

Peaceful Valley Donkey Rescue
Satellite Center Handbook
For Gentling, Training, Adoption and Supercenters

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Introduction

Welcome

Welcome to the Peaceful Valley Donkey Rescue Satellite Program! We are so excited to have you on board and want you to know what an important role the Satellite Centers play in PVDR's success. This handbook is designed to answer most of your questions and provide a standardized reference to our processes and procedures.

Communication is your key to success. As a Satellite Center. Please keep in regular contact with your Regional Manager. You are a part of this organization so if you see something that you don't like or understand, please let us know. Your Regional Manager and the Executive Staff are all here to support you. It's about the donkeys and we're all in it together!

Representing PVDR. As a Satellite Center you are now a representative of the Peaceful Valley Donkey Rescue. Please be mindful of the information you're sharing and that anything affiliated with PVDR needs to be in line with PVDR values. Confidential, proprietary information should remain just that: confidential.

Media/Activists. Should you be contacted by any media, reporters, activists, or others asking for statements on behalf of the organization, please refer them to your regional manager or Corporate office.

We've got your back. We have a zero tolerance policy for anyone that tries to bully or intimidate our team. If you have an issue with an adopter, adopter application, messages on social media, or whatever it may be, don't respond but instead involve your Regional Manager as soon as possible.

Definition of Satellite Centers

Adoption Center: Satellite Adoption Centers (SAC) help facilitate placing donkeys in great homes in your geographic area. PVDR delivers adoptable donkeys to the SAC and we provide the adopter applicants. You help make the best match between the donkey, the applicant and any existing equines they may have.

Training Center: Satellite Training Centers (STC) help train the donkeys to get them ready to go to the SAC's.

Gentling Center: Satellite Gentling Centers (SGC) take donkeys with no handling and help get them to the point where they are friendly and can be handled to start the training process.

Super Center: Satellite Super Centers (SSC) can do all of the above plus help supply other Satellite Centers with donkeys, can help expedite adopter returns, and be a local resource for the area Satellite Centers. The Super Centers assist the West, Central and East regional managers to provide support within their micro-regions.

Protecting PVDR's Reputation

Keeping a consistent message, tone and adhering to our policies and standards is important for all of our facilities including those run by volunteers. This guide will help us communicate as one voice and keep everyone on the same page throughout this vast organization that spans the continental United States and Carribean. We have built a reputation that we need to protect for our organization, the staff, volunteers and most importantly the donkeys.

Acknowledgements

Please read through this entire document, then complete, sign and return the acknowledgement pages for this handbook and the other items listed on the last page to the Regional Manager for your area.

Contact Information

Headquarters - San Angelo Office

Mailing Address:

Peaceful Valley Donkey Rescue
PO Box 216
Miles, TX 76861

Physical Address:

Peaceful Valley Donkey Rescue
8317 Duckworth Rd.
San Angelo, TX 76905

Main Phone: 866-366-5731

General information: info@pvdr.org

Website: www.PVDR.org

Executive Staff / Board of Trustees

Mark Meyers, Executive Director: mark@pvdr.org

Amy Meyers, CFO: amy@pvdr.org

Michele Halfmann, Secretary: michele@pvdr.org

Jack Yañez, VP of Operations: jack@pvdr.org,

Jack's cell phone (325) 763-7541 in case of emergency.

Regional Offices

PVDR West

Regional Manager: Madison Nealey

Mailing address: PO Box 97, Littlefield, AZ 86432

Physical address: 740 E Crookston Dr., Scenic, AZ
86432 Email: madison@pvdr.org

Phone: (325) 718-9483

Facebook: <https://www.facebook.com/PVDRWest>

PVDR Central

Regional Manager: Kim Elger

Mailing address: PO Box 216, Miles, TX 76861

Physical Address: 8317 Duckworth Rd., San Angelo, TX 76905

Email: kim@pvdr.org

Phone: (432) 212-4021

Facebook: <https://www.facebook.com/donkeyadoption>

PVDR East

Regional Manager: Kimberly Clark

Mailing address: P.O. Box 86, Concord, VA 24538

Physical address: 414 Stonewall Rd., Concord VA 24538

Email: Kimberly@pvdr.org or East@pvdr.org

Phone: (434) 944-6870

Facebook: <https://www.facebook.com/PVDREast>

Non-Staff Board of Trustees

John Roueche, DVM: john@pvdr.org

Kevin Elliott: kevin@pvdr.org

Debbie Foley: debbie@pvdr.org

Joshua Meyers: joshua@pvdr.org

Scott Jewett: scott@pvdr.org

Vicki MacKenney: vicki@pvdr.org

Jake Meyers: jake@pvdr.org

Web & Social Media Addresses

Main website: www.DonkeyRescue.org

PVDR Forms: www.pvdrforms.org

Adoption webpage: www.DonkeyAdoption.org

Adoption Fee Payment: www.AdoptionFee.org

Wild Burro Project: www.wildburroproject.org

Wild Burro Management: www.burromanagement.org

Facebook: www.facebook.com/donkeyadoption

YouTube: www.donkeyrescue.tv

Instagram: [@donkeyrescue](https://www.instagram.com/donkeyrescue)

Twitter: [@donkeyrescue](https://twitter.com/donkeyrescue)

Getting Started

So you've filled out the application to be a Satellite Center and have been approved, now what?

Check Your State and Local Regulations

Knowing and complying with the laws and regulations for your area are up to you. Some states and localities consider our Satellite Center program to be an animal rescue and require you to be licenced. Additionally, you may be required to have a business licence by your City, County or State. There may be other requirements you need to meet, or limits on the number of animals you can house. Before moving forward, please do your research and get all necessary licences, permits and make sure you are in compliance with your local and state laws and regulations. If there are fees involved for you to become legal as a Satellite Center, please reach out to your Regional Manager before incurring any expenses.

Adoption Center Promotion

PVDR Facebook Page: PVDR will create your location's Facebook page and add you as an editor. We will be setting up contact information to our corporate office and an auto responder message for private messages. Please don't change the contact info or private responder.

PVDR Instagram Page: PVDR will also set up your Instagram page. Facebook and Instagram are connected, so you can post once and it will go to both apps.

Social Media Messaging.

- Do keep posts happy and adoption related
- You may share posts from the Regional or Corporate pages, but not other Adoption Centers unless you are helping them to promote available donkeys in your area.
- Don't post specific delivery dates - too many things can cause donkey delivery delays, and we don't want to disappoint adopters.
- Don't post donkey care information. Donkey care inquiries need to be directed to our website at "Ask the Donkey Doctor"
- If in doubt, ask your Regional Manager about what is appropriate to post.

Personal Business: PVDR Social Media pages may not be used by SAC managers to conduct personal or non-PVDR business or transactions. Move any personal communications off your PVDR page to a personal page or other form of communication.

Common Questions and Approved Responses: Please see the list of common questions and PVDR approved responses for use in Social Media, Email, and Verbal Communications in the Common Questions and Approved Responses section toward the end of this handbook.

Press Release: PVDR will write and release for publication a Press Release announcing the new center opening. We like to let you get one load of donkeys delivered first and give you time to get comfortable with them and working with adopters. When you are ready, we will send out

the press release. The SAC manager may distribute the PVDR approved press release to local media.

Events: If you would like to host events to promote your adoption center, please work with your Regional Manager.

Communications

Email: Check your email! As part of your welcome email, you were given instructions on how to access your new PVDR email address. Please be in the habit of checking your email as people both within and outside of the organization will start emailing you. If you ever receive an email (or any communication) in which you're unsure how to respond, please refer to the Common Questions and Approved Responses section of this guide, or your regional manager if you still have questions. ***PVDR Email communications are confidential and not to be shared with anyone outside of the intended recipients.***

Business Cards, Yard Sign and Vehicle Magnet: Satellite Adoption Centers will receive PVDR business cards, yard sign, and vehicle magnets in the mail. Start using these so that people in your communities know that you're there! If you run out of business cards, contact info@pvdr.org to let us know that you need more and we'll get them to you. These are not sent to SGC or STC as those facilities do not interact with adopters.

WhatsApp: WhatsApp is a downloadable messaging app available to both Android and Apple devices. Please download the messaging app to your mobile device and let your regional manager know once you've downloaded it so that you can be added to the PVDR communications group. PVDR uses WhatsApp to communicate important messages to groups within the organization. ***WhatsApp communications are confidential and not to be shared with anyone outside of the intended recipients.***

PVDR WhatsApp Group Guidelines

To download the app, go to your mobile device's play store & select the WhatsApp messaging app. Once downloaded, connect with Jessica Anselment to get added to the PVDR group text.

- Please only use the WhatsApp PVDR communications group for topics / discussion related to PVDR or our rescue as a whole.
- The topics discussed within WhatsApp should be those that are organization-wide instead of regional or individual. For regional concerns, please contact your Regional Manager or send messages within your region's group chats.
- Treat the communications group and the involved discussions like you would text messaging...what I mean is try to keep your responses short, clear, and concise. For longer discussion topics, we can move them over to the Facebook page or address them in private messages with the appropriate person(s). We're trying to streamline and simplify...not add more to your plate and blow up your phone.
- Be mindful of others in the group. We're all in this together with one common goal: to save donkeys! We're a family. And remember, that texts don't always appropriately reflect tone.

Reporting & Finances

Monthly Reports: At the end of each month, you'll need to submit your Satellite Center's numbers for the regional [monthly report](#) to your Regional Manager. It is crucial that you provide your Regional Manager with the information in a timely manner. Your Regional Manager will send you the report to complete. You will need to keep track of donkeys coming into your facility, donkeys leaving your facility, and applications.

Expense Reports: The Expense report forms can be found on the www.PVDRForms.org web page under forms, [SAC Expense Form](#): When you have donkeys on your property, please submit your expense reports monthly. Don't wait for several months of expenses to pile up before submitting. Expense reports are sent via email to Amy@PVDR.org or sent via mail to our San Angelo office. Expense checks are cut on the first of the month then mailed to Satellite Centers. Expense Reports must be received 5 days prior to be included in the check run. Otherwise, payment will be mailed the following month.

- **Hay and mineral salt** are the only reimbursable item that doesn't require prior approval from HQ. All other expenses require pre-approval as follows:
- **Feed:** Talk to your Regional Manager first
- **Farrier:** Talk to your Regional Manager first. Ask your farrier to see if they will bill PVDR directly. If not and if you have many donkeys to trim at once and need help paying the farrier, talk to your Regional Manager.
- **Vet:** Talk to your Regional Manager first - unless it's a veterinary emergency, then CALL Jack Yanez first.. Talk to your vet to see if they will be willing to bill PVDR directly. If not, ask if they will take a credit card over the phone. Keep your regional manager in the loop.

Donkey Management

Donkey Delivery

Getting your first (or 15th) load of donkeys is very exciting and we want to make sure you know what to expect and are prepared for the donkeys:

Scheduling delivery: Your Regional Manager will work with you on delivering your donkeys. There are many factors that go into deliveries and although we do our best to deliver as planned, many things can go wrong from donkey issues, transport issues, weather, staffing on our end, and more. We will keep you apprised of scheduling changes and will work with your schedule, but we also ask for flexibility on your side.

Supplies to have on hand: We recommend having enough hay for 30 days (unless you have an extremely reliable hay supplier), mineral salt block, several pony and yearling size halters (with will fit the majority of donkeys delivered), several lead ropes, grooming supplies including brushes, hoof picks, and basic first aid and wound care including a thermometer. A hay feeder and water trough will also be needed.

Donkey Arrival: If the donkeys have been traveling in hot weather or overnight on the trailer, please remove salt for 24 hours until donkeys have a chance to re-hydrate from their trip. After, place trace mineral salt blocks in the donkey area. The block will prevent the donkeys from over-consuming too much salt at one time.

Documentation: The donkeys will arrive with the following documentation:

- **Donkey 360 from our database.** This provides basic info about each donkey, as well as their training record, health, and vaccine record, and other information such as where they originally came from as many adopters ask for that.
- **Current negative coggins** or **Equine Passport** as required by some states
- **Health Certificate**, also known as Certificate of Veterinary Inspection or CVI if required (CVI's are typically not required for moves in-state)
- **Vaccines:** The donkeys will be current on the following vaccines (within 1 year).
 - Eastern Equine Encephalitis (EEE)
 - Western Equine Encephalitis (WEE)
 - Venezuelan Equine Encephalitis (VEE is not considered a core vaccine in the U.S., but our main facility in Texas started giving it in 2018 due to cases reported coming across the border. Not all of the donkeys have been vaccinated for VEE)
 - Tetanus (T)
 - West Nile Virus (WNV)
 - Flu / Rhino
 - Rabies (as required by certain states. Not all donkeys have been vaccinated for Rabies)

Donkey Holding Period: Once you get a delivery of donkeys, let the donkeys decompress for two weeks. No training, visitors or adoptions from that group may take place for two weeks after receiving the donkeys. This allows the donkeys to decompress from their trip and also gives the Satellite Center a chance to get to know the donkeys to better inform potential adopters. After the two-week holding period, adoptions may begin. For gentling centers, gentling can start as soon as you and the donkeys are ready. For training and adoption centers, we do want you handling the donkeys every day so that they retain their friendliness.

PVDR Adoption Grading Scale

Below is the scale PVDR uses to grade donkeys. Donkeys going to SAC's must be A's or B's unless the SAC's indicate that they are willing to work with C's. Donkeys going to SGC's are likely D's and F's. Donkeys going to STC's are likely C's. The donkeys are graded on friendliness, how they are working with their feet, standing tied and leading.

“A” Donkeys

- Overly friendly and do not hesitate to be haltered.
- Easily pick up hooves (no hassle whatsoever).
- Stand still when tied up to be worked. I.e. brushing, picking/ trimming hooves.
- Walks on a lead with ease.

“B” Donkeys

- Might move or run slightly when being approached or haltered.
- If they have a “heavy foot”, pull away, or kick (once or twice in a non-aggressive manner) while having hooves picked/trimmed.
- Moves around every now and then while being tied up.
- Leads, but might walk cautiously.

“C” Donkeys

- Needs to be trapped to approach or halter, but will let you do so once stopped.
- Pulls hooves away, and moves around so that you cannot pick up the hoof (Usually on either front or back).
- Constantly moving around and leaning into you while they are tied.
- Not walking/ putting up a fight, but nothing that cannot be handled with one person alone.

“D” Donkeys

- Panel and help is needed to trap and halter.
- Rears up while working front feet, kicks if back legs are even slightly touched.
- Will not stand tied, throws fits while tied up.
- Can be either not walking, or running away (May need help walking in either circumstance)

“F” Donkeys

- Non approachable, kicks aggressively (does anything to get away from being caught)

- Battles every time when trying to work feet. Kicks aggressively (intentionally trying to hurt you).
- Does not show any progress.
- Rears up, will hurt themselves to get away, will kick at anyone passing by, constantly moving their body to hurt the trainer.
- Absolutely does not walk on a lead. Run and pull away, usually takes two people to walk these donkeys due to aggression.

Donkey Identification

Once a donkey is entered into the PVDR system, they are a PVDR donkey for life. To ensure that PVDR donkeys are easily identifiable and don't end up where they're not supposed to be, PVDR uses three forms of identification for our donkeys:

The AVID microchip is inserted in the side of the donkey's neck and can be read with an AVID chip reader. The AVID chip makes it easy for us to retrieve that donkey's personal record from our online database. Each Satellite Center is provided with a microchip reader with your first delivery of donkeys.

The RFID tag is placed in the donkey's ear upon arrival to PVDR and this makes them easily identifiable from even a far distance. Ear tags will be removed by the Regional Manager before donkeys are sent to adoption centers. This was started in 2018 so not all donkeys have the tell-tale hole in their ear.

The PV freeze brand will be placed on each donkey's left shoulder. The freeze brand is our long-lasting assurance that our donkeys don't end up where they're not supposed to be. Because of the donkey hide trade and its growing reach (even here in the U.S.), the freeze brand helps provide certainty that PVDR donkeys can be identified for life. The freeze brand changes the color of the donkey's hair in the location in which it's applied. If you ever see a donkey with the PV brand on any auction lot or kill pen, please contact PVDR Senior Staff immediately. This was started in 2018, so not all donkeys in the system have the PV brand.

While the donkeys are in the Satellite Center's care

We expect our Satellite Centers to abide by the same policies as our adopters as it pertains to routine care and use. The adoption policy can be read [here](#). Additionally, the Satellite Centers will need to handle the donkeys on a regular basis to reinforce their training and to keep them friendly.

Sick Donkeys

For minor issues or suspected issues, consult with your Regional Manager first. Often we can help identify problems and easy ways to resolve them.

For injuries or illness that aren't immediately life threatening, call your Regional Manager who will provide further direction, which may involve calling your vet, involving Jack at our corporate office, calling the farrier, etc.

For serious and immediate life threatening situations - call your vet, then Jack Yanez then your Regional Manager.

In all of the above situations, a [Medical Sheet](#) will need to be completed. Your Regional Manager can assist as needed. This form is found on www.PVDRforms.org.

Dead Donkeys

In the event that a PVDR donkey dies, please let your Regional Manager know right away. This is for PVDR Donkeys in your direct care or as reported to you from adopters. A [Death Certificate](#) will need to be completed with your Regional Manager so that records can be updated accordingly. Cause, date and any other pertinent data will be needed. This form can be found on www.PVDRforms.org.

In the event a donkey dies at your facility, you will need to know your disposal options. Don't wait for a donkey to die to know what the choices are, who to call, and more. Check with your state to see if their are preferred methods of disposal.

Liability

PVDR Donkey Liability Policy. PVDR has a liability policy for our donkeys while they are at any of our corporate or Satellite facilities. Should a PVDR donkey at your property cause an injury to you or visitors to your property or cause damage to property, contact Amy Meyers at amy@pvdr.org.

This policy does not cover general farm liability or homeowners liability. Please check with your insurance company about coverage for your Satellite Center. PVDR is not liable for injuries or death to visitors to your property, unless specifically caused by a PVDR donkey.

Visitors to your Property (including Volunteers)

Visitor Guidelines: Each Satellite Center manager can set their own visitation and volunteer guidelines. Some Satellite Centers welcome all visitors and volunteers anytime, some by appointment, and some are only available by appointment to approved adopters. That depends on you and how much time you are willing to spend.

Open Houses and other Events: Again, anything you choose to do over and above letting approved adopters meet and choose their donkeys, is up to you. If you want to do an open house or other special events, please talk to your Regional Manager first. You will also need to check with your City/County zoning to check on permits that may be required if you plan to host events at your facility.

Volunteers: If you do accept volunteers, they need to sign our [Volunteer Release form](#) before starting. You do not need to send these forms into your Regional Manager or Corporate Office, but do keep them on file at your facility.

Donkey Adoption

Adoption Application Processing

While many interested adopters will contact you directly before beginning the application process and many will ask to visit, we strongly suggest that you direct them to www.DonkeyAdoption.org to read the adoption policies and agreement, then fill out the adoption application online first. This will save everyone (you, PVDR, and the applicants) much time and possible frustration down the road. Not everyone agrees with our policies and not every applicant is approved. The ideal process is:

1. **Application filled out online.** Applicants read the adoption policy, and if they agree, they continue to fill out the adoption application at www.DonkeyAdoption.org. A paper application is not an option. All applications must be entered into our database through the application form. If you have an applicant that can't submit their application online, you can offer to fill it out for them, or have them contact our San Angelo office and someone there will take it for them.
2. **Application is reviewed at the Corporate office level.** It's checked for missing information and reviewed to make sure our basic adapter criteria is met.
3. **Applications are sent to Satellite Adoption Centers** within 24 of the application being submitted or completed.
4. **Satellite Adoption Centers need to contact the applicant** within 72 hours of the application being sent to the SAC. Time is of the essence.
5. **Satellite Centers need to contact Vet and Farrier** references before approving the application. You will be surprised what you can learn - this is not a step that can be skipped. Also, make sure you are calling their large animal / equine vet and not their small animal vet.
6. **Applicants are required to provide photos** of the roaming area and shelter in which the donkey(s) will have access. If this is unavailable, a home inspection may be required. Please get with your Regional Manager for special circumstances.
7. **SACs should not promise specific donkeys** to potential adopters prior to the donkey's arrival in the event something either prevents the donkey from making the trip, or in the event something should happen during the trip or two-week holding period that would prevent the donkey from being adaptable at that time. As a rule of thumb, adoptions should be handled on a first-come, first-serve basis.
8. **Please keep notes of your interactions** (i.e. phone calls, efforts to contact vets and farriers, anything that might result in a rejection of the application, etc.) with the application. You will send a copy of this to your Regional Manager along with the adoption paperwork and payment/proof of payment.
9. **SAC managers have final approval authority.** We are relying on you, your good judgement, and instincts to make the best decision for the donkey.

Donkey Adoption Process

Once the adoption application has been approved, and the adopter has chosen their donkey(s), the next steps are to pay the adoption fee, sign the adoption contract, and arrange for transportation for the donkey(s).

Adoption Fees

- The fee is \$350 for a single standard-sized donkey or \$500 for two standard-sized donkeys. A 3rd standard sized donkey can be adopted for an additional \$150 making the total \$650. Adopters wanting more than 3 donkeys at a time, must be discussed with your Regional Manager and ultimately approved by the CEO. It is unlikely that you will receive any mini or mammoth donkeys at your facility, but if it happens, please consult with your Regional Manager on the adoption fee at that time. .
- Adoption fees should be paid online at www.AdoptionFee.org. If the Adoption fee is paid online, the Adopter will need to send you proof of payment. The adopter can forward you the confirmation of the receipt email they receive once paid or they can screenshot the confirmation of the payment page from their phone and send that to you. **You'll need to ensure that payment has been made and keep a copy of that payment for your records prior to releasing the donkeys into the adopter's care.**
- If the adapter is unable or unwilling to pay online, checks are acceptable. The check should be made out to "Peaceful Valley Donkey Rescue," with the donkey's AVID number(s) in the memo line. Adopters should be informed that it can take a while for the check to get to our corporate office for deposit.
- If the adopter insists on paying cash for adoption fees, do not mail the cash. Instead, either write a check to PVDR or get a money order from your local post office. You can deduct the cost of the money order from the adoption fees.

Adoption Agreement

- Complete and sign the adoption agreement, review it with the adopter, and have the adopter sign and date.
- Give the Goldenrod (bottom) copy to the adopter along with the PVDR folder with information guide, donkeys coggins, donkeys 360, and PVDR brochures.
- Keep the Pink copy for your files (please keep these. You will be surprised how many times you will refer to them)
- Send the Whitle and Yellow copy to your Regional Manager along with proof of payment or the check/money order. Also send a copy of the adoption application with all your notes on it.
- The [Adoption Agreement](http://www.PVDRforms.org) is also available at www.PVDRforms.org.

All adoptions must have these signed forms in hand before donkeys leave your care. No donkeys should leave your care without an application and original signed contract.

Adopter Returns

Anytime an adopter wants to return a donkey - regardless of the circumstances - PVDR always takes PVDR donkey's back; it's part of our adoption contract that they must come back to PVDR. If you are contacted about a return, involve your regional manager. If you cannot take the donkey at your facility, your Regional Manager will arrange for it to be transported to another facility. Never tell an adopter that YOU can't take the donkey - even if that is the case. Adopters don't know the difference between "YOU" and "PVDR".

Transporting Donkeys

If you have a truck and trailer and would like to provide adopters with the service of transporting donkeys to or from your facility, you are welcome to do so, but any agreement is between you and the adopter. You will need to make it clear that PVDR does not provide transportation as part of the adoption process, but that you as an individual would be willing to offer that service.

Charging for transportation: Many of our adoption centers will provide local transport and many charge a small fee to cover gas. However, that could put you legally in a "commercial" category so please know the law before engaging in any sort of transportation or income producing activity. Generally, someone can reimburse you for gas in a situation like this without issue.

Picking up adopter returns: It is up to you if you'd like to offer the service of transporting donkeys to approved adopters. The situation may also arise where adopters decide that they need to return their adopted donkeys and you end up picking them up.

Transport Form: Whenever donkeys are being transported, a "[Processing/Transport Form](#)" must be completed and sent to your Regional Manager. This form can be found on pvdrforms.org. always keep your Regional Manager in the loop about changes in status and location of PVDR donkeys.

Trailer Safety: Regardless of who provides the trailer being used to transport donkeys, it must be clean and safe, or we will not put the donkey on it. Many haulers transport animals to and from auctions, and we need to know that the trailer is "clean" and free of transmittable diseases, parasites or even fungus like ringworm. If you are using a transporter, please make sure to let them know this is a "clean load". When borrowing trailers - especially from someone that uses it to haul livestock - please make sure they are clean inside. Likewise, the trailer must be safe for transporting the donkey. Donkeys are great jumpers, so there can not be any open areas large enough for a donkey to jump through or over. Likewise, trailers that are in disrepair or in any way seem unsafe for hauling will not be loaded. Donkeys ride un-tied so anything they could get into or get hung up in (like hay nets) needs to be removed.

Disaster Preparedness

Satellite Center Preparedness

All Satellite Centers should have a disaster preparedness plan in place with an emergency evacuation plan for the PVDR donkeys in your care. [PVDR's disaster plan](#) can be used as an example. If you need help, your Regional Manager can assist and point you to resources. Satellite Centers in predictable disaster prone areas - such as hurricanes in Florida and the South and Eastern seaboard - will have restrictions on donkey deliveries and availability during peak hurricane season.

Adopter Preparedness

We ask our adopters to also think about disaster preparedness and are willing to work with them to develop a plan. <https://donkeyrescue.org/projects/dream/>

PVDR D.R.E.A.M.

Some adopters are able to offer disaster help to other adopters and even our Satellite Centers in the form of transportation and temporary housing. We call this the [PVDR Dream team!](#) DREAM stands for "Donkey Risk, Emergency, and Management" and this program is a key to keeping all PVDR donkeys safe and accounted for during emergency situations. During a disaster, the Regional Manager for that area would be responsible for initiating a Dream Team response.

Common Questions & Approved Responses

So that we are being consistent across the organization, we have listed our most common questions and the PVDR approved responses for each. When you are faced with these questions, you can simply copy and paste the responses from here or read the appropriate response. Many of the answers are part of our adoption agreement. You will need to be familiar with our adoption criteria and agreement.

Q. Do you have donkeys available?

A. We have thousands of donkeys in our system at any given time. The first step in the adoption process is to read our adoption agreement then complete an adoption application online at www.DonkeyAdoption.org. Your application will be sent to the adoption center closest to you with available donkeys. We serve the entire U.S. and even if we don't have donkeys at the adoption center closest to you, we likely have others close by or can arrange delivery directly to you from one of our regional offices.

Q. Where can I see photos and descriptions of available donkeys?

A. Due to the volume of donkeys that come into our centers and the speed at which they are adopted out, we usually don't have time to post photos and descriptions before they are adopted. Filling out the adoption application and getting pre-approved is the first step in the process, then your application will be sent to the adoption center closest to you with available donkeys. The adoption center managers will help find the donkey(s) that are the best match for you and any other equines you already have.

Q. Do you have any mini donkeys?

A. We rarely get mini donkeys, however we often have very small standard donkeys that are just inches above mini's (which are 36" at the shoulder or shorter). Mini donkeys, when they do come in, are typically reserved for established Equine Assisted Therapy programs.

Q. Do you have mammoth donkeys?

A. Very rarely, however we often have very tall large standards that may measure just below mammoth height. To inquire about the availability of large standards or mammoths, read our adoption agreement then complete an adoption application online at www.DonkeyAdoption.org. Your application will be sent to the adoption center closest to you with donkeys that fit your criteria.

Q. Can your donkeys be ridden?

A. None of our donkeys are trained to ride and only mammoths are large enough to carry an average size adult. Donkeys can only safely carry 20% of their weight. An average standard donkey weighs 500 lbs, making the maximum carrying weight 100 pounds including tack.

Q. I'm looking for a donkey to guard my goats/sheep/cattle/chickens

A. We don't adopt out our donkeys as livestock guardians. So many of the donkeys we take in are "failed" livestock guardians where they have harassed, hurt, or even killed the livestock they are supposed to be guarding. We don't want to set our donkeys up for failure or have anything

happen to your livestock, therefore we do not place donkeys where they will be kept with smaller or breeding livestock.

Q. How much space (pasture or shelter) do I need for each donkey?

A. A good rule of thumb is ¼ of an acre per donkey with horse appropriate fencing, and a minimum of 8x8 of permanent shelter space per standard sized donkey (temporary structures such as tarps will not be sufficient). Colder climates need shelters with walls - a minimum of 3.5 sides in the worst climates. Warmer climates may only need a few walls. The idea is to provide the donkey a way to escape the elements when needed. Shade and protection from rain and cold wind are required.

Q. What type of shelter and fencing is needed for a donkey.

A. The shelter needs to provide a roof and sides appropriate for your climate to keep the donkey dry and protected from cold winds. Tarps or tents are not considered appropriate due to their temporary nature. Fencing should be at least 4 feet tall, not include barbed wire, and be appropriate and safe to contain a horse. Fencing needs to be in good repair.

Q. There is a donkey in distress down the road from me - please come help it.

A. Thank you for your concern and willingness to reach out. We know how often donkeys are neglected and abandoned. Unfortunately, if this donkey does not belong to you, we cannot legally remove or intervene with the donkey(s) without being contacted first by its owner or local law enforcement. The best course of action is for you to reach out to your local law enforcement and/or animal control to report - first hand - the treatment/conditions of the donkey(s). From there, you can let them know that they may reach out to PVDR for assistance if needed. More information can be found on our website here:

<https://donkeyrescue.org/our-rescue/rescue-services/>.

Q. I surrendered a donkey and want to know how it's doing. Can you send a picture?

A. It's best to refer to inquiries like this to info@pvdr.org. However our response will likely be something to the effect of: We appreciate your follow up and understand wanting an update. However with over 3000 donkeys under our immediate care at any given time, we do not have the staffing available to provide information or follow photos to everyone who has surrendered a donkey to us.. Rest assured that our staff is working on providing all of the donkeys with the best possible care which may have included placing your donkey for adoption.

Q. I have a donkey I want to surrender - will you take him?

A. Our corporate office has to approve all rescue case requests. To submit a request, please go to our website to fill out an online form at:

<http://webhost.lightspoke.com/donkeyrescue/rescueCaseForm.html>. You can also send an email to info@pvdr.org or call 866-366-5731. (You are also welcome to refer rescue cases to your Regional Manager).

Q. I adopted a donkey from PVDR that I need to return.

A. I will take your information and get it to our Regional Manager who will coordinate the donkey's return with you.

Satellite Center Termination

In the case that you or PVDR decides to terminate the Satellite Center Agreement, the Satellite Center agrees to the following:

1. All PVDR donkeys still on the Satellite Center property (or not otherwise adopted if located somewhere else) will be returned to PVDR immediately upon request.
2. Transport will be coordinated with you and the regional manager within 30 days
3. PVDR retains the right to enter the property and remove PVDR donkeys at any time
4. PVDR donkeys may not be moved to other properties unless adopted by the owner or renter of that property
5. Return of PVDR supplies, merchandise and equipment which may include but are not limited to:
 - Microchip reader
 - Adoption folders
 - Brochures
 - Key tags, pens, stickers
 - Merchandise and unused clothing
 - Any equipment provided to the Satellite Center by PVDR
 - Return of donkey and adopter records
 - Donkey files including Coggins and Donkey 360's
 - Addoper and any applicant files
6. The SAC manager will be removed as an editor on PVDR social media pages
7. The SAC manager will be removed from PVDR WhatsApp message groups
8. PVDR reserves the right to keep Social Media pages active to help redirect applicants and adopters to new resources.

Acknowledgements

After reading through this entire document, please complete, sign and return the following acknowledgements to the Regional Manager for your area. Onboarding is considered complete once the acknowledgments are received and countersigned by your regional manager.

Satellite Center Handbook Receipt

I, _____, confirm that I have received the Satellite Center SAC) Handbook and hereby agree to follow all of PVDR's rules, policies, practices, and procedures. I further understand that if I fail to comply with PVDR regulations, my role as a Satellite Center may be terminated without notice by PVDR Senior Staff at any time.

Signature: _____

City/State: _____

Date: _____

(Below to be completed by PVDR Staff) Received

by: _____

Title: _____

Received Date: _____

Business Cards, Car Magnet and Facility Signs

What phone number would you like listed on your PVDR materials (check one for each item):

- Business Cards: ✍ (____) ____ - _____ or ✍ Main Office Number
- Car Magnet: ✍ (____) ____ - _____ or ✍ Main Office Number
- Facility Sign: ✍ (____) ____ - _____ or ✍ Main Office Number

Satellite Center Agreement

Please print, read and sign the [Satellite Center Agreement](#) and return to your regional manager.

Volunteer Release Form

Please print, read and sign the [Volunteer Release Form](#) and return to your regional manager.

Confidentiality Agreement

Please print, read and sign the [Confidentiality Agreement](#) acknowledgement page and return to your regional manager.