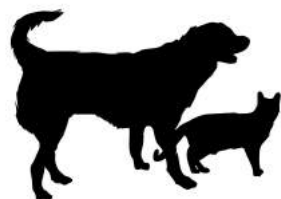


COMPREHENSIVE PLAN 2019



WRIGHT-WAY RESCUE

LIVE | LOVE | ADOPT



WRIGHT-WAY RESCUE

OVERVIEW

Building upon Wright-Way Rescue's commitment to community, the input from local residents and community leaders helped set the framework for this plan concerning dog walking shelter pets in our community and parking resources.

KEY TOPICS FOR THIS COMPREHENSIVE PLAN:

Dog Walking In Our Community

- Goals
- Dog Walking Path
- Dog Walking Training for Staff and Volunteers
- Adoption Pick Ups
- Neighborhood Offers
- Signage
- Other Canine Enrichment Strategies

Parking Resources

- Goals
- Clearly Labeled Parking Spots
- Appointments to Manage Guest Flow
- Parking for Staff and Volunteers SOP
- Communication for Guests Regarding Parking
- Signage
- Internal Plan Communication
- Involving the Community

These chapters will provide guidance to keep Wright-Way Rescue staff and volunteers looking forward, helping set the course for a successful plan to ensure compliance with our special use permit and our lifesaving goals.

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GOALS

Wright-Way Rescue strives to facilitate a dog walking and in-kennel enrichment program that improves the quality of life for the dogs at our shelter. This plan will help the dogs present themselves better and relaxed when potential adopters visit the kennels, which will make efficient use of the shelter's small staff, volunteer pool, and tight budget. Equally important, the policies set in place below will ensure that we accomplish this with no negative affect on our local community. The strategies shared in this document outline how we plan to accomplish our goals.

DOG WALKING PATH

Lincoln Avenue - Monday, Wednesday, Friday

The Lincoln Avenue dog walking path will be used by staff and volunteers on Mondays, Wednesdays, and Fridays. Dogs will exit Wright-Way Rescue through the rear exit. They will walk North to Lincoln Ave, and turn East/Right. At the end of the block, they will cross the road and walk the opposite way on Lincoln Avenue past Nano's Pizza, China Chef, and the Credit Union. They will again cross Lincoln Avenue and walk back to Wright-Way Rescue on the South side of Lincoln Ave.





DOG WALKING PATH, CONTINUED



Austin Park via Marmora - Tuesday and Saturday

The Austin Park via Marmora is to be used by staff and volunteers on Tuesdays and Saturdays. Handlers and dogs should exit Wright-Way Rescue through the rear exit and (after allowing the dog to relieve himself on Wright-Way Rescue property) walk east down the alley to Marmora. They will turn on Marmora and walk South to Austin Park on the side of the road; walk the entire trail around Austin Park and return to Wright-Way Rescue via the same route on Mamora Ave.

Austin Park via Austin - Thursday and Sunday

The Austin Park route via Austin Avenue to be used by staff and volunteers on Thursdays and Sundays. Handlers and dogs should exit Wright-Way Rescue through the rear exit and (after allowing the dog to relieve himself on Wright-Way Rescue property) walk West down the alley and around the front of the building. From here they will go West on Lincoln to Austin; turn Left on Austin and proceed to Austin Park; walk the entire trail around Austin Park and return to Wright-Way Rescue via the same route on Austin Avenue.





DOG WALKING TRAINING FOR STAFF + VOLUNTEERS

EQUIPMENT

Dog Handlers who walk a dog offsite shall always have the following equipment with them on each walk. This equipment can be checked out from the garage area.

- 6-foot lead and either a collar or other training equipment per the specific dog you are walking (IE harness)
- Clean-up bags (for feces clean up)
- Full water bottle (for diluting urine accidents)
- Dog Walking vest
- “Adopt me” vest for dog (optional)
- Training treats



WALKING RULES

Because shelter dogs are walked by a variety of staff and volunteers, the following rules will help ensure consistency in their care. They also help ensure that our local community can expect cooperation in our commitment to being good neighbors and keeping Morton Grove beautiful.

Always follow the walking rules below. Because compliance is critical to our success, and the successful rescue of our dogs, handlers (staff and volunteers) will be at risk of immediate termination for not following these rules.

- All dogs shall be walked out the rear of the building. They shall then proceed to the designated potty area.
- A dog may not proceed to a walk off property unless they have relieved themselves on Wright-Way Rescue property. If you would like to take a dog for a walk that has not urinated at Wright-Way Rescue, put them away and try again in 30 minutes.
- Dogs can only be walked on the designated walking paths. Be sure to verify the correct path for the day you are walking.
- Any handler who intends to take a dog off Wright-Way Rescue property must sign the pet out on the sign out sheet.
- Clean up of all feces must happen immediately. Do not leave a mess a dog has made for any reason, at any time. Feces should be double bagged. The bag should be tied shut. The bag should be disposed of in Wright-Way Rescue's dumpster.
- If you see feces that is not the result of a dog you are walking, pick it up and dispose of it properly. We do not want the perception to be that Wright-Way Rescue handlers leave behind a mess.
- While walking a shelter dog, do not use your cell phone or headphones. Do bring your cell phone in case of an emergency.
- Do not allow the dog you are walking to walk on the grass. The purpose of our walks is forward movement exercise. A brisk pace will help ensure that the dog you are walking remains next to you on the concrete.
- If your dog does have an "accident" and urinates while on your walk, proceed to use the water you have brought along to dilute the urine. This will help prevent our dogs from making marks on grass.
- All dogs shall be walked only on a 6-foot leather or nylon leash. Flexi leads or longer lines are not allowed under any circumstances.
- Do not allow the dog you are walking to come within 10 feet of another dog or person. Do not allow people to pet the dog you are walking but invite them to schedule a visit at Wright-Way Rescue.
- Dog walkers who leave Wright-Way Rescue property must wear a dog walking vest. This vest is our commitment to the local community. Dog walkers wearing a vest can be expected to adhere to the rules in place. Additionally these vests also will help spread the word about pets who need homes.
- If a community member (with or without another dog) is walking towards you on your route, give them the "right of way" by stepping aside (on the street, in a driveway, etc) if it is safe to do so and let them pass before proceeding.



SIGN OUT SHEET

The sign out sheet will be housed by the back door at the “dog walking station.” Volunteers and staff planning to walk a dog off Wright-Way Rescue property must sign the pet out and provide their contact information. This serves two important purposes. The first purpose is to alert Wright-Way Rescue staff that this pet is on a walk. The contact information can be utilized if an adopter shows up for an appointment to meet that pet. This information will also serve as a log book to keep track of the number of pets walked in our local community which will aid in any necessary changes to walking paths, frequency, etc. so as not to negatively affect our neighbors in the community.



ACKNOWLEDGEMENT

STAFF

All staff shall sign the employee handbook, which documents these rules and requires their compliance. See related Standard Operating Procedure effective May 17th, 2019.

The SOP manual is a ‘living’ document that will be updated as we identify better ways of doing our jobs and responding to the needs of the animals in our care and of the human community we serve. The formal procedure for suggesting and making changes to SOPs is outlined below. The Executive Director and the Operations Managers will have the master and current copy of the SOPs.

Process for changes, updates or clarifications to the SOPs:

To avoid confusion and inconsistency, only the Executive Director can make the actual written changes to the SOPs. However, all staff can suggest changes as described below:

- If you have suggestions for change, deletions, or additions, email suggestions to your manager.
- The Executive Director is made aware of his/her team’s suggestions, can discuss with the manager and seek clarification on any questions.
- If the Director of Operations and the manager agree to make the change, that section of the master SOP manual (both electronic and physical copy) is updated with the new wording and instruction.
- A memo then goes out to the entire staff with a summary of the update, and the page and section number that was updated. Each staff person also receives a printed copy of the new revised section for the staff member to update their own manual.

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STAFF, CONTINUED

This manual is the foundation for the continued excellent performance of our staff and the organization. The manual will be used as a training document throughout the agency. We strongly encourage you to review SOPs on a regular basis. The managers and supervisors are responsible for ensuring that their staff understand and follow the SOPs that apply to their roles in the agency.

THE NEW STANDARD OPERATING PROCEDURE BEGINS BELOW:

Dog Walking at Morton Grove Facility

Dogs can be walked out the back door and to the right of the shelter through the alley. They can only relieve themselves in the rock area next to our building. For dogs that refuse to potty in the rock area (offer them this first every time they are walked), the small patch of grass on Wright-Way Rescue property at Lincoln and Mason can be used. Pick up of all waste in either location must happen immediately. Dilution of any urine on grass must happen immediately with a full bottle of water. Report any yellow spots created on the grass to management immediately if they occur so that they can be repaired.

STAFF

All staff shall sign the employee handbook which documents these rules and requires their compliance.

See next page for full view

VOLUNTEERS

Volunteers shall sign an acknowledgment form stating that these rules and regulations have been explained to them and training has been provided.



Wright-Way Rescue | Handbook Acknowledgement
Please return to the Director of Operations

This employee handbook has been prepared for your information and understanding of the policies, philosophies and practices, and benefits of WWR. Please read it carefully. Upon completion of your review of this handbook, sign the statement below, and return it to your supervisor.

I, _____, have received and read a copy of the WWR Employee Handbook which outlines the goals, policies, and expectations of WWR, as well as my responsibilities as an employee.

I have familiarized myself with the contents of this handbook. By my signature below, I acknowledge, understand, accept, and agree to comply with the information contained in the Employee Handbook provided to me by WWR. I understand this handbook is not intended to cover every situation that may arise during my employment, but is simply a general guide to the goals, policies, practices, benefits, and expectations of WWR.

I understand that the WWR Handbook is not a contract of employment and should not be deemed as such. I understand that failure to adhere to the above policies may result in disciplinary action and/or termination of employment.

Signature _____ Date _____



Wright-Way Rescue | Handbook Acknowledgement

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Signature _____

Date _____



ADOPTION PICK-UPS

All adopters must pull into the Wright-Way Rescue parking lot to pick up their new dog or cat. A staff member shall escort the pet directly to their vehicle. This ensures that only handlers who have been trained in our policies are walking dogs from Wright-Way Rescue in our immediate neighborhood and community.

NEIGHBORHOOD OFFERS

Several generous neighbors have and continue to offer their private property as a location to exercise and relieve shelter dogs. We greatly appreciate their support and enthusiasm for saving lives. It cannot be overstated how much we value their assistance in improving the lives of our shelter dogs. Unfortunately due to the risk of misperception in the community of not following the rules set forth in this policy, their generous offers must politely be declined. Only individuals officially fostering, with a foster permit from the State of Illinois, will be allowed to bring a Wright-Way Rescue pet to their private home/yard. We regret that this policy must be made but remain committed to local residents clearly seeing Wright-Way Rescue's commitment to being a positive member of the community.



SIGNAGE - SEE FULL SIGNAGE IN FOLLOWING PAGES



Dog Walking Station - the “dog walking station” is the area in the garage just before exiting to walk a dog. Here dog walkers will find all the equipment needed to comply with policies - equipment, dog walking paths, copies of rules, sign out sheets, any future updates to policies, notes on individual dogs, invitations for volunteer training events, etc.



Emails Pertaining To Dog Walking -

Dog walking rules and information about the “dog walking station” will be emailed to each new volunteer along with in person training.

Adoption Pick Up Policy - Shall be posted by the front door in addition to being explained by adoption counselors at the time of adoption.





DOG WALKING STATION SIGNAGE

DOG WALKING



Always follow the walking rules below. Because compliance is critical to our success, and the successful rescue of our dogs, handlers (staff and volunteers) will be at risk of immediate termination for not following these rules.

- All dogs shall be walked out the rear of the building. They shall then proceed to the designated potty area.
- A dog may not proceed to a walk off property unless they have relieved themselves on Wright-Way Rescue property. If you would like to take a dog for a walk that has not urinated at Wright-Way Rescue, put them away and try again in 30 minutes.
- Dogs can only be walked on the designated walking paths. Be sure to verify the correct path for the day you are walking.
- Any handler who intends to take a dog off Wright-Way Rescue property must sign the pet out on the sign out sheet.
- Clean up of all feces must happen immediately. Do not leave a mess a dog has made for any reason, at any time. Feces should be double bagged. The bag should be tied shut. The bag should be disposed of in Wright-Way Rescue's dumpster.
- If you see feces that is not the result of a dog you are walking, pick it up and dispose of it properly. We do not want the perception to be that Wright-Way Rescue handlers leave behind a mess.
- While walking a shelter dog, do not use your cell phone or headphones. Do bring your cell phone in case of an emergency.
- Do not allow the dog you are walking to walk on the grass. The purpose of our walks is forward movement exercise. A brisk pace will help ensure that the dog you are walking remains next to you on the concrete.
- If your dog does have an "accident" and urinates while on your walk, proceed to use the water you have brought along to dilute the urine. This will help prevent our dogs from making marks on grass.
- All dogs shall be walked only on a 6-foot leather or nylon leash. Flexi leads or longer lines are not allowed under any circumstances.
- Do not allow the dog you are walking to come within 10 feet of another dog or person. Do not allow people to pet the dog you are walking but invite them to schedule a visit at Wright-Way Rescue.
- Dog walkers who leave Wright-Way Rescue property must wear a dog walking vest. This vest is our commitment to the local community. Dog walkers wearing a vest can be expected to adhere to the rules in place. Additionally these vests also will help spread the word about pets who need homes.
- If a community member (with or without another dog) is walking towards you on your route, give them the "right of way" by stepping aside (on the street, in a driveway, etc) if it is safe to do so and let them pass before proceeding.



DOG WALKING STATION SIGNAGE

DOG WALKING EQUIPMENT

Dog Handlers who walk a dog offsite shall always have the following equipment with them on each walk. This equipment can be checked out from the garage area.

- 6-foot lead and either a collar or other training equipment per the specific dog you are walking (IE harness)
- Clean-up bags (for feces clean up)
- Full water bottle (for diluting urine accidents)
- Dog Walking vest
- “Adopt me” vest for dog (optional)
- Training treats



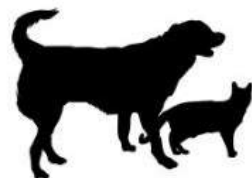


ADOPTION PICKUP POLICY

NEW ADOPTERS

A Wright-Way Rescue staff member or volunteer will escort your new pet to your vehicle.

Simply move your car to our designated loading zone and we will bring your new pet out for you.



WRIGHT-WAY RESCUE
LIVE | LOVE | ADOPT



OTHER CANINE ENRICHMENT STRATEGIES

Dog Jog Volunteer Club

The dog jog club members may transport pets to Linne Woods for exercise. Dogs must be safely transported in a plastic pet crate and may not ride loose. All standard dog walking rules apply.



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IN-SHELTER ENRICHMENT

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ACTIVITY	FREQUENCY	STIMULATION	GOOD FOR	PERSONNEL	NOTES
Classical music	Daily	Auditory	Relaxation	Staff/volunteer to change music	Choose music that doesn't increase vocal behavior
A different scent	Daily	Olfactory	Scent hounds, other dogs who engage with olfactory stimulation	Staff/volunteer to distribute	Can be introduced during daily cleaning; use diluted cooking extracts (vanilla, almond, etc), sweet spices; buy in bulk from warehouse stores
Exercise in Courtyard (indoor)	Daily	Olfactory, Tactile, Social	High-energy dogs	Trained volunteers	Dogs who are not dog-aggressive can play in the courtyard in groups
Exercise in a yard with a person, playing ball, exploring, etc.	Daily	Social, Mental, Olfactory, Tactile	High-energy dogs	Trained volunteers	Toys, structures to play on/around, digging areas, scents add interest to the space
Rotation of toys	Daily or more	Mental, Tactile	All dogs	Staff/volunteers to distribute	Can be introduced during daily cleaning
Filled Kongs	Twice Weekly	Oral	Heavy chewers	Staff/volunteers to distribute; volunteers to prep	Kongs of sizes appropriate for the dogs; fun foods to stuff in them (applesauce, cottage cheese, canned dog food, peanut butter, and low residue food for those that can't have the others)
Paper rolls with a few treats	Twice Weekly	Oral, Mental	Heavy chewers	Staff/volunteers to distribute; volunteers to prep	Use empty paper-towel and toilet paper rolls, small dry treats/kibble
Feeding using Kongs	Twice Weekly	Oral, Mental	Heavy chewers	Staff/volunteers to distribute; volunteers to prep	Kongs of appropriate sizes



IN-SHELTER ENRICHMENT, CONTINUED



ACTIVITY	FREQUENCY	STIMULATION	GOOD FOR	PERSONNEL	NOTES
Rawhides	Twice Weekly	Oral, Mental	Heavy chewers	Staff/volunteers to distribute; volunteers to prep	Rawhides of appropriate sizes
Wadded up paper with a couple of treats	Weekly	Oral, Mental	Heavy chewers	Staff/volunteers to distribute; volunteers to prep	Copier/printer paper or other crisp paper (i.e. not paper towels), dry treats/kibble
Feeding in paper bags	Weekly	Oral, Mental	Heavy chewers	Staff/volunteers to distribute; volunteers to prep	Dry food, clean paper lunch bags
Reading program	Weekly or more	Social	All dogs	Trained volunteers	Selection of books and magazines for readers, chair for reader
Formal Obedience Training	As resources allow	Social, Mental	All dogs	Trained volunteers and trainer	

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GOALS

Wright-Way Rescue strives to facilitate the operations of our rescue without negative impact to our local neighborhood and community in regards to parking during both closed and open hours. This plan will ensure that staff is mandated to park in a manner that is not disruptive to residents. It will also show Wright-Way Rescue's plan to strongly encourage guests of the shelter to do the same. The strategies shared in this document outline how we plan to accomplish our goals.



CLEARLY LABELED PARKING SPOTS

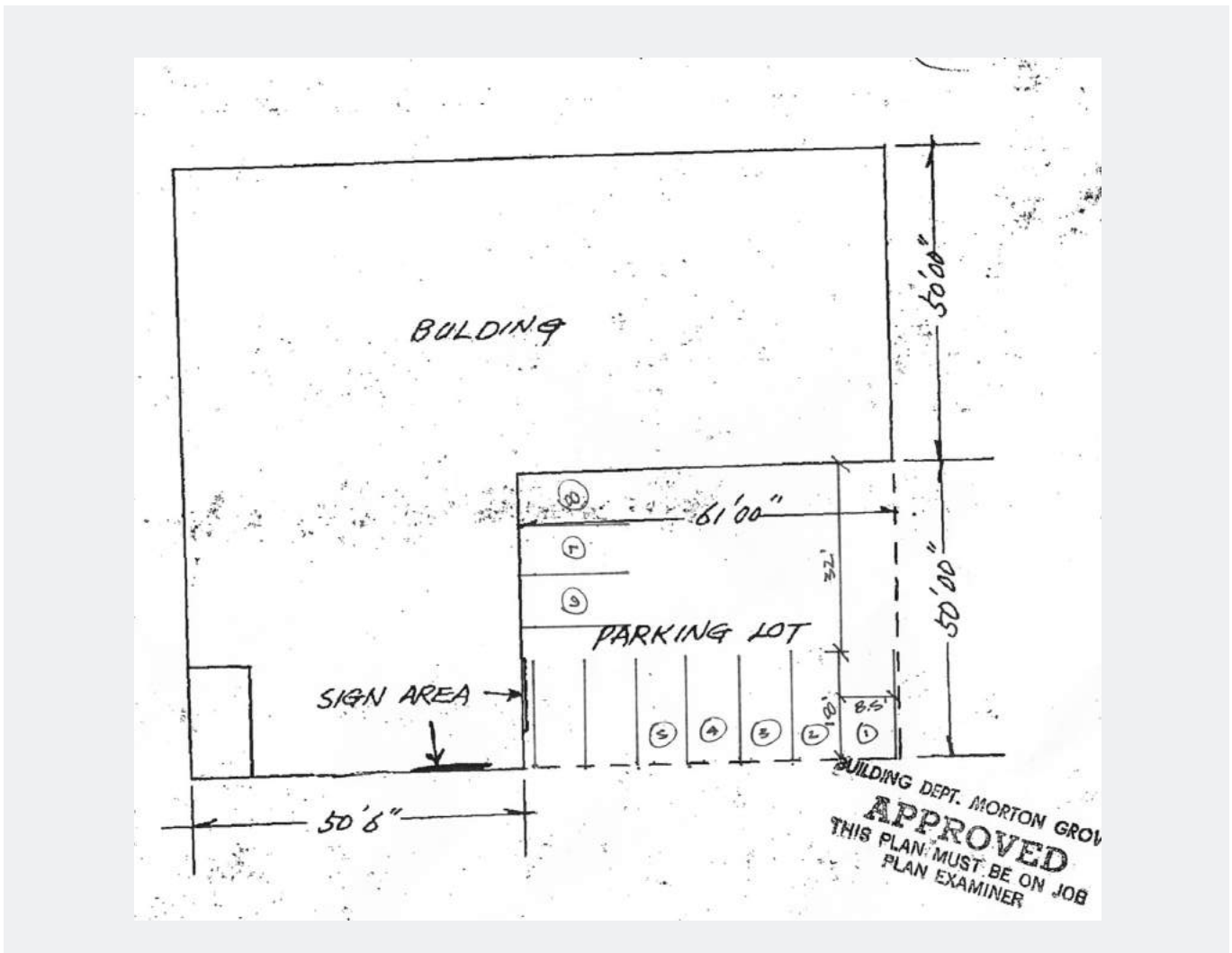
In July 2019 Wright-Way Rescue will employ a company to clarify our current on-site parking opportunities. This plan will be evaluated and updated as needed so that these spots will be highly visible and easy to understand by both staff and guests.



APPOINTMENTS TO MANAGE GUEST FLOW

Wright-Way Rescue will accept no more than three appointments every 45 minutes for adoptions. These appointments will be handled by the Call Center staff which operates the Wright-Way Rescue phone lines from our southern Illinois location Monday-Friday 10AM-7PM and Saturday-Sunday 11AM-4PM. Appointments will be accepted for specific pets as well as “meet and greets” for guests wanting to look at available pets. These appointments allow Wright-Way Rescue to maintain a high level of customer service to our adopters, and manage parking resources. Any online messaging and advertisements will note the need to make such an appointment.

Additionally, appointments allow Wright-Way Rescue to communicate our parking policy with guests prior to their arrival via an email confirmation. Within this email confirmation, there will be a prominent copy of our parking policy. Because a copy of this confirmation is required upon arrival, we can be certain that the guests have this parking policy in their possession.





APPROVAL FOR ADOPTION EMAIL, PARKING DESC.

Monday-Wednesday: Closed

Thursday: 2:00 p.m. – 8:00 p.m.

Friday: 12:00 p.m. – 8:00 p.m.

Saturday: 11:00 a.m. – 4:00 p.m.

Sunday: 11:00 a.m. – 4:00 p.m.

*Holiday hours may differ -
please see our [website](#).*

Please Note: Adoption fees are payable with cash or money order only.

LOCATION

5915 Lincoln Avenue
Morton Grove, Illinois 60053

*Located south of Dempster Street
in Morton Grove*

★ PARKING

Guests shall only park in our designated lot or on Lincoln Avenue.
We kindly ask you do not park on residential streets.

CONTACT

Phone: (847) 728-5434

Email: rescue@wright-wayrescue.org



EMAIL SENT OUT TO ADOPTERS



WRIGHT-WAY RESCUE
LIVE. LOVE. ADOPT.

Dear {{ First Name }} ,

Thank you for making a reservation to meet {{ Animals Name }} at our upcoming adoption event. Your appointment is scheduled for {{ Month/day/year }} at {{ time }} .

{{ Animals Name }} is already looking forward to seeing you then at Wright-Way Rescue's North Shore Humane Center. We are located at 5915 Lincoln Avenue in Morton Grove, Illinois.

Upon arrival, please **present this printed letter** to a Wright-Way Rescue staff member or volunteer. You are highly encouraged to bring all members of your household to this first meeting. This will provide us with the most complete picture of the animal's potential future home and help make a sound decision. We require all dogs to go home with a leash and collar, and all cats must leave in an approved carrier. We have quality Lupine products available in our retail shop or you are welcome to bring one you already own. If you do not bring your own carrier, leash or collar you will be required to purchase one in our store. Please make sure that you are able to keep your pre-scheduled time and that you are prepared to bring your forever friend home that day.

Here you will find our [Adoption Contract](#) and [Adoption Handbook](#). Please print two copies of the Adoption Contract. Bring a signed copy with you to your reservation appointment and keep the other for your records. Our Adoption Counselors will be happy to answer any of your questions regarding the contract at the time of adoption.

The Adoption Handbook is a helpful reference guide to all things adoption! It includes information on Wright-Way Rescue services including our training classes and Veterinary Clinic, tips and tricks for basic training, and a shopping checklist to ensure you have all your puppy and kitten essentials!

Because we want all animals to find responsible, loving homes as quickly as possible, we cannot honor requests to hold any animal for any additional length of time.

The well being of animals in our care is Wright-Way Rescue's top priority. We appreciate your understanding of, and compliance with, the following policies:

- Wright-Way Rescue reserves the right to deny any adoption for any reason deemed appropriate and/or in the best interest of an animal.
- A reservation and/or letter of approval imparts no obligation on behalf of Wright-Way Rescue to adopt to you.
- Guests shall only park in our designated lot or on Lincoln Avenue. We kindly ask you do not park on residential streets, including Mason Avenue.

If you are unable to keep your appointment for whatever reason, please cancel with us as soon as possible. Keep in mind that animals on reserve are no longer available to others who inquire about them, so missing a reservation appointment without letting us know puts that pet at a great disadvantage of finding his or her forever home.

If you are running late for your appointment, please call our Adoption Hotline at [847-728-5434](tel:847-728-5434) (option 2) and let us know.

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PARKING STANDARD OPERATING PROCEDURE

Effective May 17th, 2019 – Staff is required to park on-site Monday-Wednesday. On Thursday through Sunday, staff is required to park on Lincoln Avenue. Under no circumstances can staff ever park anywhere on Mason Avenue.

The SOP manual is a ‘living’ document that will be updated as we identify better ways of doing our jobs and responding to the needs of the animals in our care and of the human community we serve. The formal procedure for suggesting and making changes to SOPs is outlined below. The Executive Director and the Operations Managers will have the master and current copy of the SOPs.

Process for changes, updates or clarifications to the SOPs:

To avoid confusion and inconsistency, only the Executive Director can make the actual written changes to the SOPs. However, all staff can suggest changes as described below:

- If you have suggestions for change, deletions, or additions, email suggestions to your manager.
- The Executive Director is made aware of his/her team’s suggestions, can discuss with the manager and seek clarification on any questions.
- If the Director of Operations and the manager agree to make the change, that section of the master SOP manual (both electronic and physical copy) is updated with the new wording and instruction.
- A memo then goes out to the entire staff with a summary of the update, and the page and section number that was updated. Each staff person also receives a printed copy of the new revised section for the staff member to update their own manual.

This manual is the foundation for the continued excellent performance of our staff and the organization. The manual will be used as a training document throughout the agency. We strongly encourage you to review SOPs on a regular basis. The managers and supervisors are responsible for ensuring that their staff understand and follow the SOPs that apply to their roles in the agency.

THE NEW STANDARD OPERATING PROCEDURE BEGINS BELOW:

Parking for Staff + Volunteers at Morton Grove facility

On days when Wright-Way Rescue is closed, staff and volunteers shall park in an on-site parking spot. On days when the shelter is open to the public, staff shall park on Lincoln Avenue. Staff and volunteers may not park in any location on Mason Ave including the spots directly next to our shelter.

Acknowledgement

All staff shall sign the employee handbook which documents these rules and requires their compliance.

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HANDBOOK ACKNOWLEDGEMENT



Wright-Way Rescue | Handbook Acknowledgement

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I understand that the WWR Handbook is not a contract of employment and should not be deemed as such. I understand that failure to adhere to the above policies may result in disciplinary action and/or termination of employment.

Signature _____

Date _____

COMMUNICATION FOR GUESTS REGARDING PARKING

Website

The FAQ page on our website shall be maintained to let guests know about parking in advance of their appointment. Additionally this information will be emailed to everyone who makes an appointment to adopt as detailed above.

WRIGHT-WAY
VISITORS

PARK IN
WRIGHT-WAY RESCUE
LOT OR ON LINCOLN
AVENUE ONLY

WE KINDLY ASK YOU DO
NOT PARK ON
RESIDENTIAL STREETS

THANK YOU

On-Site Signage — The following sign shall be posted on the front door of the Adoption Center entrance.



Signage for Guests —The A-Frame Sign, which has language strongly encouraging guests to only park in appropriate locations, will be put out each day Wright-Way Rescue is open for guests. The signs location shall be to the West of the building near the driveway entrance so that guests can easily read it's message upon their arrival.



COMMUNICATION FOR GUESTS REGARDING PARKING, CONT.

ATTENTION STAFF + VOLUNTEERS

On days when Wright-Way Rescue is closed, staff and volunteers shall park in an on-site parking spot.

On days when the shelter is open to the public, staff shall park on Lincoln Ave.

Staff and volunteers may not park in any location on Mason Ave. including the spots directly next to our shelter.



Communication at Time Clock and Back Entrance

The following sign shall be posted near the employee time clock and at the back entrance to remind staff and volunteers of the parking policy which is strictly enforced.



INTERNAL PLAN COMMUNICATION

TRAINING

During employee and volunteer orientation, the parking policy shall be thoroughly discussed and appropriate acknowledgement signed. Volunteers will sign a MOU and staff will sign the employee handbook acknowledgement.

INVOLVING THE COMMUNITY

Wright-Way Rescue encourages local neighborhood residents to email with any questions or concerns. Please reach out to our Executive Director at christy.anderson@wright-wayrescue.org.

Wright-Way Rescue shall host a yearly “neighborhood exclusive” open house for Morton Grove residents with personal invites going out to nearby residents. The purpose of the open house will be to share the mission of Wright-Way Rescue and also answer any questions that the community has about our shelter. Feedback is greatly appreciated and will help us ensure that both dog walking and proper use of parking resources is progressing as planned.