



RESCUE A GOLDEN OF ARIZONA POLICY MANUAL

“All for the love of a Golden ...”

Adopted May 13, 2023
Amended November 11, 2023
Amended March 18, 2024
Amended April 6, 2024
Amended April 21, 2024

INTRODUCTION

Rescue A Golden of Arizona (RAGofAZ) was formed as a non-profit corporation in 1998 for the express purpose of rescuing Golden Retrievers who had been lost, abandoned, surrendered by their owners or otherwise displaced, providing needed medical care, and placing them in pre-screened approved homes.

RAGofAZ is governed by its Articles of Incorporation and a comprehensive set of Bylaws. This Policy Manual is designed to facilitate active and accountable governance of RAGofAZ, as well as compliance with applicable legal requirements.

The Board of Directors has the fundamental responsibility of ensuring that the organization fulfills its mission by (1) setting direction for the agency in accordance with its Bylaws and Articles; (2) providing financial oversight; (3) supporting the generation of adequate resources to carry out its mission. This Policy Manual serves as a guide for the implementation of the Bylaws, as well as a manual for Board practice and function. It institutionalizes best practices for continuity and succession planning among the organization's leadership, and serves as a guide for new Board member orientation.

The documents contained herein constitute the only official policies established and adopted by the Board of Directors.

Any part of this Policy Manual may be revised through a motion put forward by the Board of Directors, which is approved by a majority of the Board.

ADOPTED BY THE BOARD OF DIRECTORS ON MAY 13, 2023

BOARD OF DIRECTORS STANDARD OPERATING PROCEDURES

1. The Board will comply with the By-Laws adopted by the membership in 2010.
2. Board meetings are set on a specific day and at a specific time and location that is published by the Secretary no less than 48 hours prior to the meeting.
3. The Agenda, including the time, date and location of the Board Meeting will be published no less than 48 hours prior to the meeting unless a special session has been called on short notice.
4. Board meetings are guided by the By-Laws adopted in October 2010 and Roberts Rule of Order. Meetings may be recorded by the Secretary for transcription purposes.
5. Directors shall submit reports in writing or electronically to all Directors prior to the regularly scheduled Board meeting.
6. The Secretary shall ask that Meeting Minutes and Treasurer's Reports are accepted by the Board via a majority vote at a scheduled Board meeting.
7. The Board will maintain Directors & Officers Insurance and General Liability and Bond in the amounts the Board deems appropriate.
8. Board members who cannot attend a Board meeting may give a written or electronic proxy to another Board member. The proxy should state the date of the meeting, the name of the voting Board Member, and delivered electronically or by hand to the Secretary or President before the meeting.
9. Rescue A Golden of Arizona policies will be housed with the Secretary of the organization. Changes, deletions and additions to official policies can only be authorized by majority vote of the Board. Procedural documents, operations manuals, and other guidelines do not require Board approval.
10. A written motion and vote by the Board is required (1) to change official Board approved policies (2) to authorize spending by any Board member over an approved amount (3) to enter into any contract or legal/formal agreement on behalf of RAGofAZ with another person or business (4) to remove a Board member or RAGofAZ member and (5) in any situation where the Board's action may impact the operation, integrity, or reputation of RAGofAZ. A motion may be put forward by any Board member either at a meeting or via email. A motion put forth at a meeting will be written by the Secretary in the meeting minutes, and a vote will be called. The result of the vote will be included in the meeting minutes. To submit a motion via email, the Board member should first

send it to the Secretary and/or President, who will email it to the full Board, provide a deadline for voting, and report the result. All online motions will be entered in the minutes of the next meeting. The president may vote on all motions but in the event of a tie, the President's vote shall break the tie. A vote of "I abstain" will be counted in the negative in accordance with Robert's Rules.

11. Duties of the Board of Directors are described in the By-Laws and outlined in greater detail on the chart that follows on the next two pages. It is understood that such duties evolve over time, and the Board must have the ability to modify such duties as the needs of the organization dictate. Specifically, the Board will have the ability to add, eliminate, or rename Director positions. Such changes can be effectuated by polling the Board for consensus rather than via a formal motion and vote. The Secretary will include any changes in the minutes of the following board meeting to document the change.

BOARD SUPPLEMENTAL CODE OF CONDUCT

The Code of Ethics for Rescue A Golden of Arizona (RAGofAZ) articulates the values and standards of conduct expected of its members (1) as animal care providers (2) as representatives of RAGofAZ in community affairs and (3) to ensure compliance with ethical and legal business practices.

The Board of Directors carries an additional burden of ethical conduct because they have ultimate responsibility for overseeing fulfillment of the organization's mission. Under well-established principles for nonprofit boards, these standards of conduct include a *Duty of Care*, a *Duty of Loyalty*, and a *Duty of Obedience*.

DUTY OF CARE:

A director's duty of care refers to the responsibility to exercise appropriate diligence in overseeing the operations of the organization, making decisions, and planning or engaging in actions. This is commonly expressed as the duty of care an ordinary and prudent person would exercise in a like position under similar circumstances.

DUTY OF LOYALTY:

This is a standard of faithfulness, which requires board members to give undivided allegiance when making decisions affecting RAGofAZ. No board member may put the interests of themselves, family members, or other organizations before those of RAGofAZ; nor may they use their position or information obtained during the performance of their duties for personal gain or to promote individual priorities.

DUTY OF OBEDIENCE:

The basis for this duty lies in the public's trust that the board of directors will manage RAGofAZ's resources and donated funds to advance its mission, will obey the law, and adhere to RAGofAZ internal policies and regulations. Thus, board members may not act in a way that is inconsistent with the central goals set forth in our ByLaws and Policy Manual.

RESPONSIBILITIES OF THE BOARD OF DIRECTORS:

- Attend and participate in board and committee meetings.
- Become adequately informed about the affairs of RAGofAZ, make inquiries and exchange information with other members, and contribute to the success of the organization's programs and activities.
- Comply with laws, rules, regulations and internal policies especially those relating to conflict of interest, gift acceptance, intellectual property, confidentiality, unethical behavior, and protection and proper use of assets.
- Enact appropriate financial practices and procedures that conform to Generally Accepted Accounting Principles (GAAP) and include prudent review and oversight.
- Maintain updated descriptions of each board member's duties and engage annually in succession planning to ensure stability and continuity of governance.

Board of Directors Duties

Approved January 13, 2024

Officers:

President

- Chairs Board of Directors meetings
- Appoints Nominating Committee Chairperson
- Oversight of Insurance
- Oversight of Merchandise (Merch Coordinator reports to President)

Vice President

- Website and Information Technology (Webmaster reports to VP)
- Volunteerism (Volunteer Coordinator reports to VP)
- Membership (Membership Coordinator reports to VP)

Secretary

- Prepares/keeps/distributes agendas and minutes of Board meetings
- Retains Confidentiality Agreements
- Retains Beneficiary Addendum Spreadsheet
- Oversees Bridge Card process (Coordinator reports to Secretary)
- Consults with Chair of Nominating Committee to establish date for Annual Meeting; prepares membership notification and agenda

Treasurer

- Maintains bank account and writes checks
- Transfers funds from PayPal to RAG bank account
- Pays credit cards and invoices
- Prepares financial statements
- Completes tax planner for CPAs

Directors:

Director of Golden Operations-Bob Schillaci

OVERSEES:

- Placement Team
- Vet Care Team
 - Vet Team Manager
 - Specialist Vet Care Manager
 - Microchip Manager
 - Contract Manager
 - Behavioral Coordinator

Director of Golden Rescue**OVERSEES:**

- Woof Line Team
- Intake Team
- Home Visit Team
- Transport Team
- International/Rescue to Rescue Transfers

Director of Community Relations

- Donations (Donor Relations Coordinator reports to Director)
- Grants (Grant Writer reports to Director)
- Calendars (Calendar Committee Chair reports to Director)
- Plans and oversees fundraising programs in collaboration with Board (i.e. gift wrap, annual campaign, golf, others TBD)
- Partners with Director of Social Media on online fundraising programs

Director of Events

- Coordinates participation in PACCC911 Adopt-a-thons
- Oversees Bark in the Park annual picnic
- Oversees No. Arizona events such as Woof Down Lunch/Woofstock
- Provides guidance and support to So. Arizona Events Coordinator i.e. SABHA Home Show, Reid Park Holiday Fairs, Chili Festival
- In consultation with the Board, oversees RAGofAZ's participation in community events, parades, and other programs that are not specifically focused on fundraising

Director of Social Media

- Oversees all aspects of RAG communications on Facebook, Twitter, Instagram, Tik Tok and other social media platforms
- Coordinates with Webmaster on e-blasts
- In partnership with Director of Community Relations plans and delivers online fundraising campaigns

ETHICS POLICY

As a responsible member of Rescue A Golden of Arizona and in keeping with the organization's Mission Statement, I will do my best to support the rescue of abandoned, mistreated, or unwanted Golden Retrievers, the provision of veterinary care, food and temporary shelter for such animals and the location of persons and families to provide permanent homes for these abandoned dogs. In addition, I pledge the following:

1. If I am an animal care provider, I will

- a. Provide all dogs in my care with adequate quantities of nourishing food and fresh water
- b. Provide safe, secure and clean facilities with adequate shelter
- c. Be sure that all dogs receive appropriate veterinary care, including immunizations and parasite treatments when needed, as well as emergency veterinary care, if needed
- d. Provide loving attention to every dog as if that dog were my own
- e. Keep the dog inside as a member of my household

2. Community Affairs

- a. Conduct all my affairs concerning Rescue A Golden of Arizona in such a way that my behavior does not bring discredit to its image including my participation on any social media channels or other forms of print / audio /video /online / word-of-mouth communication.
- b. Do my best to educate people about responsible pet ownership, the importance of spaying and neutering your pet and the negative aspects of irresponsible breeding
- c. Clean up after my dogs when walking or exercising them in public
- d. Keep my dogs under control when participating in events sponsored by Rescue A Golden of Arizona; if my dogs are not people friendly and other-dog-friendly, I will leave them at home
- e. Refuse to supply dogs for raffles, "give away" prizes or other such projects.

3. Business Practices

- a. Will comply with Rescue A Golden of Arizona foster and adoption agreements
- b. Will not jeopardize Rescue A Golden of Arizona financial solvency with decisions beyond the scope of the bylaws
- c. Will maintain the confidential nature of all electronic and printed information that has not been released as public record
- d. Will not engage in malicious criticism or gossip, and will always practice self-control
- e. Will engage in honest and open debate for the purpose of determining what is best for the dogs
- f. Will not attempt to personally gain from Rescue A Golden of Arizona fundraising items by purchasing items at a discount
- g. Refuse to keep any item sent or given to Rescue A Golden of Arizona as a sample or a gift; if the sample item has been donated to Rescue A Golden of Arizona, the item will be used in a raffle or other fundraising effort; if the item will not be used in a fundraising effort and a member wishes to purchase it, the member will purchase the item at full retail value.

GIFT ACCEPTANCE POLICY

Rescue A Golden of Arizona (RAGofAZ) solicits and accepts gifts for purposes that will help the organization further and fulfil its mission. RAGofAZ urges all prospective donors to seek the assistance of personal legal and financial advisors in matters relating to their gifts, including the resulting tax and estate planning consequences. The following policies and guidelines govern acceptance of gifts made to RAGofAZ for the benefit of any of its operations, programs and services.

Restrictions on Gifts

RAGofAZ will not accept gifts that (a) would result in RAGofAZ violating its corporate charter, (b) would result in RAGofAZ losing its status as a 501(c)(3) not-for-profit organization, (c) are too difficult or too expensive to administer in relation to their value, (d) would result in any unacceptable consequences for RAGofAZ, or (e) are for purposes outside RAGofAZ's mission. Decisions on the restrictive nature of a gift, and its acceptance or refusal, shall be made by the Executive Committee.

Gifts Generally Accepted Without Review

- *Cash* – Cash gifts are acceptable in any form, including by check, money order, credit card, or on-line.
- *Donated Items for Raffles, Auctions, Yard Sales* – RAGofAZ may accept such items that can be easily transported and liquidated for use as door prizes, raffle baskets, auctions and yard sales.
- *Bequests and Beneficiary Designations under Revocable Trusts, Life Insurance Policies, Commercial Annuities and Retirement Plans* – Donors are encouraged to make bequests to RAGofAZ under their wills and to name RAGofAZ as the beneficiary under trusts, life insurance policies, commercial annuities and retirement plans.
- *Life Insurance* – RAGofAZ will accept gifts of life insurance where RAGofAZ is named as both beneficiary and irrevocable owner of the insurance policy.

Gifts Accepted Subject to Prior Review

Certain forms of gifts or donated properties may be subject to review prior to acceptance. Examples of gifts subject to prior review include, but are not limited to:

- *Charitable Remainder Trusts* – RAGofAZ will accept designation as a remainder beneficiary of charitable remainder trusts.
- *Charitable Lead Trusts* – RAGofAZ will accept designation as an income beneficiary of charitable lead trusts.
- *Tangible Personal Property* – The Executive Committee shall review and determine whether to accept any gifts of tangible personal property.
- *Real Estate* – All gifts of real estate are subject to review by the Executive Committee.

RAGofAZ will seek the advice of legal counsel or other professional services in matters relating to acceptance of gifts when appropriate.

TANGIBLE AND INTELLECTUAL PROPERTY POLICY

Rescue A Golden of Arizona Intellectual and Tangible Property Policy

- All written communications, plans, manuals, and all related documents are the property of Rescue A Golden of Arizona.
- All hard copy or electronic files that have any Rescue A Golden of Arizona data or business operations are the property of the organization.
- The information on the website and/or any affiliated websites (www.golden-retriever.org) is the property of Rescue A Golden of Arizona.
- Information contained in the Rescue A Golden's Trackabeast system is the property of the organization.
- All mailing lists, including those for U.S. Mail and e-mail, which are created and maintained by Rescue A Golden of Arizona and its volunteers are the exclusive property of the organization and may not be used for any purpose other than the business of the organization; such mailing lists shall not be used, given or sold by or to any person or business outside of the organization for any reason.
- When a volunteer member resigns or does not renew their membership, any property they have which belongs to Rescue A Golden of Arizona must be turned over to a Board member within ten (10) days, unless other arrangements have been made in writing.
- When a Board member resigns or is replaced by a Board vote or in an election, any property in their possession which belongs to Rescue A Golden of Arizona must be turned over to another Board member within ten (10) days, unless other arrangements have been made in writing.
- Any property not returned within ten (10) days, or other reasonable time frame established by the Board, will result in Rescue A Golden of Arizona seeking payment in full for the asset not returned, which may result in legal proceedings if the individual refuses to pay for or return the asset(s).
- Any individual who is assigned and accepts a formal volunteer position within the organization must read and sign the Confidentiality Agreement that appears on the following two pages. The agreement will be electronically retained in the volunteer's profile within the organization's Trackabeast system, and an electronic copy will be retained by the Secretary of the Board of Directors.

CONFIDENTIALITY AGREEMENT

With Rescue A Golden of Arizona

This confidentiality agreement (“AGREEMENT”) is effective as of the (DATE) day of (MONTH AND YEAR), (“EFFECTIVE DATE”) and is by and between _____, an individual and Rescue A Golden of Arizona, a non-profit corporation organized and existing under the laws of the State of Arizona and having a business address of P.O. Box 71987, Phoenix, AZ 85050, (“RAGofAZ”).

Whereas, RAGofAZ has and continually collects and organizes certain information relating to its members, adoption applicants, affiliates and others (“CONFIDENTIAL INFORMATION”);

Whereas, RAGofAZ is willing to disclose some or all of such information to RECIPIENT under the conditions set forth herein and only for the purposes of RAGofAZ’s business; and

Whereas, RECIPIENT desires to use and to assist RAGofAZ to collect and organize such information under the conditions set forth herein and only for the purposes of RAGofAZ’s business.

Now, therefore, in view of the mutual premises and promises set forth herein and for other good and valuable consideration, the receipt and sufficiency of all of which are hereby acknowledged, RAGofAZ and RECIPIENT, intending to be legally bound, agree as follows:

1. RECIPIENT shall, from the EFFECTIVE DATE forward:
 - (a) hold in confidence and safeguard the CONFIDENTIAL INFORMATION;
 - (b) not reproduce the CONFIDENTIAL INFORMATION without the permission of RAGofAZ; and
 - (c) not use the CONFIDENTIAL INFORMATION in any way, in any place, or for any purpose other than as expressly and specifically permitted herein.
2. RECIPIENT agrees that all CONFIDENTIAL INFORMATION is and remains the property of RAGofAZ.
3. At the instruction of RAGofAZ, RECIPIENT agrees to return or destroy all CONFIDENTIAL INFORMATION and all copies and derivatives thereof (including electronic copies and derivatives), discontinue all use of the CONFIDENTIAL INFORMATION, and certify by written memorandum of any destruction of CONFIDENTIAL INFORMATION and any discontinued use of the CONFIDENTIAL INFORMATION.
4. Disclosure of RAGofAZ CONFIDENTIAL INFORMATION by RECIPIENT shall not be precluded if such disclosure is made to comply with a valid order of a court or other

governmental body of the United States (or any political subdivision thereof) having appropriate jurisdiction thereof; provided, however, that RECIPIENT shall promptly (and in any case, prior to disclosure and not more than three (3) consecutive days after such order) give advance notice to RAGofAZ so that RAGofAZ may oppose such disclosure and/or obtain a protective order satisfactory to RAGofAZ requiring that the CONFIDENTIAL INFORMATION ordered to be disclosed be kept confidential and used only for the purpose for which the order was issued.

5. No license or assignment, express or implied, to the information disclosed hereunder by RAGofAZ to RECIPIENT is granted by RAGofAZ to RECIPIENT.

6. This AGREEMENT shall be modified only by a writing signed by representatives of RAGofAZ and RECIPIENT who have the authority to bind RAGofAZ and RECIPIENT, respectively, to the modification.

7. RAGofAZ may terminate this AGREEMENT at any time by giving written notice to RECIPIENT. Notwithstanding termination or expiration of this AGREEMENT, all obligations of confidentiality shall survive and continue to bind RECIPIENT.

8. This AGREEMENT shall be construed and interpreted and its performance shall be governed by the substantive laws of the State of Arizona without regard to the State of Arizona's conflict or choice of law principles.

9. This AGREEMENT sets forth the entire understanding and agreement of the parties with respect to the subject matter hereunder and supersedes any and all prior or contemporaneous discussions, representations, and/or understandings, whether written or oral and whether explicit or implied.

By signature below, each party acknowledges that (a) it has read, understood, and approved of this AGREEMENT; (b) it has had an opportunity to consult with its respective counsel.

RESCUE A GOLDEN OF ARIZONA

By (signature): _____

Name (printed): _____

Volunteering for: (team, committee, position, etc)_____

Address (street, city & zip) _____

Email address _____

Note: please print clearly and mail to:

Judi Schillaci ~ Rescue A Golden of Arizona ~ 13767 W Gelding Drive ~ Surprise AZ 85379

CONFLICT OF INTEREST POLICY

Article I

Purpose

The purpose of the conflict of interest policy is to protect this tax-exempt Organization's (Rescue a Golden of Arizona aka RAGofAZ) interest when it is contemplating entering into a transaction or arrangement that might benefit the private interest of an officer or director of the Organization or might result in a possible excess benefit transaction. This policy is intended to supplement but not replace any applicable state and federal laws governing conflict of interest applicable to nonprofit and charitable organizations.

Article II

Definitions

1. Interested Person

Any director or principal officer with governing powers, who has a direct or indirect financial interest, as defined below, is an interested person.

2. Financial Interest

A person has a financial interest if the person has, directly or indirectly, through business, investment, or family:

- a.** An ownership or investment interest in any entity with which the Organization has a transaction or arrangement,
- b.** A compensation arrangement with the Organization or with any entity or individual with which the Organization has a transaction or arrangement, or
- c.** A potential ownership or investment interest in, or compensation arrangement with, any entity or individual with which the Organization is negotiating a transaction or arrangement.

3. Compensation

Compensation includes direct and indirect remuneration as well as gifts or favors that are not insubstantial. A financial interest is not necessarily a conflict of interest. Under Article III, Section 2, a person who has a financial interest may have a conflict of interest only if the board of directors decides that one exists.

Article III

Procedures

1. Duty to Disclose

In connection with any actual or possible conflict of interest, an interested person must

disclose the existence of the financial interest and be given the opportunity to disclose all material facts to the board of directors considering the proposed transaction or arrangement.

2. Determining Whether a Conflict of Interest Exists

After disclosure of the financial interest and all material facts, and after any discussion with the interested person, he/she shall leave the board meeting while the determination of a conflict of interest is discussed and voted upon. The remaining board members shall decide if a conflict of interest exists.

3. Procedures for Addressing the Conflict of Interest

- a.** An interested person may make a presentation at the board meeting, but after the presentation, he/she shall leave the meeting during the discussion of, and the vote on, the transaction or arrangement involving the possible conflict of interest.
- b.** The board shall, if appropriate, appoint a disinterested person or committee to investigate alternatives to the proposed transaction or arrangement.
- c.** After exercising due diligence, the board shall determine whether the Organization can obtain with reasonable efforts a more advantageous transaction or arrangement from a person or entity that would not give rise to a conflict of interest.
- d.** If a more advantageous transaction or arrangement is not reasonably possible under circumstances not producing a conflict of interest, the board shall determine by a majority vote of the disinterested directors whether the transaction or arrangement is in the Organization's best interest, for its own benefit, and whether it is fair and reasonable. In conformity with the above determination it shall make its decision as to whether to enter into the transaction or arrangement.

4. Violations of the Conflict of Interest Policy

- a.** If the board of directors has reasonable cause to believe a member has failed to disclose actual or possible conflicts of interest, it shall inform the member of the basis for such belief and afford the member an opportunity to explain the alleged failure to disclose.
- b.** If, after hearing the member's response and after making further investigation as warranted by the circumstances, the board determines the member has failed to disclose an actual or possible conflict of interest, it shall take appropriate disciplinary and corrective action.

Article IV **Records of Proceedings**

The minutes of the board meeting shall contain:

- a.** The names of the persons who disclosed or otherwise were found to have a financial interest in connection with an actual or possible conflict of interest, the nature of the financial interest, any action taken to determine whether a conflict of interest was present, and the board's decision as to whether a conflict of interest in fact existed.
- b.** The names of the persons who were present for discussions and votes relating to the transaction or arrangement, the content of the discussion, including any alternatives to the proposed transaction or arrangement, and a record of any votes taken in connection with

the proceedings.

Article V
Compensation

- a.** A voting member of the board of directors who has received or has accepted an offer of compensation, directly or indirectly, from the Organization for services rendered is precluded from voting on matters pertaining to that member's possible violation of the Conflict of Interest policy when concern about such violation is raised.
- b.** A voting member of the board who has negotiated with, offered, or provided compensation to another voting or non-voting member of the Organization - OR to an outside individual, organization, or business, directly or indirectly - is prohibited from voting on matters pertaining to that negotiation, offer, or compensation when concern that a possible violation of the Conflict of Interest policy is raised.

Article VI
Annual Statements

Each director and principal officer shall annually sign a statement which affirms such person:

- a.** Has received a copy of the Conflicts of Interest policy,
- b.** Has read and understands the policy,
- c.** Has agreed to comply with the policy, and
- d.** Understands the Organization is charitable and in order to maintain its federal tax exemption it must engage primarily in activities which accomplish one or more of its tax-exempt purposes.

Article VII
Periodic Reviews

To ensure the Organization operates in a manner consistent with charitable purposes and does not engage in activities that could jeopardize its tax-exempt status, periodic reviews shall be conducted. The review shall, at a minimum, include the following subjects:

- a.** Recognizing that the Organization currently operates as an all-volunteer Non-Profit Corporation, any compensation arrangements and benefits - if provided under special circumstances - are reasonable, based on competent and generally accepted norms, and the result of transparent negotiations with and approval by the full board of directors.
- b.** Whether partnerships, joint ventures, and arrangements with management organizations conform to the Organization's written policies, are properly recorded, reflect reasonable investment or payments for goods and services, further charitable purposes, and do not result in inurement, impermissible private benefit or in an excess benefit transaction.

Article VIII
Use of Outside Experts

When conducting the periodic reviews as provided for in Article VII, the Organization may, but need not, use outside advisors. If outside experts are used, their use shall not relieve the governing board of its responsibility for ensuring periodic reviews are conducted.

WHISTLEBLOWER POLICY

This **Whistleblower Policy** of Rescue a Golden of Arizona (1) encourages staff and volunteers to come forward with credible information on illegal practices or serious violations of adopted policies of the Organization; (2) specifies that the Organization will protect the person from retaliation; and (3) identifies where such information can be reported.

- **Encouragement of reporting.** The Organization encourages complaints, reports or inquiries about illegal practices or serious violations of the Organization's policies, including illegal or improper conduct by the Organization itself, by its leadership, or by others on its behalf. Appropriate subjects to raise under this policy would include financial improprieties, accounting or audit matters, ethical violations, or other similar illegal or improper practices or policies. Other subjects on which the Organization has existing complaint mechanisms should be addressed under those mechanisms, such as raising matters of alleged discrimination or harassment via the Organization's human resources channels, unless those channels are themselves implicated in the wrongdoing. This policy is not intended to provide a means of appeal from outcomes in those other mechanisms.
- **Protection from Retaliation.** The Organization prohibits retaliation by or on behalf of the Organization against staff or volunteers for making good faith complaints, reports or inquiries under this policy or for participating in a review or investigation under this policy. This protection extends to those whose allegations are made in good faith but prove to be mistaken. The Organization reserves the right to discipline persons who make bad faith, knowingly false, or vexatious complaints, reports or inquiries or who otherwise abuse this policy.
- **Where to report.** Complaints, reports or inquiries may be made under this policy on a confidential or anonymous basis by calling 602-404-WOOF (9663). They should describe in detail the specific facts demonstrating the basis of the complaints, reports or inquiries. They should be directed to the President or Vice President; if both of those persons are implicated in the complaint, report or inquiry, it should be directed to the Secretary. The Organization will conduct a prompt, discreet, and objective review or investigation. Staff or volunteers must recognize that the Organization may be unable to fully evaluate a vague or general complaint, report, or inquiry that is made anonymously.

RECORDS RETENTION POLICY

This policy specifies how Rescue A Golden of Arizona will retain or dispose of important documents (hardcopy, online or other media) which should be retained in perpetuity or which may be destroyed after expiration of the given time period. The policy also ensures that documents are promptly provided to authorities during legal investigations or lawsuits.

| ITEM AND RETENTION REQUIREMENT | WHERE/WITH WHOM |
|---|---------------------------|
| Invoices from vendors (including Veterinarian): 3 years | Treasurer |
| Sales records (if applicable): 3 years | Treasurer/QuickBooks |
| Accounts receivable (if applicable): 3 years | Treasurer/QuickBooks |
| Deposit summaries: 3 years | Treasurer/Secretary |
| Bank statements: 3 years | Treasurer/Bank |
| General ledger entries: 3 years | Treasurer/QuickBooks |
| Financial statements: Permanently | QuickBooks/CPA |
| Form 990 and schedules: 4 years | Treasurer/Storage/CPA |
| Insurance policies: 2 years after expirations | President/Treasurer/Sec'y |
| Donation Summary: 2 years | Trackabeast |
| Contracts: 1 year after expirations | Secretary or Director |
| Leases: 1 year after expirations | President or Director |
| Legal matters: Permanently | President |
| Active Inventories of products: 1 year | Treasurer or Director |
| Minutes of Board of Directors Meetings: Permanently | Secretary |
| Confidentiality Agreements: 3 years | Secretary/Trackabeast |
| Major Bequests in Perpetuity: Permanently | President |

RESCUE AND DOG-RELATED POLICIES

I. Rescue Policy

A. Rescue A Golden of Arizona (RAGofAZ) accepts any non-aggressive Golden regardless of age and/or medical condition.

B. Every effort will be made to ascertain that the dog is, indeed, a Golden Retriever.

C. Mixed-breed dogs which are part Golden will generally be referred to other rescues.

D. There are circumstances when RAGofAZ would accept a non-Golden, such as if the dogs have been raised together & are bonded. Acceptance of a golden mix must be approved by the Intake Committee prior to the dog being accepted to RAGofAZ.

E. All Golden Retrievers surrendered to the organization shall become the property of the organization.

II. Adoption Policy

A. The title to the dog is conveyed from RAGofAZ to the adopter by the execution of the signed contract. If for any reason, an adopting family must give up a RAGofAZ rescued dog, RAGofAZ will accept that dog regardless of age or medical condition. This includes situations where the adopter is no longer able to care for the dog and does not have a family member or other person willing to care for the dog.

B. The adoption fee schedule for any age Golden shall be determined by The Board of Directors; the fee schedule may be changed at any time by a vote of the Board of Directors. The Board may choose to impose an application fee for any person applying to adopt. Effective January 1, 2024, payment of a \$35.00 application fee shall be required for all persons submitting an adoption application; said application fee shall include a complimentary one-year membership for new applicants only (i.e. non-members) to begin effective with the date of application. If those applying are already members, this does not affect their current membership dues or renewal dates.

C. If the history of the rescued Golden is unknown (i.e., if the dog is a stray), a veterinarian will determine the age of the dog. Dogs who enter as "strays" will be processed according to the Found Dog procedure.

D. Based on the medical history and adoptability of the dog, the fee may be adjusted and/or waived upon recommendation by the Vet Team Coordinator or the Placement Coordinator, with the final determination made by the Director of Golden Operations.

E. Coverage, if necessary, of medical procedures or treatments (i.e., medications) by RAGofAZ following adoption will be detailed in a medical addendum to the adoption contract.

F. All procedures or treatments must be recommended by a RAGofAZ- approved veterinarian. The Vet Care Liaisons can approve vet charges up to \$800.00 for items included in the Gold Standard Assignment plus any medications resulting from such examinations. The Vet Care Coordinator or Vet Team Manager can approve expenses up to \$2,500.00 per Golden. The Director of Golden Operations can approve expenses up to \$5,000.00 per Golden. Any vet related expense from \$5,000.00 - \$7,000.00 will be approved by the President. A vet related expense over \$7,000.00 will be approved by the Board of Directors.

G. RAGofAZ commits to advising FOSTERS or ADOPTERS of medical conditions of dogs in FOSTER or FWITA status as soon as we learn of them. However, pursuant to the provisions of the aforementioned FOSTER and FWITA contracts, RAGofAZ is not responsible if a resident dog is infected by a parasite or virus/bacteria from a RAG dog that they take into their care.

III. Placement Practices

A. All prospective adopters will be screened for suitability of dog ownership.

B. During the interview process and/or home visit, applicants will be instructed as to the limits of liability of RAGofAZ and on responsibility of dog ownership, i.e., medical issues, housing, training.

C. RAGofAZ representatives shall:

1. Always be honest about any known medical or behavioral issues concerning any specific dog a person may be interested in adopting.
2. Not knowingly deal with dog retailers or wholesalers.
3. Not supply by adoption or otherwise a dog(s) to live in a group home, assisted care living facility or as part of any organization where the dog is not adopted and housed by the singular adopting family.
4. Not adopt to anyone if there is any reason to believe the dog will not be well taken care of.

D. To qualify for adoption through RAGofAZ, all dogs in the household must be spayed or neutered. Exceptions that would allow us to adopt to a home with an unaltered animal are at the discretion of the Director of Golden Operations.

E. Special care will be taken by Home Visit and Placement when a situation arises where a young, active dog is requested to be placed in a home with young children or seniors. Prospective adopters will be cautioned that injuries can occur if a human gets knocked down by a dog. Pursuant to FOSTER or FWITA contract provisions, RAGofAZ is not responsible for such injuries.

IV. Repossession of an Adopted Dog

A. An adopted dog may be repossessed by RAGofAZ at any time for just cause, which may include but is not limited to:

1. The adopted dog has been abused, neglected or mistreated in any way as defined by A.R.S section 13-2910
2. Violation of any part of the Terms and Conditions of Adoption

B. In the event of the repossession of an adopted dog, the adopter shall be given the right to a hearing before the Board of Directors.

C. All correspondence to the adoptive family regarding the repossession of a dog must be done via Certified Mail Return Receipt Requested, with copies being sent by e-mail to each Member of the Board of Directors.

D. If RAGofAZ learns an owner has violated the Terms and Conditions of Adoption as worded in the Adoption Contract, the Board of Directors will review the case and decide regarding reclaiming the dog.

V. Returning A Previously Adopted Dog

A. If RAGofAZ is apprised that a dog previously adopted should come back into the program, the dog will be accepted.

B. If a dog has been found to have aggressive tendencies or has bitten someone in the adoptive household, the Director of Golden Rescue has the following options:

1. Refer the owner to a RAGofAZ-approved Canine Behaviorist.
2. Accept the dog back into the Rescue program and have the dog evaluated by an approved Canine Behaviorist.

C. If the Behaviorist judges that the dog can be rehabilitated or was initially placed in the wrong environment to begin with, then the Director of Golden Rescue may:

1. Order a series of behavior modification consultations and/or
2. Re-home the dog

D. If the Behaviorist's opinion is that the dog cannot be rehabilitated and will remain a threat to humans or other animals, then the dog will be euthanized.

VI. Euthanasia

A. RAGofAZ recognizes that euthanasia is an option of last resort, and that, while difficult, may be necessary for the humane treatment of an animal or if the safety of humans is in jeopardy. The quality of the dog's life and the safety of its human companions must be the determining

factors in any decision to euthanize an animal. The decision to euthanize a Rescue dog shall be as follows:

1. A minimum of two Board of Director members must agree to have a dog euthanized.
2. If a decision is made to euthanize a dog, the procedure will be performed by a licensed veterinarian.

VII. Returning A Dog to Owner

- A. All requests to return a dog must be sent to the Director of Golden Rescue.
- B. The Director of Golden Rescue will retrieve the circumstances of surrender from the Intake Profile in the database, summarize, and forward with the request from the OTI to the President for decision.
- C. The Director of Golden Rescue will remove the dog from the website until further notice from the President and notify the Director of Golden Operations.
- D. Upon completion of the investigation, the President will present the information to the board. The board will vote to return or retain the dog. If the dog is to be returned to the owner experienced transporters will do the transport. If the dog incurred any expenses, it would retain the assigned ID#. If no expenses were incurred, the ID# will be converted to the date by the Director of Golden Rescue and the ID# will be reassigned to the next dog to come in.
- E. The President or Director of Golden Rescue will post the action in the dog's database record in the top box on the dog profile in Trackabeast.