



Quality Procedure Manual

Reference: Quality Procedure Manual Section	Approved By: Management Committee	Date: 01/07/2014	Document: QPR Four Paws
	Authorised By:	Subject: Contents	Revision: 0

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Reference: Quality Procedure Manual Section 2.1	Approved By: Management Committee Authorised By:	Date: 01/07/2014	Document: QPR Four Paws
		Subject: President Procedure	Revision: 0

2.1. President

The President chairs the management committee and will also play a major role in the incorporated association's meetings. Under the model rules, the President is required to chair all meetings they attend. If the President cannot attend a meeting for any given reason, the Vice President or any other member of the management committee can be nominated as chair

Reference: Quality Procedure Manual Section 2.1.1	Approved By: Management Committee Authorised By:	Date: 01/07/2014 Subject: Vice President Procedure	Document: QPR Four Paws Revision: 0
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2.1.1. Vice President

The vice president will chair meetings in the absence of the president and will also support the president's ongoing role.

Reference: Quality Procedure Manual Section 2.2	Approved By: Management Committee Authorised By:	Date: 01/07/2014	Document: QPR Four Paws
		Subject: Secretary Procedure	Revision: 0

2.2. Secretary

The Secretary is primarily responsible for managing the records of the incorporated association. This includes to:

- Take, keep and circulate minutes for the incorporated association's meetings
- Keep the register of members
- Take nominations for the management committee
- Provide appropriate notice to members for meetings
- Call and convene special general meetings
- Arrange the meeting venue and prepare the agenda
- Coordinate any correspondence or reports to be presented at meetings, and present any urgent correspondence to the appropriate person.
- Complete any actions arising from meetings that require correspondence
- Keep all books and documents of the organisation and make them available to the committee.
- Ensure correct storage of all documentation.
- Ensure all requirements for registrations and licenses are kept up to date and correct.
- Ensure an adequate stock of all forms is kept and distributed when required.

Reference: Quality Procedure Manual Section 2.2.1	Approved By: Management Committee Authorised By:	Date: 01/07/2014	Document: QPR Four Paws
		Subject: Vice Secretary Procedure	Revision: 0

2.2.1. Vice Secretary

The vice secretary will perform the secretary's duties in the absence of the secretary and will support the secretaries ongoing role.

Reference: Quality Procedure Manual Section 2.3	Approved By: Management Committee Authorised By:	Date: 01/07/2014	Document: QPR Four Paws
		Subject: Treasurer Procedure	Revision: 0

2.3. Treasurer

The Treasurer is responsible for the financial management of the incorporated association.

The treasurer will:

- Keep and maintain an asset register for the incorporated association.
- Provide a monthly profit and loss statement at committee meetings.
- Advise the management committee members of procedure for acceptance of monies eg sale of animal, membership fee, donation, sale of merchandise / raffle tickets etc.
- Advise prior to acceptance by committee of any fundraising ideas of the financial requirements surrounding these eg sponsorship drives, raffles, competitions, and sale of merchandise.
- Keep all documentation for payments made including receipts, invoices and statements.
- Keep and maintain the incorporated association's deposit and cheque books.
- Ensure that all payments are approved or ratified by the management committee and that they are recorded in the minutes.
- Keep all financial records in Queensland.
- Keep either a receipt book of consecutively numbered receipts, or computer system records of them.
- Maintain endorsement status for deductible gift recipient as per Australian Taxation Office requirements.
- Keep all records required to comply with the Liquor and Gaming Act for auditing purposes.
- Keep all records up to date and in a manner acceptable for audit. Also maintain communication with the nominated auditor / accountant.
- Record keeping for conduct of games under the Non-Profit Gaming Act 1999.

Reference: Quality Procedure Manual Section 2.3.1	Approved By: Management Committee Authorised By:	Date: 01/07/2014	Document: QPR Four Paws
		Subject: Vice Treasurer Procedure	Revision: 0

2.3.1. Vice Treasurer

The vice treasurer will perform the treasurer's duties in the absence of the treasurer and will support the treasurers ongoing role.

Reference: Quality Procedure Manual Section 2.4	Approved By: Management Committee Authorised By:	Date: 01/07/2014	Document: QPR Four Paws
		Subject: Council Liaison Procedure	Revision: 0

2.4. Council Liaison

The Council Liaison will communicate with council on behalf of Four Paws to foster a successful ongoing working relationship with the local council in respect to both education programs and foster / adoption services for the community.

Reference: Quality Procedure Manual Section 2.5	Approved By: Management Committee Authorised By:	Date: 01/07/2014	Document: QPR Four Paws
		Subject: Fundraising Coordinator Procedure	Revision: 0

2.5. Fundraising Coordinator

The Fundraising coordinator is responsible for:

- Creating a yearly fundraising plan with goals throughout the year, which correspond to particular events. This is to be liaised with the committee to implement a strategy on a quarterly basis.
- Working closely with the Media Coordinator to create a promotional plan prior to each fundraising event being held. The plan will be presented to the committee no less than 2 weeks prior to the event for approval.
- Ensuring events are properly planned and tasks allocated are completed.
- Ensuring adequate amounts of suitable promotional product are available for use at events.
- Recruit and coordinate volunteers for events.
- Recording and reporting all transactions related to fundraising activities to the treasurer.
- Researching fundraising ideas and ensure they comply with all related regulations set by the Office of Fair Trading.
- Ensure a budget for each activity is adhered to.
- Developing and maintaining a register of all fundraising activities to assist in reporting on progress.
- Analysing the cost effectiveness of appropriate activities and determine which will have the highest chance of success.

Reference: Quality Procedure Manual Section 2.6	Approved By: Management Committee Authorised By:	Date: 01/07/2014	Document: QPR Four Paws
		Subject: Media Coordinator Procedure	Revision: 0

2.6. Media Coordinator

The Media coordinator is responsible for

- Work to raise awareness of the charities work, aims and goals.
- Determine the forms of media, which will allow the organisation to reach its intended audience in the most effective manner while also keeping costs as low as possible. Such as radio, Internet, TV and print options.
- Prior to media releases, the media coordinator must report to committee for approval.
- Uploading to and maintaining the website
- Monitoring and maintaining the Facebook page
- Working closely with the Fundraising Coordinator prior to specific events to ensure a promotional plan is complete and presented to the committee no less than 2 weeks prior to an event.
- Ensuring all aspects of the promotional plan are carried out and tasks allocated are complete.
- Liaising with secretary to ensure enough business cards and flyers are available when required.

Reference: Quality Procedure Manual Section 2.7	Approved By: Management Committee	Date: 01/07/2014	Document: QPR Four Paws
	Authorised By:	Subject: Carer Coordinator Procedure	Revision: 0

2.7. Foster Carer Coordinator

2.7.1. Assistant Carer Coordinators

2.7.1.1. Foster Carer Process

- Upon being contacted by a potential foster carer via phone, email or in person provide a brief description of the charity along with the foster carer application form with mission statement attached within two working days.
- Upon receipt of a completed *Foster carer application form 2 - 2014*
- Contact minimum of three members of management committee via email, to advise of application and reasons it should or should not be approved using *Foster carer acceptance template 1 - 2014*
- If three committee members agree not to proceed further with application, prepare and send *Rejection of foster application letter template 2 - 2014*.
- Upon receipt of confirmation from three committee members to proceed with application make an appointment to do an interview and yard check. Yard checks are not required for cat only foster carers as fosters are to be kept indoors, except under special circumstances which will be assessed individually.
- Yard checks are to be kept to a maximum of 30 minutes in order to not encroach on people's personal time.
- During yard check discuss requirements of Foster carers and complete *Yard Checklist – Form 5 – 2014*.
- If yard check is clearly acceptable give Foster Carers Kit to Carer
 - Kit Includes:
 - Important Contacts Magnet
 - Folder with Carers Name
 - *Foster Carer Welcome Letter template 15 - 2014*
 - Gifts
 - Cats – 2 toys
 - Dogs – 1 toy and disposal bags
- Input new foster carer details into Foster Carer Database located on Google Drive.
- Report at next committee meeting of any new foster carers
- While a foster carer is actively caring for an animal, make contact fortnightly and notarize these conversations on the *Communication chart form 7 - 2014* for that animal.

2.7.1.2. Adoption Process

- Upon being contacted by a potential adopter via phone, email or in person, provide a brief description of charity along with the adoptee's application form with the mission statement within two working days.
- Upon receipt of completed *Adoption application form 3 - 2014*:
- Contact minimum of three members of management committee via email, to advise of application and reasons it should or should not be approved using the *Adoption acceptance template 3- 2014*
- If three committee members agree not to proceed further with application, prepare and send *Rejection of Adoption application letter template 4 - 2014*.
- Upon receipt of confirmation from three committee members to proceed with application make an appointment to do an interview and yard check. Yard checks are not a requirement for cat adoptions.
- Yard checks are to be kept to a maximum of 30 minutes in order to not encroach on people's personal time.
- During yard check discuss requirements of adoptee's and complete *Yard Checklist – Form 5 – 2014*.
- If the adoptive home has current pets, arrange a time and place to check compatibility of adoptive animal with current animals. Follow *Procedure 2.7.1.4 Compatibility of Pets*. This is compulsory for dogs and optional for cats.
- If yard check and compatibility are okay, arrange a time to transfer the animal. Carer Coordinator or assistant are to be present at transfer.
- Take *Adoption agreement form 4-2014* and microchip transfer and council registration paperwork to transfer for signing.
- Ask Foster carer to bring animals file to transfer and give file to adopter File is to contain:
 - Animal care profile
 - Vaccination Certificates
 - Desexing Certificate
 - Microchip transfer form copy
 - General Animal care sheet
- Post or email copies of signed documents to adopter.
- Hard copies to be attached to animals foster file and update *Foster Placement Form 9 - 2014* along with adoption application and adoption agreement and given to secretary at next committee meeting.
- Update Foster carer and Foster animal databases on Google drive.

2.7.1.3. Surrendered Animals

- Upon being contacted by a potential surrender animal via phone, email or in person, provide a brief description of charity along with the *Surrender application form 6-2014* within two working days.
- Upon receipt of completed *Surrender application form 6-2014*, make initial assessment:
 - If animal appears rehomeable, check foster carer database to check availability of foster position for animal.
 - Any surrenderer who doesn't agree to hold animal for up to 72hours if needed for relevant checks and a decision can be automatically rejected.
 - If animal is older than 5 years or surrenderer is unsure of age, and photo is not adequate for assessment, arrange to view animal
 - Things to look for that may mean animal is not suitable
 - Broken, worn or heavily diseased teeth.
 - Lumps felt when running hands over animal
 - Signs of discomfort, especially when running hands over hindquarters.
 - Greying of coat especially on face.
- Contact minimum of three members of management committee via email, to advise of application and reasons it should or should not be approved *Surrender Acceptance Template 3- 2014*.
- If animal has any behavioural issues evident in application, conduct the Four Paws Dog Trainer to conduct an assessment using the *Behaviour Assessment Form 10 – 2014*.
- If three committee members agree not to proceed further with application, prepare and send *Rejection of Surrender application letter template 6 – 2014*.
- Upon receipt of confirmation from three committee members to proceed with application, contact foster carer to check if they are happy to take on animal.
- Contact surrenderer to make an appointment to do an interview and transfer of animal to foster carer.
- Carer Coordinator or assistant needs to be present at transfer to assess flea/tick/worm condition and any medical history provided.
- Prior to transfer print and complete:
 - *Communication Chart Form 7 - 2014*
 - *Foster animal checklist form 11 - 2014* with name sticker attached
 - *Foster Placement form 9 - 2014*
 - 2 copies of animal care plan specific to animal using *Cat Care Plan template 7 – 2014* or *Dog Care Plan template 8 - 2014*
 - 1 copy of *General dog care template 9 - 2014* or *General cat care template 10 - 2014*
 - Required worm and flea treatments for first month of care.
- Place 1 copy of animal care plan and general care sheet into clear plastic pocket with animals name on it.
- At transfer of animal
 - Photograph the animal or contact nominated photographer to arrange.
 - Go through animal care sheet with foster carer and give them worm/flea control for and food for first month.
 - Give Foster carer animals sleeve to add to their foster folder. (vaccination and desexing certificates will be added to this when complete)
 - Complete *Foster placement form 9 - 2014*.
- Enter details into foster carer and foster animal databases on Google drive.

- *Complete Animal Profile template 11 -2014 / 12-2014* and forward to media coordinator to upload to web / Facebook.
- Using *Foster Animal Checklist form 11-2014* as guide attach all relevant paperwork to this and secure with bulldog clip and add to current foster file folder.

2.7.1.4. Compatibility of Pets

- For checking compatibility of existing pets prior to placement in foster care or an adoptive home.
- Arrange a suitable time for the foster animal to meet the existing pets on mutual ground.
- Attend the meeting ensuring the foster animal is suitably restrained (with a harness if a dog)
- Complete the *Compatibility form 8-2014*

2.7.1.5. Holiday / Emergency Care Relief

- Upon receiving holiday dates from foster carer ask if they have suggested arrangements.
- If they have made arrangements that appear satisfactory (refer to Holiday/emergency relief policy) complete following steps.
- If they have not made any arrangements or they are not acceptable, contact short-term carers to arrange holiday placement.
 - If a placement is not available contact the management committee to discuss case by case.
- Contact carer 2 weeks prior to confirm holiday is still going ahead.
- Contact short-term carer to confirm placement is still available.
 - If it is not, contact other short-term carers to arrange alternative.
- Arrange date and time for transfer of animal (this must always be person to person transfer)
- Take foster placement form for that animal with you to transfer and complete.
- Change details on database to reflect temporary placement.

2.7.1.6. Disappearance of a Foster Animal

- Update Foster animal and carer databases on Google drive to reflect missing animal (highlight in orange)
- Find out circumstances around disappearance from foster carer and what steps they have already taken to locate animal.
- Carer coordinator or assistant to liaise with local pound and vet surgery's regarding missing animal.
- Liaise with carer every 48hrs and document on *Communication chart form 7-2014* in animals file.
- Contact Media Coordinator so they can upload 'Missing Animal' advert to website and Facebook.

2.7.1.7. Animal Cruelty / Neglect While in Foster Care

- All claims of cruelty or neglect involving foster animals in care must be investigated before any action is taken.
- Carer coordinator and at least one assistant must be present at property being inspected at all times.
- Written report to be completed by carer coordinator immediately following inspection.
 - *Cruelty Checklist form 12-2014 and Complaint form 13-2014* are to be completed after inspection. **Do not complete these in presence of carer**
 - Under NO circumstances are Four Paws representatives to be aggressive or judgmental (there may be an explanation for the circumstances such as underlying disease)
- If it is obvious that the animals living conditions are detrimental, remove the animal in an un-confrontational manner.
 - Find emergency placement following Procedure 2.7.1.5 Holiday / Emergency Care Relief.
- If the animal's condition is poor, however the overall living conditions appear adequate, arrange with foster carer to consult with a Four Paws veterinarian within 24hours.

2.7.1.8. Death / Euthanasia of Animal While in Care

- Upon being informed of a deceased foster animal, arrange collection.
- If collection is delayed instruct carer to wrap animal in towel or blanket and keep in a cool area.
 - If over 20kg organize an assistant to help with removal.
 - Placed deceased animal into body bag and seal.
 - Take animal to refuse station for disposal.
- If the animal is to be euthanized upon recommendation from the Four Paws Vet, make a time with the Four Paws Vet to complete this and then follow procedure as set out above and below.
- Complete *Death / Euthanasia While in Care form 14-2014*
- Email report to management committee.
- Date care ended on placement form
- Update foster carer and foster animal databases on Google drive
- Attach report and form to animals file and hand to secretary at next meeting for archiving.

2.7.1.9. Veterinary Appointments

- Liaise with Four Paws Vet as to requirements for desexing and vaccinations of each individual animal.
- Through informing foster carers or providing transport ensure animals are present at veterinary appointments for routine care.
- Record appointments made on Communication chart in foster animals file.

2.7.1.10. Ongoing Foster Animal Care

- Ensure Care profiles of animals are kept up to date and complete new form if current profile becomes obsolete.
- Liaise with Carers who have animals in care fortnightly or monthly for general check of how things are going.
- Provide further worm/flea treatments and food on a monthly basis.
- Record all interactions on the Communication Chart Form in each animals file.

2.7.1.11. Provision of Parasite Prevention & Food to Foster Carers

- Record all incoming and outgoing products in the Product Log Book
- Provide 1 month of treatment and food at one time.
- If a foster carer has product or food left after adoption of animal, put the product back into stock and record in log book.
- Notify Four Paws Veterinarian when more product is required in stock

2.7.1.12. Foster Carer No Longer Able to Keep Animal

- Check database for available long term carer and if found:
 - Contact carer to ask if they are happy to take animal on.
 - Arrange transfer of animal and update Foster Care Placement Form in animals file.
 - Also transfer all related paperwork, medications and food with animal.
 - If No long-term care is available follow Procedure 2.7.1.5 Holiday / Emergency Care Relief.
- If no emergency care is available contact any members that have registered interest in foster care for emergency placement.
- If no placement is available contact Capricorn Animal Aid or RSPCA for provision of emergency care
- If placement is still not available contact management committee for decision to euthanize animal given that every avenue has been explored.
- Update foster carer and foster animal databases on Google drive to reflect outcome.

2.7.1.13. Foster Carer Resigning

- Upon advice of foster carer wishing to resign.
- Ask Foster Carer for written resignation via email or letter.
- Follow *Procedure 2.7.1.10 Foster carer no longer able to keep animal.*
- Update Foster Carer database.
- Inform management committee of resignation at next committee meeting.

2.7.1.14. Return of Adopted Animal During the Cooling Off Period

- If an adopter makes contact during the 2 week cooling off period requesting to return an animal:
 - Take details of the circumstances including why they want to return the animal.
 - If the reason appears to be behavioural try to question as much as possible the unwanted behavior and what steps have already been taken to rectify it.
 - Ask the adopter if they would accept an interview with the Four Paws Animal Trainer or Veterinarian to first further assess the situation.
 - If they are agreeable, contact relevant person to organize this.
 - If they do not wish to do this contact last foster carer to have cared for animal to see if they are agreeable to provide care again and if not follow *Procedure 2.7.1.11 Foster Carer No Longer Able to Keep Animal.*

Reference: Quality Procedure Manual Section 2.8	Approved By: Management Committee Authorised By:	Date: 01/07/2014	Document: QPR Four Paws
		Subject: Foster Carer Procedure	Revision: 0

2.8. Foster Carer

2.8.1. Vet

2.8.1.1. Illness

- Contact Four Paws as per Foster Carer Contact Card within 24hrs of symptoms of illness.
- If is an emergency and Four Paws representatives are not able to be contacted and Foster Carer chooses to consult another veterinarian, the foster carer must use their own details and each case will be assessed individually.

2.8.1.2. Other Veterinary Procedures

- Follow instructions given by the carer coordinator or Four Paws Vet. (these will be detailed on Cat / Dog Care Plan Template that is provided for animal) or provided in writing if for treatment of a condition.
- Follow instruction given by Carer coordinator or assistant or Four Paws vet in regards to appointments for routine vet care eg. Desexing, vaccination.

2.8.2. Foster Animal Management

- Follow Care Profile provided in animals sleeve and update as tasks are completed. (eg tick off worm/flea treatment)

2.8.2.1. Exercise

- Provide foster animal with an appropriate amount of daily exercise in relation to breed and health status. (If unsure contact carer coordinator)

2.8.2.2. Worming

- Milbemax has been selected for the prevention of heartworm and intestinal worms in dogs and cats.
 - Dogs – Dose appropriately for weight at the ages of 2 and 4 weeks and then monthly for life. Refer to *General Dog Care template 9 -2014*
 - Cats – Dose appropriately for weight at the ages of 6 and 8 weeks and then monthly for life. Refer to *General Cat Care template 10 -2014*

2.8.2.3. Flea/Tick Prevention

- Frontline has been selected for the prevention of fleas and paralysis ticks on dogs and cats.
 - Dogs – Use Frontline Plus Spot on dosed appropriately for weight every 2 weeks and not within 3 days of bathing. If less than 8 weeks of age use Frontline spray dosed appropriately for weight. Refer to *General Dog Care template 9 -2014*
 - Cats – Use Frontline Spray dosed appropriately for weight every 3 weeks. Refer to *General Cat Care template 10 – 2014*

2.8.2.4. Bathing

- Outdoor dogs are to be bathed monthly using an appropriate dog shampoo.
- Indoor dogs are to be bathed fortnightly – monthly using an appropriate dog shampoo (preferably Aloveen by Dermcare, designed for frequent use)
- For any bathing required between these intervals Four Paws recommends using alpha keri bath oil diluted as a rinse
 - Mix 1 capful into bucket water and pour over dog. Do not rinse off.
- Cats that are amenable to baths may be bathed monthly using an appropriate cat shampoo.

2.8.2.5. Feeding

- All foster animals are to be fed Royal Canin food provided by Four Paws as per *Policy 4.3.5 Food*.
- Four Paws will supply food.
- This requirement is to reduce chances of dietary diarrhea problems arising from frequent changes in food whilst animals are moving through the foster system.
- The Four Paws Veterinarian or the committee on a case-by-case basis if required can review this procedure.

2.8.2.6. Behaviour Problems

- All behavior problems are to be reported to the Foster Carer Coordinator who will inform the Four Paws dog trainer within one week of them becoming apparent.

- The Four Paws dog trainer will make suggestion for resolution of the problem or request a suitable time for a behavioural assessment, if deemed necessary, using the *Behaviour Assessment Form 10 – 2014*.
- Foster Carers are to follow all behavior modification techniques recommended by the Four Paws dog trainer and not other remedies.

2.8.3. Holiday / Emergency Care Relief

- Foster Carer must notify Carer Coordinator of intention to go on leave, preferably 2 months in advance, even if carer has a proposed arrangement.
- Carer coordinator will liaise with foster carer regarding transfer of animal to alternate care.

2.8.4. Disappearance of Foster Animal

- Foster carer must notify carer coordinator of foster animal going missing within 2 hrs of disappearance.
- Report to Carer coordinator steps that have been taken to locate animal and circumstances surrounding disappearance.
- Follow further instruction given by carer coordinator

2.8.5. Death of Animal in Care

- Inform Carer coordinator as soon as possible of a foster animal death.
- Whilst awaiting collection of deceased animal it may be wrapped in a towel or blanket and kept in a cool dry area.

2.8.6. Foster Carer No Longer Able to Keep Animal

- Carer must inform carer coordinator of inability to keep animal with preferably 2 weeks notice.
- Follow instruction from carer coordinator regarding transfer of animal and ensure animals sleeve containing care profile, etc is transferred with animal.

2.8.7. Foster Carer Resignation

- Foster carer is to give 21days written notice of resignation.
- Follow instruction from carer coordinator regarding transfer of animal and ensure animals sleeve containing care profile, etc. is transferred with animal.

Reference: Quality Procedure Manual Section 2.9	Approved By: Management Committee Authorised By:	Date: 01/07/2014	Document: QPR Four Paws
		Subject: General Members Procedure	Revision: 0

2.9. General Members

- General members must complete *Membership Form 1 - 2014* and submit with payment of membership fee.
- Ongoing membership fees need to be paid by the due date for membership to continue.
- General members can choose to volunteer at events when they are held.

Reference: Quality Procedure Manual Section 2.10	Approved By: Management Committee Authorised By:	Date: 01/07/2014	Document: QPR Four Paws
		Subject: Volunteers Procedure	Revision: 0

2.10. Volunteers

- Those wishing to volunteer at certain events but not become general members of Four Paws are able to do so by signing the volunteer sign on register on the day of the event.
- Those who are not committee members and are providing an ongoing free service to Four Paws will be granted complimentary general membership. This will be voted on at a committee meeting on a case-by-case basis.

Appendix A – Forms

1. Membership Application Form 1 -2014
2. Foster Carer Application Form 2 – 2014
3. Adoption Application Form 3 – 2014
4. Adoption Agreement Form 4 – 2014
5. Yard Checklist Form 5 – 2014
6. Surrender Form 6 – 2014
7. Communication Chart Form 7 – 2014
8. Compatibility Form 8 – 2014
9. Foster Carer Placement Form 9 – 2014
10. Behaviour Assessment Form 10 – 2014
11. Foster Animal Checklist 11 – 2014
12. Cruelty Checklist Form 12 – 2014
13. Complaint Form 13 – 2014
14. Death / Euthanasia in Foster Care Form 14 – 2014

Appendix B – Templates

1. Foster Carer Application Email Template 1 – 2014
2. Decline Foster Carer Letter Template 2 – 2014
3. Adoption Application Email Template 3 – 2014
4. Decline Adoption Application Letter Template 4 – 2014
5. Surrender Application Email Template 5 – 2014
6. Decline Surrender Letter Template 6 – 2014
7. Cat Care Plan Template 7 – 2014
8. Dog Care Plan Template 8 – 2014
9. General Dog Care Template 9 – 2014
10. General Cat Care Template 10 – 2014
11. Cat Adoption Profile Template 11 – 2014
12. Dog Adoption Profile Template 12 – 2014
13. Vaccination Certificate Template 13 – 2014
14. Sterilization Certificate Template 14 – 2014
15. Foster Welcome Letter Template 15 – 2014