

# STAR Policies and Procedures

## Policies & Procedures

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A Guide for Operations and Management

Board of Directors — STAR St. Louis Avian Rescue, Inc.

January, 2023

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## Code of Conduct

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This Code of Conduct applies to everyone who volunteers with STAR - St. Louis Avian Rescue (hereafter referred to as STAR).

It is important that all volunteers know and respect STAR's core values since they are at the heart of how we operate.

It is equally important for the success of the organization that our volunteers represent STAR in a consistent and professional manner.

### Our Values

- STAR does not breed or place birds with people who breed.
- STAR does not purchase birds — even to remove them from unfavorable circumstances.
- STAR does not sell, trade, or use birds in care for commerce.
- STAR promotes responsible guardianship of all captive birds.
- STAR is dedicated to education on issues of avian welfare.
- STAR opposes the sale of un-weaned baby birds and production breeding methods.

### Expectations for All Representatives of STAR

STAR board members, officers and volunteers shall act with honesty, integrity and openness in all their dealings as representatives of the organization.

STAR promotes a working environment that values respect, fairness, and integrity.

### Confidentiality

Information about STAR personnel, business practices, and finances as well as any information provided by those who contact us such as donors, adopters, and surrenders is confidential and should not be disclosed or discussed with anyone without permission.

Care should also be taken to ensure unauthorized individuals do not overhear confidential information.

Documents containing confidential information should not be left in the open and care should be taken to ensure confidential documents are not inadvertently shared.

### Conflict of Interest

STAR is committed to maintaining a high standard of integrity in rescuing, caring for and placing companion birds. It is essential that both its members and the general public recognize and have confidence in this commitment. Thus, even the appearance of a conflict of interest should be avoided. In the event that a conflict of interest arises, the Executive Director will request the Board of Directors vote on said conflict. In the event that the conflict involves a member of the Board of Directors, the Executive Director will be asked to cast a deciding vote in place of the involved member. The reporting of a conflict of interest will be followed as mentioned in the Whistleblower Policy.

Definition of Conflict of Interest: A situation in which judgment or behavior concerning a primary interest has been improperly influenced by a different interest (such as for personal financial gain). The prompt disclosure of possible conflicts of interest or of those situations where such a perception could reasonably be anticipated to arise helps to avoid injury to an agreed upon primary interest.

## Social Media Policy

Any volunteer who acts in STAR's name on any social media platform must have prior permission by a Director or Officer. Any volunteer found to breach any policy as mentioned in the Code of Conduct on social media will have their volunteer status reviewed by the Board of Directors and Executive Director.

## Non-Discrimination Policy

### Policy Statement

STAR does not discriminate against others based on age, race, national or ancestral origin, skin color, religion, gender, gender expression, sexual orientation, marital status, or disability, in any of its activities or operations.

### Complaints Procedure

Anyone who believes they have been discriminated against should follow the same reporting procedures and will have the same protections against retaliation as outlined in the Whistle Blower Policy.

## Sexual Harassment Policy

### Policy Statement

STAR – St. Louis Avian Rescue is committed to providing a safe environment for all of its volunteers from discrimination on any ground including sexual harassment. STAR will operate a zero tolerance policy for any form of sexual harassment, treat all incidents seriously, and promptly investigate all allegations of sexual harassment. Any person found to have sexually harassed another will face disciplinary action, up to and including dismissal from all volunteer activities with STAR.

Any complaints of sexual harassment will be taken seriously and treated with respect and in confidence.

No one will be victimized for making such a complaint.

### Definition of Sexual Harassment

Sexual harassment is unwelcome conduct of a sexual nature which makes a person feel offended, humiliated and/or intimidated. It includes situations where a person is asked to engage in sexual activity as a condition of that person's employment, as well as situations which create an environment which is hostile, intimidating or humiliating for the recipient.

Actions constituting harassment may be physical, verbal and non-verbal. Examples include, but are not limited to:

#### **Physical Conduct**

- Unwelcome physical contact including patting, pinching, stroking, kissing, hugging, fondling, or inappropriate touching
- Physical violence, including sexual assault
- The use of job-related threats or rewards to solicit sexual favors

#### **Verbal Conduct**

- Comments on a volunteer's appearance, age, private life, etc.
- Sexual comments, stories, and jokes
- Sexual advances
- Repeated and unwanted social invitations for dates of physical intimacy
- Insults based on the sex of the volunteer

- Sending sexually explicit messages (via phone, email, or any other messaging system)

#### **Non-verbal Conduct**

- Display of sexually explicit or suggestive material
- Sexually-suggestive gestures
- Leering

Anyone can be a victim of sexual harassment, regardless of their sex and the sex of the harasser. STAR recognizes that sexual harassment may also occur between people of the same sex. What matters is that the sexual conduct is unwanted and unwelcome by the person against whom the conduct is directed.

#### Complaints Procedure

Anyone who believes they have been a victim of sexual harassment should follow the same reporting procedures and will have the same protections against retaliation as outlined in the Whistle Blower Policy.

### Whistle Blower Policy

#### General

STAR - St. Louis Avian Rescue is committed to lawful and ethical behavior in all its activities and requires directors, officers, and volunteers to act in accordance with applicable laws, regulations, and policies in the conduct of their duties and responsibilities and while volunteering.

#### Reporting

The Organization encourages its directors, officers, and volunteers to share their questions, concerns, suggestions, or complaints with someone who can address them properly.

Any applicable person should file a complaint with the Executive Director or the President of the Board of Directors if wrongful conduct is suspected. If the wrongful conduct implicates one or both the Executive Director or the President of the Board of Directors, or if the reporting individual is not comfortable speaking with or not satisfied with the response of the foregoing individuals, the issue may be reported to any member of the Board of Directors or Director of Operations.

Violations or suspected violations may be submitted on a confidential basis by the complainant or may be submitted anonymously. Reports of violations or suspected violations will be kept confidential to the extent possible, consistent with the need to conduct an adequate investigation.

#### No Retaliation

No director, officer or volunteer who makes a good faith report under this Whistleblower Policy or who cooperates in inquiries or investigations shall suffer harassment or retaliation in any form. A volunteer who retaliates against someone who has reported a violation in good faith is subject to discipline up to and including termination of the volunteer contract.

Any director, officer or volunteer who believes that he or she has been subjected to any form of retaliation as a result of making a good faith report under this Whistleblower Policy should immediately report the retaliation to the Executive Director or the President of the Board of Directors.

#### Investigation

The Executive Director, President of the Board of Directors, or a representative of the Board of Directors will notify the sender and acknowledge receipt of the reported violation or suspected violation within five business days.

All reports will be promptly investigated in a manner intended to protect confidentiality, consistent with a full and fair investigation, and appropriate corrective action will be taken if warranted by the investigation.

A summary of the investigation will be presented to the Board of Directors.

### Acting in Good Faith

Anyone making a complaint concerning a violation or suspected violation of some policy, practice or activity of the Organization must be acting in good faith and have reasonable grounds for believing the information disclosed indicates a violation of a policy, practice, or activity of the Organization.

Any allegations that prove not to be substantiated and which prove to have been made maliciously or knowingly to be false will be viewed as a serious disciplinary offense and a violation of the volunteer contract will be noted.

### Legal Compliance

STAR will be vigilant in compliance with laws, regulations and applicable conventions that govern and regulate our organization.

## Who We Are

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### Mission Statement

It is the sole purpose of St. Louis Avian Rescue to improve and enrich the lives of parrots through rescue, rehabilitative fostering, adoption, and education.

### Our History

The rescue was originally founded in 2002 under the name “Perfectly Precious”. The name was later changed to STAR – St. Louis Avian rescue to better reflect the purpose of the organization and the region we serve.

### Good to Know

STAR does not maintain a physical location. Tasks are generally completed from individual volunteers’ homes and events are held in public spaces. Our public address and contact information is:

STAR – St. Louis Avian Rescue  
P.O. Box 732 Manchester Rd.  
Manchester, MO 63011  
Telephone: 314-995-6233  
General Email: [info@staravian.org](mailto:info@staravian.org)

STAR is the only 501(c)(3) parrot specific rescue in the greater St Louis area. Our mission is to improve and enrich the lives of parrots through rescue, rehabilitative fostering, adoption and education.

STAR is a network of fosters and volunteers. We are entirely foster based, which means that we do not have a facility, and all of the birds that pass through “our doors” reside in the homes of our dedicated foster families. We are entirely volunteer based, which means that no one receives a paycheck.

STAR aims to achieve our mission through:

- Rescue: We take in lost and homeless parrots and companion birds

- **Rehabilitative Fostering:** We not only provide veterinary care, but also work with the birds in our care to help socialize them, work through behavioral issues and any other issues to help them live the best life possible.
- **Adoption:** Through a thorough vetting process, we adopt birds to carefully matched homes.
- **Education:** We create and provide educational resources for fosters, adopters, and the general public. Through education, we hope to broaden our reach, and improve and enrich the lives of more than just the parrots that come through our “doors.”

## Our People

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### Our Board and Officers

In accordance with Missouri nonprofit regulations, STAR is governed by a Board of Directors and maintains three Officer positions, with a minimum number of members set at 5.

#### Board of Directors

The Board of Directors:

- is responsible for setting the mission and strategic direction of the organization and oversight of the finances, operations, and policies of the organization.
- is not directly involved in the day-to-day management of the organization but members may volunteer in other roles as well.
- Ensures that its members understand and fulfill their governance duties acting for the benefit of STAR and its public purpose;
- has a conflict of interest policy which ensures that any conflicts of interest or the appearance thereof are avoided or appropriately managed through disclosure, recusal or other means;
- Ensures that the organization conducts all transactions and dealings with integrity, honesty, and transparency;
- Ensures that policies of the organization are in writing, clearly articulated, officially adopted, and reviewed annually to ensure they reflect our current practices and values.

#### Officers

##### President of the Board

The President of the Board oversees Board of Director meetings and other activities.

##### Treasurer

The Treasurer maintains financial records for the organization in accordance with STAR’s Documentation Retention Policies.

##### Secretary

The Secretary maintains meeting minutes and other documents as outlined in STAR’s Document Retention Policies.

### Executive Leadership

STAR maintains two executive leadership positions. These two roles work together to ensure the rescue runs smoothly and continuously works toward the goals set by the Board of Directors.

## Executive Director

Oversees the Director of Operations and Coordinators to ensure the rescue is operating smoothly and efficiently. Duties include, but are not limited to, brainstorming solutions to everyday issues STAR might face and running the rescue with integrity and compassion.

## Director of Operations

Oversees the Intake Coordinator, Foster Coordinator, Adoption Coordinator, and Avian Health and Wellness Team. Director of Operations is the first line of contact for any issue with the surrender, foster, and adoption process and must always be effectively communicating suggestions for these processes for continued growth.

## Coordinators and Teams

*Note: Coordinators and Teams can be subject to change at any time by the Directors and Board of Directors. This includes the elimination or addition of a coordinator/team.*

## Adoption Coordinator

Oversees processing of incoming adoption applications.

## Intake Coordinator

Oversees the processing of all surrender applications and maintains a list of birds needing to come into the program.

## Foster and Volunteer Coordinator

Oversees the processing of incoming foster and volunteer applications. Point of contact for assessing fostering abilities, matching birds to fosters, and matching volunteers to available opportunities.

## Avian Health and Wellness Team

Coordinates general care, notifying fosters of required annual visits and follow-ups. Acts as primary contact point for veterinary offices, maintains updated records on care received and recommended treatments via our partner vets.

## Events Coordinator

- Manages public promotion of STAR and STAR events.
- Cultivates opportunities for increased public exposure.
- Identifies fundraising opportunities and oversees the planning and promotion of fundraising events.

## Technology Coordinator

Ensures all aspects of technology run smoothly, including but not limited to:

- STAR website, Microsoft Suites, and any other backend system such as Shelter Manager.
- Ensures all accounts are owned by STAR/volunteer's aren't using personal accounts to conduct business as STAR..
- Assists in any other technology needs for the rescue and
- provides necessary training in the use of our software.
- Safeguards information collected regarding clients, volunteers, and STAR's business proceedings

## Marketing Coordinator

Creates, sources, or oversees the production of all marketing materials, including but not limited to:

- Print

- Digital Media
- Video
- Merchandise

## Fosters

### General Requirements to Foster

- All applicants must be at least 18 years of age.
- All applicants must reside within a 50-mile radius of St. Louis, MO.
- All applicants must be able to attend events in the St. Louis area on a regular basis.
- All applicants must consent to a background check done using publicly available records.
- All foster applicants currently owning animals must allow STAR to contact their veterinarians to verify status of care (date of last visit).
- All foster applicants must consent to an in-person home visit.
- Please note:
  - Preference will be given to applicants having a steady employment history.
  - STAR will place foster birds in non-smoking homes only.
  - Fosters cannot be breeders

### Foster Home Specifics

- All birds in our program are the sole property of STAR. A foster bird shall be returned to STAR with 24 hours upon request of the Board of Directors or Officers, or if the foster parent is unable to adequately care for the bird.
- Any paperwork pertaining to the bird must be kept on file with STAR, and must be in STAR's name only.
- Make STAR aware of your limitations. Consultation and training are available. Foster placements must match foster capability with the unique needs of each bird.
- STAR covers expenses for a bird's medical care. When necessary, cage, food, and toys will also be provided to foster homes. STAR must be notified of any needs the foster bird may have.
- All foster homes must be screened and approved by STAR. Do not transfer a foster bird to another home without first getting approval from STAR Officers or Directors.
- If a behavior or training program is outlined for the foster bird it must be followed. If you have questions, concerns, or are unable to follow it, notify STAR.
- If your foster gets lost or stolen, call a STAR officer immediately! Begin to search right away and continue until help arrives. Concentrate search within a four- block radius from where the bird was lost.
- If you plan to go out of town and cannot make arrangements for care for your foster, in accordance with the foster vacation guidelines, contact STAR as soon as possible so arrangements for a temporary foster can be made.
- Foster insight and comments are particularly welcomed. Fosters are STAR's best source of information about our birds and foster insights can be essential to finding the best adoptive home for a bird.

### Filling Foster Positions

New fosters are added to the organization according to the Foster Application Process.

## Other Types of Volunteers

### General Requirements to Volunteer

- All applicants must be at least 18 years of age. If an applicant is not 18 years of age, their legal guardian must sign a release form stating they are allowed to volunteer.
- Volunteers wishing to participate in events or other in-person tasks must live within 100 miles of St. Louis.
- All applicants must consent to a background check done using publicly available records.
- All foster applicants currently owning animals must allow STAR to contact their veterinarians to verify status of care (date of last visit).

### Common Volunteer Opportunities

All of STAR's operations are completed by volunteers. Assistance is often needed in the following areas:

- **Administrative Tasks**
  - Records and Inventory Management and Maintenance
  - Answering emails and voicemails
- **Volunteer Engagement**
  - New Volunteer Orientation and Integration assistance
  - Volunteer Engagement Event Planning assistance
  - Volunteer Recognition Programs assistance
- **Foster, Adoptions, and Surrenders**
  - Home Visit Team Members
  - Intake Team Members
  - Foster Homes
- **Events**
  - Public Events Staff
  - Educational Outreach Events Staff
  - Event Planning assistance

### Filling Volunteer Roles

- **Board Members**
  - Based on the needs of the rescue and the current strengths and weaknesses of active board members.
  - An in-depth interview is conducted of potential applicants based upon prerequisite skillsets decided by the Board of Directors.
  - Must have been in an active leader role for one year or longer and done so successfully, unless otherwise determined by the Board of Directors.
- **Directors**
  - Has knowledge on effective communication, mediation, and a desire to improve the quality of parrot health and care.
  - Must have been a volunteer for one year or longer, in which at least 6 months was spent in an active leader role (preferably in a Coordinator role).
- **Coordinators**
  - Shows initiative in one of the coordinator categories.
  - Successfully volunteers as a team member in a coordinator category.
  - Will initiate a task and follow through on it without intervention from others.

- Other Volunteer Roles
  - Volunteer opportunities are announced via STAR communication channels as need arises.
  - Volunteers are matched to opportunities based on their interests and experience.

## Contracted Services

### Legal Representation

Star will compensate legal representation in any event the Board of Directors deems necessary.

## What We Do

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### Why We Do It

Parrots are one of the most commonly rehomed animals due to their specific care requirements and behavioral needs. To aid in the abundant rehoming process and to provide education to the public, we are a resource for our region to any individuals looking to adopt a parrot or to further their parrot care education. STAR partners with regional avian vets and local businesses to promote the health and well-being of all parrots.

### Who We Serve

STAR serves the St. Louis region and surrounding regions within 100 miles. STAR only accepts foster-homes within the states of Missouri and Illinois.

## How We Do It

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### Population Management

Consistent and organized processes for managing the birds in our care throughout the adoption life cycle ensuring the wellbeing of each animal is a priority.

This section provides information about the policies and procedures in place for each stage of the cycle.

#### General Population Management Information

##### Capacity Determination

The capacity of the rescue is the total number of birds that can be cared for with the resources available. When rescues take in more animals than they have capacity to care for, volunteers and fosters become overwhelmed and are unable to provide adequate care to the rescues' animals.

##### *For Foster Homes*

The number of birds a new foster is able to care for is determined by the Foster Coordinator after reviewing the individual home's qualities. Thereafter, changes in the household may increase or decrease the number and/or species of birds a foster can comfortably care for. Fosters should notify the Foster Coordinator of any significant changes in the household such as moving to a new home, new pets, additional household members, etc. and stay in compliance with any state or county regulations.

##### *For the Rescue*

The capacity for the rescue as a whole is the sum of each foster home's capacity.

## Foster Bird Placement

The Foster Coordinator will review each incoming bird's known history then match the bird to a foster home and foster parent best suited to meet the bird's needs.

If a bird needs to be moved to a different foster home for any reason, the foster should immediately contact the Foster Coordinator who will make arrangements for a different foster home.

## Incoming Birds

It is important that the procedures for accepting surrendered birds:

- Free any individual volunteer from the sole responsibility for deciding which birds are accepted into foster care. The Intake Coordinator will consult with the Foster Coordinator, Director of Operations, and Executive Director as necessary.
- Ensure fosters do not feel obligated to take on more animals than they can manage.
- Ensure transparency of the decision-making process.
- Log all surrender applications in STAR's database program (Shelter Manager) while following the appropriate protocols

## Surrender Application Process

All incoming applications for surrender shall be first reviewed by the Intake Coordinator and the following sequence completed for all applications:

1. Any incoming messages, emails, or voicemails regarding the surrender of a bird should be redirected to the Intake Team.
2. Intake Team will determine if the message received qualifies for an "emergency" exception to normal procedures.
  - a. If the message qualifies as an emergency exception to normal procedures:
    - i. Emergency intakes will be prioritized ahead of any other birds currently waiting to come into the rescue.
    - ii. Intake Team will work to intake the bird within 48 hours.
    - iii. Intake Team will ensure the origin of the incoming bird is documented with an appropriate surrender form.
  - b. In the absence of an emergency exception
    - i. Intake Team will respond to messages about surrender with a request for the surrendering party to submit the form most appropriate to their circumstances.
    - ii. After receiving surrender form, Intake Team informs the surrendering party that the approval process can take as long as 3 days.
    - iii. Intake Team reviews application to deem if the current Waiting List allows an additional bird of that species to be added.
    - iv. Intake Team consults with Director of Operations as needed.
3. Intake Team makes a decision on whether or not the bird will be admitted to the rescue
  - a. If Denied:
    - i. Intake Team should inform the surrendering party of the Rescue's decision and be provided with a list of alternative rescues.
  - b. If Approved:
    - i. Intake Team should begin contacting fosters until a willing foster can be found to take in the bird.
    - ii. If a foster is found: Intake Team should begin intake procedures

- iii. If no foster is available: Intake Team should inform the surrendering party that the bird was approved but that the rescue is currently full and that the bird is eligible to be added to our Waiting List
- iv. Intake Team should add bird to the official Waiting List.

## Intake Procedures

All incoming birds are to have a surrender form filled out and signed by the surrendering party.

### *Owner Surrenders*

#### Standard Procedure

- All incoming birds are to have a surrender form filled out and signed by the surrendering party.
- It is advisable to ask surrendering owners to have the bird vetted at their expense before they will be accepted for surrender by STAR.
- Please ask owner to provide any available records for the bird, including:
  - Original sales contract
  - Any veterinary work
  - Microchip information
  - Certificates... (i.e. DNA sexing)
  - It is also appropriate to ask the owner to provide the bird's cage, food, and other supplies.

#### Assisted Procedure

Some people wishing to surrender may be unable to complete the standard surrender application due to disability, lack of internet access, or other technological difficulties. In these cases, the Intake Coordinator or an assigned volunteer may collect information from the owner verbally.

Surrenders performed this way shall be documented on an Assisted Surrender Form (Quick Release Form) and have the surrendering party sign at intake.

### *Found Birds*

If STAR intakes a bird found outside, the surrendering party must fill out a surrender form and indicate where they found the bird. STAR will input the general location the bird was found, breed, and physical features into Shelter Manager's "found animal" section to alert other rescues using the system.

### *From Other Rescues*

All shelters are run differently. Generally, you will be asked to sign transfer paperwork and should do so with your name indicating you are representing STAR as a volunteer. It is not unusual for birds coming from shelters not to have veterinary documentation or any items with them. Please send copies of any shelter paperwork to the Intake Coordinator. It is advisable for volunteers to take a crate and towel for the bird in case none are available.

## Emergency Exceptions to Intake Procedures

- Bird will come to physical harm if not removed from the situation in the next 7 days. This includes any birds found outside.
- Person currently in possession of the bird has threatened to release the bird outside.
- Coordinator suspects the person currently in possession of the bird may be abusing the bird or other animals in the home.
- Bird is currently in an animal shelter which may euthanize unwanted occupants.

## In Population Birds

### Quarantine Information

Every bird must go through a 30-day quarantine period. During this time, foster birds must be completely separated from other foster birds in the rescue by having their cage and socialization time in a different room. All materials used must be separate (play stands, perches, toys, etc.) STAR encourages personal birds and foster birds in quarantine to be separated, but this cannot be mandated. As such, if a fosterer chooses to have their personal bird and quarantined foster bird interact during the 30 days, STAR is not liable for any illness the personal bird could be infected with.

### General Guidelines for Care

#### *Routine Bird Care Procedures*

- Birds shall be provided with fresh, clean water daily. Water dishes will need to be cleaned throughout the day as needed.
- Birds shall be fed an appropriate diet to maintain optimal health in accordance to STAR's foster manual. Questions regarding proper feeding should be directed to the Avian Health and Wellness Team or STAR Directors.
- Birds shall be housed in an appropriately sized cage with adequate room for movement. Cages must have appropriate bar spacing and should be made from bird safe materials. Any questions about housing should be directed to the Avian Health and Wellness Team or STAR Directors.
- Birds shall not be left unsupervised while out of their cage.
- Cage substrate shall consist of newspaper or cage liner paper. Paper towels, corncob, and wood shavings will be avoided.
- Birds shall be observed daily. This includes checking to make sure they are eating and drinking, checking overall physical condition, looking for signs of illness, as well as checking for the presence of droppings and their condition. Any irregularities should be reported to the Avian Health and Wellness Team, a STAR Director, or an approved veterinarian for possible medical intervention as soon as this is witnessed.
- Birds shall be provided with a variety of toys (chewable, puzzles, etc.) that are appropriate to the bird's size.
- Foster birds shall not be taken out of doors without being secured in a cage, carrier, or on a harness.

### Veterinary Policies and Procedures

#### *General*

- Every bird (cockatiels and larger) will be vetted within 30 days of intake unless a previous visit to an approved vet has been documented within the prior 6 months, including bloodwork. **Note:** STAR must have records to document this occurred, otherwise the bird will follow the regular vetting protocol. Each bird's medical record and known history will be discussed and reviewed with a STAR approved veterinarian to establish baselines for care.
- STAR approved veterinarians will determine testing to be performed on each bird according to history, species, and present condition.
- STAR fosters must arrange for veterinary care for STAR birds in their care as directed by STAR Directors, Officers, or the Avian Health and Wellness Team.

- All veterinarian directives for care of the bird are to be followed. Any questions about care should be directed to the attending clinic or STAR Directors, Officers, or the Avian Health and Wellness Team.

*Intake, Wellness, and Sick Bird Visits*

- All birds (cockatiel and larger) will undergo an initial wellness exam which may include trimming the beak and nails if needed. The foster must obtain permission from the Avian Health and Wellness Team for any additional care costing up to \$250.  
**Note:** *Wings are not to be trimmed without the approval of the Avian Health and Wellness Team.*
- Treatments beyond \$250 must be consulted with a STAR Director. A Director may grant permission for care up to \$1000 before needing a Board Member's approval.
- All large and extra-large birds (Amazons, African Greys, Cockatoos, Eclectus, Macaw) will receive a basic CBC blood panel at the intake exam.
- Nail and beak trims may only be done by a STAR approved veterinarian.

*Emergency*

When medical emergencies arise:

If the bird is not in immediate danger, contact a STAR Director prior to making any decisions. If a Director cannot be reached, volunteers are expected to exercise their own best judgement.

If the bird is thought to be in immediate danger, volunteers should contact an approved clinic immediately and follow their advice. In such cases, a STAR Director should be informed of the situation at the earliest opportunity.

*List of Approved Veterinarians*

Tri-City Animal and Bird Clinic

Address: 15646 Manchester Road, Ellisville, MO 63011

Telephone: 636-227-4041

Emergencies: Tri-City has a vet on call 24 hours a day. Please call them at 636-227-4041 to page a vet and you will receive a call back.

Bird Medicine and Surgery

Address: 132 Four Seasons Shopping Center, Chesterfield, MO 63017

Telephone: 314-469-6661

Emergencies: 314-569-5700 is the after-hours pager number. Leave a message and you will receive a call back.

Bryan Road Hospital

Address: 1290 Bryan Rd, O'Fallon, MO 63366

Telephone: 636-272-3900

Family Pet Animal Hospital

Address: 10400 Watson Rd, St. Louis, MO 63127

Telephone: 314-720-1704

Fox Creek Veterinary Hospital

Address: 14309 Manchester Road, Manchester, MO 63011

Telephone: 636-458-6569

Used for emergencies only unless prior approval from an officer is given. A 24/7 on-call medical team is available after hours. Leave a message and you will receive a call back.

#### Animal Emergency Clinic

Call ahead to make sure someone is on call for avian patients.

Animal Emergency Clinic – North:

Address: 2685 N US Hwy 67, Florissant, MO 63033

Telephone: 314-739-1500

Animal Emergency Clinic – South:

Address: 9937 Big Bend Road, Crestwood, MO 63122

Telephone: 314-822-7600

Animal Emergency Clinic – St. Charles County:

Address: 334 Fort Zumwalt Square, O’Fallon, MO 63366

Telephone: 636-240-5496

Animal Emergency Clinic – Jefferson County:

Address: 7095 Metropolitan Blvd, Barnhart, MO 63012

Telephone: 636-464-2846

#### Veterinary Specialty Services (VSS)

VSS – Manchester:

Address: 1021 Howard George Dr, Manchester, MO 63021

Telephone: 636-277-9400

VSS – West (O’Fallon):

Address: 7770 Winghaven Blvd, O’Fallon, MO 63368

Telephone: 636-244-9004

#### Sick Bird Policy

- Acute & Common illnesses or injuries with an expected positive outcome after treatment will be treated as they occur in accordance with previously detailed veterinary policies.
- Chronic health issues which can be managed without significant/unsustainable costs can qualify for hospice care should a foster volunteer to do so.
- If a bird’s prognosis (as determined by a qualified avian veterinarian) is such that recovery to a high quality of life is unlikely or that the treatment itself is expensive to a degree not financially sustainable for the rescue, the bird may be humanely euthanized by a qualified veterinarian.

#### Deceased Bird Policy

In the event that a foster bird becomes deceased, the fosterer will complete the following protocols in sequential order:

1. Place deceased bird in a plastic bag of appropriate size.
2. Place bagged deceased bird in the refrigerator for potential necropsy preservation. If the fosterer is unable or unwilling to place the bird in the refrigerator, a STAR Officer or Coordinator will arrange for appropriate transfer.

3. The fosterer will contact the Avian Health and Wellness Team to alert them of the situation. If the fosterer does not get a response from the Avian Health and Wellness Team in a timely manner, the fosterer will contact the Executive Director or Director of Operations. The Avian Health and Wellness Team will decide if a necropsy will be performed. **Note:** *a necropsy will be deemed necessary if the bird died suddenly or of an unknown illness.*
4. If a necropsy is necessary, the fosterer will transport the deceased bird to the designated vet office (determined by the Avian Health and Wellness Team and fosterer) within 48 hours of discovery. **Note:** *the necropsy will have clearer results the quicker it is performed.*

### Aggressive Bird Policy

A bird shall be considered aggressive if three experienced fosters either turn down fostering the bird or ask for the bird to be moved due to behavioral issues.

Once a bird has exceeded this number of fosters the bird will qualify to be sent to sanctuary or adopted out with a waived adoption fee.

If no placement can be secured for the bird, STAR's [officers](#) will vote on whether the bird should be humanely euthanized. This shall require a majority vote. If necessary (depending on the number of active officers) the designated alternate officer shall be asked to cast a deciding vote.

### Outgoing Birds

#### Adoption Procedures

All interested parties are required to fill out an adoption application. Applications are kept on file for one year. We reserve the right to refuse any applicant. STAR Officers or the Adoption Coordinator will review applications and home visit reports monthly for approval for adoption.

- Applicants must be of age and legally independent.
- Preference will be given to applicants who have a steady employment history.
- STAR will only place birds in non-smoking homes unless the following conditions are met:
  - The applicant smokes outside only
  - The applicant agrees to have an in-person home visit completed
  - The applicant will be considered passed if the home does not smell of smoke and no trace of smoke is found on the applicant's clothing.
- Approved adoption applicants will be placed on a waiting list if no bird currently in our system are a good match for the approved adopter.
- Adopters are required to pay an adoption donation according to a schedule based on species.
- STAR must approve of any housing for the adoptive bird. STAR can provide an appropriate cage with reimbursement from the adopter when available. *Note – the availability of cages is based upon donations and foster home needs. STAR is not required to provide a cage.* If the adopter wishes to purchase a cage from another source or has an existing cage, STAR has final approval for the housing of the adoptive bird.
- Adopted birds are to remain in the home and be treated as a member of the family.
- Adopted birds may not be sold, traded, given away, bred, or used for any type of commerce.
- If an adopted bird cannot, for any reason, stay with the adopter the bird shall be immediately returned to STAR even if there is a waiting list in effect.

## *Adoption Application Process*

### Standard

Once an online application has been filled out and submitted, it will take around two weeks for an applicant to be approved or denied. During this time, the Adoption Coordinator will complete the following process:

1. Check application for completeness
  - a. An incomplete application will result in automatic denial
2. Acknowledge receipt with applicant
  - a. A generic email will be sent informing the applicant their application has been received and it will take two weeks to process.
  - b. During this email, any concerns with the application will be noted.
  - c. If an applicant refuses to make any needed changes (use bird-safe cookware, do not use candles, etc. then the applicant will be denied without the need for required checks).
3. Complete the required checks
  - a. Complete a background check (Casenet)
  - b. Apartment manager check if applicable
  - c. Vet Check
4. Respond to those who don't make it through review at this point
5. Home Visit (it is required that two members perform a home visit at a time)
6. Home visit records are submitted for final review
7. Respond to the applicant with results of the Adoption Coordinator's decision
  - a. Denied — notify applicant if they were denied (vague terminology)
  - b. Approved — set up meeting of birds of interest
8. Approval of bird of interest
  - a. Sign contract, pay fee, delivery of bird
  - b. Update birds' status in Shelter Manager

### Adoption to Foster Home

The fosterer must inform the Adoption Coordinator and fill out an Adoption Application on the bird they are interested in. If the foster has not had their checks completed within the past year, the checks must be redone so they are current. If there is a current waitlist for that breed of bird (previously approved applicants) then the applications must go in first-come-first-serve order to ensure a fair process.

### Out of Area Applicants

In special circumstances STAR will consider out of area adoptions. Such placements are conditional on finding a rescue contact in the applicant's area to complete a home visit. Applicant must have a current avian vet. Applicant must be able to make several trips to meet and pick up the bird. We do not ship birds.

### *Completion of Adoptions*

The Adoption Coordinator will inform the fosterer when all needed items are completed (adoption contract and adoption fee paid) so the fosterer can schedule a pickup date for their foster bird to go home. No bird will go home until approval from the Adoption Coordinator. No STAR property will be sent with the foster bird unless otherwise stated by the Adoption Coordinator.

### Foster Responsibilities

It is the foster home's responsibility to maintain clear and effective communication with any potential applicant. Foster homes will not guarantee a bird to any applicant as the adoption outcome is at the sole

decision of the Adoption Coordinator based upon the needed criteria. Additional foster responsibilities can be found in the 'foster manual'.

#### Return of Found Bird to Owner

In the event that a found bird enters STAR and an outside party claims him/her, the outside party must provide proof of ownership in the means of viable information regarding the bird (such as noises made, phrases said, recognition of provided name) and pictures of the bird. Once proof of ownership is received, a meeting with the outside party may be done. The fosterer must look for signs that the bird recognizes the owner. If the meeting is successful, the outside party will take the bird home with them.

#### Transfer to Another Rescue or Sanctuary

If the rescue is at capacity, a transfer to another rescue can be conducted in order to provide the bird an additional opportunity to be adopted. A transfer will only occur if the Director of Operations or STAR Officers approve it.

If a bird has been in the rescue for longer than two years and has a specific health issue, is deemed an aggressive bird, or is deemed untamable even with STAR approved behavior interventions, sanctuaries may be looked into for placement with approval from the Board of Directors. **Note:** *some sanctuaries will require payment for housing to be built and for a spot to be secured. The total cost must be presented to the Treasurer for a final decision to be made.*

## Foster and Volunteer Management

### Volunteer Application Process

This process was developed to ensure all volunteer applications are provided equal consideration and reviewed in a timely manner. All volunteer applicants must meet the minimum requirements to volunteer.

#### Procedure

1. Check application for completeness
2. Acknowledge receipt of application with applicant
3. Check references
  - Background check (public records)
  - References related to any skilled role if applicable
4. Respond to those who do not make it through review at this point
5. Volunteer application and records are submitted for review by the Foster and Volunteer Coordinator.
6. Respond to the applicant with the results of the Coordinator's decision:
  - Denied Applicants
    - i. Notify the applicant of denial and reason for decision.
    - ii. Update the applicant's record to show denial and record reason.
  - Approved Applicants
    - i. Update the applicant's record to mark them as active in the Foster/Volunteer database.
    - ii. Send orientation packet to new volunteer
    - iii. Ensure volunteer completes Orientation and Basic Care Class

### Foster Application Process

This process was developed to ensure all foster applications are provided equal consideration and reviewed in a timely manner. All foster applicants must meet the minimum requirements to foster.

## Procedure

1. Check application for completeness
2. Acknowledge receipt of application with applicant
3. Check references
  - Background check (public records)
  - Landlord/apartment manager (if applicable)
  - Veterinarian Reference (if applicant currently has animals)
4. Respond to those who do not make it through review at this point
5. Arrange for a home visit
6. Submit foster application, references, and home visit results to the Foster Coordinator for final review
7. Respond to the applicant with the results of the coordinator's decision
  - Denied Applicants
    - i. Notify the applicant of denial and reason for decision
    - ii. Update the applicant's record to show denial and record reason
  - Approved Applicants
    - i. Update applicant's record to mark them as active in the Foster/Volunteer database
    - ii. Send orientation packet to new foster
    - iii. Ensure foster completes Orientation and Basic Care Class
    - iv. Determine foster home's capacity and record in the foster's record
    - v. Review birds on surrender waiting list for possible placements in new foster home
    - vi. Coordinate transfer of bird to new foster home
    - vii. Update bird's record with name of new foster

## Foster Responsibilities

### Onboarding and Training

#### Volunteers

All volunteers must attend STAR's Basic Care Class and Orientation when starting to volunteer.

Volunteers will receive instructions to access their STAR Microsoft account where up-to-date information about volunteer opportunities and upcoming events can be found.

Additional training may be required before beginning some volunteer roles.

#### Fosters

All fosters must attend STAR's Basic Care Class and Orientation when starting to volunteer. **Note:** *Birds will not be placed with fosters who have not completed training.*

Fosters will receive instructions to access their STAR Microsoft account where up-to-date information about volunteer opportunities and upcoming events can be found.

Additional training may be required before filling some volunteer roles.

### Adoption by Foster Policies

#### Procedure

Any foster wishing to adopt a bird already in STAR's care will be required to submit an application for the bird and complete the steps of the adoption application process.

Any application submitted for the bird by a member of the public before the foster's application will be given priority. Fosters are encouraged to submit an application as soon as they realize they want to adopt a bird.

#### Foster Discount

STAR fosters in good standing may adopt a bird at a reduced rate of 25% of the adoption fee every 6 months.

Qualifications are as follows:

- Fosters must have been an active foster with STAR for a minimum of one year.
- The bird being adopted must be listed as "available" and truly be available for adoption for at least 6 months from the quarantine end date.
- The foster must make it known that they want to adopt a bird in writing by filling out an adoption application and completing the adoption process.
- Applicants on a species waitlist or those who submitted applications specifically for the bird of interest will be considered first.
- The Officers and Adoption Coordinator, in partnership with the Director of Operations, reserve the right to reduce the adoption fee at their sole discretion. Any such decision must be noted on the Adoption Contract and in the bird's database record.

#### Maintaining Active Volunteer Status

Volunteers must participate monthly in at least one STAR task and attend the Orientation and Basic Care classes every three years.

- Failure to do so will result in an inactive status the following month.
- Three consecutive months of inactive status will result in removal from the volunteer roster.

### STAR Property and Accounts

#### Use of STAR Technology

##### Microsoft Accounts

STAR utilizes Microsoft365 for internal communications, including but not limited to Outlook, Teams & SharePoint. All volunteers will be issued their own STAR email address as well as access to STAR's Microsoft Teams system for communication. This email is to be used solely for STAR business and should not be used for non-STAR related activities. Emails sent using a STAR email should follow appropriate email etiquette using both a professional and polite tone. For more guidance on email etiquette, see the Volunteer Manual.

Volunteers are expected to check their STAR email regularly in order to keep up with important announcements and respond to inquiries. The expected regularity may differ depending on the role within the rescue. While actively fostering, fosters are expected to check their emails at least every 48 hours, as this is how our various teams will contact you regarding health concerns, vet visits, adoption inquiries, etc. Three months of inactivity will cause an automatic deactivation of this email.

STAR volunteers will also have access to our volunteer portal on Microsoft SharePoint. From here, one will find necessary forms, links, educational content, resources, event sign-ups, and announcements. STAR continues to develop this page and its use. The STAR SharePoint is to be used solely for STAR business and should not be used for non-STAR related activities.

In addition to this, all volunteers will have access to the STAR Microsoft Teams Platform, an interactive intranet platform. Various Volunteer Teams will use Microsoft Teams to coordinate, collaborate and

complete projects/tasks for the rescue. STAR also utilizes a private Facebook Group (STAR Volunteers) to share information and announcements.

## STAR Property and Material Donations

### Statement of Property

- Items purchased with STAR funds are the property of the organization and must be made available for use as the organization deems best.
- Birds that have been surrendered to the organization are property of STAR until such time as an application has been made, approved, and the adoption contract is in place. STAR will be responsible for reasonable care of these animals (approved veterinary care, feeding, etc.).
- All items that have been donated and turned over to STAR (such as surrendered birds' cage, perches, toys, food, etc.) are property of STAR and cannot be sold or discarded until such time as determined by the Officers or Directors.
- All websites, documents, voicemail, emails, photographs, logos, seals, and other particulars used in STAR's operation belong to the organization.

### Accessing STAR Storage

STAR utilizes a storage unit for cages and other donated materials. Access to the storage unit will be given by the Donation Team upon request.

### Requesting Donated Supplies

While fosters are expected to provide some of the necessary supplies, STAR works hard to raise funds and increase donations to ease the financial cost to foster families and to ensure that necessary supplies are available. These supplies are intended for foster birds only. The Foster Marketplace is an online tool for fosterers to request up to five items per foster bird per month.

### Nutriberry Donations

STAR partners with Lafeber to receive donated nutriberries every month. Access to Nutriberries is for active volunteers only and can be found in the Foster Marketplace.

## Documentation and Financial Policies

### Fundraising Policies

- STAR shall raise funds from the public and from donor institutions and be truthful in solicitation materials.
- STAR will respect the privacy concerns of individual donors and expend funds consistent with donor intent.
- STAR shall disclose important and relevant information to potential donors.

### Donor Confidentiality Policy

#### Purpose

Donations are vital for our organization to thrive and maintenance of trust between us and our donors is of great importance. This policy will provide transparency to the practices, policies, and procedures for the collection, use, and protection of information relating to donors and prospective donors.

## Consent

This Donor Privacy Policy applies to collection, use and protection of information, including information collected on our website. By submitting your information to us or any of our volunteers, you consent to the terms and conditions of the policy and to our processing personal information for the purposes stated below.

## Personal Information

“Personal Information” is information that identifies you personally, such as your name, address, telephone number, and email address. We collect and store the personally identifiable information that you have provided us. Here are some examples of ways in which we may collect your information:

- When you request information via one of the email addresses identified on our website or otherwise contact us in person, by phone or email, with a question, we may then collect your name, address and email in order to respond to that inquiry.
- We may collect your name, email address and other contact information if you register for an event.

We may collect your name, email address, telephone number and payment information when you make a contribution, either on our website, over the phone, or by mailing in a check. The above list provides a sample of Personal Information that may be collected by STAR. From time to time, we may collect Personal Information from you in ways not described above.

## Use and Disclosure of Personal Information

- We will not sell, trade, or share your personal information, collected on the website or through any other business activities with anyone else.
- We will not send you mailings on behalf of other organizations.
- We will only share your personal information if you give us specific permission to do so.
- We will collect payment information, billing address, and other information necessary to process a donation or event registration.
- We will use your personal information to comply with the law or in the good faith belief that such action is necessary to conform to the requirements of law or comply with legal process served on us, protect, and defend our rights or act in urgent circumstances to protect the personal safety of others.

## Records Retention and Destruction Policy

### Document Destruction

The Document Retention and Destruction Policy identifies the record retention responsibilities of volunteers, members of the board of directors, and outsiders for maintaining and documenting the storage and destruction of the organization’s documents and records.

The organization’s volunteers, members of the board of directors, committee members and outsiders (independent contractors via agreements with them) are required to honor the following rules:

- a. Paper or electronic documents indicated under the terms for retention in the following section will be transferred and maintained by the Treasurer and Secretary of the Board of Directors.
- b. All other paper documents will be destroyed after three years;
- c. All other electronic documents will be deleted from all individual computers, data bases, networks, and back-up storage after one year;
- d. No paper or electronic documents will be destroyed or deleted if pertinent to any ongoing or anticipated government investigation or proceeding or private litigation:

- e. No paper or electronic documents will be destroyed or deleted as required to comply with government auditing standards (Single Audit Act).

#### Record Retention

Type of Document	Minimum Requirement
Accounts payable ledgers and schedules	7 years
Applications	1 year
Audit reports	Permanently
Bank reconciliations	2 years
Bank statements	3 years
Checks (for important payments and purchases)	Permanently
Contracts, mortgages, notes, and leases (expired)	7 years
Contracts (still in effect)	Contract period
Correspondence (general)	2 years
Correspondence (legal and important matters)	Permanently
Correspondence (with customers and vendors)	2 years
Deeds, mortgages, and bills of sale	Permanently
Depreciation schedules	Permanently
Duplicate deposit slips	2 years
Employment applications	3 years
Expense analyses/expense distribution schedules	7 years
Year-end financial statements	Permanently
Insurance records, current accident reports, claims, policies, and so on (active and expired)	Permanently
Internal audit reports	3 years
Inventory records for products, materials, and supplies	3 years
Invoices (to customers, from vendors)	7 years
Minute books, bylaws, and charter	Permanently
Patents and related papers	Permanently
Payroll records and summaries	7 years
Personnel files (terminated employees)	7 years
Retirement and pension records	Permanently
Tax returns and worksheets	Permanently
Timesheets	7 years
Trademark registrations and copyrights	Permanently
Withholding tax statements	7 years

## Appendix

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- i. Executive Director Description
- ii. Director of Operations Description
- iii. Coordinator Descriptions
- iv. Current Adoption Fees

To obtain current copies of these documents, please visit STAR's website, or contact the Secretary at [starboard@staravian.org](mailto:starboard@staravian.org). The overviews are subject to change by the Directors and Board of Directors at any time and duties are not limited to what is listed.

#### I. Executive Director

Works closely with and oversees the Director of Operations and the Coordinator Team.

- Forward-thinking strategic leadership: set short & long-term priorities and goals that advance the mission and values of the organization.
- Handle or assist with customer service and HR issues, partner with appropriate leader as needed. Create an environment in which volunteers feel welcome and are given constructive feedback.
- Work with the Coordinators to help evaluate additions to their teams and assist in creating and defining roles in which they are in need of. Ensure appropriate training is being implemented and applied to the applicable teams.
- Oversee operational processes, financial & fundraising expansion & growth in partnership with the appropriate Board of Directors members.
- Oversee the use of systems, policies, tools, and processes. Actively seek improvement of operations and P&P by assessing current issues, recognizing the need for change & acting accordingly. Create new operational plans as needed, partnering with appropriate leaders, and submitting, when necessary, to the Board of Directors for approval.
- Prepare monthly/quarterly reports summarizing rescue statistics, activities completed, personnel/public relations issues, and other information as well as prepare annual reports that summarize rescue activities for the Board of Directors.
- Ensure the maintenance of effective records, including medical records, customer records, and adoption information; and ensure the proper and efficient use of Shelter Manager.
- Enhance the organization's fundraising and development capability through annual campaigns, special events, and capital campaign programs, cultivation of potential donors, bequests, and special events coordinated with Board efforts.
- Attend all Coordinator and Board meetings.

Assist or lead any area that is needed, due to lack of leader, heightened workload, or any other cause.

#### ii. Director of Operations

The Director of Operations works closely with and reports to the Executive Director.

- Work with the Executive Director in setting short- & long-term priorities and goals surrounding the applicable departments that advance the mission and values of the organization and work collaboratively to set the organization's strategic direction & operational/financial goals.
- Oversee and assist in efforts to build greater awareness to increase adoption rates and qualified volunteer foster homes.
- Work with the Coordinators to help evaluate additions to their teams and assist in creating and defining roles in which they are in need of.
- Ensure appropriate training is being implemented and applied to the applicable teams, including but not limited to the home visit, intake, foster & donation drop teams.

- Support & assist with the development and implementation of necessary educational materials and programs necessary for the Departments overseen, both internally & externally.
- Actively seek improvement of operations by assessing current issues, recognizing the need for change & acting accordingly. Partner with the Executive Director in the creation of new operational plans and submitting, when necessary, to the Board of Directors for approval.
- Prepare monthly/quarterly reports summarizing relative rescue statistics, activities, personnel/public relations issues and other pertinent information.
- Ensure the maintenance of effective records in partnership with the Executive Director, regarding adoption applications, DNA lists, foster bird records, adoption records, foster/volunteer applications & intake forms.
- Attend Coordinator and Board of Director meetings.

### iii. Coordinators

#### Adoption Coordinator

1. Process all incoming adoption applications, ensuring appropriate homes are found for every bird that comes into our care and a high level of customer service is maintained.
2. Maintain a relationship with other reputable rescues, sharing ideas and policies to ensure a high standard is maintained.
3. Partner with applicable Directors on adoption fees; based on fees of other reputable rescues, our expenditures and supply/demand.
4. Oversee the Home Visit Team, ensure consistency in execution and training.
5. Budget: Raise money through Adoption Fees, and sale of cages to adopters.

#### Foster and Volunteer Coordinator

1. Oversee volunteer & foster recruitment, onboarding, training & engagement and ensure proper records of all fosters & volunteers are maintained. Partner with Marketing to ensure calls for volunteers/fosters are made on appropriate online forums.
2. Work closely with the Health & Wellness Team to ensure all Volunteer Fosters have the appropriate training, resources and education needed to provide appropriate rehabilitative care to the birds in their care.
3. Ensure collection of all necessary information about foster birds in a timely manner, and hold fosters accountable to the foster timeline and providing rehabilitative care.
4. Oversee the Volunteer Engagement Team, ensuring that volunteer activity is tracked, and volunteers are encouraged to join a volunteer team.
5. Budget: includes costs of foster supplies and cages in addition to any volunteer engagement costs.

#### Intake Coordinator

1. Oversee the Intake/Surrender of all birds coming into rescue and ensure proper management of waitlist and surrender donations
2. Coordinate the placement of incoming birds into foster homes, and facilitate/coordinate any necessary transfers, and ensure foster homes are prepared with appropriate cages/set-ups for incoming birds.
3. Oversee the Intake Team, ensuring consistency in execution and training, in addition to ensuring proper tracking, reporting and accounting of items surrendered with incoming birds

4. Budget: includes costs for necessary mileage, creation of surrender kits

#### Technology Coordinator

1. Ensure all aspects of technology run smoothly, including but not limited to STAR website, Microsoft Suites, and any other backend systems
2. Assist in any other technology needs for the rescue and provide necessary training in the use of our software
3. Budget: includes all costs related to tech, web-hosting, or other applicable avenues.

#### Marketing Coordinator

1. Create, source, or oversee creation of all marketing materials including but not limited to: print, digital, video and merchandise
2. Responsible for the maintenance of a consistent brand image
3. Provide support to all other teams in the creation of any marketing/image needs, including but not limited to event collateral/signage, and adoptable bird photos
4. Teams overseen by Marketing Coordinator:
  - a. Public Outreach – including Lost/Found Birds, Correspondence & Newsletter
  - b. Marketing Team - including Merch (i.e. Etsy Shop), Public Relations ...etc.
  - c. Social Media
5. Budget: includes costs associated with newsletter, social media, print, digital & video production/distribution in addition to the creation of branded Merchandise
  - a. Cost of collateral created for other departments will fall under those categories
  - b. Responsible for raising money through the sale of Merchandise
  - c. Responsible (in partnership with the Executive Director) for overseeing the basic fundraising efforts of the Social Media Team.

#### Event Coordinator

1. Ensure the planning and execution of a variety of events with the purpose of outreach, education, adoption, and fundraising
2. Maintain positive relationships with community partners to ensure the continued ability to hold events in a variety of locations throughout the Greater St Louis area.
3. Responsible for fundraising & merchandise sales at events, and proper handling and tracking of cash donations & merchandise sales during events
4. Budget: includes all costs of events, including but not limited to booth fees, marketing collateral, event supplies and volunteer snacks/water
  - a. Event Coordinator must balance out events geographically, throughout the year, and across needs (Fundraising, Education, Outreach) for a well-rounded Event Program
  - b. Fundraising goal for money donated during events

#### Avian Health and Wellness Team

1. Ensure all birds in our care receive the necessary medical care including vet visits and maintain a positive and open relationship with our partner vets.
2. Work closely with the Volunteer Coordinator to ensure all Volunteer Fosters have the resources and education needed to provide appropriate rehabilitative care to the birds in their care

3. Support & assist with the development and implementation of necessary educational materials and programs necessary for the advancement of rehabilitative care and proper husbandry, both internally & externally. Areas covered include, but are not limited to, diet, behavior, medical, cage-set ups & husbandry.
4. Budget: includes all veterinary and medical costs

#### Intake Team

1. Assists with the intake of any foster bird if fosterer is unable to do so him/herself.
2. Assists with other tasks delegated by the Intake Coordinator.

#### Miscellaneous Teams

1. Records Team (reports to Director of Operations)
  - a. Ensure records are properly maintained
    - i. Upload medical records, financial records, changes to volunteer contact information in a timely manner
  - b. Prioritize uploading Pass/Fail results of foster bird intake vet visits to ensure timely posting of adoptable birds
  - c. Partner with Treasurer to ensure all pertinent receipts are tracked and uploaded as needed.
2. Foster Team (reports to Foster Coordinator)
  - a. Collect all necessary information about the adoptable birds (intake assessments, birdie bios questionnaires, bios, photos...etc.) in a timely manner and keep track what is due, and when
    - i. Ensure bios & photos are uploaded
  - b. Publish birds to the website
3. Home Visit Team (reports to Adoption and Foster Coordinators)
  - a. Conduct home visits for both Adoption & Foster Applications at the direction of the applicable Coordinators
  - b. Ensure all necessary reporting/forms regarding home visits are turned in in a timely manner
4. Donations Team
  - a. Coordinate donation drop-offs
  - b. Maintain an organized inventory of supplies and cages and coordinate pickup/drop off of cages/supplies with fosters
  - c. Effectively manage & distribute donated supplies, in partnership with the Volunteer Coordinator (i.e. Foster Marketplace)
5. Education Team
  - a. Creates educational resources for internal and public use.
  - b. Creates and/or participates in educational outreach programs.
  - c. Teaches the Basic Bird Care class to new volunteers and the general public.

iv. Current Adoption Fees

<b>Species</b>	<b>Adoption Fee</b>
<b>African Grey</b>	
Timneh	\$450
Congo	\$600
<b>Amazons</b>	
Blue Front	\$400
Double Yellow Head	\$450
Mealy	\$500
Mexican Red Wing	\$450
Orange Wing	\$400
Red Lored	\$400
Yellow Front	\$400
Yellow Nape	\$400
<b>Canary</b>	
Singer	\$60
Other	\$40
<b>Cockatiel</b>	
Any	\$100
<b>Cockatoos</b>	
Bare Eyed	\$450
Galah (rose breasted)	\$600
Goffin's	\$450
Greater Sulfur	\$700
Lesser Sulfur	\$600
Moluccan	\$600
Umbrella	\$600
<b>Conures</b>	
Blue Crown	\$300
Dusky	\$135
Gold Cap	\$150
Greencheek	\$175
Jenday	\$250
Maroonbelly	\$175
Nanday	\$200
Red Front	\$150
Sun	\$200
White-Eyed	\$150
<b>Finch</b>	
Zebra	\$10
Society	\$10

Gouldians	\$60
<b>Macaws</b>	
Blue and Gold	\$600
Buffon's	\$500
Greenwing	\$700
Hahn's	\$350
Hybrid Catalina	\$550
Hybrid Ruby	\$750
Military	\$600
Scarlet	\$800
Severe	\$400
Yellow Collar	\$400
<b>Parakeets</b>	
Alexandrian	\$200
Bourke's	\$75
English Budgie	\$40
Lineolated	\$75
Mustachioed	\$175
Quaker	\$200
Ringneck	\$200
<b>Pionus</b>	
Blue Head	\$350
Dusky	\$125
Maximillian	\$350
White Cap	\$250
<b>Poicephalus</b>	
Cape	\$450
Jardine's	\$375
Meyer's	\$225
Red Bellied	\$200
Senegal	\$275
<b>Other</b>	
Caique	\$400
Eclectus	\$500
Lorikeet	\$200
Lovebird	\$60
Parrotlet	\$50
Pigeons	\$10

