

Help Orphaned Pets Everywhere (H.O.P.E.)

590 Easy St, Ironwood, MI 49938

(906) 932-1511

www.myhopeanimalshelter.org

ADMINISTRATION

H.O.P.E is a private, non-profit, tax-exempt organization committed to caring for orphaned animals and providing them with preventative medical treatment, food and shelter until a new home is located and secured. Founded in 1992, H.O.P.E. is incorporated by the State of Michigan and is supported by Gogebic County, MI and Iron County, WI appropriations, adoption fees, donations, fundraising and volunteers. H.O.P.E. believes that all life should be revered and that all living creatures should be treated with kindness and respect.

The primary functions of H.O.P.E are:

- Accept lost, stray and abandoned dogs & cats from Gogebic Co. MI & Iron Co. WI
- As space permits, accept animals surrendered by owners. Match animals with properly screened adopters.
- Promote spaying and neutering to control pet overpopulation.
- Maintain a lost and found file.
- Answer pet questions via telephone and email.
- Distribute educational literature.
- Provide educational programs to elementary schools, daycare and nursery schools.
- Conduct pet visits to shut-ins.
- Forward cruelty complaints to the appropriate law enforcement agencies for investigation.
- Assist law enforcement agencies in prosecuting animal cruelty cases.

HOPE is under legal obligation to have a veterinarian of record. The HOPE vet of record is:

Dr. Kandie Harma, DVM

5421 Center Drive

Hurley, WI 54534

715-561-2333

When Dr. Harma is not available, animals will be cared for by the next available veterinarian.

Incoming Animals

- No stray animal shall be retained at HOPE without an impound slip from law enforcement of Gogebic or Iron Counties, or a properly prepared surrender form. (See County Impound Record form or Surrender form)
- If an animal has been abandoned on the premises, law enforcement will be notified via phone and/or written format. The date and time of notification as well as officer's name should be noted in all abandonment cases.
- Diligence should be taken when making notes on pet's known temperament, behavior and traits (see Animal Data and Information form)
- Every animal must be given a file folder of its own for all records, forms and notations.
- In cases of suspected neglect or abuse:
 - a. Gather as much detail as possible (i.e. name, address and phone number of person reporting the abuse).
 - b. Notify law enforcement.
 - c. When law enforcement delivers animal to HOPE, veterinary care must have been completed prior to arrival if the animal is in obvious need of such care.
 - d. When owner surrenders, contact the designated veterinarian for any needed medical care.
 - e. The Daily Census Journal must be complete for all incoming animals.

According to the Michigan Department of Agriculture: *"Stray dogs and cats without identification noting the owner's address or without some type of ID that leads to an owners address must be held for four days. Animals with ID noting the owner's address or ID that leads to an owner's address (e.g. microchip, tattoo, dog license), must be held for seven days from the date the required written notice is sent to the owner alerting the owner the animal is at the shelter".*

"Day" should be interpreted to mean a 24 hour period which is not a State holiday or weekend, regardless of the days the shelter is open. In addition, "day" would not include the first day of acquisition....."

Since HOPE is open 7 days per week, weekends shall count as "business days." Federal/State Holidays do not count as business days. HOPE's Adoption Agreement states a 5- day hold requirement. HOPE will send a generic notification letter to animal owners with a known address and/or ID tag from the animal to satisfy the Dept of Ag's 7-day hold requirement.

Surrender and Reclaim Fees

Fees change periodically upon Board approval. Refer to the current HOPE Fees document.

At management's discretion, HOPE reserves the right to reduce or waive fees in special circumstances. The decision to reduce or waive fees will be made by the operating Director and one other manager (Shelter Operations Manager, or Assistant Shelter Operations Manager).

Repeat offenders are reported to law enforcement.

Adoptions

Finding good homes for homeless animals is our primary purpose. First and foremost, all animals entering the shelter shall be properly evaluated and cared for. No adoptions shall take place without the completion of proper paper work. See Form 'Adoption Application, Disclosure & Release Clause, and Adoption Agreement'. Staff will screen prospective adopters and process adoption applications within a timely manner. The acting Director, Shelter Operations Manager, and/or Assistant Shelter Operations Manager must give final approval for all adoptions.

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HOPE highly encourages prospective adopters to spend time with prospective adoptees. The dog park and walking dogs, or spending time in the cat area provide opportunities for interaction between adopter and adoptee. This interaction is valuable in reducing returns of pets to HOPE and aids in a compatible and successful match between families and pets.

HOPE reserves the right to deny an adoption if it is not in the animal's best interest. HOPE will never discriminate against applicants based on race, gender, national origin, disability or religion.

Refer to the current HOPE Fees document for adoption costs.

At management's discretion, HOPE reserves the right to reduce or waive adoption fees in special circumstances. The decision to reduce or waive adoption fees will be made by the operating Director and one other manager (Shelter Operations Manager, or Assistant Shelter Operations Manager).

Circumstances include but may not be limited to:

- Pets with special needs
- Animals that have been long-term shelter residents (18 months or longer)

- Adopters that have volunteered 50 or more hours at HOPE in one 12-month period
- Special adopt-a-thon or events to promote adoption during times of high shelter population
- All special circumstance adoptions must be documented.

SPAY/NEUTER

Every animal will be spayed or neutered prior to adoption from HOPE. If there are ever circumstances that HOPE would allow an “unfixed” animal to be adopted, it will be a decision made by the Director and one other manager and there will be supporting documentation kept on file to explain the circumstances.

VOLUNTEERS

Before any volunteer can begin activities with HOPE, they must complete a volunteer application, review the Volunteer Package, plus undergo Orientation with a Staff Member. Refer to form ‘Volunteer Information and Application’.

Volunteers must be at least 16 years old and minors must have a permission form completed by a parent or legal guardian. Volunteers must be at least 18 years old to walk dogs.

FOSTERING

The mission of Foster Family/Homes is to aid in over population and pets with special needs. Before a Foster Family/Home can begin Fostering, they must complete a volunteer application, review the ‘Foster Care Application and Foster Care Agreement’ Package. Foster’s must be at least 18 years old.

FINANCES

HOPE funding is generated by county appropriations, adoption, reclaim and surrender fees, donations, and fundraising. All funds, food, supplies, services, and miscellaneous items must be recorded in the invoice book. The invoice book is for processing all receipts. Triplicate copies include white for customers, yellow for filing, and pink which remains in the book. The director is responsible for logging receipts sequentially in Xcel. As deposits are made, each is logged into QuickBooks. The director must safeguard receipts and funds until deposited.

If staff or Board members use personal funds to purchase authorized supplies for HOPE, they must provide original receipts for reimbursement.

HOPE staff must use timecards to record hours worked.

REVENUE AND EXPENSES

Receipt of Donations

For income accountability, all types of donations (adoption fees, cash, food, supplies, services, etc.), shall be documented and receipts given to contributors. Triplicate invoice books are available.

- The white copy is given to the contributor.
- The yellow copy is filed with the treasurer.
- The pink copy is kept in the book and in the HOPE office.

The Director documents all donations in sequential order and provides the Treasurer with biweekly deposits.

Individuals purchasing supplies or items on behalf of HOPE may be reimbursed when providing a cash register receipt.

PERSONNEL

Each employee must know and understand policies and procedures.

Director

The Director of HOPE is hired by and reports to the Board of Directors and is responsible for shelter operations.

Management

Management staff is hired by the Board of Directors and reports to the Director. In the Director's absence, management staff is responsible for daily shelter operations excluding administrative duties.

Employees

Employees are hired by the Board of Directors. Employees are trained and supervised by the Director and management staff.

GENERAL TASKS

Supplies

The Director and management will monitor the storage and use of all supplies.

Security

Staff shall be alert for their own safety and the security of animals, volunteers, and shelter property. If locks or other security apparatus are not operating properly, staff must inform management immediately.

In cases of immediate threat, dial 911.

Maintenance

All staff shall recognize and identify items in need of repair or replacement. Minor repairs may be completed by staff when able. The Building and Grounds Committee will assess major repairs exceeding Board approved discretionary funds.

Staff is responsible for sanitary conditions inside the shelter and will keep the grounds clean and orderly.

Grass and Snow

Staff is responsible for keeping the grass mowed and clear of pet waste. They must also keep walkways and outside kennels free of snow. Volunteers may assist in these tasks.

PUBLIC AWARENESS

Public Relations

HOPE is dependent on the goodwill and support of area residents, businesses, and community leaders. It is vital that employees, Board members, and volunteers represent the shelter favorably.

A diplomatic approach is necessary when dealing with daily shelter issues. Therefore, all employees and volunteers shall demonstrate good interpersonal relations, positive conflict resolution, and judicious decision-making skills when representing HOPE Animal Shelter.

Social media posts on the HOPE page will be done only by authorized users.

Regarding posts by members of the public, neither **Staff, Board Members, nor Volunteers** should engage in any Facebook “disagreements” regarding the Shelter. While acknowledging the term disagreements is subjective and could be defined from minor to serious, we understand there may be occasional posts/comments that reflect badly on the Shelter. Any posts made by above personnel in response to negative posts should be made with the intent to educate the public about HOPE, not to engage in negative “arguments.”

We ask the above personnel to also notify the Shelter Director of any particularly negative posts so it can be determined if a response or follow up is necessary.

Visitors to the Shelter

Be alert and welcome visitors at all times as each guest is a potential advocate. For safety and liability reasons, guests should only have access to the Cat or Dog areas when accompanied by staff. Parents are responsible for their children while visiting the shelter.

Smoking

HOPE Animal Shelter is a smoke-free environment. Smoking is prohibited within the shelter building and all adjoining areas, including the cattery and outdoor kennels. Smoking permitted in designated smoking area ONLY (As determined by Board and subject to change without notice).

ANIMAL CONTROL

HOPE will attempt to have two kennels available at all times for dogs brought in by law enforcement. The kennels must be clean and ready for new occupants. Cats brought in by law enforcement will be placed in cages or crates in the isolation room. Upon arrival these animals will receive clean bedding, fresh food and water.

Staff and Board Member Sign Off

By initialing each item below, you agree that you have read, acknowledge and agree to the HOPE Policy and Procedures Manual.

Administration	Initial _____
Incoming Animals	Initial _____
Adoptions	Initial _____
Spay/Neuter	Initial _____
Spay/Neuter Fees	Initial _____
Volunteers	Initial _____
Fostering	Initial _____
Finances	Initial _____
Revenue and Expenses	Initial _____
Personnel	Initial _____
General Tasks	Initial _____
Public Awareness	Initial _____
Animal Control	Initial _____

Printed Name

Title Position

Signature

Date