



Peaceful Valley Donkey Rescue Satellite Adoption Center (SAC) Handbook

Introduction

Welcome to the Peaceful Valley Donkey Rescue Satellite Adoption Program! We are so excited to have you on board. Thank you for your love of donkeys and being an important part of the process to help save them! Please read through this manual of processes, and procedures to help prepare you for your important role within our organization. We will also include information on who to contact regarding different topics and welcome you to contact us at any time. We're here for you!

Attachments:

- 1) Receipt Signature Page (to be completed and returned to Regional Manager)
- 2) Volunteer Release Form (to be completed and returned to Regional Manager)
- 3) WhatsApp Addendum
- 4) PVDR Grading Scale

Contact information:

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General information: info@pvdr.org

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Additional Board of Trustees Contact:

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Web addresses:

Main webpage: www.donkeyrescue.org

Wild Burro Project: www.wildburroproject.org

Wild Burro Management: www.burromanagement.org

PVDR Forms: www.pvdrforms.org

Adoption Fee Payment: www.adoptionfee.org

Facebook: www.facebook.com/donkeyadoption

YouTube: www.donkeyrescue.tv

Instagram: @donkeyrescue

Twitter: @donkeyrescue

Getting Started

So you've filled out the application to be an SAC, been approved, now what?

1. Get your name out there!

- a. Director of Communications, Jessica Anselement, will be creating your location's Facebook page and adding you as an editor. This page is a great way to connect with your friends and communities and keep your followers in the know of when you can expect to get new adoptable donkeys as well as important information regarding our rescue.
- b. Check your email! As part of your welcome email, you were given instructions on how to access your new PVDR email address. Please be in the habit of checking your email as people both within and outside of the organization will start emailing you. If you ever receive an email in which you're unsure how to respond, please reach out to the Director of Communications for assistance.

- c. You should have either received or soon be receiving your business cards, yard sign, and vehicle magnets in the mail. Start using these so that people in your communities know that you're there! If you run out of business cards, contact us to let us know that you need more and we'll get them to you.

2. WhatsApp

- a. WhatsApp is a downloadable messaging app available to both Android and Apple devices. Please download the messaging app to your mobile device and let the Director of Communications know once you've downloaded so that you can be added to the PVDR communications group which exists so that we may all be in the loop on important issues regarding the rescue.
- b. You'll want to read the attached guidelines on the WhatsApp usage because we don't want this method of communication to become overwhelming.
- c. Any questions about WhatsApp can be directed to the Director of Communications

*****WhatsApp Communications are confidential and not to be shared with anyone outside of the intended recipients.*****

3. **Monthly Reports:** At the end of each month, you'll need to submit your SAC's monthly report to your Regional Manager. It is crucial that you provide your Regional Manager with the following information:
 - a. Current number of donkeys at facility
 - b. Number of adoptions (how many donkeys were adopted in the last month)
 - c. How many volunteer hours worked (this includes any volunteers you have at your facility and the number of hours you've put in)

4. Expense Reports:

- a. Expense report forms can be found on the PVDR Forms webpage.

- b. When you have available adoptable donkeys, please submit your expense reports monthly. Don't wait for several months of expenses to pile up before submitting.
 - c. Hay is the only reimbursable item that doesn't require prior approval from HQ.
 - d. If you have questions about expensable items, please contact CFO, Amy Meyers.
5. **Holding Period:** Please note that once you get a delivery of adoptable donkeys, adoptions from that group should not take place for two weeks after receiving. This allows the donkeys to decompress from their trip and also gives you, the SAC, a chance to get to know the donkeys to better inform potential adopters. After the two-week holding period, adoptions may begin.

6. Adoption

- a. You will receive a PDF application via email from your Regional Manager once an adoption applicant has passed the first two levels of screening. Upon receipt of the application, you will then reach out to the applicant to coordinate meeting with the adopter, introducing them to the donkeys, etc. *****Please do your best to contact the applicant within 48 hours of receiving the application from your Regional Manager*****
- b. All applicants are required to provide contact information for both the vet and farrier they intend to use for the donkey(s) they are planning to adopt. It is up to the SAC to contact the vet and farriers to ensure that they are valid.
- c. Applicants are required to provide photos of the roaming area and shelter in which the donkey(s) will have access. If this is unavailable, a home inspection may be required. Please get with your Regional Manager for special circumstances.
- d. SACs should not promise specific donkeys to potential adopters prior to the donkey's arrival in the event something either prevents the donkey from making the trip, or in the event something should happen during the trip or two-week holding period that would prevent the donkey from being

adoptable at that time. As a rule of thumb, adoptions should be handled on a first-come, first-serve basis.

- e. Please keep notes of your interactions (i.e. phone calls, efforts to contact vets and farriers, anything that might result in a rejection of the application, etc.) with the applicants and provide this information to your Regional Manager so that they may update our database accordingly.

- f. Adoption Fees
 - i. \$350 for a single standard-sized donkey

 - ii. \$500 for two standard-sized donkeys adopted simultaneously

 - iii. It is unlikely that you will receive any mini or mammoth donkeys at your facility, but if it happens, please coordinate with the senior staff and your Regional Manager to decide on the adoption fee at that time.

 - iv. Adoption fees should be made online via our website at www.adoptionfee.org. To confirm that payment has been made, you may have your adopter email you the confirmation of receipt email that they receive once paid or they can screenshot the confirmation of payment page and send to you. You'll want to ensure that payment has been made and keep a copy of that payment for your records prior to releasing the donkeys into the adopter's care.

 - v. If the adopter is unable to pay online, checks are acceptable. The check should be made out to "Peaceful Valley Donkey Rescue," with the donkey's AVID number(s) in the memo line and you should send the check along with the hard copy application and signed contract to your Regional Manager.

 - vi. Once an adoption is complete, please update your Regional Manager with the details including what donkeys were adopted so that our databases may be updated accordingly.

g. Hard-Copy Applications & Contracts

- i. As an SAC, you will receive two booklets:
 - 1. Applications
 - 2. Contracts

Both of these booklets contain 4-color copies: White, Yellow, Pink & Gold.

- ii. Every adoption that takes place must have both a completed application and contract. The copies must then be distributed as follows:
 - 1. White: with **original signature** to be sent to Regional Manager (who will then forward on to HQ in San Angelo)
 - 2. Yellow: To be sent to Regional Manager as their copy
 - 3. Pink: To be kept at SAC for your records
 - 4. Gold: To be sent home with adopter

*****All adoptions must have these signed forms in hand before donkeys leave your care. No donkeys should leave your care without an application and original signed contract.*****

- iii. On the day of the adoption, please review in detail our adoption policy with the adopter and make sure they understand our rules and guidelines. You'll also provide the following to the adopter at the point of adoption:
 - 1. Gold copy of the signed application
 - 2. Folder from PVDR which includes informational guide, certificate of adoption (to be completed by you) and vaccine / worming schedule
 - 3. Copy of the coggins report
- iv. Update your Regional Manager with the adoption details so that they may update our internal database.

- 7. PVDR Donkey Identification:** Once a donkey is entered into the PVDR system, they are a PVDR donkey for life. To ensure that PVDR donkeys are easily identifiable and don't end up where they're not supposed to be, PVDR uses three forms of identification for our donkeys: AVID microchips, RFID ear tags, and the PVDR Freeze brand. The AVID microchip is inserted in the left side of the donkey's neck and can be read with an AVID chip reader. The AVID chip makes it easy for us to retrieve that donkey's personal record from our online database. The yellow RFID tag is immediately placed in the donkey's ear upon arrival to PVDR and this makes them easily identifiable from even a far distance. The freeze brand will be placed on each donkey's left shoulder.
- a. Ear tags will be removed by Regional Manager before donkeys are sent to adoption centers.
 - b. The freeze brand is our long-lasting assurance that our donkeys don't end up where they're not supposed to be. Because of the donkey hide trade and it's growing reach (even here in the U.S.), the freeze brand helps provide certainty that PVDR donkeys can be identified for life. The freeze brand changes the color of the donkey's hair in the location in which it's applied.
 - c. If you ever see a donkey with the PV brand on any auction lot or kill pen, please contact PVDR Senior Staff immediately.
- 8. Transporting Donkeys:** It is up to you if you'd like to offer the service of delivering donkeys to approved adopters. The situation may also arise where adopters decide that they need to return their adopted donkeys and you end up picking them up. Please note that whenever donkeys are being transported, a "Processing/Transport Form" must be completed and sent to your Regional Manager. This form can be found on pvdrforms.org. Please also be sure to advise your Regional Manager if an adopter has reached out to you to return donkeys and they can help you coordinate and also update records. (You should always keep your Regional Manager in the loop about changes in status and location of PVDR donkeys.)
- 9. In the Event a PVDR Donkey Dies,** please let your Regional Manager know right away. This is regarding any PVDR Donkeys in your direct care or from adopters. A Medical Form will need to be completed and returned to the Regional Manager so that records can be updated accordingly. This form can be found on pvdrforms.org.

***** Communication is your key to success as a Satellite Adoption Center! Please keep in regular contact with your Regional Manager. You are a part of this organization and so if you see something that you don't like or understand, please let us know! Your Regional Manager and the Executive Staff are all here to support you. It's about the donkeys and we're all in it together! *****

Other Things to Consider

1. As an SAC, know that you are now a representative of the Peaceful Valley Donkey Rescue. Please be mindful in the information you're sharing and that anything affiliated with PVDR needs to be in line with PVDR values.

Confidential, proprietary information should remain just that: confidential.

2. Should you be contacted by any media, reporters, activists, etc asking for statements on behalf of the organization, please refer them to the Director of Communications.
3. You do not need to take any crap from anyone. A few points on this:
 - a. Ultimately, you will be the one to decide if the adopter should be approved. Mark Meyer's rule of thumb is that if you wouldn't be comfortable with your kid spending the night at the adopters home, then you shouldn't be adopting out to them. In the event you are dissatisfied with an applicant that has passed though the first two levels of screenings, please let your Regional Manager know immediately.
 - b. If you are receiving any abusive emails / Facebook messages, please just ignore and notify the Director of Communications and your Regional Manager immediately. Social media rule of thumb: don't feed the trolls!
 - c. Since our adopters should be reading the adoption policy before agreeing to it, then they should know that these donkeys will always be PVDR donkeys and we reserve the right to take them back into our care at any time. Please keep your Regional Manager and senior staff in the loop if you have any specific concerns on your adopters.

4. Talk to us! We, the staff, are here for you. If you are unsure of something, uncomfortable with something, concerned about something, or have suggestions about something, reach out! We are always looking to improve.
5. If you've got fundraising / event ideas, let your Regional Manager know! We encourage our SACs to host events to raise awareness / donations for donkeys.
6. If you have volunteers out to help you at your respective locations, please ensure that they've filled out and signed a Volunteer Release Form which can be found on pvdrforms.org
7. We have a YouTube channel, a Twitter account, an Instagram account and many Facebook pages---share these resources with your followers and communities!
8. Should you decide that you are no longer able / interested in being an SAC, please let your Regional Manager know.

Conclusion

By becoming a Satellite Adoption Center, you've gained an extended family of fellow donkey lovers. We are all here for the same purpose: to improve the plight of the American donkey. We got your back and we know that you've got ours. Thanks so much for coming on board. We look forward to working with you!

Confirmation of Receipt

Applicant must sign and return this page to their Regional Manager before the onboarding is considered complete:

I, _____, confirm that I have received the Satellite Adoption Center (SAC) Handbook and Volunteer Release Form and hereby agree to follow all of PVDR's rules, policies, practices, and procedures. I further understand that if I fail to comply with PVDR regulations, my role as an SAC may be terminated without notice by PVDR Senior Staff at any time.

Signature: _____

City/State: _____

Date: _____

(Below to be completed by PVDR Staff)

Received by: _____

Received Date: _____