



## Southern Arizona Greyhound Adoption Volunteer and Membership Information Handbook

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## About The Handbook

This handbook is designed to introduce you to Southern Arizona Greyhound Adoption (herein referred to as “SA GREYS”) and to provide a basic overview of the policies and procedures which provide all members and volunteers with guidance and direction. As our organization grows and changes, there will be a need to modify the policies, practices and other information described in this handbook. Changes will be approved by the Board of Directors. The approved changes will be incorporated into the document and the document revision number and date will be updated. The document will be posted to our website. The Volunteer Director will prepare a notice to identify the changes that have been made to the document and forward that information to the Communications Director. This information will be included in an email from Communications to all those on our current contact list. This communication will serve to notify all interested parties that the Southern Arizona Greyhound Adoption Handbook has been updated, identify the changes made, and inform them that the updated document is available on the web site. It is your responsibility to keep current on the contents of the SA GREYS handbook and to be informed about policies and changes that affect you.

If you have any questions or need any clarification of the information contained in this handbook please contact the Volunteer Director.

## About SA GREYS

### Mission

Southern Arizona Greyhound Adoption is an all-volunteer non-profit organization providing the opportunity to better the lives of ex-racing and rescued greyhounds by securing loving and qualified forever homes, predominantly in the Southern Arizona area. We are a 501(c)(3) nonprofit group and 100% volunteer run.

### Organization Overview

#### Values:

We seek to meet the highest standards of ethics, respect, honesty, integrity and openness in all activities to improve the welfare of greyhounds. We strive to treat each other with the same degree of kindness, courtesy, support, and respect that we extend to the greyhounds. We strive to serve with commitment, consideration, and compassion.

Southern Arizona Greyhound Adoption will not practice or permit discrimination on the basis of sex, race, national origin, religion, physical handicap or disability, sexual orientation or identity, or marital status.

#### Vision:

We aspire to accomplish our mission by becoming the most effective greyhound adoption organization in the State of Arizona. Please see our website (<http://www.sagreyhoundadoption.org>) for information about our By-Laws, forms for Volunteering and Membership, and contact information.

#### History:

Southern Arizona Greyhound Adoption was founded February 14, 2012. As an organization we raised more than \$21,000 in cash and pledges for startup activities.

The Articles of Incorporation for Southern Arizona Greyhound Adoption were filed with the Arizona Corporation Commission and were approved on February 17, 2012.

The IRS approved our 501c3 application on July 20, 2012 and we are currently designated a 501c3 non-profit organization.

## Volunteer vs. Membership

The term Associates refers to all persons having any involvement with the SA GREYS organization. Associates are further classified as “Members”, “Directors”, and “Volunteers.” An individual may be a volunteer, and/or a member, and/or Director.

### Volunteers:

Volunteers must be at least 12 years of age (under the supervision of an adult until the age of 18). And have the written consent of a parent or guardian. **No one under the age of 18 should work alone at the kennel.**

No experience required; training is provided. SA GREYS provides experienced volunteers to help and mentor you. All that is required is a can-do attitude, and a desire to help these wonderful animals navigate their way to a forever home. To become a volunteer, complete the volunteer form (<http://www.sagreyhoundadoption.org/volunteer/volunteer-app>). The form includes spaces to indicate available days and the various opportunities available: (Kennel/Turnout-Marana location only, Foster Care, Respite Foster Care, Event Planning, Grant Writing, Publicity (seasoned in PR), Outreach – volunteer at Meet & Greets across Tucson/in your area, Speakers Bureau, Photographers, Communications, Marketing, Develop relationships with sponsors/funders, Transportation, Website, Social Media, Transportation, Special Events, Etc.) Or do you have a great idea we haven't thought of yet?

Volunteers must never have been convicted of animal cruelty, animal abuse, neglect of animals or any similar offense, be it a misdemeanor or felony.

Board meetings are open to the public and volunteers may attend but only members may vote at the meetings. Volunteers are invited to join for \$20/year but you need not be a member to volunteer. (See section on Membership)

### Membership:

Members whose dues are paid and who have not terminated their membership or been disqualified shall be members in good standing. As a member in good standing, you are entitled to vote at the Annual Meeting, to receive periodic updates on the organization, and to help the greyhounds. The Membership fee is \$20 annually and the membership dues are to be paid by June 30<sup>th</sup> each year. To become a member complete the Membership form found on our website (<http://www.sagreyhoundadoption.org/about-us/member>) and pay your membership fee online with PayPal (<http://www.sagreyhoundadoption.org/donations>- please note in instructions that payment is for membership), or mail a check Southern Arizona Greyhound Adoption, 1517 N. Wilmot Road, Box 175, Tucson AZ 85712.

As required by the By-laws, by applying for membership, you attest that you are at least 18 years old, and further attest that you have not been convicted of animal cruelty, animal abuse, neglect of animals, or any similar offense, misdemeanor or felony.

### **Membership Termination:**

A membership may be terminated by the member. The member must provide written or verbal notice to any Director. If the notice is given verbally, the secretary must send a letter to the member stating that his/her resignation has been accepted by SA GREYS.

A membership may be terminated by the organization if it is determined that the member has engaged in conduct materially and seriously prejudicial to the interests and purposes of the organization.

Membership will be terminated for non-payment of dues after 30 days from due date.

### **Training or Skills Required:**

For active participants in the care and handling of the greyhounds such as kennel turnout, foster care, transportation, and meet & greets, or in the implementation of sanctioned events, a Waiver of Liability form must be signed to indemnify SA GREYS. Any new Associates directly involved in the care, handling, or presentation of a greyhound must complete a basic SA GREYS training course in the nature and characteristics of the breed.

For some activities there may be special dress requirements. For example when doing kennel/turnout activities, volunteers must wear clothes you wouldn't mind getting dirty and closed toe shoes - no sandals or flip flops. Such requirements will be communicated to you as part of the training.

No specific skills are required to be a volunteer for SA GREYS. Since SA GREYS wants you to succeed as a volunteer, we pair you with an experienced volunteer or group of volunteers and they are always there to answer your questions and support you. Sometimes for a special event a training session may be scheduled. For some ongoing Operations activities such as Kennel/Turnout, training will be scheduled and provided by the volunteer lead directly responsible for that activity.

### **Policies and procedures:**

#### **Absenteeism**

SA GREYS is an all-volunteer organization. As an organization we depend on volunteers to complete their assigned tasks all of which are required to meet our mission to secure loving and qualified forever homes for the greyhounds that have been entrusted to our care. From time to time situations may arise that prevent you from doing so. For planned absences such as vacation, please contact the SA GREYS lead for the activity as far in advance as possible so an appropriate substitute may be found. In the event of an unscheduled absence such as illness or emergency, please contact the lead for the activity as soon as possible. (For instance, if you are working on turnouts at the kennel and not be able to meet your scheduled assignment contact the Kennel Manager.)

If absenteeism becomes excessive your volunteer relationship with SA GREYS will be reevaluated.

## Representing the organization

Volunteers are authorized to act as a representative of SA GREYS only if specifically tasked with this responsibility. You must consult with and receive permission from the Board of Directors before engaging in any actions which may affect or hold the organization liable including but not limited to, public statements to the media, signing contracts entering into financial agreements, lobbying, or forming partnerships with other organizations.

As an organization Southern Arizona Greyhound Adoption remains neutral regarding the issue of greyhound racing because doing otherwise could jeopardize SA GREYS's 501(c)(3) status. At all times in your capacity as a volunteer for SA GREYS, you must maintain the organization's neutral position on greyhound racing.

## Privacy Notice

We take our members' and volunteers' privacy very seriously. It is against SA Grey's policy to share, rent, sell, or make our supporters' or volunteers' names or other personal information available to third parties. Unless disclosure is required by law, we assure you that your personal information will be kept confidential by this organization.

## Conflict Resolution Procedure:

### Policy

In many cases, conflict within organizations just seems to be a fact of life. Conflict resolved effectively can lead to personal and professional growth and strengthen the organization. SA GREYS takes a positive approach to conflict resolution, where discussion is courteous and non-confrontational, and the focus is on issues rather than on individuals.

### Procedure

#### 1. Step One.

- a. The volunteer should initially discuss his or her concerns with the activity lead person.
- b. The immediate lead should respond in writing (or email) to the complaint within five (5) days of the meeting held with the complainant volunteer.

#### 2. Step Two.

- a. If the discussion with the activity lead does not resolve the problem to the mutual satisfaction of both parties or if the activity lead does not respond to the complaint, the volunteer may submit a written complaint to the Volunteer Director and a copy should be forwarded to all SA GREYS Board of Directors. Submission of the written complaint (or email) is due within five (5) working days of the response from the activity lead (or lack of response within the appropriate time frame):

1. The complaint must include the problem and the date when the incident occurred.
2. The complaint must include suggestions on ways to resolve the problem
3. The complaint must include a copy of the activity lead's written response or a summary of his or her verbal response, and the date when the volunteer met with the activity lead. If the activity lead gave no response, the complaint should state this

b. Upon receipt of the formal complaint, the director must contact the volunteer within five (5) working days to discuss the complaint. Within approximately five (5) working days after the discussion, the director should issue a decision both in writing and orally to the volunteer filing the complaint.

### **3. Step Three.**

a. If the volunteer is dissatisfied with the decision of the director, the volunteer may within five (5) working days, appeal this decision in writing to the full Board of Directors to investigate the complaint.

b. The Board of Directors may call a meeting with the parties directly involved to facilitate a resolution or may refer complaints to a review committee if the Board is of the opinion that the complaint raises serious questions of fact or interpretation of policy. The Board of Directors may gather further information from involved parties. All involved individuals, other than the Board of Directors will be charged with the responsibility of not discussing the situation with any other volunteer or with the complainant volunteer.

### **4. Additional guidance.**

a. If a volunteer fails to appeal from one level to the next level of this procedure within the time limits listed above, the problem shall be considered settled on the basis of the last decision and the problem submitted by the employee shall not be subject to further consideration.

b. Because problems are best resolved on an individual basis, the conflict resolution procedure may only be initiated by individual volunteers and not by groups of volunteers.

c. No one will be retaliated against for filing a complaint under this procedure. All complaints must be made in good faith.