

# NVDTC GUIDELINES AND PROCEDURES

## September 25, 2019 – Version 11

### **I. SAFETY:**

**Footwear:** Instructors, Assistants and Handlers must wear closed-toed, closed-heeled shoes during training sessions for safety purposes. Tennis shoes are recommended; sandals and clogs are not appropriate for training sessions. This rule needs to be covered during orientation.

**Alcohol Use:** Alcoholic beverages are not to be consumed on the premises before, during, or after training sessions. If a handler has alcohol on his/ her breath and acts or appears intoxicated, it is the responsibility of the instructor to address the handler and ask him/her to leave the floor. The handler is welcome to observe the remainder of the class. This rule needs to be covered during orientation. If assistants smell alcohol on handlers, they need to report this to the instructor of the class.

### **II. BUILDING USAGE**

#### **Group Use:**

Non-profit use of building is \$40.00 per day. For-profit use of building is \$300.00 a day.

#### **Use by Members:**

- ✓ For a fee, any NVDTC club member can schedule a time to practice when clubhouse is not in use.
- ✓ One member can invite up to four other members to join in for practice for a total of five members.
- ✓ Any board member/trainer can use the building at no charge.
- ✓ This program is for “club members” only.
- ✓ There will be no private or group lessons for remuneration.
- ✓ Do not use A-frame or Teeter for practice.
- ✓ Building to be left in clean condition ready for next user.
- ✓ Use must be scheduled with designated club member for rates and key to building.
- ✓ Vouchers can be used.

### **III. PRIVATE TRAINING AND USE OF CLUBHOUSE**

All club instructors and private/professional trainers who have a current contract with the NVDTC may use the club facility to train their own dogs free of charge. The Instructor or Trainer should communicate with the board to ensure the building is available for their personal use.

**Club Instructors** are not to conduct *private lessons* on NVDTC premises for personal gain. Club Instructors may assist advanced handlers who are members, help teams prepare for trials or other competition events, evaluate dogs for appropriate placement in NVDTC classes, and help owners work with their dogs on skills helpful in training classes or public settings provided no fee shall be charged for these services.

**Professional/Private Trainers** may use the club to teach and coach private clients for a fee with the following conditions:

- a) They have written agreements with the NVDTC (as noted on page 8), their company is covered by an insurance policy, and that a copy of their Certificate of Insurance is kept current with the NVDTC.
- b) They communicate with the NVDTC to ensure the building is open for their use.

- c) They provide the NVDTTC with a portion of their collected fee. This fee will be negotiated individually between the board and the professional trainer.

#### **IV. BEREAVEMENT AND DEATH**

Human family death: \$50.00 to charity of choice of bereaved family. If there is no designee, then donation will go to Napa Humane.

Hospitalized member: \$40.00 to flowers or gifts;

Club member death: \$10.00 to flowers or gifts

If not listed above, a card will be sent.

#### **V. TRAINING CLASSES**

Dogs cannot play if a student's dogs are in the building, excluding Puppy Playtime.

Students in advanced classes need to fill out a NVDTTC Student Information form so the instructor knows which dogs have prey drive or other issues. Owners are to take 100% responsibility for their dog. Instructors are to communicate with dog owners prior to the start of class.

Dogs in season are not allowed in training classes or in the NVDTTC building.

#### **VI. STANDARD NVDTTC CLASS FEES, DISCOUNTS, and VOUCHER USE:**

- ✓ Cost of a six-week session is \$125.00.
- ✓ Only one discount is allowed per class. Discounts are available to members and nonmembers alike.
  - One-time discounts of \$10.00 are available for rescue dogs.
  - Senior (60 and over) and junior (under 18) handlers receive a \$10.00 discount per six-week session.
  - Second class discounts are \$10.00 per six-week session. The discount for the third or subsequent class is \$20.00 per six-week session.
- ✓ Drop-in fees are \$25.00 per class. Drop-ins are only allowed for advanced classes and are at the instructor's discretion.
- ✓ If sessions are shorter in duration, fees will be prorated as follows: Classes will be \$105.00 for five-week session; \$85.00 for four-week session; \$65.00 for three-week session and \$40 for two-week session.
- ✓ Vouchers are limited to \$80.00 for a six-week session; \$70.00 for a five-week session; \$60.00 for four-week session; \$50.00 for three-week session and \$20.00 for two week session.
- ✓ No vouchers are allowed for drop-in classes.
- ✓ Discounts for shorter sessions are also prorated. See office for specifics.

#### **VII. STANDARD NVDTTC CLASS SIZE:**

- ✓ Minimum class size is 5 handler/dog teams, maximum class size 12.
- ✓ If there are at least 4 teams, the class may be thirty minutes, but the fee will not be prorated unless previously approved by the board.
- ✓ For classes of 5 - 8 teams, there shall be one assistant.
- ✓ For classes of 8 or more teams, there shall be two assistants.
- ✓ For advanced classes, the need for an assistant is at the instructor's discretion and will reflect the student to assistant ratio noted in this section.

- ✓ In cases where reactive/fearful dogs are participating in Puppy, Adolescent or Good Manners 1 classes, the instructor will use his/her discretion deciding that additional assistants are needed.
- ✓ Mid-way through a session the instructor can either add or release an assistant, with the assistant receiving a voucher for their time. (See Page 4.)
- ✓ Provisional assistants shall not be considered in these ratios since they are in training.)

### **VIII. STANDARD NVDTC CLASS LENGTH:**

- ✓ Unless otherwise designated, sessions will be six weeks in duration.
- ✓ Classes are scheduled for one-hour blocks, but last approximately 50 minutes to allow for transition for the subsequent class.
- ✓ For Puppy, Adolescent and Good Manners 1, the first meeting will constitute an orientation. The orientation is mandatory.
- ✓ If a handler cannot come to the orientation, only the instructor of the class can excuse the handler, but paperwork and fees must still be paid prior to the first meeting of the session.
- ✓ Office staff may not excuse any handler from orientation.

### **IX. NVDTC DROP-IN ONLY CLASSES:**

Periodically, classes that are “drop-in” only will be offered, such as puppy playtime and conformation.

With fewer than five people, it is at the instructor’s discretion to proceed with the class or not, provided the class does not result in a financial loss for the club.

In the event, there would be a loss, the instructor may cancel the class, train the class without compensation, or shorten the class to one-half hour, with the drop-in fee remaining the same.

### **X. SPECIALTY CLASS LENGTH, FEES and VOUCHER USE:**

- ✓ Unless otherwise designated, sessions will be six-weeks in duration.
- ✓ If sessions are shorter in duration, fees will be prorated as follows: Classes will be \$115.00 for five-week session; \$90.00 for four-week session and \$70.00 for 3-week sessions.
- ✓ Classes are scheduled for one-hour blocks, but last approximately 50 minutes to allow for transition for the subsequent class.
- ✓ Drop-in fees are \$27.00 per class. Drop-ins are at the instructor’s discretion.
- ✓ No discounts are allowed for specialty classes.
- ✓ Vouchers are limited to \$50.00 for a six-week class; \$40.00 for a five-week class; \$30.00 for four-week class and \$20.00 for three-week class.
- ✓ No vouchers are allowed for drop-in classes.

### **XI. CLASS INTEREST LISTS**

Specific classes have interest lists. These lists are available in the NVDTC clubhouse office. Interested persons can sign up on an interest list by visiting the office or by calling the office to leave a message to have their name added.

### **XII. CLASS SIGNUPS**

Signups must be from students themselves and all instructors must have students sign up.

Rally, agility, and other advanced classes need pre-signups or they will be cancelled. Class signups must be in the office at all times.

### **XIII. VACCINATION POLICY**

All dogs must be inoculated against core diseases (as noted in our materials and on our release forms).

All dogs must be current with their rabies shots, as required by California State Law.

Adult dogs can show titers for all vaccinations EXCEPT rabies. Titers will not be accepted for rabies or DHPP for puppies.

In the rare case a dog has a *medical condition* that excludes them from keeping their vaccinations current, the pet's vet must provide a letter stating the dog's illness/issues and a copy of the pet's current/annual set of titers. This second piece is to confirm the dog is not a carrier of major diseases.

### **XIV. REFUNDS/CREDITS:**

1. A refund of class fees may be given in advance of the start of a class session. Once the class session has begun, refund requests must go to the board for approval.
2. Up to and including the third week of a class session, the instructor of the class or the Training Committee Chair may issue credit vouchers. Requests for a credit voucher after the third week of the session go to the board for approval.
3. After week 2, a full refund or voucher can be provided. Instructors can give voucher directly to client. Refund would be forwarded to Treasurer to complete.
4. After week 3, a partial to full refund or voucher can be given with Board approval. Instructor to complete required paperwork and pass all forms (including registration form and student questionnaire) to Training Chair. Consideration is on a case-by-case basis.

### **XV. MEMBERSHIP:**

Family membership is limited to those who live in the same household.

Cost of dues is reduced to half price from July 1st through September 30th and covers the remainder of the current calendar year. Starting on October 1st, dues will be full price and cover the remainder of the current year as well as the following year.

Junior memberships are available and require an adult signature, parent or legal guardian. The fee for junior membership is \$20/year. Junior members do not have voting rights and cannot hold office.

### **XVI. VOUCHERS:**

Club members can earn vouchers to use toward classes. Vouchers can be earned by attending general membership meetings and by participating in events and activities. For each \$35.00 paid family membership, only one adult member in a membership household receives a voucher for attending general meetings.

Below are other opportunities for earning vouchers with associated amounts (subject to change):

Attending General Meeting:	\$10.00 Voucher
Committee Chairperson:	\$40.00 Voucher
Active Committee Member:	\$30.00 Voucher
Office Assistant:	\$40.00 Voucher – 4 to 6 Week Session
Office Assistant:	\$20.00 Voucher – 2 to 3 Week Session
Class Assistant:	\$40.00 Voucher – 4 to 6 Week Session
Class Assistant:	\$20.00 Voucher - 2 to 3 Week Session
Event Volunteer:	\$10.00 Voucher for working up to a four-hour shift on day of event
Board Member:	\$120.00 Voucher for one year of service

In Addition -

1. Vouchers have no expiration date and are transferable.
2. Old vouchers for a full class are grandfathered in at a maximum value of \$125.00. They can only be used for their full value in Standard NVDTTC Classes. These vouchers can be used for Specialty Classes as the maximum rate noted earlier in this document.
3. Juniors under 12 or those over 12 who need supervision do not earn a voucher, however their supervising parent will be eligible for one voucher regardless of the number of supervised children working at events.
4. The President or Accountant is responsible for vouchers.

### **XVII. AKC TRIALS:**

Trial Chairpersons for all AKC trials and tests held by NVDTTC are to create a trial binder, hold meetings and keep minutes of all meetings.

### **XVIII. SEMINARS:**

Present to the Board of Directors the following information for their review and then presentation to membership for approval.

- a. Description of who will be putting on the seminar with background information
- b. A proposed profit/loss statement so the club can make an informed decision as to the cost of the seminar to the club and the possible income it could bring in.
- c. If a committee will need to be formed, and the number of people needed on the committee, unless it only requires one person and the person presenting this proposed seminar is one in the same.
- d. Proposed dates for the seminar, if the exact time is not known yet, the approximate month, year the seminar to be in.

### **XIX. CLUB AWARD QUALIFICATIONS**

#### **A. COMPETITION AWARDS:**

NVDTTC gives annual awards to recognize, support and encourage competition activity of members.

Each year active club members can apply for recognition by completing and submitting an award application form.

Minimum requirements for active member award qualification:

1. Attend a minimum of three (3) Club General Meetings in a calendar year.
2. Be a current member in Good Standing with the Napa Valley Dog Training Club (NVDTTC) and American Kennel Club (AKC).
3. Participate in at least one NVDTTC sponsored activity for a minimum of four (4) hours in a calendar year. These include:
  - Helping as a club officer, board member &/or committee chair.
  - Helping at Club Trials, Fun Days &/or Show & Go's.
  - Helping at AOCNC events while representing the NVDTTC.
  - Helping at Canine Good Citizen (CGC) off-site evaluation events.
  - Helping with Club Workshops &/or Seminars.
  - Helping with Publicity &/or Community Outreach (examples: Booth at Walk for Animals; Speaking to other organizations about the NVDTTC, etc.)

## **B. ANNUAL SERVICE AWARD:**

The NVDTTC Gerry Glantz Memorial Club Service Award was created to recognize those who have made significant contributions. This award is traditionally presented at the annual membership awards dinner.

Any member is welcome to make a nomination and a member may nominate multiple people each year. Nominations must be given in writing and must include the contributions made by the nominee.

Criteria: Nominee must be a current club member and in good standing, must follow and uphold NVDTTC's bylaws and rules, have contributed to the overall well being and growth of the club and represents the club in a professional, positive way.

The selection committee is made up of five past Club Service Award recipients. These individuals will have received this award in the past five years. If a prior recipient is not a club member in good standing then it will revert back until there is at least five club members on the committee. Selection committee members are ineligible for the Club Service Award.

## **XX. REIMBURSEMENTS:**

One representative of the Associated Obedience Clubs of Northern California (AOCNC) will be reimbursed for driving to the AOCNC quarterly meeting. Reimbursement is \$30 per meeting for out of pocket expenses (i.e., gas and bridge toll).

## **XXI. JOB DESCRIPTIONS**

All members, including those holding jobs as shown below, should be familiar with the club's policies and procedures and remind anyone of them when a violation is observed. They should also set a good example at all meetings and club events, as well as participate in as many events as possible. Remember, serving in a professional fashion will encourage others to volunteer for club jobs.

### **A. PRESIDENT:**

1. Presides over all general and board meetings. The president ensures that meeting times are announced in a timely manner. The president also develops agendas and accepts topics for all members.
2. Has financial signing authority, along with the club treasurer. The president works with the board and the general membership to ensure financial stability of the club.
3. Encourages club members' participation in all events and activities. The president also ensures that club members' voices are heard with regard to policies, procedures and activities of the club.
4. Receives and addresses complaints, issues, and other club business, with appropriate consultation.

### **B. VICE PRESIDENT:**

1. Presides over general and board meetings in absence of president.
2. Membership: Welcomes new members and assures all paperwork for membership is filled out upon joining; maintains membership sign-in sheets and assigns voucher numbers and hands out vouchers to each attending member at general meetings; maintains membership notebook kept in office; keeps membership list updated and available to all members; sees to the update and maintenance of membership packets

given to each new member; and maintains membership attendance chart for determining member participation in meetings and events for the purpose of receiving awards.

3. Arranges for speakers and/or groups to give presentations and/or demonstrations at three to four general meetings during the year.

### **C. TREASURER:**

Rabo Bank currently holds accounts on the corner of Big Ranch Road and Trancas Street. This may be changed to a different bank at the new Treasurer's discretion. Accounts include: Checking, Savings and a CD.

At the beginning of each session there will be several deposits to be made. Go to the club at least twice during the first week of class to collect monies. Then go to the club at least once a week to check for more deposits.

1. Making deposits:
  - a. Pick up the "cash log" sheet, which should be totaled and balanced, along with the money and vouchers in a bank bag in the locked cabinet.
  - b. Total all separate classes, Puppy, Ado Dog, GM (all) and other classes. Enter the totals on the "Recap Sheet" (copy is attached). Total the classes. On the bottom of the sheet enter any other deposits: Dues, Equip, etc. Make the totals balance with the deposit log sheet. Fill out a deposit slip and take the deposits to the bank. All vouchers go in a manila envelope marked on the front with the current month and given to Linda Luchsinger our Accountant, at the end of each month, along with a copy of the check register, bank statement and all invoices paid during that month.
2. Checkbook:
  - a. When deposits are made be sure to put them in the check register. When a check is written put the description of the check on the second line. Break down if it is for more than one thing.
  - b. Pay all reoccurring invoices as they come in: PSI, ATT, garbage, Instructor's fees, etc. Pay all invoices regarding the Agility and Obedience/Rally trials.
  - c. Class refund; If an Instructor gives you a Refund of Class Fee, write a check for the proper amount and send to the person along with a note.
  - d. Rent is automatically taken out on the first of each month along with utilities. Split the check on the second line in the check register. Reconcile the checkbook each month before sending the bank statement to Linda Luchsinger.
  - e. Any check that is not reoccurring over \$250.00 must be taken to the Board for approval.
3. Post Office:

Go to the Post Office once or twice a week to collect bills and any mail for the club. The first of each month there are usually bills for payment.
4. Treasurer's Report:

Board Meetings are on the first Monday of each month; General Meetings are on the second Monday of each month. Report current balances at each meeting. Always carry the checkbook to the meetings in case someone has a bill to pay.

### **D. SECRETARY:**

1. Take notes and record at both the general membership and board meetings.
2. On a monthly basis:
  - a. Board Minutes: A week to 10 days prior to the next board meeting, type minutes writing "UNAPPROVED" at the top of each page. Post a copy on bulletin board at club. Post or facilitate the posting of a copy online and send email notification of posting or email a copy to all board members. Provide minutes electronically or as a hard copy to any member requesting them. At the next board meeting, posted or emailed minutes to be presented to board for approval at which time changes and additions can be made.
  - b. General Membership Minutes: Type minutes writing "UNAPPROVED" at the top of each page. Post or facilitate the posting of a copy online and send email notification of

- posting or email a copy to all board members. Provide minutes electronically or as a hard copy to any member requesting them. Include minutes in the next newsletter or a link to them on meeting announcement emailing. At the next general membership meeting, minutes as typed in the newsletter or as shown online to be presented to membership for approval at which time changes and additions can be made.
3. Notify (or facilitate the notification of) members via emailed meeting announcement about upcoming meetings during the months no newsletter is mailed; check with president for any important agenda items to include on the meeting announcement.
  4. Notify members of the candidates nominated for the new board by emailed meeting announcement or by publishing in the newsletter.
  5. After November elections, notify AKC of any changes in officers including titles, street addresses, phone numbers, and email addresses. Use the club's P.O. Box for your address if desired.
  6. Facilitate and be responsible for the publication and distribution of NVDTC's Tattle Tails newsletter.

#### **E. BUILDING:**

1. Perform periodic building safety review:
  - a. Fire extinguishers are at building exits and are fully changed
  - b. Review building and office area for trip hazards
  - c. Electrical cords
  - d. Equipment properly stored
  - e. First Aid kits are in the office and the restroom and are stocked.
2. Periodic/Annual building and equipment cleaning and repair.
3. Recycling is cleaned up and taken out a when needed.
4. Inspect building for vermin. Set up traps or work with exterminators as needed.
5. Perform minor maintenance as needed.
6. Work with outside building maintenance contractors as deemed necessary by the president.
7. Keep toilet paper, paper towels (for the bathroom and on the floor), hand soap for the bathroom, and cleaning supplies on hand. When any of these items get low, purchase and turn in an expense voucher to treasurer for reimbursement.

#### **F. OFFICE MANAGER:**

1. Each session:
  - a. Change message on phone.
  - b. During week off or during orientation week, set up class sign-in sheets for upcoming session.
  - c. Be sure there is sufficient change in cash box each session. Ensure all money is accounted for on a regular basis. After counting, current amount and initials are to be entered on sheet inside box.
  - d. During first week of classes, ensure long table, card table & file baskets are set up in front of office area to streamline registration for puppy, ado & GM 1 orientation classes.
2. Train new office staff.
3. Arrange filling of slots for additional office assistance during week off and first week of class as needed.
4. Notify staff in a timely manner of any changes in procedures or information needed for working in the office.
5. Coordinate with training chair regarding scheduling of classes.
6. Schedule/verify office workers 2 weeks before each new session.
7. See that an updated membership roster is available in the office and placed under the plastic mat. The NVDTC vice president maintains the membership list.
8. Monitor inventories of equipment. Notify person who is in charge of equipment when supplies are running low.
9. Organize office area in an efficient manner to succinctly convey information.
10. Keep Office Informational Binder up to date.
11. Keep information under plastic mat on desk up to date.



## **G. PUBLICITY:**

1. Place free ad/notice in Napa Register calendar for Special Events and Special Classes.
2. Place free ad/notice in Market Place for Special Events and Special Classes.
3. Check Craig's List and other sites that may allow free listings for standard classes and special events / classes.
4. Oversee distribution of our club rack cards and materials (like business cards, club fliers, class schedules and info about Special Events) to Napa Humane clinic, vet offices, pet food stores, groomers, doggie day care and other similar locations. If possible, post information on bulletin boards and provide to staff directly.
5. Coordinate with club's graphic artist to ensure fliers are created for classes and events. Verify copies/reproductions are made of these pieces for the clubhouse, current classes and post on bulletin boards in the community.
6. Support the club's Facebook and Website. Ensure the information is kept current and encourage members to take photos of club events for sharing / posting. Also encourage members to 'Like' and 'Share' posts and information via Internet.
7. Coordinate / support community events and club volunteer participation (i.e. Dog Bar; Walk for Animals, Open House, etc).
8. Organize publicity materials stored at clubhouse. Help members using the materials at public events by ensuring the pages are current and in good order.
9. Consider new ways to promote the club, its members and the activities to the public.

## **H. NEWSLETTER EDITOR:**

Newsletter editor is responsible for facilitating delivery of newsletter at regular intervals to inform members of ongoing workings of the organization. As required for incorporation status, the newsletter with its announcements, upcoming events, and reports meets the criteria to inform membership within 20 days of general membership and board meetings, regular elections and key voting unless noted otherwise in NVDTC bylaws.

1. Reports directly to the President.
2. Must be proficient on computer with capability to use Word or a page layout program to create a newsletter, be organized, timely, and responsible.
3. Must be able to devote a minimum of 8 to 10 hours a month to newsletter responsibilities.
4. Sees to keeping reproduction and mailing costs as low as possible.
5. Forwards a copy of expenditures to treasurer at least quarterly.
6. Keeps in frequent contact with board members, officers and other committee chairs to ensure timely and accurate information flow.
7. Include in newsletter as priority items:
  - a. Minutes (or summary) of general membership meeting from secretary or other recording officer
  - b. Phone numbers of officers, board members, and key committee chairpersons as well as available email addresses
  - c. Upcoming club activities and events
  - d. Announcement/nominations of members interested in offices/board positions. (NOTE: Final ballot to be printed in newsletter in time for November general meeting and voting.)
8. Include in each newsletter when available:
  - a. President's message
  - b. Key information on group fundraisers
  - c. Information and reports from committee chairs
9. Include in each newsletter if space and time allows: newsletter when available:
  - a. President's message
  - b. Key information
  - c. Announcements
  - d. Special requests
  - e. Related articles/educational pieces
  - f. Miscellaneous reports

- g. Articles from general membership
  - h. Membership profiles or interviews
10. If needed, facilitate and coordinate the publication and distribution of the NVDTTC Tattle Tails newsletter by arranging for:
- a. Delivery of production ready copy of newsletter to local printer.
  - b. Reproduction of mailing labels using most current mailing list.
  - c. Affixing of labels and postage and mailing of newsletters.
  - d. Filing of one copy of final newsletter in permanent file/binder.

#### **I. WEB MASTER:**

Webmaster is responsible for maintaining and updating online information to inform members and the public on current status of classes and information about the organization. Webmaster is to oversee upkeep and maintenance of domain registration and hosting services.

1. Report directly to the President.
2. Must be proficient on computer with capability to use web authoring tools and supporting programs to create and/or maintain a user friendly website, be organized, timely, and responsible.
3. Must be able to devote a minimum of 4 to 6 hours a month to website responsibilities.
4. Forward a copy of expenditures for domain registration and service provider hosting fees to treasurer for payment.
5. Keep in frequent contact with board members, officers and other committee chairs to ensure timely and accurate information flow.
6. Keep up to date the following essential sections: arranging for:
  - a. Current classes offered including descriptions, dates and times
  - b. Vouchers, class costs, and discounts
  - c. Upcoming NVDTTC tests and trials information including related premium lists, and registration forms
  - d. Basic information about the club itself
  - e. Contact and club location information
  - f. Upcoming club meetings, activities and events
  - g. Section for Associated Obedience Clubs of Northern California (AOCNC)
7. Include and maintain public and member-interest areas such as those for photos, newsletters, FAQs, event calendar, Awards, Critter Comforters and resources.
8. Set up email accounts for members and passwords for specialty areas as needed.

#### **J. TRAINING CHAIR:**

1. Provide leadership, feedback and oversight to the Training Committee.
2. Schedule meetings and set agendas of the Napa Valley Dog Training Club (NVDTTC) Training Committee as needed. The training committee consists of all contracted instructors of NVDTTC. Assistants should be invited to the meeting. Meeting agenda shall address, at minimum, the following:
  - a. Review proposals and make recommendations to the Board of Directors regarding class curriculum or course content.
  - b. Make recommendations to the Board of Directors for new instructors and assistants, to first serve in a “provisional” role.
  - c. After observation of “provisional” instructor/assistant, reconvene and make a final recommendation to the BOD for approval.
  - d. Review complaints with the committee. Address trends and develop action plan to correct. Make recommendations to the Board, if applicable.
3. Provide photocopies of training class materials to training staff (aka instructors and assistants) as needed.
4. Verify that classes have the recommended number training staff on the floor.
5. Verify that training equipment is kept in good working order and stored safely.
6. Ensure that training staff are current on class fees, discounts and vouchers plus the current use of attendance, refunds and credit voucher forms.

7. Collect and review all Class Reviews. Respond to issues as needed and forward contact information for those interested in membership to the Vice President.
8. Bring completed Class Refund forms to the BOD for review/approval.
9. Communicate to office manager regarding class changes in the schedule.
10. Track and periodically update list of approved instructors, assistants, and provisional status. Distribute updates to office and training staff as needed.
11. Renew instructor contracts yearly and submit to club accountant for tax purposes.
12. Track instructor fee schedules. Instructors to initiate increases at each level.
13. Ensure new assistants participate in the In-House Training and receive written support materials prior to the start of their “provisional” status.
14. After receiving Board approval for an instructor/assistant’s “provisional” status, ensure that all members of the training committee have observed the “provisional” for a minimum of one class.
15. Ensure that instructors and assistants are aware of yearly educational stipends (\$200 instructor, \$100 assistants). Encourage participation in seminars and sharing of information among all training staff.
16. Review and respond to Incident Reports. Speak with all parties and document findings in writing. Share the results with the training committee &/or BOD as needed.
17. Document/Review complaints, follow up with investigation of all parties, and make recommendations to the Board if applicable. Settle complaint with customer service being a priority.
18. Make recommendation to the Board regarding disciplinary action or termination of instructors/assistants in accordance to club policy and procedure.

## **XXII. TRAINING COMMITTEE ROLE AND RESPONSIBILITIES**

Training Chair heads this committee. Committee & Chair reports to the NVDTTC Board. Board reviews recommendations before approval.

### **A. CLASSES:**

1. Set training schedules
2. Create/update lesson plans
3. Find ways to improve current classes
4. Create new classes
5. Stay current on safe techniques for training companion dogs
6. Review class effectiveness/success

### **B. STAFF:**

1. Set training schedules
2. Make recommendations on staff to Board. This includes new assistants and instructors, plus current staff moving into new roles.
3. Mentor new staff &/or staff working in a new capacity
4. Review staff effectiveness—develop ways to improve
5. Find educational options and share with staff: online, seminars, workshops, etc.

### **C. EQUIPMENT & MATERIALS:**

1. Research training equipment and suggest equipment options.
2. Find local places that carry suggested items for owners.
3. Review written materials annually to ensure they are still useful.
4. Find new written materials for student needs.
5. Communicate with Board regarding equipment maintenance.

### **D. CUSTOMER SERVICE:**

1. Welcome owners and pets.
2. Remind classes about upcoming events, club meetings and classes.

### **XXIII. PROFESSIONAL DEVELOPMENT STIPENDS:**

#### **For Club Instructors and Assistants**

NVDTC encourages and supports professional development for club instructors and assistants to ensure quality instruction and the use of modern techniques in all classes offered by the club. To that end, NVDTC will assist club instructors and assistants with expenses related to conferences, seminars, and/or advanced training, up to \$200.00 for calendar year for club instructors and up to \$100.00 per calendar for assistants.

#### **Process:**

In order to receive a professional development stipend, instructors and assistants must make a request to the board in writing via the president. The request must include the following information:

1. Instructor/Assistant Name
2. Conference/Seminar/Training, including description of topic or a copy of the flyer:
3. Date of Activity;
4. Reimbursement Amount;
5. Receipt: and
6. Brief description of how the seminar/conference/training will benefit him/her in relation to dog training for the club

The board will review and discuss the request at a regular meeting and notify the requestor whether or not the stipend has been approved. If approved, the treasurer will make the payment.

If denied, the club president will notify the requestor with a reason for the denial. All documentation will be filed appropriately in the club office.

### **XXIV. APPROVAL OF ASSISTANTS:**

- ✓ Assistants must be club members and may apply or be recommended to the training committee for consideration.
- ✓ The Training Committee Chair recommends approval of assistants to the board; assistants are recommended based on their dog training experience and interpersonal skills.
- ✓ Once approved by the board, provisional assistants must:
  - Participate in an in-house training session, and
  - Assist under the guidance of a seasoned instructor.
- ✓ The provisional assistant does not receive a voucher for this training session.
- ✓ Once the provisional assistant completes one session, the instructor of the class and other instructors who have observed the assistant report to the Training Committee Chair who makes a recommendation to the Board for approval.

### **XXV. ROLE OF ASSISTANTS:**

Assistants perform the following tasks under the direction of the instructor:

1. Show up on time and prepared for the session.
2. Inform instructor of any absence.
3. Arrange for a substitute in the event of absence.
4. Assist with enrollment paperwork, including review of shot records and receipt of payment.
5. Set-up room as prescribed by instructor.
6. Clean training facility after class sessions by replacing equipment and materials, ensuring that dog waste is cleaned up appropriately, and disposing of garbage and/or recyclable materials.
7. Fit and sell equipment.
8. Gather handouts for instructor and distribute upon direction.

9. Assist handlers with skills being taught by instructor.
10. Avoid assuming the role of instructor; refer difficult questions to instructor.
11. Follow instructions of instructor and adhere to the class curriculum.
12. Report any of the following to the instructor:
  - a. Handlers are having difficulty with a behavior;
  - b. Dog is exhibiting aggression;
  - c. Handlers are not following instructions;
  - d. Handlers appear to be under the influence of drugs or alcohol (this behavior needs to be clearly observed).
13. Good Manners 2 assistants and above do not need to serve a provisional session if they are already an approved assistant in the lower level classes.

## **XXVI. INSTRUCTORS:**

Club Instructors are most commonly club members who teach classes on behalf of the NVDTC. Each has signed an annual contract with the club and is expected to uphold that contract and the club's Code of Conduct.

Club Instructors are expected to teach their assigned NVDTC club training classes in the format recommended by the Training Committee, confirm proper fitting of training equipment, and ensure class paperwork is complete and accurate. This includes having complete client contact information, payment confirmation, proof of vaccinations, a signed liability waiver by all persons working pets on the training floor, and have clients complete a Class Evaluation at the end of each session and turn into the Training Committee Chair.

Club Instructors must make sure they have the necessary number of qualified assistants for each class. In addition, Club Instructors will keep in good communication with assistants by ensuring they are aware of the lesson plans, actively participate in the class, use approved training methods, and are updated on any issues or concerns with handlers or pets.

Any Club Instructor who cannot teach a class will find an appropriate instructor, from the NVDTC Approved Instructor list and notify the Training Committee Chairman. In cases of illness or emergency, the instructor of record may ask the substitute instructor to communicate with the Training Committee Chairman directly.

If for any reason a Club Instructor finds he/she cannot complete a session he/she has contracted to teach, he/she must contact the Training Committee Chairman immediately, giving as much notice as possible so a replacement can be found.

If a Club Instructor has a problem, it should be discussed with the Training Committee Chairman immediately. If the problem is with the Training Committee Chairman, then it should be submitted in writing to the President and the Board of Directors for the Board's consideration.

## **XXVII. PROFESSIONAL/PRIVATE TRAINERS:**

Professional/Private Trainers wanting to teach NVDTC club training classes must complete and submit an application, which can be obtained from the Training Committee Chairman. Attaching a resume and letters of recommendation are welcome. This information will be presented to the Board for review and follow-up will be by the Training Committee Chairman or President. Once approved and contracts completed, new instructors will team teach with seasoned club instructors prior to taking a lead role in club training classes, and are encouraged to participate in the in-house training provided to assistants. These individuals will be acting in the best interest of the NVDTC, follow club rules and expectations of all Club Instructors.

Professional/Private Trainers wishing to use the NVDTC building to teach private classes and/or coaching sessions via their own business must submit their interest in writing to the Training Committee Chairman and/or President. They must have: Business Name, Phone / Fax, Email, and Liability Insurance. This information will be presented to the Board for review and follow-up will be by the Chairman or President. Once approved and the building use fee negotiated, written agreements will be completed and a copy of the business liability insurance provided by the Trainer. In addition, the Professional / Private Trainer will be expected to communicate regularly with the Board of Directors and/or Training Committee Chairman, uphold NVDTC club rules and use club materials safely.

## **XXVIII. INSTRUCTOR DESCRIPTIONS AND FEE SCHEDULE:**

### **Level One – Entry Level Instructor**

#### Requirements:

1. Experienced in assisting classes; a minimum of six (6) sessions with the NVDTC under at least two different instructors, or equivalent at another training facility with recommendations
2. Has trained own dog(s) to an advanced level
3. Ability to communicate effectively
4. Willing to handle different kinds of dog behaviors and adverse situations calmly and confidently
5. Embraces the training philosophies of the club
6. Develops, maintains, and presents class curriculum on a consistent basis
7. Continually educates self with the most current training techniques by attending seminars or advanced training
8. Maintains good communication with Board of Directors and Training Committee Chair

Pay Rate: \$20.00 per class hour

### **Level Two – Intermediate Instructors**

#### Requirements:

1. Completed Entry-Level Instructor's Tenure
2. Experienced in training classes; a minimum of twelve (12) sessions with the NVDTC or equivalent at another training facility with recommendations
3. Promotes the training philosophies of the club
4. Enhances the training program through individual skills
5. Has had competition experience in area of training expertise

Pay Rate: \$24.00 per class hour

### **Level Three – Advanced Instructors**

#### Requirements:

1. Completed Level Two Instructor's Tenure, plus an additional twelve (12) sessions or equivalent experience
2. Demonstrates superior training skills with own dog(s), as well as working with students to resolve problems
3. Ability to work on own to develop new and exciting training classes; continually has positive feedback from class participants
4. Exemplifies the training philosophies of the club
5. Mastered the skills to provide advanced or in-depth training classes for individuals who want to train in specialty areas

Pay Rate: \$28.00 per class hour

## **Level Four – Master Instructors**

### Requirements:

1. Completed Level Three Instructor's Tenure, plus an additional twelve (12) sessions or equivalent experience
2. Demonstrates superior training skills with own dog(s), as well as working with students to resolve problems
3. Ability to work on own to develop new and exciting training classes; continually has positive feedback from class participants
4. Exemplifies the training philosophies of the club
5. Mastered the skills to provide advanced or in-depth training classes for individuals who want to train in specialty areas

*Pay Rate: \$32.00 per class hour*

### Retroactive Pay Increases:

There is no retroactive or carrying over for pay increases.