITIES

ANIMALL staff and volunteers are responsible for cleaning and sanitizing the center between and after shifts. The floors will be swept, vacuumed, and mopped with the approved vet grade disinfectant. Chairs and fencing will be sprayed with the approved disinfectant. Cat condos will be vacuumed and sprayed. The cat walls of the cat greeting room will be sprayed and floor swept, vacuumed and mopped.

The ANIMALL representative is responsible for completing the daily closing procedures:

- Final walk-through to ensure all animals are removed from the Center.
- Unplug any extension cords and unused appliances (e.g., fans, coffee-pots).
- Lock Service Door
- Lock Back Door
- Turn off all lights except front track lighting, AC/Heater, AC pump, and refrigerator.

The ANIMALL website address is www.Animall.org. Any issues stemming from the website should be directed to an AniMall staff member or Susan Schnek, allcreatures@mindspring.com. The ANIMALL email address is impact@nc.rr.com and is maintained/answered by Dan Richards (624-3075).

VOLUNTEERS

Andi Morgan is the ANIMALL Volunteer Coordinator. Contact her with any suggestions or comments.

An ANIMALL volunteer sign-up sheet shall be conspicuously maintained during open hours. Entries shall be forwarded to the Coordinator no later than weekly.

ANIMALL is not currently accepting community service workers. If a rescue partner chooses to use a court managed volunteer then they are responsible for any paper work and screening. Under no circumstances may those with animal cruelty/abuse histories be permitted to volunteer at ANIMALL.

All volunteers must complete and sign a ANIMALL volunteer application and agreement form prior to working at the Center. This is a requirement in addition to whatever policies/forms a Rescue Partner has in place. Minors less than 18 years of age must complete the Youth Volunteer form and have it signed by a parent or legal guardian. Volunteers less than 12 years old are not permitted, unless special permission is granted by the BOD.

Volunteers are expected to greet and treat the public with a friendly and respectful demeanor. Rudeness, sarcasm, cursing, and similar behavior will not be tolerated and may result in the volunteer being denied the privilege of volunteering at ANIMALL. Do not get into arguments with people—refer difficult situations to a ANIMALL staff member.

Good personal hygiene is expected at all times. Frequent hand-cleaning is strongly encouraged. Volunteers shall require visitors to use sanitizing gel or wash their hands between handling puppies/kittens from different litters.

Volunteering under the influence of illegal drugs or alcohol, or using these items at ANIMALL is strictly prohibited.

Any complaints needing to be made to the BOD will be done in a confidential manner and are expected to stay confidential. If a volunteer has any complaints or concerns – the BOD expects to keep those confidential and will not share the names of any individuals making a complaint with anyone outside of the BOD unless otherwise stated to the volunteer. If it is necessary to share the information outside of the BOD the volunteer will be advised of this prior to sharing the information.

DONATIONS

Donations to ANIMALL may be dropped off in the at the Center or given to a ANIMALL representative. Checks are made out to “AniMall” and donation receipts are provided. Donations of “in-kind” items (e.g., kitty litter, paper-towels) can be acknowledge by completing and providing a donation sheet which are kept at the front counter.

It is imperative that a prominent ANIMALL donation bank be displayed within the Center. The location(s) shall be determined by the BOD and although Rescue Partners may also solicit donations, doing so shall not obscure or preempt ANIMALL collections.