HANDBOOK FOR ADMIN RUNNERS

The following documents have been prepared to detail the procedures used for a range of Phoenix FBR activities; this is based on the Regional Co-ordinators' Handbook so that Admin Runners understand the sequence of events for all paperwork and can route it accordingly. Any queries can be addressed to the Central Admin Team or Teresa Cargill

CONTENTS

CONFIDENTIAL - WIP

GENERAL GUIDELINES FOR ADMIN RUNNERS

To fulfil this role you MUST HAVE access to a computer/laptop; a printer is optional – our forms do not always convert well from phones. You should have excellent interpersonal skills, be a great team player and be able to converse at all levels. You need to have a reasonable level of IT competence.

1. You will have completed a **Volunteer Confidentiality Agreement 2025** and returned it in soft copy but with a signature in hard copy unless you have suitable software signing ability; please scan and/or clearly photograph a copy and send to Teresa Cargill by email or PM. We ask that you respect the contents of this and do not divulge information regarding the work of the rescue to anyone outside of it, whilst a Team Member or if you resign your position.

2. This role reports directly to Teresa Cargill, PFBR CEO, and acts as a liaison between each Regional Team and the Central Admin Team.

3. The Admin Runner will ensure that all paperwork is gathered and submitted in a timely, uniform fashion to ensure the accuracy of the PFBR database, Anilog. Many documents do not process well on phones, however state-of-the-art they may be, and so access to a laptop or PC is essential; a printer is not needed. Photographs/scans will need to be composed into PDF format (cutting and pasting) and sent to the Central Admin Team for processing.

4. The role needs excellent interpersonal skills to be sure that our processes are followed to the letter and all documentation is complete and submitted by the Regions and their Teams quickly. An eye for detail will also be needed so that any omissions or errors can be spotted and corrected before everything is sent to the Central Admin Team.

5. You do not have to live within your allocated Region for this role but do need good communication skills as you will often need to collate documentation from other Admin Runners covering different Regions.

6. The general role of the AR is to:
   (i) be the main point of contact between the Regional Team and the Central Admin Team
   (ii) collate information relating to all home-visits for submission
   (iii) ensure all paperwork relating to dog surrenders is completed, prepped and submitted in a timely fashion
   (iv) collect all forms relating to fostering contracts
   (v) assist with adoption paperwork as required by the Central Admin Team
   (vi) develop a rapport with your Regional Team so that you all know what to expect from each other within the framework of the set procedures
   (vii) represent Phoenix FBR in a professional and informed manner to raise awareness of our rescue work

The Phoenix Team is always on hand to answer any queries and to guide you as you familiarise yourself with our practices; please do ask, no one expects you to know everything immediately.

All members of the PFBR team are volunteers, and you are only asked to contribute your time as you feel able. PFBR firmly respects family-values and do not expect any work for the rescue to be detrimental to your life or that of your family. Volunteering for PFBR should be an enjoyable pastime where you can indulge your love of the breed and also make like-minded friends.

The following guidelines are extracts from the Regional Co-ordinators Handbook 2025 with added notes for Admin Runners.

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GUIDELINES FOR HOME CHECKS

These may be carried out in person (preferred) or remotely

1. The applicant will have completed an **online application form** for fostering/adopting which will be sent to the Regional Manager for sending on to the appropriate member of their Team to activate the home visit, in person or on-line. In person is preferred but this may not be geographically possible.

2. For the purposes of uploading to our database, videos of the garden are not suitable, so there should be progressive photos of the garden taken to overlap the previous area and provide a full picture of the boundaries, with all gates and access points included, any areas of concern should also be photographed if remedial advice has been given.

3. The home check should have taken place at a time when as many members of the household as possible can be present, whether in person or virtually. The Team member carrying out the home visit will complete **Home Visit Form 2025, Part 2**. Please read through this to check it has been completed fully, that the responses make sense and that there are no omissions. If any clarification or further information is needed, please ask the Manager prior to uploading the paperwork.

4. We need to have photographs of the garden to ensure it is secure. The Team is not there to judge as they will not ultimately make the decision on whether it is a pass or fail, that will be done by the Regional Manager in discussion with their Team. There are variables for passing, e.g. if the grass is not cut and the garden seems unkempt, we won't put a dog there with high pollen allergies but as long as nothing sinister is hiding in the grass – bottles, sinks, sofas – we really don't mind too much as long as it is safe. Please check any photos of ponds/pools/hot-tubs to ensure they are well covered and safe. Ask for more photos of any areas that seem of concern, e.g. low fences/gates. Where necessary, advice will have been given on any remedial actions needed and updated photos of these will follow for approval.

5. Once the home visit has been completed and the Regional Manager and their Team have made a decision on whether this is a pass or fail, they will supply you with the original online application, the Home Visit Form 2025, part 2, and all relevant photos. These may come to you in varying formats and may be by email, WhatsApp or Facebook PM, depending on what you have requested as your own personal preference. You will ensure these documents are created as Adobe files; one for the Online Application (which has replaced a previous paper version of Part 1 and may include photos) and a separate file for the Home Visit Form 2025, Part 2, with photos if not submitted with the original application form, or to highlight anything found at the visit.

6. When you have all the information needed and have created the PDF files, this can be uploaded to the Central Avenue Team.

All forms shown here can be found in the 'files' tab on the Team page

FORMS CHECKLIST:

You will need to make sure that you have the following forms in PDF format for uploading to the Central Admin Team

1. Completed online application form
2. Home Visit Form 2025, Part 2
3. Photos of the garden etc

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GUIDELINES FOR FOSTERING

This may be for a dog being fostered for the first time, or where a dog is moving between foster homes.

1. It can be assumed at this stage that the applicant has had a home visit and passed this. Their information will be on Anilog and available for review.

2. As soon as a dog has been confirmed for delivery, the Fosterer is required to undertake the current online course. The Regional Manager will arrange for the relevant materials to be sent to the Fosterer(s) and once this has been completed, they will send you a copy of their certificate for uploading to the Central Admin Team with the other Fostering documents.

3. A **Fostering Contract with Vet Letter 2025** must be signed **, including the **Fosterer Confidentiality Form 2025**; the Fosterer keeps this document and it will have been photographed clearly once everything is signed and completed. There should be one Fostering Contract signed **PER DOG**, so any new fosterings will need a form to be completed for each dog in care and where a bonded pair are fostered, there should still be a form per dog. The Fosterer only needs to sign a Confidentiality Form once unless it is over 3 years since they signed, or if they have moved, in which cases they will have been asked to sign a new one and had a new HV2. The Contract should be fully completed with as much information as possible – **there should be no gaps** and if these exist, please contact the Regional Manager to confirm what information is needed or rule through where the information is not known to acknowledge that it has not just been left out. The first 3 pages have boxes at the bottom, and these must be initialled by the person delivering the dog and the Fosterer. Any changes to the Fostering Contract must be initialled by both parties.

4. Check to see if the **Post Surrender Physical Assessment Form 2025** was completed on uplift of the dog but if it has not been done, this should have been completed on delivery to the Fosterer's home, including all photos. **This is a very important document**: it gives a snapshot of precisely how the dog looks and acts on entry into care. It is likely that the dog's weight will need to be confirmed once in foster, if the microchip number has not been checked this will need to be followed-up as very soon as possible, but should not delay the uploading of the paperwork.

5. Once delivered into foster care the dog will have an admin name as their new identity, which will be allocated by the Regional Manager, according to the monthly theme, but whatever 'page identity' has been assigned this is what the dog will be known as to the PFBR public. A PM chat box on FB or a WhatsApp group will be set up between the Fosterer, the RC of the region that the dog is placed in, the Regional Manager, and Teresa Cargill, so that updates can be posted and the progress of the dog can be easily monitored. You do not need to be included in this box but will need to request any missing information from the Regional Manager asap after the dog's delivery.

6. A copy of the **Vet Letter 2025** is attached to the Contract, and this should be completed in full, showing all the dog information that is available; this must be given to all Fosterers so that they can show this to a vet who will be able to see what has been pre-approved, if needed. Regional Managers will email a copy of the **Vet Letter 2025** to the named vet and ensure that an account is correctly set up. If no medical attention is needed immediately, i.e no vaccinations or obvious conditions, the Vet Letter should be ruled-through as NOT ISSUED but still needs to be included in the documents. In the event that a vet visit is needed at a later date during the Foster period a letter will be issued then.

7. When you have all the information needed and have created the PDF files, one document per number below, this can be uploaded to the Central Avenue Team. If this is the first foster home of the dog, also include all Surrender paperwork - see page 8.

8. **IMPORTANT:** Advise TC asap that the dog has arrived in the new home so that she can send the New Home Kit, which includes an ID tag, flea and worm treatments, as well as calming products to help the dog settle.

9. The Admin Runner for the end destination of the dog will take responsibility for collating all info for upload, including assessments and surrender documents.

All forms shown here can be found in the 'files' tab on the Team page

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FORMS CHECKLIST:

You will need to make sure that you have the following forms in PDF format for uploading to the Central Admin Team

1. Fostering Contract with Vet Letter 2025 (with **all information completed**)
2. Confidentiality Form 2025
3. Fosterers Online Course Certificate of Completion
4. All Surrender paperwork (if this is the first foster home of the dog – see page)

** In exceptional cases it may be possible to issue the Fostering Contract electronically

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GUIDELINES ON ADOPTIONS AFTER FOSTERERING

All dogs must be fostered for a minimum period of 2 weeks prior to adoption (except in the case of puppies under 6 months old)

IMPORTANT: Although these guidelines are given for cases where an Adoption Contract is being signed in person, Electronic Adoption Contracts are preferred (guidelines for both are given here)

1. Anyone wishing to adopt a dog must foster for at least 2 weeks prior to adoption, so this procedure will apply in all cases; even if a dog has been moved from a previous fosterer.

2. The Fosterer will have completed all fostering applications and so will still be bound by the Fostering Agreement and Fosterers Confidentiality Form. It should also be assumed that all or any health issues, neutering, vaccinations etc. have been settled and/or discussed prior to the dog being adopted - please ensure this is the case. Check the paperwork you have been given and ask for confirmation where it is not clear on worm and flea treatments etc

3. Due to the pre-signed fostering paperwork, the foster-period is considered to have been the 'settling-in' or cooling-off' period and so the **Adoption Contract with Vet Letter 2025**** can be completed immediately.

4. An **Adoption Contract with Vet Letter 2025** should be done electronically but there are sometimes cases for doing so in person, and payment will be made at that time***** It is essential that the Adoption Contract 2025 is uploaded avsap, as it will ensure the processing of the Adoption Pack and the activation of the 4-week free insurance policy – please ensure that there is a valid email address, as the insurance company will email the Adopter. Microchips will be transferred to the new owner by PFBR – if the dog is not yet neutered this will be at the cost of the Adopter and details will be given in the Adoption Contract. The microchip will not be transferred until proof of this has been seen.

5. Be sure to complete the **Vet Letter at Adoption 2024 ,** as attached to the Contract, so that the Adopter can transfer the dog into their own name with their vets. The Regional Manager will email a copy of this letter directly to the practice too, to prevent further medical charges to PFBR.

6. No KC registration paperwork will ever be released to the Adopter, where present, but on receipt of the completed Adoption Contact vaccination papers, microchip details and any relevant anonymised veterinary records will be released directly to the new home

7. If the Adoption Contract has been done manually, check all details are completed and upload to the Central Admin Team asap so that free insurance can be activated quickly and the Adoption Certificate can be issued.

*****it is preferred that Adoption Contracts are issued by an approved electronic process via email whenever possible. Managers will arrange with these directly with the Central Admin Team

****** Please note that contracts for puppies are different

All forms shown here can be found in the 'files' tab on the Team page

FORMS CHECKLIST:

You will need to make sure that you have the following forms in PDF format for uploading to the Central Admin Team

1. Adoption Contract with Vet Letter 2025

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GUIDELINES FOR ASSESSMENT OF DOG PRIOR TO ACCEPTANCE

These guidelines are for instances where collection/uplift is not simultaneous

ONLY APPROVED/EXPERIENCED ASSESSORS WILL MAKE THESE VISITS

1. A dog will be assessed because the owner has asked for the dog to be surrendered, either by a telephone call or by using the online form, but we will always check for any potential behavioural and/or medical issues that need to be clarified prior to a visit. If an online form was submitted, a Team member will have made a call to the owner and completed a **Telephone Log 2025** in order to find out more about the dog.

2. The Telephone Log, and the online enquiry form if relevant, will be uploaded to TEAMS as a new chat. The Management Team reviews all surrender enquiries to agree whether or not we feel we are able to help the dog, and an assessment in person will be arranged only by a quorum vote. If the dog is not considered rehomeable, the Regional Manager for that dog will inform the owner. The details will be forwarded to a member of the Central Admin Team for addition to a separate spreadsheet, in case the owner tries to call again with different information.

3. If it is decided to move the application forward, an appointment will be made for visiting the dog. The visiting Team member will complete a **Dog Assessment from Owner 2025** form.

4. Once completed, the Dog Assessment From Owner form will be uploaded to TEAMS and the Management Team will again discuss if the dog is rehomeable, based on the needs of the dog and the homes available at that time. It is hoped to make this decision within approximately 48 hours of the assessment.

5. If the dog is accepted for rehoming, an admin name will be allocated sccording to the theme of the month, and the search for a home will begin. If the dog is not considered rehomeable, the Regional Manager for the dog will inform the owner.

6. Once the assessment has been completed, irrespective of the decision, all 3 documents need to be created into individual PDF documents: the Telephone Log, the Online Surrender Form (if sent) and the Dog Assessment Form, with a note made to indicate if the dog has been accepted or not. These will uploaded to the Central Admin Team.

All forms shown here can be found in the 'files' tab on the Team page

FORMS CHECKLIST:

You will need to make sure that you have the following forms in PDF format for uploading to the Central Admin Team

1. Telephone Log 2025
2. Online Surrender form (where applicable)
3. Dog Assessment from Owner 2025 Form

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GUIDELINES FOR A COLLECTION IN THE CASE OF SURRENDER

Please note that when delivering a dog to the Foster home, any materials sent by the previous owner must be checked prior to handover and photographs taken of any documentation which should be added to the dog's file .

1. **Dog Surrender Contract 2025** will be have been completed with the Surrenderer, giving as much detail as possible. Ensure this is complete and ask for further information on any areas that are not completed or are not clear

2. All dogs must have a valid vaccination certificate prior to uplift, or the owner will have paid/pay £50 as a donation towards this; the RM will advise you if this has been paid or if payment was be made at uplift. Vaccination cards must be provided where no fee is paid, except in exceptional circumstances, of which you will be informed.

3. Once the uplift is completed and the dog has been removed from the home, the person collecting the dog should complete a **Post Surrender Physical Assessment Form 2025** as very soon as possible and if safe to do so. Photographs should be taken from above, sideways on and from the front of the dog, the nostrils should be graded according to the Grading Nares 2025 guidelines and the Body Score should be entered too. Photographs should also be provided of any injuries/areas of concern..

4. Once the dog is delivered to the appointed Foster carer, the **RC Guidelines for Fostering 2025** should be followed, and the necessary forms transferred into PDF format for upload to the Central Admin Team: one document each for the Dog Surrender Contract, Post-Surrender Physical Assessment, photos of the dog. Also upload PDFs for the vaccination card where provided (even if out of date, including the back or front showing the vet practise information), microchip info, KC paperwork (if supplied), Passport (if given) and any other documents relating to the dog.

All forms shown here can be found in the 'files' tab on the Team page

FORMS CHECKLIST:

You will need to make sure that you have the following forms in PDF format for uploading to the Central Admin Team

1. Dog Surrender Contract 2025
2. Dog Assessment from Owner 2025 (if not already uploaded)
3. Post Surrender Physical Assessment 2025 (with photos)
4. Vaccination card (if given)
5. KC paperwork if given
6. Passport if given
7. Any other documentation given by the surrendering owner

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GUIDELINES FOR INCIDENT REPORTING

Phoenix FBR takes the safety of Fosterers, Adopters and Volunteers very seriously and mitigates to ensure that no dog is taken into our care where aggression has been disclosed. However, a frightened or injured/in-pain dog may react very differently and where an injury does occur, to human or animal, it is important to take the correct action as quickly as possible. And it must be remembered that any previous incidents may not have been disclosed; any early signs of aggressive tendencies in foster must be acted on immediately – contact a Manager for advice if you have concerns, as the dog may even need to be moved back to the surrendering owner in accordance with the terms of the **Surrender Policy 2025**. **The Quality of Life Policy 2025** states that we consider seriously psychologically damaged dogs that are beyond the help of a behaviourist to be suffering every bit as much as a dog with chronic illness and euthanasia may be the only option.

Increasingly, dog bites are the subject of litigation because bite wounds are still being sutured when they should be left open. The “hole and tear” effect—whereby canine teeth anchor the person, while other teeth bite, shear, and tear the tissues—results in stretch lacerations, easily strong enough to pierce immature cranial bones (in children). The biting force of canine jaws varies with the breed; the bite force pressure of a French Bulldog is estimated to be between 180 and 230 PSI. The French Bulldog is a Bull Breed, and the strength of their jaws should never be underestimated – it hurts and if in full fight-mode they are very difficult to separate from their prey. Large wounds, significant devitalisation, and high mortality can result, with the highest mortality in neonates (babies) six times that in toddlers, who are usually bitten by household pets. This is not intended to scare anyone, merely to point out how important correct dog acceptance and placement is.

Should an incident in foster occur, to animal or person:

1. The **H & S Incident Reporting 2025 Form** will have been completed as soon as possible, with photographs.

2. If a third party is involved, other than the foster-carer, details will have been taken – make a note of these in a separate PDF document for upload to the Central Admin Team

3. When you have all the information needed and have created the PDF files, this can be uploaded to the Central Avenue Team.

All forms detailed here can be found in the ‘files’ tab on the Team page

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FORMS CHECKLIST:

You will need to make sure that you have the following forms in PDF format for uploading to the Central Admin Team

1. H&S Incident Reporting form 2025 with photos

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GUIDELINES FOR USE OF BEHAVIOURAL ASSESSMENT FORM

This form must be used for EVERY dog moving from one foster home to another, whatever the reason.

1. Where a dog in a foster home is moving to another without adoption, for whatever reason, it is essential to have as much information as possible about the dog. This information will be needed by the new home and will form the basis of any decisions made regarding where the dog will go.

2. The **Behavioural Assessment Form 2025** will have been emailed to the Fosterer or taken and filled in with the RC if geographically possible.

3. Create a PDF version of this form and upload it to the Central Admin Team

All forms detailed here can be found in the 'files' tab on the Team page

FORMS CHECKLIST:

You will need to make sure that you have the following forms in PDF format for uploading to the Central Admin Team

1. Behavioural Assessment Form 2025

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GUIDELINES FOR FORMAL BEHAVIOURIST INTERVENTION

If a dog in foster is identified as being in need of behavioural intervention this will have been discussed with all parties – the Fosterer, your Manager and Teresa Cargill. It is important that the Fosterer understands the implications of committing to this, as there is a cost implication to PFBR for doing so, and no professional wants to have their time wasted.

1. The Fosterer needs to receive, read, and sign a copy of the **Contract for Behavioural Intervention 2025;** this needs to be completed before a behaviourist is appointed. The Contract should be fully completed with as much information as possible – there should be no gaps and if these exist please contact the Manager to confirm what information is needed. The photographed/scanned copy should be conver4td to a PDF document and uploaded to the Central AdminTeam

2. The behaviourist is likely to have a form that they will need the Fosterer to complete. Please convert this and upload to the Central Admin Team.

3. Your Manager will set up a behavioural chat box for the progress of the dog to be monitored. It is important to establish time-scales once the initial behavioural report has been completed. PFBR will commit to a set number of sessions and will agree the cost, depending on the intervention needed.

4. The Behaviourist should complete a report for the dog and this should also be copied to the Central Admin Team in PDF format for the dog's file

All forms detailed here can be found in the 'files' tab on the Team page

FORMS CHECKLIST:

You will need to make sure that you have the following forms in PDF format for uploading to the Central Admin Team

1. Contract for Behavioural Intervention 2025
2. Behaviourist's own registration form
3. The Behavioural Report

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GUIDELINES FOR POST-ADOPTION REVIEWS

1. The Adopter will have had approximate dates for reviews given to them on their Adoption Contract, so they will expect these follow-ups. These were previously carried out in person but geographical problems and Covid19 restrictions highlighted the need to change working practices. Conducting the review with video-calling or by telephone does not replace a visit in-person if there are any concerns. Random spot-checks should still be carried out periodically wherever possible, with plans being made in advance with the Adopter. If an adopted dog is seen at an event/arranged walk this should be noted and reported for their file.

2. Please confirm with the Regional Manager how the PAR will be carried out and by whom – many are managed by the Central Admin Team

3. The **Post-Adoption Review 2025** should be created into PDF format, not forgetting the photographs as requested. If the review has raised any questions, make notes of these and arrange to follow these up with the Regional Manager

All forms detailed here can be found in the 'files' tab on the Team page
(if you have previously downloaded and used these please ensure you are using the latest version)

FORMS CHECKLIST:

You will need to make sure that you have the following forms when carrying out a Post-Adoption Review:

1. Post-Adoption Review 2025

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GUIDELINES ON HARASSMENT, DISCRIMINATION & BULLYING

Phoenix FBR does not tolerate bullying or hate-speech in any form, whether on its own social media platforms or on/by those individuals representing them. Anyone found to be indulging in such activities will be dismissed immediately. All volunteers of Phoenix FBR have the right to be treated in a fair and professional manner and should feel supported and valued in their role, and negative and/or harmful stereotyping will not be tolerated in person or in writing.

Harassment:
When a person is subjected to unwelcome or unwanted attention that humiliates or offends them; this could be from a member of the Team or a member of the public; in all cases it is unacceptable and will not be tolerated

Discrimination:
Treating people differently for any reason such as race, colour, ethnic origin, religion, age, gender, disability, sexual preference, gender identity, pregnancy, family responsibilities or any other attribute specified by anti-discrimination legislation.
By the very nature of our work, Phoenix FBR attracts people from a wide and colourful background, and it is this diversity that makes us approachable and relatable to the public. We value this and will not tolerate anyone being made to feel different in a negative way.

Bullying:
Any form of unwelcome or uninvited behaviour that intimidates, humiliates or offends a person. This may take the form of one or more of these overtly aggressive behaviours:

- Abusive, insulting offensive language
- Criticism delivered by yelling and screaming
- Inappropriate comments about a person's appearance, lifestyle or family
- Teasing or regularly making someone the brunt of practical or spoken/written jokes
- Interfering with personal effects or works
- Overloading a person or having unreasonable expectations

Volunteering is the giving of your time and efforts freely; it should be something that you derive pleasure from and something that makes you feel that you have made a difference however big or small. If you are volunteering for Phoenix FBR we want you to be having a good time, to be enjoying being part of a bigger team with shared interests. Yes, there will be tough days due to working with animals and the heartache that that may bring, but the Team are here to support you and help you through those bad days to better ones.

What to do if you feel you are being harassed, discriminated against or bullied:
Phoenix FBR does not want you to be unhappy and potentially lose you; please seek immediate help.

In the first instance, speak with your Regional Manager but if the issue is of a serious nature or if the behaviour persists, please speak directly and in confidence to Teresa Cargill as very soon as possible. Your concerns will be listened to and everything possible will be done to seek a resolution.

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GENERAL TIPS, ADVICE & A WELCOME MESSAGE

Phoenix French Bulldog Rescue was established in December 2016 by Teresa Cargill and achieved full charity status on 8th March 2017 with the help and support of some truly amazing people. Teresa is very experienced with both the French Bulldog Breed in general, having shown and bred her own dogs, and in the running of a breed rescue charity, having worked in French Bulldog rescue for over 10 years. It takes a fabulous team of volunteers from across the UK to run a successful rescue, and Phoenix is blessed with many, all of whom are here to make sure you always feel welcome and who have 100s of collective years of experience with Frenchies to share, and a great deal of enthusiasm.

Thank you for taking this giant step and joining Phoenix French Bulldog Rescue; you are now one of those fabulous volunteers, in the role of Admin Runner. We are so pleased to welcome you, and we know you will soon be feeling the buzz of helping dogs in need, by keeping the Team well-informed and organised. Welcome to the Team!

This Handbook is not exhaustive, and you may find yourself encountering situations that are not listed here. Please do speak to the Central Admin Team about anything not covered, as they are here to support you in your role. No question is stupid, never think that, and everyone is very approachable.

The Facebook Team page is there for you to ask questions and share ideas at any time. It is informal and you are very welcome to chat there with the whole Team. No information on this page should ever be shared unless expressly indicated, and you are respectfully reminded of the terms and conditions of the Confidentiality Form, which you signed

You will be responsible for collating all information to be submitted for upload to our database, taking that pressure away from the Manager, who will supply you with it in a timely fashion, but please do politely remind them if needed whilst respecting a Manager's time off, where they chose to take it.
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All stages of the paperwork are time-sensitive, for example:

- **Home-check paperwork** needs to be submitted quickly so that a decision can be made on whether or not that home can take a dog, and there may be several waiting.
- **Dog Assessment** paperwork needs to be submitted asap so that a decision can be made on whether or not we can help the dog in question and, if so, start looking for a home
- **Dog Surrender** paperwork needs actioning very quicky so that microchips can checked and changed and this also triggers the sending out of flea and worm treatments, an ID tag and a Pet Remedy New Home Kit with calming products.
- **Fostering** paperwork needs to get to the Admin Team quickly so that we always know precisely where a dog is, even if it moves after one day! If the dog needs medical attention we need this with the PSPA form to know what is needed – it can be vital to the dog's well-being.

Your job is to chase up any missing paperwork; there must always be a paper trail and the time-line should have no gaps, so you may need excellent powers of persuasion and some tenacity!

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DECLARATION OF RECEIPT AND UNDERSTANDING

I, (NAME OF AR):

confirm that I have received a copy of the Phoenix French Bulldog Rescue Handbook for Admin Runners and have read and understood the contents, and I agree to abide by these operating procedures; **I have also completed and signed a Confidentiality Form**

Signed: (by hand please, no electronic signatures, unless by approved software)
Date:

Please photograph or scan **this page only** to your Regional Manager by email or PM and then post the hard copy to:

Teresa Cargill (Founder/Trustee/CEO)
Phoenix French Bulldog Rescue
Phoenix House
17, Wellington Road
Shortstown
Bedford
MK42 0UT

OFFICE USE ONLY:
Date received and uploaded: .....

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