

## **POLICIES HAPPY TAILS PET THERAPY, INC.**

### **ARTICLE I - PURPOSE AND POLICIES**

These Policies shall be binding on all Happy Tails members. These Policies are supplementary to the Bylaws and shall be used in conjunction with them.

### **ARTICLE II - MEMBERSHIP**

#### **Section 2.1 Membership 2.1.1 Eligibility**

A member must meet the membership requirements set forth in the Bylaws and these Policies to be eligible to join Happy Tails.

#### **2.1.2 Animals Accepted**

The only animals accepted into Happy Tails are dogs, cats and rabbits. No other animals are accepted.

#### **2.1.3 Obedience Training**

Proof must be provided to Happy Tails that all dogs have met any one of the following requirements:

- Provide proof of completion of a basic obedience course
- Provide proof of completion of an advanced obedience course
- Provide proof of a Companion Dog (CD) title certificate completed with the handler
- Provide a copy of a Canine Good Citizens (CGC) test certificate awarded in conjunction with a training course
- If no certificate was awarded, provide a letter from the animal trainer stating completion and passing with the handler

#### **2.1.4 Code of Conduct**

Members must read, sign and agree to adhere to the Code of Conduct, as amended from time to time. The Code of Conduct currently in effect is attached to these Policies.

#### **2.1.5 Active Membership**

Under the Bylaws, in order to maintain an active, visiting membership in Happy Tails, each year a member must participate in Happy Tails activities a minimum of once every six

months. For this purpose, “activities” include regular and special visits and parades, but do not include member social events, member training or educational programs.

### **2.1.6 Family Memberships**

A “family membership” refers to memberships where two or more people in the same household are active Happy Tails members, eligible to go on visits with and to handle one or more of the family’s Happy Tails pets, provided that only members who have tested and passed with a particular pet may handle that pet. Other family members, i.e., school age children or those who have not met eligibility requirements, may accompany the active member on a regular or special visit with the permission of both the facility and the Team Leader. They must not handle the Happy Tails pet during the visit. Members may not bring young children who require their close attention on visits. Happy Tails’ liability insurance insures only active members during Happy Tails functions.

## **Section 2.2 Animal Health Standards 2.2.1 Veterinary Health Standards**

Each animal must meet the current veterinary health standards regarding vaccinations and/or screening tests. These standards will be determined and reviewed regularly by the Veterinary Advisory Board and are listed on the current Veterinary Health Record or comparable form.

### **2.2.2 Titering of Animals**

Generally, vaccinations are required for all Happy Tails animals. Annual titering of animals is accepted, provided the titering meets the standards established by the Veterinary Advisory Board.

### **2.2.3 Raw Protein Diet Policy**

Raw animal protein diets introduce bacteria and parasites into an animal’s digestive system, which can be passed along to humans. The potential liability associated with exposing our clients, many of whom may have compromised immune systems, to infection or disease is too great to justify this risk. Therefore, it is our policy that:

- No Happy Tails pet may be fed a raw animal protein diet at any time.
- All Happy Tails members must refrain from feeding a raw animal protein diet to any pet in their household.
- Happy Tails pets who have previously been fed a raw animal protein diet may not participate in any Happy Tails visit or other event for two months after stopping

the raw protein diet. Happy Tails members with pets who have previously been fed a raw animal protein diet must provide proof from a veterinarian of a negative fecal parasite examination (using centrifugation).

## **ARTICLE III - STANDARDS**

### **Section 3.1 Program 3.1.1 Document of Understanding**

A Document of Understanding shall be signed by a Team Leader, Facility Coordinator or other Happy Tails representative designated by the President and each facility in which Happy Tails has an active and regular program. This document identifies our organization's mission and the mutual responsibilities of both the client facility and Happy Tails. This is a requirement for any facility beginning the program and will be retained as part of Happy Tails' records. A copy will be provided to the facility contact.

### **3.1.2 Pets Eligible to Attend Happy Tails Visits and Functions**

Only those pets that meet all membership and animal health standards requirements set forth in these Policies can attend a Happy Tails function, including without limitation regular and special visits, recruiting events, member social events and membership meetings.

### **3.1.3 Happy Tails Animals at Other Facilities or Venues**

Happy Tails members may only visit those Happy Tails client facilities with a current signed Document of Understanding. If Happy Tails members wish to take their animals to another facility that allows animal visits but does not have a current Happy Tails Document of Understanding, they may do so; however, they may not act as representatives of Happy Tails or wear or carry Happy Tails logo items. Happy Tails liability insurance coverage will not apply during these visits.

### **3.1.4 Visiting with Other Service Groups**

In general, Happy Tails does not visit with other service groups. However, if Happy Tails chooses to participate with another group in a project or other event, members may visit with the other organization. Only Happy Tails members may handle Happy Tails animals.

### **3.1.5 Website Links**

The Happy Tails website will not include links to other websites. Exceptions may be made for websites representing a Happy Tails affiliate program, sponsor or donor.

### **3.1.6 Donations**

In general, Happy Tails does not make financial contributions to other persons or organizations. Exceptions to this policy (such as if a member dies and the family asks that monetary donations be made in lieu of flowers) may only be made with the approval of two-thirds (2/3) of the Board.

### **3.1.7 Photography**

In facilities where photography is allowed, individuals or their legal representatives, must sign photography release forms in order for any photos to be used by, or on behalf of Happy Tails or its members in either personal or Happy Tails related media (newsletter, video, brochures, website and social media). Happy Tails must be mentioned in the photograph caption; however the name(s) of any non-Happy Tails individual(s) may not be used. Executed photography release forms with a copy of the photograph must be forwarded to the Happy Tails Administrator,

## **Section 3.2 Activity Guidelines 3.2.1 Member/Animal Safety**

If members at any visit, special event, recruiting event, or other Happy Tails function find themselves in a situation that may compromise their safety or the safety of their animals, they should leave the event immediately.

### **3.2.2 Equipment**

Dogs must wear collars or harnesses and leashes. All types of collars are allowed except pinch collars. Leashes may not exceed six feet in length. Retractable leashes and leads that go over the animal's nose and give the appearance of a muzzle, such as the Gentle Leader, may not be used on a visit or at any Happy Tails function. Cats and rabbits must wear harnesses and leashes or must be kept in a carrier. Cat handlers must supply a barrier (blanket, pad, towel, etc.) that will be placed between the client and the cat at all times.

### **3.2.3 Control of Animal**

The handler must be in control at all times and be responsive to the animal's behavior. If an animal exhibits aggressive behavior toward other animals or clients, it is the handler's responsibility to remove the animal from the situation immediately.

### **3.2.4 Off Lead Guidelines**

It is the responsibility of Happy Tails members to maintain control of their animals at all times when on a visit. This responsibility applies to animals who are off lead as well as those who are on lead. Members should not permit their animals to go off lead if they cannot maintain control under this circumstance. Only one animal at a time is allowed off lead at any Happy Tails function.

### **3.2.5 Decision-Making Authority**

The Team Leader, Special Events Chairperson, or other designated Happy Tails representative has ultimate responsibility and authority with respect to all decisions for a particular Happy Tails visit, event or other activity. Members participating in a visit, event or other activity agree to respect the authority, follow the direction, and abide by the decisions of such person.

### **3.2.6 One Handler with Multiple Animals**

The general rule is one handler for one animal. Except as provided below, and unless pets are specifically prohibited from an activity (such as orientation, volunteer training or initial observation visit), the maximum number of animals that a member may bring to a Happy Tails activity (including regular and special visits, parades, and member training or educational programs) is two. The following is required for one handler and two pets: (1) each animal must have completed a minimum of six months of client visits, and (2) both animals must simultaneously test with the member, who must satisfactorily demonstrate that he or she can competently handle both animals together. The pet evaluator(s) will make the final decision as to whether or not the member may visit with both animals. Happy Tails member social events are not subject to the simultaneous testing requirement or two animal limit.

### **3.2.7 Health Standards for Happy Tails Animals**

For the protection of our pets and the people they visit, members should not take their animals on visits when they exhibit any sign of illness or possible infection. This includes, but is not limited to, ear infections (fungus), hot spots or skin disorders that appear as open areas of skin or pustules, open or unhealed wounds (including surgical wounds), poor dental health, vomiting or diarrhea. Intact females may not visit while in season, pregnant, or nursing. Because feces are the most common medium for transmission of illnesses from animal to human, members should clean their hands after they pick up their animals' waste.

### **3.2.8 Potential Conflicts of Interest**

Happy Tails is neither an agent nor employee of any client facility. A Happy Tails member may be part of a team for a facility at which the member is employed, but may not be the Team Leader without approval of the Board.

### **3.2.9 Visiting Alone**

Happy Tails visits are to be made in teams of two or more members and their pets. Members may not visit alone unless the facility or special visit has been approved for solo visits by the Board. Approval will be based on the needs of the facility and the circumstances under which solo visits will be made. Members making approved solo visits must have completed team leader training.

## **Section 3.3 Incident Response, Reporting and Investigation Procedures 3.3.1 Types of Incidents to be Reported**

- *Behavior of Animal* – directed toward another animal or a human, either inside or outside a Happy Tails facility, special visit or event, including but not limited to snapping, growling, excessive barking, baring of teeth, overly exuberant behavior, lunging, or any behavior resulting in a grievance or an injury, whether or not medical attention was required. Urination or defecation inside a facility, significant

deterioration of obedience skills, or other signs of possible physical or emotional stress or disorder also should be reported.

- *Behavior of Human* – either inside or outside a Happy Tails facility, special visit or event, including but not limited to lack of appropriate attention and supervision of the animal, inability to control the animal, failure to address behavioral issues, or rough or abusive behavior toward any animal. Inappropriate human to human touching or any other inappropriate physical or verbal action, whether or not medical attention was required, also should be reported. **3.3.2 Response Procedures**

- Ensure that all team members have control of their pets.
- In the event of injury to a client, contact facility staff to take care of the injured person. Do not attempt to lift, move or treat the person.
- Follow the directions of facility staff. If possible, have another team member take the pet or, weather permitting, put the pet in the member's car. Ensure that everything the staff requires has been completed before leaving.
- Prior to leaving the facility, request a copy of the completed incident report.

### **3.3.3 Incident Reporting**

Although the Team Leader generally will have primary responsibility, it is the responsibility of each Happy Tails member to ensure that any potential incident of which the member is aware is properly reported, whether by the Team Leader, the member or another Happy Tails member.

- Document all details regarding the incident, including when, where, who was involved, witnesses, specific injury and treatment (if known), and events leading up to the incident (member's location, animal's location, etc.).
- Provide all written information, including a copy of the facility's report, to the Team Leader.
- The Team Leader or member will complete the Incident Report Form and forward to the Administrator.

### **3.3.4 Investigation and Follow-up**

- The Administrator will promptly forward the Incident Report Form to the President and Vice President, and Pet Evaluator for an incident involving an animal.
- Upon learning of an incident (whether through an Incident Report Form or otherwise), the President, or the Pet Evaluator if requested by the President, will promptly notify the member, either directly or through the Team Leader, that he or

she is suspended from participating in all Happy Tails activities pending investigation and review of the incident.

- An investigation, which may include contacting Happy Tails team members, witnesses, and client facility contacts, will be conducted in order to assess the facts of the incident. The investigation will be led by the Pet Evaluator for an incident involving an animal, and by the President in all other cases.
- Upon completion of the investigation, the Pet Evaluator (for an incident involving an animal) or the President (in all other cases) will recommend to the Board either (1) no further action, (2) corrective and/or preventive action, or (3) removal of the member and/or animal from the program.
- The Board is responsible for understanding the incident and voting on an appropriate course of action, including whether or not the member and/or animal are permitted to remain in Happy Tails and the nature of any corrective and/or preventive action. Considerations include Happy Tails' reputation, liability issues, client recommendations or requests and veterinarian recommendations.
- The Board's decision, and supporting reasons to the extent appropriate, will be promptly communicated to the member by the President, or by the Pet Evaluator if requested by the President.
- If at any time during the investigation and review process the member resigns and/or removes the animal from the program, the President, or the Pet Evaluator if requested by the President, will report to the Board summarizing the incident and the outcome, and the incident will be closed.

### **Section 3.4 Team Leaders**

Any Happy Tails member wishing to become a Team Leader for a new team must first complete a Team Leader Training Workshop or other comparable training offered by the Team Leader Advisory Council. In the event of a Team Leader vacancy, an existing team member may act as interim Team Leader, but must complete Team Leader training within six months. If a Team Leader cannot be present at a visit, another member of that team – if possible, one who has been a member of Happy Tails for at least six months – may act as Team Leader solely for that visit.

### **Section 3.5 Social Media Policy**

Happy Tails provides online forums for sharing and interacting with others about the organization and topics related to our mission and pet therapy. Happy Tails currently maintains a Facebook Fan page and Closed Group page. While Happy Tails encourages open discussion and sharing, all posts via any form of social media are subject to these Policies and any Social Media Strategy and Guidelines that may be in effect, to ensure constructive, respectful, and productive use of our social media sites.

- Be respectful, professional and courteous. Comments will be removed that use obscenities, personal insults or attacks, or other disparaging language. Do not disclose confidential or personal information.
- Keep comments on topic. All members and guests are encouraged to post news, happenings, questions, and other information relevant to the organization. Offtopic comments may be edited or removed by Happy Tails.
- Advertising, solicitations, and endorsements are not allowed on the Closed Group page. This includes business or personal solicitations, sales-related posts, appeals for other organizations or causes, endorsement or repudiation of any political candidate or legislative issue, and events or fundraising activities not directly related to Happy Tails.
- Advertising, solicitations, and endorsements are allowed on the Fan page, subject to these Policies and the Social Media Strategy and Guidelines. Happy Tails has the right to remove posts, advertising, solicitations, and endorsements that Happy Tails deems inappropriate.
- The viewpoints, opinions and actions expressed in comments are those of the individuals, and may not reflect Happy Tails policies or positions.
- Only authorized persons may post or respond to comments as official representatives of Happy Tails.
- Happy Tails reserves the right to remove any comment or post at any time without notification.
- Users who violate these Policies or the Social Media Strategy and Guidelines may be barred from posting to the Closed Group page, Fan page, or other social media sites and may be subject to disciplinary actions as set forth in the Bylaws and these Policies.

## **ARTICLE IV - OFFICERS AND COMMITTEE CHAIRS**

### **Section 4.1 Selection**

All officers are elected for one-year terms. All committee chairs are appointed for one-year terms concurrent with Board terms and are appointed by the President with the approval of the other officers.

### **Section 4.2 Election of Officers 4.2.1 Notification of Election**

- Each year, the Board will notify members of the dates of the Annual meeting and election of officers for the coming fiscal year, as well as the date by which members must inform the President of their intention to run for office. These dates will be set in accordance with the Bylaws.
- A committee may be convened by the Secretary to encourage qualified members to run for office. The purpose of this committee is to ensure that there will be



candidates for all offices. It in no way limits the ability of any member to run for office.

- Within one week following the filing deadline, the President will contact each candidate to advise them of other candidates who filed their intent to run for the same office.

#### **4.2.2 Campaign Guidelines**

- Candidates may, but are not required to, submit one page biographies describing their backgrounds, qualifications for office, objectives in running for office, or other information in support of their candidacy. The Board will advise candidates of the deadline for submission of biographies and make them available to members via mail or electronic transmission and the Happy Tails website.
- There will be no campaigning or candidate speeches at the Annual Meeting and Election of Officers as all proxy ballots will have been submitted prior to that meeting.
- Any candidate may request that the Board schedule a meeting where members can meet and ask questions of the candidates prior to the election. This request should be made to the President upon notification of intent to run for office.

#### **4.2.3 Ballots**

- Members may vote either in person at the Annual Meeting using a standard ballot or by proxy (absentee) ballot. Proxy ballots will be posted on the Happy Tails website. The proxy ballot will direct the Secretary or the Secretary's designee to cast votes on behalf of the undersigned member for the candidates specified on the member's proxy ballot. The final date for submission of proxy ballots is three days before the day of the Annual Meeting.
- Ballots will be counted by a Tellers' Committee, appointed by the Secretary and made up of the Secretary or the Secretary's designee and two members in good standing. The Happy Tails Administrator will provide administrative support to the Tellers' Committee.
- Prior to the Annual Meeting, the Happy Tails Administrator will generate a list of eligible voters. As proxy ballots are received, they will be recorded on the eligible voter list and the administrator will notify voters that their ballots have been received and accepted. Individuals who submit proxy ballots but who are not eligible to vote will be notified that their ballots cannot be accepted. Copies of these notifications will be sent to the Secretary. On the day of the Annual Meeting, attendees will be checked against the list of eligible voters and given ballots if they are eligible to vote and have not previously submitted proxy ballots.

#### **4.2.4 Vote Count**

Upon the close of voting, the Tellers' Committee will convene to select a chairperson from among its members, determine that a quorum has been achieved, verify that all those casting votes were eligible to do so, verify that there are no duplicate ballots, independently count ballots cast either at the meeting or by proxy, reconcile their independent counts, and prepare the Tellers' Report. The Tellers' Committee will then certify the election and the chairperson of the Tellers Committee will announce the results to the membership.

### **Section 4.3 Duties, Responsibilities and Qualifications 4.3.1 Fiduciary Duties of Officers and Board Members**

The directors of non-profit organizations are legally obligated to fulfill duties of care, loyalty, and obedience.

- The duty of care requires that directors and officers discharge the duties of their respective positions in good faith and with the care an ordinarily prudent person in a like position would exercise under similar circumstances.
- The duty of loyalty requires directors to exercise their powers in good faith and in the best interests of the organization, rather in their own interests or the interest of another entity or person.
- The duty of obedience concerns a director's obligation to ensure that the mission of the organization is upheld and perpetuated.

In acknowledgement of these duties, new officers and board members shall disclose potential conflicts of interest prior to assuming their offices and board positions.

Happy Tails does not seek to limit the ability of its members to serve our community through other organizations. However, Happy Tails necessarily competes for funding, members, facilities, and publicity with other organizations that provide the same services within our service area. Therefore:

- During his or her tenure, an officer shall not be a member of another organization whose mission is to provide AAA or AAT within the Happy Tails service area.
- Further, during his or her tenure, a member of the Board of Directors who is a member of another organization whose mission is to provide AAA or AAT within the Happy Tails service area shall neither serve as member of the board of directors of that organization nor participate in fundraising, recruiting, or promotion for that organization.

#### **4.3.2 Responsibilities**

Each officer's and committee chair's duties and responsibilities are outlined in the Position Descriptions attached to these Policies, as amended from time to time. Each

officer and committee chair is responsible for projecting costs for the following fiscal year and these projections must be submitted to the Treasurer in January.

#### **4.3.3 Officer Qualifications**

Any qualified member in good standing may be considered for office. “Qualified” is defined as having maintained active membership for a minimum of two years and completed team leader training.

## **ATTACHMENTS**

- I. Code of Conduct
- II. Position Descriptions
- III. Conflict of Interest Policy

## **Happy Tails Pet Therapy, Inc. Code of Conduct**

This Code of Conduct of Happy Tails Pet Therapy, Inc. (“Happy Tails”) outlines roles, responsibilities, commitments and boundaries for Happy Tails Pet Therapy members to ensure safe and successful visits for our members, their pets, and our clients and facilities.

- ❖ I agree to meet all requirements set forth by Happy Tails prior to participating in a any visit, event or other activity.
- ❖ I am responsible for withdrawing my animal from Happy Tails, either temporarily or permanently, if I feel it cannot perform up to the standards of Happy Tails.
- ❖ I am responsible for making sure that my pet is clean, well groomed and healthy, as this reflects positively on the organization.
- ❖ I agree to maintain and update my animal’s veterinary health records as defined by current Happy Tails requirements.
- ❖ I have read the Happy Tails Policies and agree to abide by them. I understand that it is my responsibility to become familiar with any changes to the Policies and otherwise to periodically review the Policies as needed.
- ❖ I have read the Happy Tails Raw Protein Diet Policy, understand its importance and agree to abide by and adhere to the policy. I certify that neither my Happy Tails pet nor any other pet in my household is currently fed, and for at least the past two months has not been fed, a raw protein diet.
- ❖ I understand that I am expected to conduct myself in a professional manner and to make sure that my animal is under control at all times.
- ❖ I acknowledge the importance of my commitment to be on time and to find a substitute if I cannot make my scheduled visit.
- ❖ I agree to dress in a manner that is tasteful and otherwise un-provocative.
- ❖ I agree to refrain from the use of alcoholic beverages (other than at social events) and/or illegal substances and refrain from the use of profane or abusive language before and during Happy Tails visits and functions, and not engage in behavior or conduct injurious to the reputation of the organization as defined in the volunteer training manual.
- ❖ I will not take a photograph or video of any client at a Happy Tails visit or event without permission of the client and facility. In facilities where photography is permitted, individuals or their legal representatives must sign photography release forms in order for any photos to be used by Happy Tails or its members in either personal or Happy Tails related media (newsletter, video, brochures, website and social media). The facility release applies only to individuals identified on the release form. Happy Tails must be mentioned in the photograph caption; however the name(s) of any non-Happy Tails individual(s) may not be used. Executed photography release forms with a copy of the photograph must be submitted to the Administrator as instructed on the photo release form.
- ❖ I will recognize and respect the rights of the individuals and the rules of the facilities visited.
- ❖ I understand that it is my responsibility to ensure that any potential incident, as defined in the Happy Tails Policies, of which I am aware is properly reported, whether by me, my Team Leader or another Happy Tails member.
- ❖ I agree to respect the authority, follow the direction, and abide by the decisions of the Team Leader, Special Event Chairperson, or other Happy Tails representative with responsibility for each Happy Tails visit, event or other activity.

## Position Descriptions – Board of Directors

President
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The President is responsible for the leadership of the organization and serves as Chief Executive Officer. The position is elected by the membership annually and serves as Chairperson of the Board of Directors.

*Duties and Responsibilities:*

- Preside at the meetings of the Board of Directors
- Preside at regular membership meetings
- Be a member ex-officio of all committees
- Appoint committee chairpersons as needed
- Sign all contracts and obligations with the Treasurer as authorized by the Board
- Maintain essential records and files which shall be transferred to the successor at the close of the term of office
- Initiate all needed legal correspondence necessary for the operation of the organization
- Ensure Bylaws and Policies are updated as needed
- Facilitate strategic planning. Set specific goals and objectives for the following three years and, with the Treasurer, prepare the three-year financial plan
- Assist with other special projects or tasks and assign committees as needed
- Prepare an annual report and facilitate distribution to members, donors and sponsors
- Oversee website additions and changes
- Communicate goals and progress on a regular basis to the Board

Vice President
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The Vice President oversees member education and assists the President with respect to the strategic direction of the organization, communications with members, and carrying out special projects. In addition, the Vice President assumes the role and leadership responsibilities of the President in his or her absence. The position is elected by the membership annually and serves as a Board member.

*Duties and Responsibilities:*

- Ensure the website contains appropriate educational resource links for the membership
- Oversee all aspects of member education
- Assume the role and leadership of the organization upon the absence of the President or by delegation as needed
- Assist with other special projects or tasks and assign committees as needed

- Communicate goals and progress on a regular basis to the Board by attending the Board meetings and/or providing a written recap and report.

Secretary
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The Secretary ensures the organization's records are orderly and current. The position is elected by the membership annually and serves as a Board member.

*Duties and Responsibilities:*

- Record minutes of all Happy Tails Board meetings; distribute minutes to Board members; post minutes to the website
- Compile and distribute the monthly Board report with information submitted by each Board member and have them posted to the website
- File an electronic copy of the annual report and semi-annual report which consists of reports from the President, all other officers, all standing committee chairs and any special committee chairs
- Schedule rooms for Board meetings, Volunteer Training and Orientation; maintain website calendar
- Maintain essential records and files which shall be transferred to the successor at the close of the term of office
- Facilitate officer election process
- Assist with general correspondence upon request of the President
- Facilitate the availability of and update logo merchandise as necessary
- Communicate goals and progress on a regular basis to the Board by attending the Board meetings and/or providing a written recap and report

Treasurer
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The Treasurer is the custodian of all the funds of Happy Tails. The position is elected by the membership annually and serves as a Board member.

*Duties and Responsibilities:*

- Make payments in accordance with the guidelines for expenditures. Items not provided for in the guidelines for expenditures shall be incurred and paid upon order of the Board
- Select a CPA to prepare the appropriate federal and state tax returns
- Keep full and accurate accounts
- Present financial statements at the regular meetings of Happy Tails and the Board
- Submit an annual budget soliciting the input of the full Board
- Update the ongoing three-year financial plan for Happy Tails

- Sign all written contracts and obligations of Happy Tails with the President, as authorized by the Board
- Oversee the annual collection of dues, with the assistance of the Administrator
- Communicate goals and progress on a regular basis to the Board by attending the Board meetings and/or providing a written recap and report

New Member Chairperson

The New Member Chairperson assists new and inactive members. The position is appointed by the President annually and serves as a Board member.

Duties and Responsibilities:

- Contact new members to both welcome and assist them in finding a facility/team
- Receive phone calls from new members and assist with questions
- Contact non-visiting members in an effort to encourage them to resume visits
- Report status of new and non-visiting members to Administrator on a timely basis
- Communicate goals and progress on a regular basis to the Board by attending the Board meetings and/or providing a written recap and report

Pet Evaluator

The Pet Evaluator oversees the evaluation program for all Happy Tails animals. The position is appointed by the President annually and serves as a Board member.

Duties and Responsibilities:

- Establish and conduct evaluation programs for pets on a monthly basis
- Recruit, train and direct a team of volunteers for assisting with the process of testing
- Handle any incidents with team members, team leaders, and pets, along with the Team Leader Advisory Council Chairperson
- Initiate any follow-up correspondence related to incident documentation as needed
- Recommend disciplinary action involving the removal of an animal from the program and present summary information to the Board
- Support and assist the Administrator at the check-in table during evaluations
- Assist with orientation of potential volunteers by communicating testing procedures and expectations
- Communicate goals and progress on a regular basis to the Board by attending the Board meetings and/or providing a written recap and report



Fundraising/Sponsor/Donor Chairperson
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The Fundraising/Sponsor/Donor Chairperson is responsible for maintaining a detailed record of contributions received from donors, sponsors, fundraising events, and in-kind donations. The position is appointed by the President annually and serves as a Board member.

Duties and Responsibilities:

- Oversee fundraising activities for organization including appropriate delegation of duties including, but not limited to, foundation and grant applications, corporate funding requests, special fundraising activities and coordination of budget analysis of fundraising
- Provide a report of money received from grants, donations, fundraisers, and cost, if known, involved in obtaining such funds
- Develop and maintain a detailed fiscal year spreadsheet of Happy Tails donors, supporters fundraising partners
- Ensure that all donors, sponsors and supporters are recognized and promptly thanked in writing for their support of Happy Tails
- Maintain a computer-based file and/or copy of thank-you letters and acknowledgment notes and cross-reference with monies received via the Administrator, Treasurer, Pay Pal or others
- Provide “in honor of” or “in memory of” notes and retain copy for the
- Review and update sponsorship levels and benefits and provide a list of all sponsors/donors under each sponsorship level to the President and the Secretary for the annual report
- Make presentations to the public and Happy Tails membership to increase awareness of the need for community and corporate support
- Provide a copy of the year-to-date sponsor/donor database monthly to the President and other Board members involved in sponsor/donor relations
- Identify grant/sponsorship opportunities and communicate them to the Board
- Communicate goals and progress on a regular basis to the Board by attending the Board meetings and/or providing a written recap and report

Team Leader Advisory Council Chairperson
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The Team Leader Advisory Council Chairperson chairs the Team Leader Advisory Council (TLAC) which supports all Happy Tails team leaders. The TLAC ensures that standards of quality for client facilities are met through reliable and consistent team leadership. The position is appointed by the President annually and serves as a Board member.

*Duties and Responsibilities:*

- Facilitate quarterly Team Leader Training workshops and, as needed, one-on-one Team Leader Training sessions for new and current team leaders
- Maintain a communication network for team leaders
- Ensure teams follow Happy Tails Code of Conduct and operational guidelines
- Initiate correspondence with team leaders regarding updated team/facility sheets and other documentation as needed related to ongoing service to the facility
- Ensure the Administrator keeps a current file with updated information on each active facility
- Support the President and Pet Evaluator with investigations of facility/volunteer incidents
- Provide team leader recognition and encouragement through direct contact, e-mail updates on upcoming Happy Tails events and events incorporating social and training components
- Ensure all team needs for leaders are met through the assistance of the Administrator
- Conduct TLAC meetings on a regular basis
- Establish yearly council goals with input from the TLAC members
- Designate a point of contact on the TLAC for each team leader with input from the TLAC members
- Communicate goals and progress on a regular basis to the Board by attending the Board meetings and/or providing a written recap and report

Volunteer Recruitment Chairperson
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The Volunteer Recruitment Chairperson oversees activities to recruit new volunteers for the organization. The position is appointed by the President annually and serves as a Board member.

*Duties and Responsibilities:*

- Participate in the development of recruiting materials (brochures, cards, applications, etc.) and Orientation scripts, insuring that they reflect current Policies and Bylaws
- Insure the recruitment materials are available for distribution at Happy Tails public relations activities, special events, speaking engagements and special visits upon request
- Retrieve and respond to voice mail and e-mail inquiries at least twice monthly
- Identify events in greater Atlanta in which Happy Tails may participate for recruiting purposes

- Coordinate, staff and record details of all recruiting events and Orientation sessions
- Communicate goals and progress on a regular basis to the Board by attending the Board meetings and/or providing a written recap and report.

Volunteer Trainer
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The Volunteer Trainer trains all new members and ensures their success in becoming viable volunteers. The position is appointed by the President annually and serves as a Board member.

*Duties and Responsibilities:*

- Train new member volunteers on the organization's policies and procedures
- Educate new member volunteers in the techniques for AAA and AAT
- Assure all training material, scripts and formats are reviewed annually and updated as needed
- Ensure understanding of the Happy Tails Code of Conduct with all new members.
- Schedule and conduct monthly training sessions 7 – 14 days following each Pet Testing date
- Assemble and coordinate training materials
- Distribute Bylaws and Policies and other essential forms to new members
- Review the monthly potential new member report and maintain contact with potential new members to facilitate completion of the membership process. This includes reminders of the 6 month time period for completion of volunteer training and the observation visit.
- .Recruit and manage assistant trainers as needed
- Ensure a polite and proper transition of new members to the New Member Support/Mentoring contact.
- Communicate goals and progress on a regular basis to the Board by attending the Board meetings and/or providing a written recap and report

Special Visits/Facebook Coordinator
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The Special Visits Coordinator organizes requests for special Happy Tails visits. The position may be appointed by the President annually.

*Duties and Responsibilities:*

- Coordinate the organization's participation in visits other than regular team visits
- Identify special visits of interest to the membership for participation and ensure that this information is communicated to the membership by mail, e-mail, and/or the website
- Coordinate the Facebook (member and fan page) content with input from the Board members on their areas of responsibility
- Ensure up-to-date information is available at all times
- Correct any problems with viewing or operation of Facebook
- Serve as the liaison for the network host for Facebook updates

- Communicate goals and progress on a regular basis to the President or other Board members designated by the President

Member Events Chair

The Member Events Chair organizes a minimum of two social events for members per calendar year.

Duties and Responsibilities:

- Identify sites and themes
- Prepare a budget to present to the Board
- Coordinate the organization's participation in selected annual parades
- Provide information about parades and social events to update the master calendar and incorporated them into the website and Facebook.
- Communicate goals and progress on a regular basis to the President or other Board members designated by the President

**Position Descriptions – Project Managers**

Speaker's Bureau Coordinator

The Speaker's Bureau Coordinator is responsible for responding to speaking requests.

Duties and Responsibilities:

- Recruit and train speakers
- Communicate goals and progress on a regular basis to the President or other Board members designated by the President

Public Relations/Communications Coordinator

The Public Relations/Communications Coordinator is responsible for the organization's public image in the community through effective marketing and communications with the press and media. The position may be appointed by the President annually.

*Duties and Responsibilities:*

- Identify promotional and public relations opportunities for the organization
- Serve as the organization's spokesperson, under the direction of the President, to the community at large and with the media and press
- Draft or review communications to Happy Tails members as needed
- Build community understanding and acceptance of Animal Assisted Activity (AAA) and Animal Assisted Therapy (AAT)
- Coordinate all newspaper, radio and television publicity and press releases
- Maintain a database of media contacts
- Update marketing collateral including press kits, brochures and video
- Maintain a history and current portfolio of Happy Tails press clippings, media reviews and video
- Work closely with the Volunteer Recruitment Chairperson and Parade Coordinator to involve membership in community events identified as meaningful for participation by the membership
- Work with the Website/Facebook Coordinator and provide input on the website and Facebook
- Communicate goals and progress on a regular basis to the President or other Board members designated by the President

### **Happy Tails Conflict of Interest Policy**

A conflict of interest is a situation in which a person has a duty to more than one person or organization, but cannot do justice to the actual or potentially adverse interests of both parties. The standard of behavior at the Happy Tails Pet Therapy, Inc. is that all staff, volunteers, and board members scrupulously avoid conflicts of interest between the interests of Happy Tails Pet Therapy, Inc. on one hand, and personal, professional, and business interests on the other. This includes avoiding potential and actual conflicts of interest, as well as perceptions of conflicts of interest.

I understand that the purposes of this policy are to protect the integrity of the Happy Tails \_\_\_\_\_ decision-making process, to enable our members, client facilities, donors, and funding sources to have confidence in our integrity, and to protect the integrity and reputations of our volunteers, board members and staff. Upon or before election, hiring, or appointment, I will make a full, written disclosure of interests, relationships, and holdings that could potentially result in a conflict of interest. This written disclosure will be kept on file and I will update it as appropriate.

In the course of meetings or activities, I will disclose any interests in a transaction or decision where I (including my business or other nonprofit affiliations), my family, significant other, employer, or close associates could receive a benefit or gain. After disclosure, I understand that I will be asked to leave the room, at which time the remaining members of the board will determine if a conflict of interest, in fact, exists. If it is determined that I have a conflict of interest, I may make a presentation to the board on the transaction or decision under consideration, but I will not be permitted to be present for discussion of, or participate in any vote regarding, that transaction or decision.

I understand that this policy is meant to supplement good judgment, and I will respect its spirit as well as its wording.

Signed:

Date:

[See Conflict of Interest Disclosure, attached.]

### **Conflict of Interest Disclosure**

Please certify below that you either have no actual or possible conflict of interest to report, or describe below any relationships, transactions, positions you hold (volunteer or otherwise), or circumstances that you believe could contribute to an actual or possible conflict of interest between the organization and your personal, professional, or business interests, financial or otherwise:

\_\_\_ I have no conflict of interest to report.

\_\_\_ I have the following actual or possible conflict(s) of interest to report.