

**CAROLINA BASSET HOUND RESCUE, INC  
STANDARD OPERATING POLICIES AND  
PROCEDURES**

# CBHR Standard Operating Policies and Procedures

---

## TABLE OF CONTENT

### **Table of Contents**

1. Operating Philosophy.....	5
1.1. Mission Statement.....	5
1.2. Carolina Basset Hound Rescue, Inc. (CBHR) .....	5
1.3. Rules of Conduct.....	5
1.4. Revisions to Bylaws, Standard Operating Procedures or Rules of Conduct .....	6
2. Organization.....	7
2.1. Board of Directors .....	7
2.2. Officers .....	7
2.3. Duties for Elected Officers.....	7
2.4. Duties for Appointed Positions.....	9
2.5. Information Phone Line Coordinator .....	15
2.6. Communications.....	16
2.7. Organizational Documentation .....	16
2.8. Debit Card/Cash Back Reward Card .....	17
2.9. Reimbursements.....	17
2.10. Insurance Coverage .....	18
2.11. Investment Account .....	18
3. Eligibility for Rescue by CBHR .....	19
3.1. Outreach to other Rescues.....	19
3.2. Intake Closure.....	19
3.3. Initial Contact .....	20
3.4. Immediate Ineligibility.....	20
3.5. Mixed Breeds.....	20
3.6. Pregnant Females .....	20
3.7. Stray Dogs.....	21
3.8. Owner Relinquished .....	22
3.9. Intake Manager and Calls from Shelter Regarding Bassets.....	22

# CBHR Standard Operating Policies and Procedures

---

3.10.	Tasks for after taking an Owner Relinquished.....	23
3.11.	Tasks for After a Dog is Approved to Come into Rescue.....	24
4.	Veterinary Care .....	26
4.1.	Pre-approval for medical expenses .....	26
4.2.	Initial Veterinary Checks.....	27
4.3.	Heartworm Treatment .....	27
4.4.	Medical Availability.....	28
4.5.	Euthanasia .....	28
4.6.	Foster Dog Records.....	29
4.7.	Forever Foster Dogs.....	29
4.8.	Microchip Process.....	29
5.	Adoption Policies .....	30
5.1.	Two Week Initial Wait .....	30
5.2.	Medical Wait.....	30
5.3.	Additional Wait.....	30
5.4.	Wait List .....	31
5.5.	Basset Hounds As Gifts .....	31
5.6.	Adoption/Application Procedure .....	32
5.7.	Conducting Home Visits.....	34
5.8.	Adoption Day Guidelines.....	35
5.9.	CBHR Adopted Basset Being Returned to CBHR.....	36
6.	Foster Policies .....	38
6.1.	Active Foster Home .....	38
6.2.	Foster Home Approval Procedure .....	38
6.3.	Foster Home Responsibilities .....	39
6.4.	Foster Home Vaccination Policy .....	39
6.5.	Foster Home Spay-Neuter Policy.....	40
6.6.	Veterinarians for foster dogs.....	40
6.7.	Veterinary Care for Foster Dogs .....	40
6.8.	Veterinary Emergencies of Foster Dogs .....	41
6.9.	Foster Dogs at Events .....	41

# CBHR Standard Operating Policies and Procedures

---

6.10.	Foster Home Vacation Policy.....	41
7.	Policy for Original Owners Reclaiming Dog.....	41
7.1.	Policy Statement.....	41
7.2.	Confirmation of Ownership.....	42
8.	CBHR Events and Fundraising Policy.....	44
8.1.	Initial Notification.....	44
8.2.	Planning the event.....	44
8.3.	Conducting event and close out.....	44
8.4.	Liability Insurance for Events.....	45
8.5.	Fundraising Policy.....	45
9.	In Closing.....	46
10.	Attachments.....	46
10.1.	Conflict of Interest Policy Acknowledgement Form.....	46
10.2.	Conflict of Interest Form.....	46
11.	History of Revisions.....	46

# CBHR Standard Operating Policies and Procedures

---

## 1. Operating Philosophy

### 1.1. Mission Statement

The mission of Carolina Basset Hound Rescue is to rescue, rehabilitate and rehome unwanted basset hounds in North Carolina and South Carolina.

### 1.2. Carolina Basset Hound Rescue, Inc. (CBHR)

CBHR is a volunteer-staffed, non-profit organization, fully recognized 501(c)(3) non-profit organization operating in NC and SC.

Due to limited resources, the concentration of CBHR is on bassets in the Carolinas. Rescued bassets come from animal shelters in various regions of North and South Carolina as well as owner-relinquished dogs based on available space.

### 1.3. Rules of Conduct

The rules of conduct outlined here apply to all members of CBHR, Inc.

CBHR asks that all board members, officers, and volunteers practice the highest standards of honesty, accuracy, integrity, and truth, and shall not knowingly disseminate false or misleading information.

CBHR, Inc. asks that volunteers do not guarantee specific results beyond the member's capacity to achieve – (i.e., agreeing to take in a basset without first getting officer approval, agreeing to refund the adoption donation etc.).

All volunteers are subject to the rules and operating procedures.

Volunteers of CBHR who violate the rules of conduct are subject to a written notice of warning about the violation and/ or immediate removal from CBHR depending on the severity of the infraction. If an infraction occurs subsequent to a written warning, the volunteer may be asked to terminate his relationship with the group. Examples that constitute immediate removal would be:

- a. Willfully violating the Standard Operating Procedures (SOP) resulting in harm to CBHR the organization, any CBHR volunteer, or any CBHR basset hound.
- b. Intentionally misrepresenting or denouncing CBHR, Inc. to the public and/or non-members of CBHR.
- c. Publicly denouncing any individual or rescue organization in a slanderous or libelous nature.
- d. Withholding information of consequence to the operation of the mission CBHR, Inc.
- e. Using email, the internet, social media, or other forms of communication to effectuate any of the infractions listed above.

#### 1.3.1. Conflict of Interest Policy

The standard of behavior at the Carolina Basset Hound Rescue, Inc. is that all board members scrupulously avoid conflicts of interest between the interests of the Carolina Basset Hound Rescue, Inc. on one hand, and personal, professional, and business

# CBHR Standard Operating Policies and Procedures

---

interests on the other. This includes avoiding potential and actual conflicts of interest, as well as perceptions of conflicts of interest.

The purpose of this policy is to protect the integrity of the Carolina Basset Hound Rescue, Inc. decision-making process, to enable our constituencies to have confidence in our integrity, and to protect the integrity and reputations of volunteers, staff, and board members.

BOD members are expected to disclose any interests in a transaction or decision where they (including their business or other nonprofit affiliations), their family, and/or their significant other, employer, or close associates would receive a benefit or gain. After disclosure, the BOD member would be asked to leave the meeting for the discussion and would not be permitted to vote on the question.

Each new BOD member will sign the Conflict of Interest Policy Acknowledgement Form stating they understand and will follow this policy. (Attachment 1)

Each BOD member will sign a Conflict of Interest Form at the beginning of each year that they had no conflict of interest in the previous year and do not have any current conflict for the upcoming year. (Attachment 2)

Completed forms will be maintained in the Google folder with the Tax Records.

## **1.4. Revisions to Bylaws, Standard Operating Procedures or Rules of Conduct**

The Board of Directors shall have the sole authority to approve any changes/revisions to the By-Laws, SOP, and the Rules of Conduct.

# CBHR Standard Operating Policies and Procedures

---

## 2. Organization

CBHR organization consists of a Board of Directors (BOD), Officers and additional positions as designated by the BOD to support the mission of CBHR.

### 2.1. Board of Directors

The BOD sets policy and defines procedures for the organization as specified in the By-Laws.

BOD responsibilities include:

- BOD members are required to meet with the Officers in a joint meeting a minimum of one time per year. This meeting can be done either in-person or via an electronic meeting (ex: Zoom)
- BOD members shall attend all scheduled meetings unless prior notice is given to the President.
- In case of tie vote by officers, the BOD will break the tie.
- BOD members are required to sign a Conflict of Interest Policy Acknowledgement Form indicating that they support and understand the Conflict of Interest Policy. They will also complete an annual conflict of Interest Form annual. (See step 1.3.1 and Attachment 2)

### 2.2. Officers

The CBHR By-Laws define the elected positions of President, Vice-President, Secretary and Treasurer. Current additional offices are Foster Home Manager, NC Medical Manager, SC Medical Manager and Adoption Manager.

### 2.3. Duties for Elected Officers

#### 2.3.1. President

- Vote on incoming dogs
- Preside at CBHR Annual Volunteer meeting and all meetings of the officers and the Board of Directors.
- Issue adequate advanced notice of all meetings of the BOD and special meetings of the BOD.
- Oversee the business affairs of the organization.
- Provide leadership and direction to carry out the mission of the organization.
- Serve as liaison between the BOD and the officers.
- Appoint personnel to positions listed in section 2.4 with concurrence of BOD.

#### 2.3.2. Vice President

- Vote on incoming dogs.
- Perform the duties of the President in the event of the absence or inability of the President to act or in the event of a vacancy in that office.
- Perform interim duties as assigned by the Board of Directors or by the President.

# CBHR Standard Operating Policies and Procedures

---

## 2.3.3. Secretary

- Process the general correspondence of the Company (thank you notes/letters).
- Attend and record the minutes at officer and BOD meetings.
- Perform other duties as assigned by the President or by the BOD.
- Process any official or legal correspondence mail by sending via registered mail, return receipt requested.

## 2.3.4. Treasurer

- Ensure all debts and obligations of the company are paid upon verification by the person or persons authorizing the indebtedness.
- Open bank accounts in the name of the Company and together with such other person or persons as maybe be designated by the BOD to sign checks and drafts and other papers requiring the payment of money.
- Keep an accounting of all receipts and disbursements which shall be open for inspection by the BOD and auditors at all times.
- Continuously monitor expenses and make recommendations for needed adjustments to the BOD as appropriate.
- Provide accounting reports to the accountant on a monthly basis and upload reports in the Google folder.
- Submit a report of accounts on a once monthly basis or as requested by the BOD or Officers.
- Furnish bank balance to voting officers and Board as requested.
- Coordinate yearly tax filing and necessary audits, renewing licenses in NC and/or SC as required and completing annual insurance application.
- Set up and track auto-shipment orders for medications and food for foster dogs.

## 2.3.5. Foster Home Manager(s)

This position may be filled by more than one person each covering either NC or SC.

- Vote on incoming dogs – each manager has a vote.
- Assign a CBHR tag number and assign dogs to foster homes.
- Maintain foster home and foster dog database.
- Initiate and maintain contact with foster homes.
- Oversee foster applications assisted by the Application Coordinators.

## 2.3.6. NC and SC Medical Managers

- Vote on incoming dogs.
- Maintain medical records in the database.
- Initiate and maintain contact with foster homes and veterinarians to coordinate medical care.
- Oversee mailing of monthly preventative medication and ordering of cost-effective routine medicines to foster homes.

# CBHR Standard Operating Policies and Procedures

---

- Acquire and communicate with CBHR veterinarians, update CBHR veterinarians with any changes in CBHR vetting procedures.
- Authorize euthanasia for dogs with medical emergencies.

## 2.3.7. Adoption Manager

- Vote on incoming dogs.
- Oversee processing of all adoption applications and adoptions (hardcopy or electronic) – verify all the necessary paperwork is filled out, signed, dated, etc.
- Contact the transport coordinator if needed to arrange transport from foster home to potential adopter.
- Follow through all adoptions with foster home and potential adopters until basset is adopted or returned to a foster home.
- Confirm the adoption contract and adoption donation check was received.
- Maintain and update the Basset Adoption Wait List.
- Send updated foster basset adoption status to CBHR web site Biographer for bassets as they move to adoption pending, adopted happy hound web page.
- Maintain the database containing the adoption information on every basset rescued and adopted through CBHR.

## 2.3.8. Intake Manager

- Vote on incoming dogs
- Responsible for collaborating and making initial contact with our main sources of admission: Shelters and owner turn-ins.
- Enters dog into database and google drive.
- Puts dog out to the officer's group for a vote and records results in database.
- Coordinates movement of basset and initiates transportation requests
- Provide information on dog to Foster Home Manager to aid in locating a foster home.
- Maintains records in database.
- Identify a back-up individual to cover Intake Manager position when unavailable for extended period of time (>/=1 day)
- Participates in monthly officer's meetings.

## 2.4. Duties for Appointed Positions

### 2.4.1. Adoption Manager Assistant

- Review and approve new adoption applications that are in "ready for review" status.
- Call or email the approved applicant to advise they are approved to adopt from CBHR and provide information on follow-up phone call. Any potential rejections of adoption applications would be handled by the adoption manager.

# CBHR Standard Operating Policies and Procedures

---

- Have in depth discussion with approved applicant about their home environment and their requirements for a basset hound (example: age range, male or female or either, medical issues or special needs consideration, other pets' personality in the home etc.) Update comments on the application every time contact with an application is made.
- Explain our CBHR SOP regarding longest waiting approved adopters are contacted first when a basset meeting their requirements will become adoption available.
- Post payment information (adoption app fee paid, Adoption Fee Paid etc.) to the person's adoption application.
- Create and send last month's adoptions articles to Howler staff.
- Function as the CBHR Adoption Manager in the absence of the Adoption Manager

## 2.4.2. Application Coordinator

- Assist the Foster Home Manager in processing new foster home applications including initial contact with applicant, vet and/or reference checks, and scheduling home visits per step 6.2.
- Assist the Adoption Manager in processing new adoption applications including initial contact with applicant, vet and/or reference checks, and scheduling home visits per step 5.6.

## 2.4.3. Adoption Follow-up Coordinator

- Mail the Adoption Welcome package to Adoptive family once family agrees adoption is final and CBHR receives final adoption agreement and the fee.
- Follow up with a phone call to the adoption home one month later. Record results of follow up in database and notify Adoption Manager regarding any concerns.

## 2.4.4. Transportation Coordinator

- Maintain list of volunteers who will help with transportation in NC/SC
- Schedule all transportation of bassets from Point A to Point B
- Work with Foster Home Manager, Intake Manager, and Adoption Manager to meet transport needs.

## 2.4.5. Foster Dog Liaison (FDL)

Serve as a liaison between the CBHR staff (Foster Home Manager(s) and Medical Managers) and the foster families of CBHR.

- Initial Intake: Communicate with the foster families within one to two days after the foster dog arrives. (Especially important for new foster families) to:
  1. Introduce FDL and provide contact information.
  2. Confirm and introduce medical manager as part of foster care team.
  3. Reinforce importance of attaching and maintaining CBHR ID tags to hound's harness/collar.

# CBHR Standard Operating Policies and Procedures

---

- Follow up contact within 7-10 days after placement to:
  1. Discuss/document traits and behaviors, encourage family to contact FDL with any changes.
  2. Obtain/and/or solicit foster hound bios and obtain photos.
  3. Draft bios based on traits, behaviors and other information provided by foster family.
  4. Relay photos and biographical information for assigned foster dog to the CBHR biographer for publication. Upload photos to the google folder. Goal is to post information within 2 weeks of foster placement.
  5. Refer any miscellaneous issues identified to appropriate CBHR manager.
  6. Update database with comments regarding special attributes and behaviors that can be used by the Adoption Manager for matching a hound with an adoptive family.
  
- Ongoing support: Facilitate foster family's needs and maintain database current regarding hound traits/behaviors.
  1. Maintain periodic contact with foster family for updates and support at least every 3 months at a minimum.
  2. Requested updated photos for long term fosters as needed.
  3. Update bios as needed.
  4. Forwards updated bios and photos to Biography Coordinator.
  5. Refer any miscellaneous issues identified to appropriate CBHR manager.
  6. When a foster family requests a move of the dog due to their being away for a week-end/vacation, the FDL will look for a temp foster in that area or if that is not feasible then the FDL will look for a boarding facility and contact the Foster Home Manager and the CBHR Treasurer for payment consideration. Ensure location of dog is documented in the database during any time away from the foster home.
  7. If the foster home has a dog that is in need of behavior training, The FDL will co-ordinate finding the appropriate training facility and co-ordinate that appropriate facility with the Foster Home Manager and the approval of the CBHR Treasurer. The FDL will also contact the assigned medical manager to assess the need to arrange a vet visit for a medical evaluation.
  
- Home Trial Failures
  1. Return to same foster parent: Contact foster family to offer support and solicit feedback about trial failure. Follow up with officers about any interventions needed to improve adoptability.
  2. Return to different foster parent: Contact family and initiate process for initial intake as needed.
  
- Communicate general thanks and encouragement to all foster families (extra encouragement may be needed for foster families with a sick or special-needs dog).

# CBHR Standard Operating Policies and Procedures

---

## 2.4.6. Volunteer Coordinator

- Organize and maintain the volunteer database, inputting all additions and updates.
- Accept and process all queries about volunteer opportunities with CBHR. Follow with a contact phone call or email to determine their area of interest and to discuss potential volunteer needs of CBHR.
- Respond to requests from the officers or other coordinators to find volunteers as needed.
- Recruit volunteers through various means such as Facebook, CBHR events, etc.

## 2.4.7. Events Coordinator

- Oversee and coordinate all CBHR events.
- Assess profitability and exposure of event.
- Obtain the BOD approval for CBHR participation in events when an event will cost CBHR \$100 or more.
- Make final determination of CBHR's participation in events costing CBHR less than \$100.
- Manage relationships with vendors for events.
- Communicate events to webmaster and CBHR personnel who organize social media information (ex: Face Book, Howler) regarding events.

## 2.4.8. Medical Assistant

NOTE: This position reports to the Medical Managers and all actions taken are directed by these officers.

- Call vet offices for medical records for pending Heartworm and/or fecal test results and request the vet to forward to results to the medical email.
- Call vet offices for invoices and request the vet to forward the invoices to medical email.
- Call vet offices for microchip scan verification/documentation and forward documentation to the medical email.
- Set up and track orders for prescriptions, food or general supplies for foster dogs through retail stores (Chewy.com, PetSmart, Covetrus, Amazon, etc.). Work with Treasurer to set up payments.
- Place new intake dogs on intake hold as directed by a medical manager.
- Follow up on missing Rabies tags from shelters and vet offices. Call the vet office or shelter for a duplicate tag.
- Document all calls to the vet office in the database and add personal initials to denote who made the entry.

# CBHR Standard Operating Policies and Procedures

---

## 2.4.9. Medical Mailings Coordinator

- Provide support to the CBHR Officers, primarily the Medical Managers
- Provide medical mailing support (Heartworm, Flea and Tick medications) to foster homes.
- Maintain awareness of Intakes through database and officer communications.
- Assemble and mail hound CBHR ID tags, and microchips to foster families.
- Register foster dog microchips with manufacturer and provide invoice to the Treasurer.
- Order CBHR ID tags annually and microchips as needed for foster dogs and provide invoice to the Treasurer.
- Input data in the CBHR Administration Online Data Base.
- Maintain an accounting of medical product inventory.
- Submit recommendations for medical product orders.

## 2.4.10. Newsletter Editor

- Write and edit columns for the Howler.
- Reach out to contributors for newsletter items.
- Compile Howler – format colors, layout, uploading dogs' pictures, etc.
- Distribute the Howler electronically monthly (first of each month.)
- Update mailing list for Howler distribution.

## 2.4.11. Webmaster – CBHR Website

- Maintain the public website (cbhr.com) including:
  - Update content.
  - Maintain calendar.
  - Oversee biography coordinator.
  - Update WordPress and plugins as needed.
  - Perform regular backups of site.
  - Implement appropriate security measures for this site.
  - Redesign the site as needed (alone or in consultation with a designer).

## 2.4.12. Webmaster – Administrative Database

- Maintain the administrative/database site (cbhroffice.com) including: \*
  - Provide access and passwords to appropriate individuals.
  - Ensure that the site is functioning properly.
  - Perform regular backups of site and data.
  - Implement appropriate security measures for the site.
  - Make changes to functions as needed.
  - Serve as support for officers and others using the administrative areas.
- Maintain online forms including: \*
  - Adoption and foster home applications.
  - Home inspections.
  - Foster home and Adoption agreements.

---

# CBHR Standard Operating Policies and Procedures

---

- Renew hosting services and domain name contracts with appropriate companies.
- Serve as administrative and technical contacts for hosting and domain name services.
- Serve as administrative contact for the CBHR PayPal account.  
\* (Items noted with an \* above require knowledge of PHP programming language and MySQL database).

## 2.4.13. Biography Coordinator

- Post new and updated biographies and photos of CBHR foster hounds provided by the Foster Home Liaison, Foster Home Manager, Adoption Manager or CBHR President.
- Collect information that has been uploaded to the CBHR database, as well as photos from the CBHR Google Drive, to compose biographies.
- Post a copy of the completed bio to the foster hound's Google file. Post the photos, bio, and list of traits on the CBHR Web site and publish the bio.
- Work with the Foster Home or Adoption Managers as needed to resolve questions.
- Update the website to reflect significant changes for a foster hound (adopted, At the Bridge, Forever Foster) and move the hound's information to the appropriate page.
- Periodically compose special biographies for Debbie's Dawgs or other opportunities to publicize CBHR's efforts and/or fundraising.

## 2.4.14. Development Director

- Organize and coordinate fund raising activities for CBHR.
- Maintain contact base for potential fundraising opportunities.
- Provide a monthly status report to the BOD detailing monthly fund raiser activities.
- Obtain authorization from officers regarding all fundraising activities.
- Maintain records of grant deadlines and submissions.
- Develop proposals in response to grant opportunities.
- Prepare reports on grant activity to the Officers and Board of Directors.

## 2.4.15. Data Entry

- Assist medical managers in entering vet invoices for foster dogs.
- Review shelter or Owner Turn in records and update the database for new intakes.
- Update database with email communications between foster families and medical managers.
- Track medical invoice charges to assist Treasurer in balancing the books at the end of the month.

## 2.4.16. H.O.W.L. Coordinator

H.O.W.L. (Helping Others With Loss) pays tribute to dogs as well as volunteers who have passed away and offers solace to grieving CBHR family members. The coordinator:

- Assigns a note writer for each notification of a loss received.
- Maintains a spreadsheet of the dogs (and volunteers) who have passed away indicating if a note and an offer to include a memorial in the Howler have been sent.

# CBHR Standard Operating Policies and Procedures

---

- Maintains a supply of notecards and flower seeds and distributes these to committee members as needed.
- Helps in coordinating the annual Memorial Service.

## 2.5. Information Phone Line Coordinator

Calls to Carolina Basset Hound Rescue Inc are received via a Ring Central Cloud virtual phone number 888.909.2387. Calls are set up in Ring Central by the Phone Line Coordinator to roll to a volunteer's mobile phone. The calls are identified by Ring Central as a call to the CBHR number and can immediately be answered by a volunteer or the caller will be asked to leave a voice mail message.

- 2.5.1. All voice messages should be returned as soon as possible or within 24 hours at the latest. (Screen messages to listen for potential shelter calls or lost CBHR basset calls.)
- 2.5.2. Keep a record of all incoming calls for future reference. Make a note of the date, time of call, caller's name, and phone number and purpose of call. (i.e., owner surrender, basset at a shelter, potential adopter, general advice about basset hounds etc.).
- 2.5.3. CBHR places priority on accepting bassets in shelters before accepting owner surrender bassets. If a foster home is available and sufficient operating funds are available, owner-relinquished dogs will be accepted if voted in by the officers. Refer to section 3.8 Owner Relinquished, for the steps on handling this type of phone call.
- 2.5.4. For calls from a shelter about a basset in their care, obtain contact information and basic information about the dog. Notify the Intake Manager to follow up with the shelter.
- 2.5.5. For calls from an individual who believes that one of the CBHR dogs is their "missing" dog refer to section 7 to handle the call.
- 2.5.6. For calls from a potential adopter, explain the following:
  - CBHR adoption process steps to the caller: adoption fee structure, a vet reference check will be completed along with a pre-adoption home visit.
  - Once CBHR receives the application, the adoption application coordinator will contact them and begin processing their adoption application.
  - Refer adopters to our website, [www.cbhr.com](http://www.cbhr.com) to check our available bassets.
  - We do not allow visits with adoptable bassets unless we have an approved application and completed home visit.
  - Ask the caller if they have any other questions and ask them to call back if they have any issues completing and adoption application.
- 2.5.7. For calls from adopters outside of North or South Carolina, notify the caller CBHR does not routinely do out-of-state adoptions. If the caller still requests consideration for adoption, ask them to submit an adoption application and tell them adoption eligibility will be determined by the officers.
- 2.5.8. Refer potential adopters in other states to [www.dailydrool.com](http://www.dailydrool.com) and have them click on "rescue". They can do a search of basset rescue organizations by state.

# CBHR Standard Operating Policies and Procedures

---

## 2.6. Communications

CBHR has multiple e-mail groups, and they are as follows:

[rescue@cbhr.com](mailto:rescue@cbhr.com) – email typically used for first contact with public. The Secretary is in charge of answering/replying to incoming e-mails that are sent to this address. Used by people who are looking to adopt a basset, have questions, etc.

[Volunteers@CBHR.com](mailto:Volunteers@CBHR.com) - volunteer e-mail group. Any volunteer within CBHR can join this group.

[officers@cbhr.com](mailto:officers@cbhr.com) – officer e-mail group.

[CBHRboard@cbhr.com](mailto:CBHRboard@cbhr.com) – BOD e-mail group

[leaders@cbhr.com](mailto:leaders@cbhr.com) – BOD and Voting officers group.

[Intake@cbhr.com](mailto:Intake@cbhr.com) – Intake Manager and BOD representative.

CBHR also maintains social media pages.

## 2.7. Organizational Documentation

2.7.1. Financial documentation shall be maintained as required by regulations for non-profit groups and the IRS.

2.7.2. Since January 1, 2013, the following information has been entered in the CBHR database with no hard copies:

- Adoption Applications
- Foster Home Applications
- Adoption Home Inspections
- Foster Home Inspections.

2.7.3. Since September 1, 2014, all Foster Home Agreements have been signed electronically and stored in the database.

2.7.4. Since 2021, the Owner Relinquishment Form (ORF) and the Adoption Agreements have been available to be completed electronically and stored in the database or google folders. The option for hard copies of both forms is still available and discussed in appropriate sections of this document.

- Hard copies of documentation generated prior to 2006 which were not entered into the current database were shredded.
- Hard copies of documentation generated between 2006 and 2013 were evaluated to determine if the information would be scanned or entered into the database.

# CBHR Standard Operating Policies and Procedures

---

2.7.5. Documentation for dogs that should be scanned includes:

- Shelter paperwork
- Itemized vet bills/invoices/receipts
- Adoption agreement
- Completed Owner relinquishment forms.

## 2.8. Debit Card/Cash Back Reward Card

2.8.1. Debit Card/Cash Back Reward Card

Officers who use a CBHR debit card or Cash Back Reward Card shall submit all receipts along with an explanation for the charge to the treasurer monthly. Failure to submit receipts for monthly debit purchases may result in forfeiture of the card.

2.8.2. The following positions are eligible to receive a CBHR card for rescue related expenses:

- President
- Vice President
- Treasurer
- NC and SC Medical Managers.
- Medical Mailings Coordinator

## 2.9. Reimbursements

2.9.1. All requests for reimbursement should be submitted to the treasurer via email of the online form or to:

CBHR  
PO Box 80082  
Charleston, SC 29416

2.9.2. The treasurer will process requests for reimbursement of qualified expenses as soon as possible after receipt of a completed reimbursement form (found in the web site forms section) with an attached original receipt for expense.

2.9.2.1. Receipts must include the date of purchase, place of purchase, and reason for purchase.

2.9.3. The treasurer will issue reimbursement checks on a first-in, first-out basis for requests with proper documentation.

2.9.4. Expenses not reimbursed may be deducted as a donation on personal income tax returns, for example, mileage and mailing expenses to the extent allowable by the IRS.

2.9.5. CBHR will reimburse the cost of entry into approved events (see section 7).

# CBHR Standard Operating Policies and Procedures

---

2.9.6. CBHR will pay for stamps for mailing materials, with prior approval– if this is the most economical way to distribute the literature.

2.9.7. CBHR will not reimburse individuals for mileage or telephone calls.

## 2.10. Insurance Coverage

**CBHR** maintains general liability coverage as listed below. A copy of the policy may be requested in writing from the CBHR secretary or treasurer.

<b>Coverage</b>	<b>Limits of Liability</b>
Aggregate Limits of Liability	\$1,000,000 - Products/Completed Operations Aggregate \$2,000,000 General Aggregate (other than Products/Completed Operations)
Coverage A - Bodily Injury and Property Damage Liability	\$1,000,000 – any one occurrence subject to Products/Completed Operations and General Aggregate Limits of Liability
Coverage A - Damage to Premises Rented to You Limit	\$100,000 – any one premises subject to Coverage A occurrence and General Aggregate Limits of Liability
Coverage B - Personal and Advertising Injury Liability	\$1,000,000 any one person or organization subject to General Aggregate Limits of Liability
Coverage C - Medical Payments	\$5000 – any one person subject to Coverage A occurrence an General Aggregate Limits
Non-Profit Directors and Officers Liability	\$1,000,000 each claim \$1,000,000 in the aggregate
Maximum of \$200,000 in any on policy period for any combination of claims for covered expenses below	
Data Breach Expense	\$50,000 each claim \$50,000 in the aggregate
Identity Theft Expense	\$50,000 each claim \$50,000 in the aggregate
Workplace Violence Expense	\$50,000 each claim \$50,000 in the aggregate
Kidnap Expense	\$50,000 each claim \$50,000 in the aggregate

## 2.11. Investment Account

CBHR maintains an investment account with Edward Jones. This account was established to ensure sufficient funds to care for remaining CBHR bassets in the event of the dissolution of the organization.

2.11.1. Based on a 3-year average of direct animal care and business operating costs (Insurance, Accountant, phone/web sites, etc.) the BOD set a target for the investment account of \$100,00. This amount is based on having 40 foster dogs in CBHR at the time intake is shut down for closure of the organization. This value was approved at the 9/16/2024 BOD meeting.

# CBHR Standard Operating Policies and Procedures

---

2.11.2. Funds in the investment account up to \$100,00 will not be used for general operating expenses.

- At the discretion of the BOD, funds over \$100,00 may be used for normal operating expenses.
- At the discretion of the BOD, funds under \$100,000 may be used in emergency situations.

2.11.3. CBHR will add \$100/month to the investment account until the minimum balance of \$100,000 established by the BOD is reached.

2.11.4. The BOD will appoint three individuals to serve as the authorized representatives to conduct business and maintenance of the account. These individuals shall be current or former BOD members in good standing.

## 3. Eligibility for Rescue by CBHR

### 3.1. Outreach to other Rescues

The following policy allows CBHR to partner and network with other rescue groups or rescue individuals and to provide guidelines and options for CBHR volunteers when dogs are brought to the organization CBHR.

3.1.1. CBHR will make every effort to assist the public with contacting organizations or individuals for help with a homeless animal. However, CBHR will not be liable for animals referred to other rescue organizations or individuals.

3.1.2. When contact is made regarding a homeless basset, basset mix or unwanted animal that CBHR cannot help:

- The volunteer needs to represent CBHR by being as helpful as possible within a timely fashion.
- Determine if the dog is an Owner Turn In or stray.
  - If stray, refer to step 3.8 on handling strays.
- Provide the individual with contact information of organizations or individuals that may be able to assist with finding solutions to resolve the issue of the homeless animal (see below).

3.1.3. Use of CBHR resources to assist dogs not voted in:

- When no other options exist, the Intake Manager will work with CBHR personnel to obtain names of potential resources (ex: name/contact of breed specific rescue) and provide information to the individual requesting help.

### 3.2. Intake Closure

Closing intake of basset hounds to CBHR will be considered when the resources to care for CBHR basset hounds become critically low.

3.2.1. Intake will be closed by the BOD at the financial level of \$30,000 of our operating funds. Expected income, expected expenses, number of dogs in rescue will be considered in this decision.

---

# CBHR Standard Operating Policies and Procedures

---

- 3.2.2. During the time of closure, CBHR will not bring any basset hounds into the foster program or into its care with the single exception of CBHR returned dogs.
- 3.2.3. The schedule and conditions for reopening intake will be decided by the BOD at the time of closing and announced to officers and public based on average dog expenses, number of dogs in rescue, intake number expected, etc.
- 3.2.4. Once the amount of money specified by the BOD has been restored to the operating account, the BOD will vote to reopen intake and CBHR will resume normal operating status.

### 3.3. Initial Contact

Once CBHR is contacted about a basset needing rescue, an officer of the organization must be notified. The Intake Manager will request a photo of the dog or request a volunteer visit the dog to determine if it's a basset hound.

### 3.4. Immediate Ineligibility

Any of the following circumstances will render a dog immediately ineligible for rescue by CBHR, Inc.:

- Dogs that have a history of repeated biting.
- Dogs that are of any other breed or combination of breeds other than pure Basset Hound.

Dogs that may be considered "questionable" for rescue:

- Dogs with any significant medical issues.
- Pregnant females
- Puppies that are not weaned
- Dogs in excess of 12 years old.

The Board of Directors may make the final decision to bring in any dogs with behavioral issues or that would impact the health of the organization.

### 3.5. Mixed Breeds

Mixed breed dogs will be referred to another rescue that might take the dog. (See Step 3.1.3)

### 3.6. Pregnant Females

Pregnant females that become part of CBHR will be spayed and the puppies aborted if the pregnancy is early enough. A veterinarian will evaluate all pregnant females. The advice of the veterinarian will be followed in all cases.

However, if a shelter contacts CBHR about a recently delivered dog or a dog that is close to delivering, the officers will determine if foster space is available for the mother dog and puppies to come into CBHR and vote on taking in the dog(s). All pregnancy issues require an affirmative vote of the majority of voting officers. The puppies will become CBHR dogs, even if not pure basset, and will be available for adoption, per the current adoption process after they are sterilized.

# CBHR Standard Operating Policies and Procedures

---

## 3.7. Stray Dogs

NOTE: The officers on a case-by-case basis may vote to take a stray into the organization.

If someone contacts CBHR regarding a stray, our general policy is to have them attempt to find the owner and, if unsuccessful, have them take the dog to a shelter so that we can work with the shelter to bring the dog into CBHR, Inc. This is usually successful; however, some shelters are not rescue friendly and will not work with us. On a case-by-case basis, CBHR may recommend the person finding the stray to hold the dog for the period of time as dictated by that state's law and then complete the ORF.

3.7.1. CBHR, Inc. cannot legally pick up stray animals. If CBHR, Inc. takes strays in off the street or from someone who has picked up one, CBHR, Inc. does not have legal ownership of the animal.

3.7.2. Organizations such as shelters or rescues that have physical facilities (like PetHelpers) can take in a stray and if the animal remains in their physical facility, without being claimed by an owner, for 5 days (SC) or 3 days (NC) then ownership of the animal reverts to the shelter/rescue, and they are free to offer it for adoption.

3.7.3. CBHR does not have a physical facility, so we are not afforded the protection of this law, so our policy is to "adopt" from shelters. When we do this, we gain paperwork that shows the dog came from a shelter and that CBHR is the adopter. From there, we "own" the animal and can adopt it out to a family without potential repercussions.

3.7.4. If a call is received from someone who has either picked a basset up that was found wandering along a highway, or a basset has come to their door, the first thing that must be done is to try to find the legal owner.

3.7.4.1. Recommend the caller do the following:

1. Have dog scanned for microchip.
2. List a found dog ad in the local newspaper for five days to see if the owner reclaims dog (some newspapers do this for free).
3. Contact local shelters (not just the closest one) and file a found report (the person should tell the shelter that they have a stray dog and if anyone comes looking for a lost basset have them contact the caller directly.) Usually, families losing a pet will put in a lost dog report with the local shelters.
4. If, after steps one and two have been completed, no one has claimed the dog have the caller take the dog to the local shelter. The shelter will notify CBHR if they cannot keep the dog or if they want CBHR to rescue the dog. Once a basset becomes a CBHR dog, follow step 3.11, Tasks for After a Shelter Dog is Approved to Come into Rescue.

# CBHR Standard Operating Policies and Procedures

---

## 3.8. Owner Relinquished

CBHR, Inc. places priority on accepting bassets in shelters. If a foster home is available and sufficient operating funds are available, owner-relinquished dogs will be accepted if voted in by the officers. If a person contacts CBHR, Inc. wishing to relinquish a basset, refer them to the Intake Manager to discuss the situation. In general, the guidelines that CBHR, Inc. suggests to owners wishing to relinquish their dog's follows:

NOTE: CBHR returns are discussed in step 5.9

- 3.8.1. Have them check with family and friends to see if anyone can provide their dog a good home.
- 3.8.2. Strongly suggest that they do not offer the dog for rehoming on social media sites like Craig's List, Next Door, Facebook
- 3.8.3. Refer to a shelter that works closely with rescue if the other options are not possible.
- 3.8.4. Required information for Acceptance of an Owner Relinquished basset by CBHR if available:
  - Age
  - Gender
  - Spayed/Neutered
  - Good with children
  - Good with other pets
  - Health issues
  - Behavioral issues (See section 3.4 on ineligibility for Dogs that have previously bitten people in a malicious manner)
  - Housebroken
  - Date of last Heartworm test
  - Date and type of last Heartworm preventive.
  - Current on shots/date last given.
  - Reason for relinquishment
  - How long are you able to hold the dog?
  - Contact Phone
  - Where are you located?
  - Pictures of dog

## 3.9. Intake Manager and Calls from Shelter Regarding Bassets

When CBHR, Inc. receives a phone call or email from a shelter or shelter contact, it is forwarded directly to the Intake Manager. The Intake Manager will perform the steps below.

The Intake Manager will obtain the following information and enter into the CBHR database:

- Sex
- Age
- Is dog micro-chipped? Does shelter require microchip prior to leaving shelter? CBHR prefers to handle its own process for microchipping.
- Color (tricolor, red & white, lemon)

# CBHR Standard Operating Policies and Procedures

---

- Spayed/neutered? If not, will the shelter spay/neuter? Cost to spay/neuter?
- Shelter adoption fee and method of payment accepted.
- Any medical conditions – heartworm positive/negative
- Behavior – dog seem friendly/aggressive?
- Was dog an owner turn in? If so, what was the reason owner gave for turning dog into shelter?
- Any paperwork turned in with the dog? If so, may we have a copy of the paperwork?
- How long has the basset been at the shelter?
- How much time does the basset have left before euthanasia?
- Does the shelter have a web site? If so, is the basset's picture on the web site? If not, can the shelter email picture of basset?
- Make sure the shelter knows CBHR will need a couple of days to coordinate intake of the basset. If possible, a CBHR, Inc. representative will visit the shelter to verify the dog is a basset hound.

**Note:** In most instances, the shelter will work with CBHR and will hold a basset until we can arrange for a CBHR representative to verify he/she is a basset and pick him/her up.

- 3.9.1. Pass information collected from the shelter or shelter contact to all voting officers.
- 3.9.2. Arrange for a volunteer to verify dog is a basset hound if pictures are not available.
- 3.9.3. If there is a question regarding whether the dog meets the requirements of the SOP of a basset hound, the Intake Manager shall obtain BOD member's concurrence from two members that the dog has sufficient basset traits/looks to be considered for intake.
- 3.9.4. Upon verification that the dog is a basset hound, the officers will vote to either accept/not accept basset into rescue. The vote is to be recorded in the CBHR database by the Intake Manager

**Note:** Dog must be approved by a majority of officers' vote. Voting officers include the President, Vice-President, Adoption Manager, Foster Home Manager(s), Medical Manager(s) and Intake Manager.

- 3.9.5. Once the dog has been voted into the rescue, the Intake Manager shall send an email to the full officer's email notifying the organization of the new dog.

## 3.10. Tasks for after taking an Owner Relinquished

When a rehome request comes to CBHR via the rescue phone line, email or social media, it is forwarded directly to the Intake Manager. The Intake Manager will perform the steps below.

- 3.10.1. Obtain the following information and enter into CBHR database:
  - Veterinary and Health History
  - Record of heartworm prevention
  - Spayed or Neutered
  - Temperament
  - Bite history

# CBHR Standard Operating Policies and Procedures

---

- Age
- Sex
- Color and Markings.

3.10.2. Pass information collected along with any pictures from the owner or other contact to all voting officers.

3.10.3. Intake Manager will arrange for a volunteer to verify dog is a basset hound if pictures are not available.

3.10.4. Upon verification that the dog is a basset hound, the officers will vote to either accept/not accept basset into rescue. The vote is to be recorded in CBHR database.

**Note:** Dog must be approved by majority vote of officers.

3.10.5. The owners must complete the Owner Relinquishment Form (ORF) either electronically or hardcopy before CBHR can accept possession of the dog.

3.10.5.1. If the form is not filled out, signed, and dated, CBHR CANNOT and WILL NOT accept/take possession of the dog.

3.10.5.2. Obtain copies of all of the dog's vet/health records from owner(s). These records can be provided electronically from the owner, the owner's vet or by hardcopy, and then uploaded to the dog's Google folder.

3.10.6. Once the dog's ORF has been received, the Intake Manager shall send an email to the full officer's email notifying the organization of the new dog.

## 3.11. Tasks for After a Dog is Approved to Come into Rescue

3.11.1. Intake Manager will request that the shelter do as much as possible in terms of veterinary care (i.e., spay/neuter, vaccinations, heartworm test intestinal parasite treatment).

**Note:** Rescue basset will still need to be tested for heartworms by a CBHR vet even if shelter has already done a heartworm test.

3.11.2. Intake Manager will arrange for payments for any fees associated with rescue of the basset (if from a shelter).

3.11.2.1. The volunteer/officer who picks up the dog can pay for the dog by personal check to be reimbursed by the CBHR, Inc per step 2.9.

**NOTE:** It is a state law that dogs/animals cannot be transported across state lines without proof of vaccination.

3.11.2.2. Intake Manager shall notify the Medical Manager of new dog and current medical status.

## CBHR Standard Operating Policies and Procedures

---

- 3.11.2.3. All vet bills will either be taken care of by the Medical Manager via Debit Card or must be forwarded to: CBHR, PO Box 80082, Charleston, SC 29416.
- 3.11.2.4. If the vet will not forward the bill, the volunteer can pay the bill and request reimbursement per step 2.9.
- 3.11.3. Foster Home Manager will arrange for a foster home.
- The Foster Home Manager that is assigned to where the dog is currently located, will send out the request to foster to the volunteer list.
  - If multiple fosters are interested in fostering the same dog, the Foster Home Managers will together decide which foster is the best fit for the dog.
  - When a foster home has been selected, the Foster Home Manager for that area will complete the remaining actions for the new intake.
  - The responsible Foster Home Manager will update the database for the dog's profile page directly under the Medical Manager, so it shows NC or SC Foster Home Manager.
- 3.11.4. Once a foster home has been identified, the Intake Manager will send an email to [officers@cbhr.com](mailto:officers@cbhr.com), updating personnel regarding the new intake along with the foster home.
- 3.11.5. Intake Manager will contact the Transport Coordinator to arrange transportation from shelter/owner to the foster home.
- 3.11.6. Intake Manager creates a folder in Google Drive for the new dog.  
Officers > CBHR Hound Records > \*CURRENT FOSTERS
- 3.11.7. Intake Manager generates an Intake record in the CBHR database.
- 3.11.8. All original documents, which include the shelter paperwork, signed owner relinquishment form, vet bills/invoices, health records, pictures etc., (keep copy with dog's records) must be scanned and uploaded to Google drive per section 2.7. Any medical records should be forwarded to [medical@cbhr.com](mailto:medical@cbhr.com).
- 3.11.9. The responsible Foster Home Manager assigns the Basset a foster home in the CBHR database, assigns the Foster Home Liaison, assigns the CBHR ID number and updates the google folder with the dog's name and CBHR number.
- 3.11.10. Once the dog has been placed with the foster home, a Medical Manager will update the CBHR database to reflect the dog is on Intake Hold. The dog will remain on intake hold for two weeks. At the end of the two-week hold, a Medical Manager will update the database for the dog to reflect On Hold-Medical until all medical requirements are completed.

# CBHR Standard Operating Policies and Procedures

---

- 3.11.11. The Medical Mailing Coordinator coordinates the Microchip number assignment.
- If the dog is a “CBHR Return”, then the Intake Manager will notify the Medical Mailing Coordinator, so the microchip registration can be updated to reflect the current owner and then the new adopter.
- 3.11.12. An introduction email should be sent to the foster family upon arrival of the new foster dog from:
- Foster Home Manager – Details should include “what to expect” (i.e., tag, ID number, etc.) and contact information.
  - Medical Manager – Details should include contact information, nearest approved vet(s), medical mailings, summary of current issues and next steps in treatment process.
  - Foster Dog Liaison – Details should include contact information and general welcome message.
- 3.11.13. The Medical Mailings Coordinator sends out an adoption packet including:
- HW and Flea prevention medications
  - CBHR ID Tag
  - Foster Home Checklist.
- 3.11.14. At the end of each week the Intake Manager shall send out a summary of the dogs that were considered for intake. This email shall be sent to the full officer’s email and contain information regarding the results for each dog – vote results, foster home (if known), current location of dog, If the dog was not voted on, include a short reason why no vote was done.

## 4. Veterinary Care

All rescue bassets will be under the care of a CBHR approved veterinarian. The CBHR Medical Managers will maintain a list of approved veterinarians. Most veterinarians will discount their fees for a rescue group. Ensure the vet understands that CBHR is a tax-deductible, nonprofit 501(c)(3) organization.

### 4.1. Pre-approval for medical expenses

- 4.1.1. Foster families must obtain approval from a CBHR Medical Manager before going ahead with ANY expensive procedures estimated to cost \$100 or greater.
- 4.1.2. Medical Manager must pre-approve use of any non-CBHR approved veterinarian for any CBHR dog in foster care or on home trial unless a medical emergency occurs. See step 6.8 for requirements.
- 4.1.3. Written estimates should be requested for all surgeries.
- 4.1.4. For medical costs greater than \$1500.
- For non-emergency procedures – A written estimate is required. The BOD should pre-approve the procedure.

# CBHR Standard Operating Policies and Procedures

---

- For emergency procedures – A written estimate is preferred, but a verbal estimate is acceptable due to time constraints. The entire BOD should approve the procedure if possible. If time does not allow for the full BOD approval, then either the President or Treasurer should approve the procedure. That individual should then follow up and notify the remaining BOD members.

## 4.2. Initial Veterinary Checks

4.2.1. Upon intake, the basset should go to a veterinarian for a full physical, to include:

- Wellness exam
- Request vet to verify female dogs have been spayed (spay scar, tattoo, etc.). If vet is unable to verify status of spay, an ultrasound should be performed to verify status.
- Vaccinations – If the dog has not been vaccinated at the shelter or vet, he should receive:
  - DHLPP – Distemper, Hepatitis, parvovirus, parainfluenza and Lepto – The Lepto vaccine may be given as a separate shot.
  - Rabies
  - Bordetella (Kennel cough)
- Fecal test
- Heartworm test will always be done at intake by an approved CBHR vet even if the shelter has, or previous owner tested the basset.
- Scan for microchip and document number on vet notes.

4.2.2. Negative for Heartworm Disease:

- Set up a date for spaying/neutering, if necessary.
- While the dog is being altered, request the vet to
  - trim the toenails.
  - place microchip if not already placed.
  - Complete any dental work (cleaning, extraction).

4.2.3. Positive for Heartworm Disease:

Discuss treatment options with the veterinarian. Scheduling of the treatment may vary between vets especially if the foster needs to be neutered/spayed. However, CBHR will follow the advice of the attending veterinarian.

## 4.3. Heartworm Treatment

4.3.1. A licensed veterinarian will administer heartworm treatment for all CBHR dogs who test positive for heartworms. CBHR will follow the recommendations and guidelines of the veterinarian of record.

4.3.2. If a dog is adopted while undergoing the slow kill method:

- CBHR will be responsible for three cycles (a cycle is one month in time) of treatment with the recommended antibiotic (doxycycline, minocycline, etc.). The adopter will be provided with the number of pills needed to complete the treatment.
- The adopter will pay for the standard recommended preventative (Heartgard, etc.).

# CBHR Standard Operating Policies and Procedures

---

- The adopter must sign the adoption agreement addendum regarding adoption of a heartworm positive dog that is undergoing the slow kill method of treatment. The addendum may be adjusted to incorporate the specific treatment (medications, etc.) recommended by the veterinarian of record.

## 4.4. Medical Availability

4.4.1. The following items need to be completed before setting a CBHR dog medically available:

- Wellness exam
- Microchip inserted – confirmed by CBHR approved vet.
- Neuter/spay.
- Fecal test – negative.
- HW test by CBHR approved vet.
- HW treatment complete. See step 4.3.2 for exception for dogs undergoing slow kill treatment.
- Vaccines: rabies, DHLPP, Bordetella.
- Dental procedures as determined by vet and medical manager.
- Other medical issues resolved or under control (ear infection, skin infection, tumor removal, Cushing's disease, etc.).

4.4.2. The Medical Managers will monitor a dog's medical status and ensure required care is updated as needed while the dog remains in CBHR care.

4.4.3. For foster dogs who require maintenance drugs (ex: insulin, Prednisone, etc.), the Treasurer will work with the Medical Managers to find the best cost option. The Treasurer will then set up any required Auto-shipments.

## 4.5. Euthanasia

4.5.1. Euthanasia will be recommended in very rare circumstances. All medical euthanasia cases will be considered upon the advice of a veterinarian and discussion with the appropriate Medical Manager, officers, and the foster home.

4.5.2. In the case of a medical emergency (hit by car, trauma, etc.) the foster home will have the right to follow the attending veterinarian's advice but must contact a CBHR officer or a Medical Manager immediately.

4.5.3. If CBHR has a foster dog that has shown aggression after placement in the foster program, euthanasia may be considered.

- 4.5.3.1. Two types of behavior will be considered aggressive:
- biting a human
  - attacking another animal resulting in injury.

# CBHR Standard Operating Policies and Procedures

---

- 4.5.3.2. The foster home with the help of the Medical Manager and Foster Home Manager should document all aggressive incidents in the database.
- 4.5.3.3. The dog will be professionally evaluated by both a qualified veterinarian and a canine behaviorist if available.
- 4.5.3.4. The documentation and evaluations will be placed in the dog's medical record and will be presented to the Board of Directors.
- 4.5.3.5. For behavior issues, the decision whether or not to euthanize will be made by the Board.
- 4.5.4. If the unfortunate occurrence of euthanasia of a CBHR foster dog, a CBHR volunteer will be with the dog. Request the veterinarian to dispose of the animal unless other arrangements (the foster home may choose to have the dog's ashes) are made with Officers' approval.
- 4.6. Foster Dog Records**
- 4.6.1. Medical Manager should record details in the CBHR database for any vet visit with the assistance of data entry personnel.
- 4.6.2. Medical Manager/Adoption Manager/Foster Home Manager/Foster Dog Liaison should:
- Record traits of the dog in the CBHR database. (FDL and Medical Manager)
  - Record general communications with the foster family in the CBHR database. (All)
  - Save the foster dogs' photos to the CBHR Google repository. (FDL)
  - Request photos and biographical information for assigned foster dogs and relay it to the CBHR Biography Coordinator (FDL)
  - Once foster dog is adopted, relay adoption status to the CBHR Biography Coordinator publication. (Adoption Manager)
  - Verify foster family has all medical and adoption paperwork required at the time of adoption of foster dog. (Medical Manager & Adoption Manager)
- 4.7. Forever Foster Dogs**
- 4.7.1. Foster dogs who are not adoptable based on health, behavior or other issues are identified as "Forever fosters".
- 4.7.2. The officers are responsible for determining if a foster dog needs to be a Forever Foster.
- 4.8. Microchip Process**
- NOTE: Steps in this section are completed by the Medical Mailings Coordinator unless otherwise specified.

# CBHR Standard Operating Policies and Procedures

---

- 4.8.1. When a new dog comes into intake, review the owner records as documented in the database to determine if the dog has an existing microchip.
  - If a previous CBHR dog is returned to CBHR, update the registration to show that CBHR is now the “owner” of the dog. Update the database to show that registration has been updated.
- 4.8.2. If the dog already has a microchip, enter the number (if available) in the Microchip field in the database. Enter a comment in the database noting that the previously placed microchip has been entered in the database.
- 4.8.3. If the dog does not have a microchip, then mail a microchip to the foster family and enter the number in the database and select the option under the microchip page for “microchip sent to family”.
- 4.8.4. The Medical Managers will work with the foster family and veterinarians to place the new microchip or scan the existing microchip. The Medical Managers will have the Data Entry individual update the database to select “Microchip Placed” and record the Vet information and the date completed.
- 4.8.5. Once notified that a microchip has been placed or the existing microchip has been scanned, then register the microchip with PetLink. Forward a copy of the invoice to the Treasurer. Update the database to show “Microchip registered to CBHR.”
- 4.8.6. Once notified that the dog has been adopted, update the microchip registration and update the database to reflect “Adopter added to Registration”.

## 5. Adoption Policies

CBHR normally limits adoptions to North and South Carolina. Potential adopters living outside of NC or SC must be approved by the officers taking into account the ability of CBHR to perform a Vet Check, Home Visit and transport.

### 5.1. Two Week Initial Wait

Rescued basset hounds must stay in their foster homes for a minimum of two weeks from entry into the CBHR program for evaluation of health and temperament prior to a home trial visit or adoption.

### 5.2. Medical Wait

Basset hounds must be kept in their foster home until all medical requirements noted in step 4.4.1 are complete and for any period of recovery needed following medical treatment as recommended by the vet.

### 5.3. Additional Wait

Basset hounds may remain in foster care longer if deemed necessary by the foster parent or Medical Manager.

# CBHR Standard Operating Policies and Procedures

---

## 5.4. Wait List

- 5.4.1. No one will be placed on the basset hound's wait list until the two-week evaluation period (from the time the dogs are added to the "Current CBHR Hounds" list in the database) has been completed. The dog will not be advertised on the web site until the two-week period is up.
- 5.4.2. If the foster family intends to adopt the dog, they must contact the Adoption Manager as soon as possible to request they be put on the dog's adoption wait list.
- 5.4.3. If an adoptive family is already on the foster basset hound's waitlist, the adoptive family has first choice of adopting the foster basset hound.
- 5.4.4. If the Adoption Manager contacts the foster family about an approved potential adopter, the foster family must discuss any interest in adopting the foster basset hound prior to direct contact with the adoptive family.
  - 5.4.4.1. If the Adoption Manager is not made aware of the foster person(s) interest in adopting the foster basset hound before the Adoption Manager has direct contact with the adoptive family, then the adoptive family will have priority.
- 5.4.5. If the foster family is first on the basset hound's wait list, the family must make a decision to begin a home trial within 72 hours of being notified that the basset hound has been medically cleared.
- 5.4.6. The order of the adoption list will be honored as to who has first preference to adopt the CBHR basset hound. Families, including the primary foster family, who are in the "first choice" place on a dog's adoption wait list, must make a decision whether to schedule a home trial within 72 hours of being notified that there is now someone else on that dog's wait list (2<sup>nd</sup>, 3<sup>rd</sup>, 4<sup>th</sup> place), and begin their home trial with the basset hound as soon as possible.
- 5.4.7. CBHR will not keep a dog in our foster care system when other approved potential adoptive families are on the adoption wait list. Home trials are expected to begin as soon as transportation can be arranged.
- 5.4.8. Once a family is on a dog's wait list, the Adoption Manager will communicate to the Webmaster that the status for the hound needs to be updated from "available" to "Adoption Pending".

## 5.5. Basset Hounds As Gifts

CBHR does not adopt basset hounds to be given as gifts. CBHR will only accept adoption applications from the family where the basset hound will reside.

# CBHR Standard Operating Policies and Procedures

---

## 5.6. Adoption/Application Procedure

5.6.1. Applications can be submitted via CBHR's online application form.

The application fee must be sent via PayPal to [rescue@cbhr.com](mailto:rescue@cbhr.com) or mailed to the CBHR post office box.

- Applications will not be processed until the fee has been received. If an application is received without the fee, note in the welcome email that the application process will begin once the application fee is received.

5.6.2. Upon adoption application receipt, an Application Coordinator will notify the applicant and outline the general process for application processing.

5.6.3. The Application Coordinator will contact the veterinarian/reference of record.

### 5.6.3.1. Vaccination Requirements

- CANINES

All (personal) canines within the adoption home must be current for vaccinations (rabies, DHLPP) and monthly heart worm preventatives. If/when a veterinarian check reveals loss of currency, the applicants must submit copies of receipts within 30 calendar days to CBHR for:

- a) completion of all appropriate vaccinations
- b) purchase of heartworm preventatives within the past six months. If receipts are not available, the applicant will purchase a six-month supply of heart worm preventative and submit a copy of receipt to CBHR for review.

- OTHER DOMESTICATED ANIMALS

All other domesticated animals within the adoption home must be current for rabies vaccination as required by North Carolina and South Carolina state law. If/when a veterinarian check reveals loss of currency; the applicant/s must submit receipts within 30 calendar days to CBHR for completion of the rabies vaccination.

- EXEMPTIONS

Exemptions from the vaccination requirements shall be granted if the Veterinarian provides a letter to CBHR stating the medical basis for the vaccination not being administered.

### 5.6.3.2. Spay/Neuter Requirements

- CBHR requires that all (personal) dogs/cats within the adoption home shall be neutered/spayed with the following exceptions:
  - a) Health reasons
  - b) Breeding/Show Animal

5.6.4. If the veterinarian/reference check is satisfactory, a phone interview with the applicant will be done by the Application Coordinator.

## CBHR Standard Operating Policies and Procedures

---

5.6.5. If the phone interview is satisfactory, a pre-adoption home visit will be scheduled. (See Section 5.7 Home Visit below)

- 5.6.5.1. A pre-adoption home visit **must be completed** for any applicant. Exceptions to this requirement include:
- An approved Home Visit was previously completed within the last 3 years and adopter has not moved.
  - Adopter is an Active foster home as defined in step 6.1.

5.6.6. If the home visit is satisfactory, the Adoption Manager or Assistant will approve the home visit, and the Application Coordinator will forward the application to the Adoption Manager Assistant for final approval. (See Section 5.7 Home Visit below)

**NOTE:** At this point the Adoption Manager and Assistant have the remaining action for the adoption process.

5.6.7. Once the application is approved by the Adoption Manager Assistant, the assistant will add the applicants to the adoption-status email account ([adoption.team@cbhr.com](mailto:adoption.team@cbhr.com)) and will send an email to applicants via the adoption status account noting that:

- they have been approved,
- outlining the adoption process
- they will be contacted within the next 4 weeks for a detailed discussion about dogs of interest.
- information about the current delay in available basset hounds.
- Process for getting updates on application status (use of adoption-status account – not phone calls).

5.6.8. On a periodic basis, the assistant will send out a form letter email to all current applicants (speaking with family) asking about continued interest in adopting. Email should note that if no response is received within 2 weeks, the application will be made inactive.

5.6.9. When the family is contacted in person, and discussion of dogs of interest occurs, the applicant can be placed on one or more dogs' wait lists in accordance with the guidelines listed in section, 5.4 Wait List.

- 5.6.9.1. Placing the family on the wait list is to prevent confusion and accidentally talking to two people about the same dog. If after talking with the foster family they decide it is not a good fit, they are removed from the list.

5.6.10. When the applicant has expressed a desire to adopt a particular dog, the Adoption Manager will contact the foster family to inform them of interest from an adoptive family. This communication needs to occur prior to the family being put on the wait list for that dog to ensure the foster dog is the right match for the family.

- 5.6.10.1. The adoptive family will be given the foster family's contact information and meeting of the two families and the foster dog will be coordinated directly.

# CBHR Standard Operating Policies and Procedures

---

5.6.11. Prior to the basset hound's departure from the foster home, the Adoption Manager and foster family will communicate to ensure all parties are aware of the basset hound leaving the foster home for a home trial and the dates for departures.

5.6.12. The CBHR adoption fee general structure is:

1. \$250 fee for a single basset hound
2. In the case of two basset hounds being adopted at the same time, a multiple dog adoption fee discount of \$50 will be given. The \$50 discount will be deducted from the total adoption fee amount at the time of the two-dog adoption.
3. The adoption fee can be adjusted or waived (if requested) as deemed necessary with approval of a majority of the officers.
4. No more than two dogs can be adopted by the same person at one time.

5.6.13. After a 7-day home trial, if all goes well, the foster basset hound may be adopted by the adoptive family.

## 5.7. Conducting Home Visits

**NOTE:** This section applies to home visits for adoption applications and foster applications.

5.7.1. Home visits are completed only after the adoption or foster application has been processed by the Application Coordinator. These visits can be done in person or through virtual visits.

5.7.2. The home visit information is confidential and shall not be discussed with anyone outside of CBHR's leadership team.

5.7.3. Guidelines for Completing A Home Visit

1. Initial Contact with Potential Adopters/Foster Families
  - Call the potential adoptive/foster family to set up a date and time to perform the home visit.
  - Ask for directions to their home during the initial phone conversation.
  - Request the family have everyone who lives in the home be there to participate in the visit if possible.
2. Day of Home Visit
  - Print out a copy of the Pre-adoption/Foster Home Inspection Report form as a guideline for the visit.
3. Inform the family of the CBHR adoption/foster guidelines ("once a CBHR dog, always a CBHR dog").
4. Ensure the home has an adequate fence to contain the dog. If an invisible fence is used in place of a physical fence, ensure the applicants understand CBHR policy: The dog must be on a leash when outside or under constant supervision.
5. If performing a Foster Home Visit, review the Foster Care Agreement information.
6. Talk with the family and answer any questions that they may have about CBHR or the basset hound breed in general. If unable to answer one of their questions, notify the family that someone from CBHR will get back with them regarding their questions.

# CBHR Standard Operating Policies and Procedures

---

7. At the end of the home visit thank the family for their time and let them know that a CBHR representative will be back in touch with them within the next one to two days.
  - During or at the end of the home visit, do not inform the family whether they have been approved or not. Allow a leadership member to discuss the home visit with them.

## 5.7.4. After the Home Visit is Complete

1. Within 24 hours, contact the CBHR representative or Application Coordinator with feedback as on the visit. Discuss any reservations regarding this family adopting/fostering a CBHR basset.
2. The Pre-Adoption/Foster Home Inspection Report is to be completed by the CBHR volunteer at the time of the home visit and may be submitted online (hyperlink). The report also needs to be completed and submitted within 72 hours of the home visit.
3. The Home visit is approved as follows:
  - For Adoptions – approved by Adoption Manager or Assistant
  - For Foster Homes – approved by Foster Manager
4. If the family's home visit is not approved, an officer/Adoption Manager/Foster Home Manager will contact the family to discuss the reason(s) they have not been approved. As stated above, this is confidential information and should not be discussed with anyone outside of the CBHR leadership team.

## 5.8. Adoption Day Guidelines

### 5.8.1. Adoption Process

1. Medical Manager will medically clear the dog for adoption and note in the CBHR database.
2. The Adoption Manager will send an email to the foster family containing a link to the database form, Foster Home Form. The foster family will enter the information about the "Hounds" characteristics, current HW and Flea & Tick medication and when next doses are due, current medications, food provided along with feeding schedule. Once the foster family submits this form, the information is automatically pulled into the online Adoption Agreement form.
3. The Adoption Manager will review the information provided to ensure the information is complete and accurate.
4. The Adoption Manager will send an email to the adoptive family containing links to the Adoption Agreement and a link for payment. The email will outline the requirements for payment within 14 days of signing the Adoption Agreement or setting up an approved payment plan with CBHR. Failure to pay within that time limit or to meet the approved payment plan will result in the CBHR hound being returned to Adoption Available, and the next family on the wait list will be allowed to enter the adoption process. If completing a hardcopy of the Adoption Agreement, two copies of the filled-out agreement form are printed for the family to sign and date when the dog is delivered to the adoptive family home.

# CBHR Standard Operating Policies and Procedures

---

5. A copy of the basset's veterinary and shelter records (full veterinary records and health history will be sent to the adoptive family by the CBHR Medical Manager assigned to the dog).
6. The Adoption Manager will copy the Foster Home Manager, Foster Dog Liaison, Medical Managers and Foster family on emails detailing the scheduled home trial and update the CBHR database.

## 5.8.2. Completing the Adoption agreement

NOTE: steps 1-3 are done by the individual who delivers the basset hound to the adoptive family if the Adoption Agreement was not completed electronically,

1. Have the adoptive family read and sign duplicate copies of the adoption agreement.
2. One copy of the signed adoption agreement and donation check (if the adopter pays via check) must be mailed immediately to the following address:

CBHR, Inc.  
PO Box 80082  
Charleston, SC 29416

Once the document is received, it will be scanned and provided to the Adoption Manager and uploaded to the google folder.

3. Medical Manager will provide medical history to the home trial family via email at the start of the home trial.
4. If the Adoption Agreement was completed online, an automatic email is sent containing a link to the agreement is sent to the Adoption Manager and the adopter. The Adoption Manager places a copy in the google folder.
5. The Adoption Manager will remain in contact with the adoptive family for the seven-day trial period. At the end of the 7-day trial period or before, if the adoptive family chooses not to adopt that basset, the basset will be returned to CBHR.
6. If the family completes the adoption following the home trial, the Adoption Manager will notify the webmaster to update the website for the adopted basset and update the CBHR database.
7. If the foster basset is returned to CBHR within the seven-day trial period
  - The adoption packet will be returned to the foster home, and the adoption agreement will be nullified.
  - The adoptive family can then select another available basset for a home trial or can elect to have their adoption donation amount reimbursed.
  - The Adoption Manager will notify the treasurer to issue a refund.

## 5.9. CBHR Adopted Basset Being Returned to CBHR

The belief of CBHR is once a CBHR basset, always a CBHR basset. CBHR will ALWAYS accept a basset adopted from CBHR if the dog cannot stay in his adoptive home for any reason. **The basset is not to be taken to the shelter or humane society under any circumstances.**

Adoption fees are NOT refunded except in cases where the basset is returned before the end of the 7-day adoption trial period.

## CBHR Standard Operating Policies and Procedures

---

- 5.9.1. If contacted for help in returning a CBHR basset, obtain the following information from the adoptive family:
  1. Name, address, and phone number of the adoptive family.
  2. Basset's name if it was changed after adoption. If so, obtain the dog's name at time of adoption.
  3. When the dog was adopted from CBHR (month and year).
  4. Reason the dog is being returned to CBHR.
  5. Any medical conditions. CBHR will need a copy of all vet records.
  6. Ask the family if they can keep the dog until a foster home is found. If not, ask for the latest date to get the dog from their home. At the end of discussion, inform them that a CBHR representative will be back in touch with them within the next 24 hours regarding how to proceed with the return of said basset.
- 5.9.2. Contact the Intake Manager either by phone or email that a CBHR basset needs to be returned.
- 5.9.3. CBHR's Intake Manager notify the Foster Home Manager to determine placement. The Intake Manager will initiate a Transportation Request to transport the dog from the adoptive home to a foster home.
  - 5.9.3.1. The Foster Home Managers will follow step 3.11.3 to select a foster home, assign the responsible Foster Home Manager and Liaison.
- 5.9.4. The Owner Relinquishment Form (ORF) must be completed before the CBHR representative picks up the dog. The form may be completed electronically prior to the pickup or by hardcopy at the time of pickup.
  - 5.9.4.1. The owner(s) MUST fill out and sign the form before the dog can be removed from the home/property.
  - 5.9.4.2. If the form is not filled out, signed, and dated, CBHR CANNOT and WILL NOT accept/take possession of the dog.
  - 5.9.4.3. Obtain copies of all of the dog's vet/health records from owner(s). These records can be provided electronically from the owner, the owner's vet or by hardcopy, and then uploaded to the dog's google folder.
- 5.9.5. Notify the Medical Mailing Coordinator about the returned CBHR dog, so the microchip registration can be updated to reflect the current owner and then subsequently the new adopter.
- 5.9.6. All original documents, which include the signed owner relinquishment form vet bills/invoices, health records, etc., must travel with the dog to his assigned foster home and must be forwarded within 7 days (excluding weekends & holidays) to: CBHR PO Box 80082, Charleston, SC 29416 or scanned and emailed to the Medical and Foster Home Managers.

# CBHR Standard Operating Policies and Procedures

---

## 6. Foster Policies

The responsibility of the foster home is to provide temporary housing and care for the dogs that come into CBHR's program. If there are two Foster Home Managers in position, their responsible areas are divided between NC and SC. For the steps in this section, the Foster Home Manager responsible for the actions are determined by the location of the foster home.

### 6.1. Active Foster Home

- An active Foster Home is one currently fostering or who has fostered within the past 12 months.
- If the lapse in fostering is greater than 1 year, the foster family shall be made inactive in the database.
- Reactivation if done within 3 years of the last home visit will only require a vet check.
- If reactivation is done more than 3 years from the last home visit or the family has moved, a full home visit and vet check is required.
- All foster homes must have a home visit every 3 years or anytime there is a change of address.

### 6.2. Foster Home Approval Procedure

- 6.2.1. Applications can be submitted via CBHR's online application form.
- 6.2.2. Upon foster home application receipt, the Application Coordinator will notify the applicant and outline the general process for application processing.
- 6.2.3. The Application Coordinator will contact the veterinarian/reference of record.
  - The veterinarian check shall include a check on vaccinations as noted in section 6.4.
- 6.2.4. If the veterinarian/reference check is satisfactory, a phone interview with the applicant will be done by the Application Coordinator.
- 6.2.5. If the phone interview is satisfactory, a home visit will be scheduled and conducted per step 5.7.
- 6.2.6. If the home visit is satisfactory, the Foster Home Manager (for that area) will approve the home visit, and the Application Coordinator will forward the application to the Foster Home Manager for final approval.
- 6.2.7. The Foster Home Manager (for that area) will call the applicant to review the Foster Care Agreement, answer their questions, discuss foster dog placement, and expectations on both sides.
- 6.2.8. The Foster Home Manager (for that area) will then mark the application approved, rejected, or on hold and link the completed forms to the foster profile in the database.

---

# CBHR Standard Operating Policies and Procedures

---

6.2.9. After the approval of a foster application:

- The Foster Home Manager (for that area) will send an introductory e-mail to the new foster applicant to set up an orientation phone call. The email will include a link to the Foster Care Agreement.
- The Foster Dog Liaison will also send an introductory email to the new foster family. The email will include the link to the CBHR Foster Care Manual.

### 6.3. Foster Home Responsibilities

The foster dog will live in the foster home until adoption or until alternate foster arrangements are made. Foster homes are responsible for:

- Food
- Shelter (indoor living arrangements)
- Confinement of the foster dog to a fenced-in yard or on leash at all times when not in the confines of a house.
- If the foster home has an invisible fence to provide containment for the foster dog, the foster dog must be on a leash when outside or under constant supervision.
- Housebreaking
- General Socialization
- Monthly Up-To-Date Photographs
- Monthly Updates about health and general well-being
- Timely Submission of Paperwork.
- Support the goal of getting the foster dog adopted. The foster family helps support this goal by providing information, up-to-date photos, and great anecdotes.

### 6.4. Foster Home Vaccination Policy

#### 6.4.1. CANINES

1. With the assistance of CBHR Medical Officers, all foster hounds will maintain currency for vaccinations (rabies, DHLPP, Bordetella), and monthly heartworm preventatives provided by CBHR.
2. All (personal) canines within the foster home must be current for vaccinations (rabies, DHLPPC) and monthly heart worm preventatives. If/when a veterinarian check reveals loss of currency, the foster parent must submit copies of receipts within 30 calendar days to CBHR for
  - a) completion of all appropriate vaccinations
  - b) purchase of heartworm preventatives within the past six months. If receipts are not available, the foster will purchase a six-month supply of heart worm preventative and submit a copy of receipt to CBHR for review.

#### 6.4.2. OTHER DOMESTICATED ANIMALS

All other domesticated animals within the foster home must be current for rabies vaccination as required by North Carolina and South Carolina state law. If/when a veterinarian check reveals loss of currency; the foster parent must submit receipts within 30 calendar days to CBHR for completion of the rabies vaccination.

---

# CBHR Standard Operating Policies and Procedures

---

## 6.4.3. EXEMPTIONS

Exemptions from the vaccination requirements shall be granted if the Veterinarian provides a letter to CBHR stating the medical basis for the vaccination not being administered.

## 6.5. **Foster Home Spay-Neuter Policy**

CBHR requires that all (personal) dogs/cats within the foster home shall be neutered/spayed with the following exceptions:

1. Health reasons
2. Breeding/Show Animal

6.5.1. **Food Cost Reimbursement**, under special circumstances, foster homes can request CBHR to reimburse the cost of dog food for their foster.

6.5.2. **Naming Rights**, the first foster family will have the honor of naming their foster dog if they choose. A middle or last name may be added to distinguish from a previous CBHR dog. The Foster Home Manager may require the foster family to choose another name if there is already a foster dog with the same name. Name changes must be done prior to the first vet visit to avoid confusion in medical paperwork.

6.5.3. **Liability Insurance for Foster Dogs**, Foster homes that have CBHR dogs in their care will be covered by CBHR's liability insurance.

## 6.6. **Veterinarians for foster dogs**

6.6.1. If CBHR has an established vet in the foster home area, CBHR requires that the foster basset be taken to this veterinarian.

- 6.6.1.1. The Medical Manager or the Foster Home Manager can provide help locating a CBHR vet in the foster family's area.

## 6.7. **Veterinary Care for Foster Dogs**

6.7.1. Subsequent to the initial veterinary exam, including vaccinations, heartworm treatment and spay/neuter, foster homes may have veterinary services performed for their foster dogs without approval of the Medical Manager as long as the cost of the medical treatment is not greater than \$100 above the cost of the office visit and is an "approved medical treatment".

6.7.2. The Medical Manager should be contacted for any questions regarding approval of a medical treatment.

6.7.3. If the expense is greater than \$100, foster homes must check with the Medical Manager before proceeding.

6.7.4. Medical Manager/Foster Dog Liaison should record details in the CBHR database for any vet visit within 7 days.

# CBHR Standard Operating Policies and Procedures

---

## 6.8. Veterinary Emergencies of Foster Dogs

If a life-threatening emergency happens, the foster home has the right to take their foster dog to a veterinarian and call a CBHR officer once at the veterinary clinic.

If time permits, a Medical Manager or other officer should be contacted for more instructions about how to proceed to the veterinary hospital. The health and well-being of the CBHR foster dogs is our first priority.

## 6.9. Foster Dogs at Events

6.9.1. Foster families are encouraged to take their foster dogs to appropriate CBHR events.

6.9.2. In order for a foster dog to be able to attend events, they must:

- Have been in foster care for a minimum of two weeks.
- Be up to date on all vaccines and spayed or neutered.
- Not currently under medical restriction
- Be either heartworm negative or have completed heartworm treatment.
- Be on leads no longer than 6 feet and MUST be controlled at all times.

6.9.3. Foster dogs that have shown prior aggression or extreme stress in social situations should NOT be taken to events.

6.9.3.1. If the CBHR representative in charge at an event asks a family to remove a foster dog, the family should do so.

## 6.10. Foster Home Vacation Policy

The foster family must notify the Foster Home Manager two weeks prior to a vacation or a long weekend that will require alternate care for a foster dog. The Foster Home Manager will either place the dog in an approved temporary foster home or CBHR will approve boarding the foster dog while the family is away if a temporary foster is not available. CBHR will work with the foster family to select an appropriate boarding facility and will cover the cost of boarding.

In the event a foster family opts to use a pet sitter, the Foster Home Manager must be contacted with the name and contact information of the pet sitter. CBHR will not reimburse the foster family for a pet sitter.

## 7. Policy for Original Owners Reclaiming Dog

The following policy provides guidance if CBHR is contacted by an individual claiming to be a previous owner of a dog currently owned by CBHR (Foster) or adopted through CBHR.

### 7.1. Policy Statement

7.1.1. It is the policy of CBHR to reunite pets with their owners if doing so is:

- In the best interests of the dog,
- In the best interests of CBHR; or
- In keeping with the stated goals and mission of CBHR.

# CBHR Standard Operating Policies and Procedures

---

7.1.2. When determining the best interest of the dog, CBHR shall consider such factors as, but not limited to; the age of the dog, adoptability, general health, veterinary care available, commitment of the owners, living conditions, fiscal ability of the owners to provide care/food/shelter, and potential for abuse or cruelty.

## 7.2. Confirmation of Ownership

7.2.1. If contacted by a previous owner wanting to reclaim their dog, obtain evidence from the individual of previous ownership. This evidence can be pictures and/or vet documentation or microchip identification information. If previous ownership is confirmed proceed to step 7.2.2. If ownership cannot be established proceed to step 7.2.7.

7.2.2. Once ownership is confirmed, then a CBHR officer/board member will communicate the following:

“Thank you for your time, we feel it is important to reunite pets with their owners if it is in the best interest of the pet. We also want to make sure that we don’t release an animal into an unsafe environment. Do you have a vet that you have used for the dog? Could you provide me with their contact information? Do you mind if we contact them about the dog? I will forward this information to our Board of Directors for consideration. Someone from CBHR will contact you shortly. “

7.2.3. Forward contact information and notes to CBHR President and the Intake Manager

7.2.4. Intake Manager shall:

- If vet information is available, contact the veterinarian and inquire about the owners and their care of the dog (this includes any experience the vet has had with this owner previous to the dog currently under consideration).
- Document the discussion or any records or information provided by the vet.
- Contact the local shelter to determine if there is any documentation, indication, or evidence showing animal cruelty for the putative owner (this includes any experience the shelter has had with this owner previous to the dog currently under consideration).
- Document the discussion or any records or information provided by the shelter.
- Contact local Animal Control to determine if there have been any Complaints against the dog or the owner.
- Document the discussion or any records or information provided by Animal Control.
- If there is an indication of previous cruelty by the owner or if there have been complaints filed against the owner or the dog, the Intake Manager should forward notes, records, or documentation to the CBHR attorney.
  - CBHR Attorney will work with President and Board of Directors to develop a path forward.
- If there is no indication of previous cruelty and if there have been no complaints filed against the owner or the dog, the Intake Manager should contact the Foster Home Manager or Adoption Manager as appropriate and the CBHR President.

## CBHR Standard Operating Policies and Procedures

---

### 7.2.5. Steps to follow for a dog currently in foster status:

- CBHR President determines if CBHR will be seeking to recover expenses from Original Owners.
  - If CBHR will seek to recover costs, CBHR President or CBHR Attorney will provide the amount/cost of any medical treatment, spay/neuter, or preventative treatment provided by CBHR to the Original Owners. CBHR President or CBHR Attorney will indicate to the Original Owners that CBHR is entitled to reimbursement for the medical care (including spay/neuter – even if that’s not what the owner would have wanted), food, and shelter for the dog.
  - If the Original Owners are not willing to reimburse CBHR, the CBHR President will determine if CBHR will offer surrender of the dog to CBHR as an alternative.
- Foster Home Manager will provide CBHR history with the dog to the owner including any medical and/or behavioral issues.
- Notify the current Foster Family that their foster dog’s previous owner is reclaiming their dog.
- Contact the Transport Coordinator to arrange transport to return the dog to the previous owner.

### 7.2.6. Steps to follow for a dog adopted through CBHR.

- If the dog in question has already been adopted, then CBHR will not return the dog because title to the dog has passed to CBHR and then to the adoptive family through the good faith surrender of the dog from a shelter to CBHR and then through a good faith adoption from CBHR to the adoptive family. The putative owners have no legal claim on the dog. Additionally, the dog has been successfully re-homed and settled with a new family and to upset that circumstance would not be in the best interest of the dog.
- CBHR will not compromise the privacy of an adoptive family by providing the name, address, or any contact information of the adoptive family to the previous owner.
  - At the sole discretion of the Board of Directors, and if requested by the previous owner, the adoptive family may be contacted by a CBHR officer about the dog.
  - The Board of Directors shall consider, as a factor in determining whether to contact the adoptive family about the dog, whether such contact will “cause more harm than good,” or if such contact would be upsetting to the adoptive family or the dog.
  - If the adoptive family is not open to contact, CBHR board member will notify the previous owner that CBHR will not proceed further and will consider this matter closed.
  - If the adoptive family is open to contact, provide the adoptive family the contact information. CBHR board member will notify the previous owner that the adoptive family has the contact information and CBHR will not proceed further and will consider this matter closed.

---

# CBHR Standard Operating Policies and Procedures

---

7.2.7. If ownership cannot be initially confirmed:

- Tell the putative owner:  
“Thank you for your time, we feel it is important to reunite pets with their owners if it is in the best interest of the pet. Your situation is not simple because there is not an easy way to prove ownership. I will forward this information to our Board of Directors for consideration. Someone from CBHR will contact you shortly.”
- Then, forward contact information and notes to CBHR President to consult with the CBHR Attorney and determine a path forward.

## 8. CBHR Events and Fundraising Policy

### 8.1. Initial Notification

8.1.1. Once the event coordinator receives notification for any events associated with CBHR, the following information should be obtained:

- Purpose, location, date, time of event
- Cost to CBHR
- Number of volunteers needed for event.
- Need for Kissing Booth or other CBHR merchandise.

8.1.2. Once the estimated cost of CBHR participation is known, obtain approval (if needed) per step 2.4.6.

8.1.3. Identify a volunteer to run the event.

### 8.2. Planning the event

8.2.1. Obtain volunteers and dogs to support the event.

8.2.2. Work with the Foster Home Manager to obtain Foster Dogs for the event.

8.2.3. Provide marketing/promotion support for the event including:

- Post the information for the event (Facebook, Volunteer Group email, CBHR webpage) including:
  - Location, Date, Time of event
  - Volunteers needed for the event, role of volunteers and times needed.
  - Lead volunteer for event.
  - Need for foster dogs.

8.2.4. Complete the required registration/permits for the event and obtain resources to set up for the events: Tent, merchandise, Kissing Booth, Display Tables, etc.

### 8.3. Conducting event and close out

8.3.1. Provide information as requested about CBHR and refer people to our website and other social media.

---

## CBHR Standard Operating Policies and Procedures

---

- 8.3.2. For people expressing interest in fostering dogs or being a CBHR volunteer, either:
- Record personnel information and forward it to Event Coordinator following the event.
  - Refer people to the CBHR to fill out applications on-line for fostering or volunteer work.
- 8.3.3. Break down event displays and ensure location of CBHR merchandise, Kissing Booth, tables, tent, etc. are reported to the Event Coordinator.
- 8.3.4. Provide event report to Event Coordinator within 48 hours of event including:
- Public Attendance
  - Donations/Sold Goods amount(s)
  - Volunteers and Dogs in Attendance
  - What worked well and what didn't work well for event.
- 8.3.5. Submit money via check payable to CBHR to following address:
- Carolina Basset Hound Rescue  
P.O. Box 80082  
Charleston, SC 29416-0082
- 8.3.6. Complete and submit required paperwork for reimbursement (see step 2.9)

### 8.4. Liability Insurance for Events

- 8.4.1. Foster families and CBHR volunteers at approved events will be covered under CBHR, Inc.'s, liability insurance.

### 8.5. Fundraising Policy

CBHR is supported primarily by donations; therefore, the prime means of raising funds is through campaigns to ask for monetary contributions.

- 8.5.1. All proposed fundraising activities other than campaigns must be approved in advance by the BOD.
- 8.5.2. CBHR will not participate in activities that require the organization to sell products or services of a business.
- 8.5.3. Any event or activity that uses CBHR resources, such as the checking account or PayPal account, must be accountable to CBHR.
- A proposed budget and final report must be approved by the BOD.
  - Income and expense payments must be coordinated with the CBHR Treasurer and must comply with the organization's accounting practices.
  - The Treasurer will approve reimbursement only for items contained in the previously approved budget.

# CBHR Standard Operating Policies and Procedures

---

## 9. In Closing

The primary concern of CBHR, as with any rescue group, is the welfare of the dogs. We have pledged to do everything possible, within our financial and physical resources, to take in needy basset hounds, restore them to good health and find loving, permanent homes for them. Sometimes this means we are unable to save a dog; sometimes it means saying “No, we cannot help you out this time”, but most of the time, we are successful. We also have an obligation to educate the public as much as possible regarding the rewards and pitfalls of owning a pet. If the people who own pets acted more responsibly, there would be no need for rescue, and achieving this is the ultimate goal for us all.

## 10. Attachments

### 10.1. Conflict of Interest Policy Acknowledgement Form

### 10.2. Conflict of Interest Form

## 11. History of Revisions

Created: April 15, 2001  
Revised: April 10, 2002  
Revised: July 21, 2004  
Revised: Jan 1, 2005, Jeri Small  
Revised: Sept. 22, 2006 Jeri Small  
Revised: Jan. 15, 2007 Jeri Small  
Revised: June 16, 2007 Jeri Small  
Revised: February 14, 2008 Jeri Small  
Revised: September 07, 2008 Jeri Small  
Revised: February 28, 2009 Jeri Small  
Revised: February 2016, Sarah Coy – entire document  
Revised: October 2016, Sarah Coy – Section 7, Policy for Original Owners Reclaiming Dog  
Revised: January 2017, Sarah Coy – Section 5.6.12 adoption fee revision.  
Revised: March 2017, Sarah Coy – step 5.4.4.1 to clarify wait list for foster family.  
Revised: March 2017, Sarah Coy – inserted new step 8.5 for Fundraising Policy.  
Revised: July 2018, Sarah Coy – Updated document throughout on change in policy for accepting Owner Turn In dogs. Added positions to section 2 for Foster Home Liaison and Data Entry. Noted in section 2 that two Foster Home Managers may be in place. Added note to step 3.7 that officer vote on a case-by-case basis for taking in stray dogs. Revised section 3.11 to clarify process for new intakes. Revised section 4.2 on initial vet checks. Added new step 4.4 and revised step 5.2 to outline requirements to complete medical release. Approved by BOD at meeting 7/22/18.  
Revised: August 2018, Sarah Coy -Updated step 2.3.5 to add duty to provide monthly report to Howler for new intakes. Replaced “Foster Home Assistant” with “Application Coordinator” for processing applications.  
Revised: February 2019, Sarah Coy – added step defining Forever Fosters. Added requirement for spay/neuter of other dogs/cats in homes for potential adopters/fosters. Approved at BOD meeting 2/17/19

# CBHR Standard Operating Policies and Procedures

---

- Revised: January 2020, Sarah Coy. Revised wording in step 3.4 regarding dogs with bite history per BOD meeting April 2019. Revised Step 5.4.1 to remove foster family's ability to be placed on a wait list during the initial two week evaluation. Approved at Bod meeting December 2019.
- Revised April 2020, Sarah Coy. Step 6.1 revised to 5 years to match active foster time limit in step 5.6.6.1. Added step 2.4.2 for new position of Adoption Manager Assistant. Updated step 2.3.7, Adoption Manager to reflect current duties. Deleted step 3.8.3 on Referral page, Added clarifying note to section 5.6 and re-ordered steps to correct sequencing in adoption process. Modified step 5.6.1 and 6.2.1 to delete options for printing or faxing applications. Approved at BOD meeting March/April 2020.
- Revised January 2021, Sarah Coy. Step 4.1 revised to reflect new policy on approval of medical expenses including need for estimates and who should approve. Approved at BOD meeting January 18, 2021.
- Revised June 2022, Sarah Coy. Revised/added/deleted Steps 1.2, 1.3, 2.1, 2.3.1, 2.3.3, 2.3.4, 2.3.5, 2.3.6, 2.3.7, 2.4.1, 2.4.2, 2.4.4, 2.4.5, 2.4.6, 2.4.7, 2.4.8, 2.4.10, 2.4.12, 2.4.15 (new), 2.7.4, 2.7.5, 2.7.6, 2.7.7, 2.8.2, 2.9.1, 2.10, 2.11, 3.1.3, 3.2.1, 3.5, 3.7, 3.7.2, 3.8.2, 3.8.4, 3.8.5, 3.9.3, 3.10.3, 3.9.4 NOTE, 3.10.2, 3.11.2, 3.11.3 NOTE, 3.11.6, 3.11.8, 3.11.13, 4.1.2, 4.2, 4.2.1, 4.2.2, 4.2.3, 4.3.1, 4.4.1, 4.4.2, 4.4.3, 4.5.1, 4.6.2, 4.7.1, 5.4.1, 5.6.1, 5.6.6, 5.6.7, 5.6.8, 5.6.9, 5.6.11, 5.6.11.1, 5.7.1, 5.7.3, 5.8.1, 5.8.2, 5.9.2, 5.9.4, 5.9.5, 6.2.6, 6.2.8, 6.6.2, 8.2.3. Updated title for shelter duty to "Intake Officer" throughout document. Updated/corrected minor grammar and formatting items throughout document. Approved at BOD meeting June 20/2022.
- November 2023, Sarah Coy. Step 2.7.4 added wording on handling of hardcopy forms. Step 2.11.2 added minimum balance for Edward Jones account. Step 3.9.1 added note stating foster homes are selected after dog is voted into CBHR. Step 3.11.10 & 5.9.5 added to notify Medical Mailing Coordinator about CBHR Returns for updating microchips. Step 4.2.1 Clarified requirement for HW test on intake. Step 5.6.5.1 and 6.1 revised frequency for conducting Home Visits. Step 5.7.4 #3 added who approved Home Visits. Step 6.5.2 added name changes for dogs need to be before first vet visit. Corrected grammar and punctuation throughout document. Approved at BOD meeting 11/20/2023.
- February 2024, Sarah Coy. Step 4.2.1 – added requirement to verify spay status for female dogs. Step 6.10 added policy for foster family taking vacation requiring temporary foster, boarding or Pet Sitter. Added Conflict of Interest Policy in step 1.3.1 and attachments 1 & 2. Approved by BOD via email on 2/20/2024.
- December 2024, Sarah Coy. Revised document to incorporate new position of Intake Manager, adding a second Foster Home Manager and added new requirements for Investment account. Corrected titles throughout document. Deleted bullet #2 on step 2.1, 2.3.1, 2.3.2, 2.3.5, 2.3.6, 2.3.7. Step 2.3.5, 3.11.3, 3.11.10, 6.0, 6.2.6, 6.2.7, 6.2.8 revised for having 2 Foster Home Managers and how each is assigned a foster dog. Step 2.3.8 added to state how/when the Intake Manager needs a back-up. Step 2.4.5 Bullet#3 added new step 6 & 7 to detail the vacation policy for foster families and how behavior training requests are made. Step 2.4.8 added requirement for invoices to be sent to the Treasurer. Step 2.6 added new email for leaders@cbhr.com . Step 2.8 added option to use Cash Back Reward cards in addition or in place of debit cards. Section 2.11 added basis of investment account balance and when/how it can be used. Step 3.9 and 3.10 reworded to show that Intake Manager performs these

## CBHR Standard Operating Policies and Procedures

---

steps and contacts for intact are direct to Intake Manager. Step 3.9.1 deleted. Step 3.11.4 new step for Intake Manager to send email to [officers@cbhr.com](mailto:officers@cbhr.com) about new intake. Step 3.11.8 add wording for medical records to be sent to [medical@cbhr.com](mailto:medical@cbhr.com). Step 5.9.3 reworded to indicate who performs actions. Step 6.2.9 new step for actions to send out introductory emails to new foster homes. Step 6.5 step 3 deleted. New section 4.8 added to outline microchip process. Approved at BOD meeting 12/16/2024.

# CBHR Standard Operating Policies and Procedures

---

## ATTACHMENT 1

### CONFLICT OF INTEREST POLICY ACKNOWLEDGEMENT FORM

The standard of behavior at the Carolina Basset Hound Rescue, Inc. is that all board members scrupulously avoid conflicts of interest between the interests of the Carolina Basset Hound Rescue, 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.

The purpose of this policy is to protect the integrity of the Carolina Basset Hound Rescue, Inc. decision-making process, to enable our constituencies to have confidence in our integrity, and to protect the integrity and reputations of volunteers, staff, and board members.

BOD members are expected to disclose any interests in a transaction or decision where they (including their business or other nonprofit affiliations), their family, and/or their significant other, employer, or close associates would receive a benefit or gain. After disclosure, the BOD member would be asked to leave the meeting for the discussion and would not be permitted to vote on the question.

Each BOD member will sign a Conflict of Interest Form at the beginning of each year indicating that they had no conflict of interest in the previous year and do not have any current conflict for the upcoming year. (Attachment 2)

Each new BOD member will sign this form stating they understand and will follow this policy.

Signed: \_\_\_\_\_

Date: \_\_\_\_\_

Completed forms will be maintained in the Google folder with the Tax Records.

# CBHR Standard Operating Policies and Procedures

---

## ATTACHMENT 2 Conflict of Interest Form

As a BOD member in \_\_\_\_ (Previous Year), I did not have any interest in a transaction or decision where I (including my business or other nonprofit affiliations), my family and/or my significant other, or close associates received a benefit or gain.

I am not aware at this time that any conflicts of interest for \_\_\_\_\_ (upcoming year).

Signature: \_\_\_\_\_

Date: \_\_\_\_\_

Completed forms will be maintained in the Google folder with the Tax Records.