

GUIDELINES AND PROCEDURES

Version 12 – June 17, 2022

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I. SAFETY

- A. **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 is covered on the online orientation
- B. **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 is covered on the online orientation. If assistants smell alcohol on handlers, they need to report this to the instructor of the class.

II. BUILDING USAGE

A. Group Use:

- 1. Nonprofit use of building is:
 - a. \$40.00 for half day (4 hours or less)
 - b. \$75.00 for full day (more than 4 hours)
- 2. For profit use of building is: \$150.00 for a full day.

B. Club Member Use:

For a small fee, any NVDTC club member can schedule a time to practice when clubhouse is not in use.

- 1. Contact the Building Use Coordinator to reserve the room, arrange payment/vouchers and get a key to building.
- 2. One member can invite up to four other members to join in for practice for a total of five club members. The fee schedule is based on one (1) hour:
 - a. \$10 for 1 member
 - b. \$10 for 2 members
 - c. \$15 for 3 members
 - d. \$20 for 4 members
 - e. \$25 for 5 members
- 3. Vouchers can be used.
- 4. Any board member / instructor can use the building at no charge.
- 5. This program is for “club members” only.
- 6. There will be no private or group lessons for remuneration.
- 7. Do not use A-frame or Teeter for practice.
- 8. Building to be left in clean condition ready for next user.
- 9. Members to give ample cancellation notice if unable to keep reservation.

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 Building Use Coordinator to ensure the building is available for their personal use.

- A. **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.
- B. **Professional / Private Trainers** may use the club to teach and coach private clients for a fee with the following conditions:
 - 1. They have written agreements with the NVDTC in section XXIX, their company is covered by an insurance policy, they provide a copy of the Certificate of Insurance for NVDTC files, and they provide a “Certificate of Additionally Insured” that names our club and the property management company.
 - 2. They communicate with the NVDTC to ensure the building is open for their use.
 - 3. They provide the NVDTC with a portion of their collected fee. This fee will be negotiated individually between the board and the professional trainer.

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IV. BEREAVEMENT AND DEATH

- A. Human family death: \$50.00 to charity of choice of bereaved family. If there is no designee, then donation will go to Napa Humane.
- B. Hospitalized member: \$100.00 for flowers / plant, including delivery fee.
- C. Club member death: \$150.00 for a donation.
- D. If not listed above, a card will be sent.

V. TRAINING CLASSES

- A. Students in Puppy, Adolescent and Good Manners 1 classes are expected to view Orientation Videos online. This is mandatory.
- B. Dogs cannot play if a student's dogs are in the building, excluding Puppy Playtime.
- C. Students in advanced classes need to fill out a NVDTC 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.
- D. Students cannot do training that will disrupt the class, for example: agility or conformation in a good manners class.
- E. Dogs in season are not allowed in training classes or in the NVDTC building. Students who have dogs who come into heat are to leave their dogs at home and attend class without them. Students can then practice exercises at home.

VI. NVDTC CLASS FEES, DISCOUNTS, and VOUCHER USE

- A. Cost of a six-week session is \$125.00.
- B. \$10.00 members only discount is allowed for each class per session.
- C. 'Drop-ins' are only allowed in advanced classes, with the instructor's discretion and for a fee of \$25.00 per class. Vouchers are not accepted for drop-in classes
- D. If sessions are shorter in duration, class fees will be as follows:
 - 1. \$105.00 for five-week session.
 - 2. \$85.00 for four-week session
 - 3. \$65.00 for three-week session.
- E. Vouchers are limited to:
 - 1. \$60.00 for a six-week session.
 - 2. \$50.00 for a five-week session.
 - 3. \$40.00 for a four-week session.
 - 4. \$30.00 for a three-week session.
 - 5. Vouchers are not accepted for two-week sessions.

VII. NVDTC CLASS SIZE

- A. Minimum class size for Entry and Intermediate Classes is 4 handler/dog teams, maximum class size 8. If fewer than four people, the instructor will cancel the class or teach the class without compensation.
- B. When a class size is set for a maximum of 6, the minimum size will be 3. With fewer than three people the instructor will cancel the class or teach the class without compensation.
- C. For Entry and Intermediate Classes of 5 - 8 teams, there shall be one assistant.
- D. 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.
- E. 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 an additional assistant is needed. The instructor will notify the Training Chair that extra support has been requested.
- F. Mid-way through a session the instructor can either add or release an assistant, with the assistant receiving a voucher for their time. (See Section XVIII-F).
- G. Provisional assistants shall not be considered in these ratios since they are in training.
- H. Class size and number of assistants required may change with support from the Training Committee and approval from the Board.

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VIII. NVDTC CLASS LENGTH

- A. Unless otherwise designated, sessions will be six weeks in duration.
- B. Classes are scheduled for one-hour blocks, but last approximately 45 to 50 minutes to allow for transition for the subsequent class.

IX. NVDTC DROP-IN ONLY and STAND-ALONE CLASSES

Examples of 'drop-in only' are puppy playtime and conformation, where participants may not be part of an ongoing training class. Example of 'stand-alone' would be a one-time training opportunity for current students to work on specific skills.

- A. A minimum number of 4 dogs is needed.
- B. Instructor may charge their current pay rate.
- C. The instructor must:
 1. Get Board Approval.
 2. Reserve the building with the Building Use Coordinator.
 3. Collect registration paperwork.
 4. Collect a fee of \$25.00 per dog.
- D. No discounts or vouchers accepted.

X. SPECIALTY CLASS FEES, DISCOUNTS and VOUCHER USE

This includes all levels of classes taught by Professional/Private Trainers and which student payment is given directly to the Club.

- A. Unless otherwise designated, sessions will be six-weeks in duration for a fee of \$135.00.
- B. Classes are scheduled for one-hour blocks, but last approximately 45 - 50 minutes to allow for transition for the subsequent class.
- C. \$10.00 members only discount is allowed for each class per session.
- D. 'Drop-ins' are at the instructor's discretion for a fee of \$27.00 per class. Vouchers are not accepted for drop-in classes.
- E. If sessions are shorter in duration, class fees will be as follows:
 1. \$115.00 for five-week session
 2. \$90.00 for four-week session
 3. \$70.00 for three-week session.
- F. Vouchers are limited to:
 1. \$40.00 for a six-week session.
 2. \$30.00 for a five-week session.
 3. \$20.00 for a four-week session.
 4. \$10.00 for a three-week session.

XI. CLASS INTEREST LISTS

Specific classes have interest lists which 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. Instructors who have a separate list must share contact information on the office interest lists to help interested pet owners learn of training opportunities.

XII. CLASS SIGNUPS

- A. All instructors must have students sign themselves up for classes.
- B. All classes require pre-signup to ensure minimum enrollment is reached.
- C. Class signups sheets must be in the clubhouse office at all times.

XIII. VACCINATION POLICY

- A. Puppies under the age of 6 months must have received at least two (2) DHPP vaccinations prior to participating in a training class.
- B. All dogs over the age of 6 months must be current on DHPP and rabies, as required by California State Law, prior to participating in a training class.
- C. Owners of adult dogs can show titers for all vaccinations EXCEPT rabies. Titers will not be accepted for puppies.
- D. In the rare case a dog has a *medical condition* that excludes an owner from keeping their pet's 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.

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XIV. CLASS REFUND REQUESTS

Use a Class Refund Request form if an owner (aka ‘student’) cannot complete a class and is not planning on taking another class in the near future. The blank forms are in the office file cabinet in the drawer marked ‘Office Documents’ in the folder marked ‘Class Refund Request Forms.’ All refund requests to be completed in duplicate. Refunds can be offered as follows:

A. Refunds processed by the end of the third (3rd) week of a session do not require Board approval.

1. A full refund can be processed before or after the completion of first class gathering. This will address owners who never attended a class and those who dropped out after the first class gathering.
2. Refunds for owners who attended class gatherings thru Week 3, may receive either a full or a partial refund. *(See chart below.)*
3. Steps required:
 - a. Instructor will fill out the Class Refund Request form in duplicate and place it in the office drop box.
 - b. Instructor will notify Treasurer that completed form has been placed in the drop box.
 - c. Office staff will route the completed form to the Treasurer, so a check can be written, or payment credited if paid electronically. It will be the Treasurer’s responsibility to file the duplicate form in the appropriate location.

B. All other refunds require Board approval. Steps required:

1. Instructor facilitates the completion of the Class Refund Request form in duplicate and places it in the office drop box.
2. The instructor will notify the Training Chair or President that the form is ready for board consideration.
3. If refund is APPROVED, the Treasurer will:
 - a. Notify the instructor of the Board’s decision.
 - b. Attach a check for the proper amount to the original, completed form and mail to the owner, or credit payment to student’s account if paid electronically.
 - c. File the duplicate form in the appropriate location.
4. If refund is DENIED, the Treasurer will:
 - a. Notify the instructor and it will be the instructor’s responsibility to connect with the owner.
 - b. File the original completed form in the appropriate location, with notations as to reason(s) for the denial.

C. Partial refunds shown below are based on the number of class gatherings the student attended. This chart can also be used for Short Sessions with adjusted fees.

1. NVDTC Classes at \$125 / Session
 - a. 1 week: \$105
 - b. 2 week: \$85
 - c. 3 week: \$65
 - d. 4 week: \$50
 - e. 5 week: No Refund
2. Specialty Classes at \$135 / Session
 - a. 1 week: \$115
 - b. 2 week: \$90
 - c. 3 week: \$70
 - d. 4 week: \$50
 - e. 5 week: No Refund

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XV. CLASS CREDIT VOUCHERS

If an owner (aka ‘student’) cannot complete a class, and a Class Refund Request is not in order, then the instructor has the option to issue a ‘Class Credit Voucher.’ The blank forms are in the office file cabinet in the drawer marked ‘Office Documents’ in the folder marked ‘Class Credit Voucher Forms.’ All credit vouchers to be completed in duplicate. **Class Credits can be offered as follows:**

- A. **If the voucher is completed by the end of the third (3rd) week of a session**, the Class Credit Voucher is given or mailed to the owner by the instructor or designee. A copy of the completed form is filed in the office file cabinet.
- B. **All other class credits require Board approval.** Steps required:
 1. The instructor will fill out the Class Credit Voucher form in duplicate and place it in the office drop box.
 2. The instructor will notify the Training Chair or President that the form is ready for board consideration.
 3. If credit is APPROVED, the Treasurer will:
 - a. Notify the instructor of the Board’s decision.
 - b. Mail the Class Credit Voucher to the owner.
 - c. File the duplicate form in the office file cabinet.
 4. If credit is DENIED, the Treasurer will:
 - a. Notify the instructor and it will be the instructor’s responsibility to connect with the owner.
 - b. File the original completed form(s) in the file cabinet, with notations as to reason(s) for the denial.
- C. Partial credits are shown below and are based on the number of classes student attended. This chart can also be used for Short Sessions with adjusted fees.

1. NVDTC Classes at \$125 / Session

- f. **1 week: \$105**
 - g. **2 week: \$85**
 - h. **3 week: \$65**
 - i. **4 week: \$50**
 - j. **5 week: No Refund**
2. Specialty Classes taught *thru* NVDTC at \$135 / Session
- k. 1 week: \$115
 - l. 2 week: \$90
 - m. 3 week: \$70
 - n. 4 week: \$50
 - o. 5 week: No Refund

XVI. COMPLAINT / INCIDENT REPORT

A single form can be used to make a Complaint or report an Incident.

A. Complaint:

Typically, not defined by an event, but rather a situation that is unsatisfactory or unacceptable. A formal allegation against a person or party. If a club member, handler, officer or a member of the public believes a member, officer or handler has violated the mission, vision, and values of the club, he or she may file a complaint.

1. All complaints must be legibly written using the form and turned into any board member within 2 weeks of the alleged complaint.
2. The complaint must reference the Vision, Mission or Value that has allegedly been violated along with the names of any witnesses to the alleged violation.
3. The Board of Directors, as appropriate, will discuss the complaint at a “closed meeting” within 2 weeks of receiving the written complaint:

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- a. The Board of Directors will take appropriate action in resolving the issue (s).
- b. All complaints / issues will be kept confidential.
- c. All appropriate parties will be notified of the complaint status and resolution.
- d. If no resolution is reached the Board will refer to the disciplinary guidelines of the bylaws.

B. Incident:

An event that occurs at a specific date, time and location. It is an unplanned, undesired event that adversely affects completion of a task. In cases where there is repeated reactivity / growling / aggression by a pet toward other pets or people; a pet attacking another pet or biting a person; a person repeatedly handling their own pet harshly or acting harshly toward another person and/or a person's pet an Incident Report should be completed.

1. All incidents must be legibly written using the form on the reverse side and submitted to the Training Chair and President within 24 hours of the incident.
2. The Training Chair and President, as appropriate, will discuss incident at a “closed meeting” within a week of receiving the written incident.
3. The Board of Directors will take appropriate action in resolving the incident.
4. All incident reports will be kept confidential.
5. All appropriate parties will be notified of the incident status and resolution.

XVII. MEMBERSHIP:

- A. Club membership is open to anyone. To be a Member in Good Standing, one must stay current on club dues and follow the Club’s Mission Statement, Vision and Code of Conduct.
- B. Family membership is limited to those who live in the same household.
- C. Cost of dues is reduced to half price from July 1st through September 30th and covers the remainder of the current calendar year.
- D. Starting on October 1st, dues will be full price and cover the remainder of the current year as well as the following year.
- E. Junior membership is available and requires an adult signature, parent or legal guardian. The fee for junior membership is \$20.00 per year. Junior members do not have voting rights and cannot hold an office.

XVIII. VOUCHERS

- A. Club members can earn vouchers to use toward classes and building use.
- B. For each \$35.00 paid family membership, only one adult member in a membership household receives a voucher for attending general meetings.
- C. Vouchers have no expiration date and are transferable to NVDTC members only.
- D. 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 NVDTC Classes. These vouchers can be used for Specialty Classes at the maximum rate noted earlier in this document.
- E. 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.
- F. Vouchers can be earned for the following with associated amounts (subject to change):
 1. Attending General Meeting: \$10.00 Voucher
 2. Committee Chairperson: \$40.00 Voucher
 3. Active Committee Member: \$30.00 Voucher
 4. Office Assistant: \$10.00 Voucher
for a minimum of one hour’s work per week (max \$60.00 per session)
 5. Class Assistant: \$10.00 Voucher
for each class worked in a session (estimated at one hour each)
 6. Event Volunteer \$10.00 Voucher
for working up to a four-hour shift at any club sponsored event or event representing the NVDTC (This includes Associated Obedience Club of Northern California events such as workshops and working at the Cow Palace education table.)
 7. Board Member: \$150.00 in vouchers
for one full year of service. This amount can be given in smaller increments by Board approval.

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XIX. AKC TRIALS

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

XX. SEMINARS & WORKSHOPS

Members interested in the club hosting / co-hosting a seminar or workshop will present to the Board of Directors the following information for their review and then present to membership for approval.

- A. Information about the Presenter(s) with background information and information on materials covered at the event.
- B. A proposed profit / loss statement so the club can make an informed decision.
- C. If a committee will be needed, the number of people on the committee.
- D. Proposed dates / times for the seminar / workshop. If exact dates / time are not known, then an approximate month and year the event will be held.

XXI. CLUB AWARD QUALIFICATIONS

A. COMPETITION AWARDS:

1. NVDTC 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.
2. Minimum requirements for active member award qualification are listed below.
 - a. Attend a minimum of three (3) Club General Meetings in a calendar year.
 - b. Be a current member in Good Standing with the Napa Valley Dog Training Club (NVDTC) and American Kennel Club (AKC).
 - c. Participate in at least one NVDTC sponsored activity for a minimum of four (4) hours in a calendar year. These include but not limited to:
 - 1) Helping as a club officer, board member &/or committee chair.
 - 2) Helping at Club Trials, Fun Days &/or Show & Go's.
 - 3) Helping at AOCNC events while representing the NVDTC.
 - 4) Helping at Canine Good Citizen (CGC) off-site evaluation events.
 - 5) Helping with Club Workshops &/or Seminars.
 - 6) Helping with Publicity &/or Community Outreach (examples: Booth at Walk for Animals; Speaking to other organizations about the NVDTC, etc.)
 - 7) Helping at Open House Event

B. ANNUAL SERVICE AWARD

1. The NVDTC Gerry Glantz Memorial Club Service Award was created to recognize those who have made significant contributions to the Club. This award is traditionally presented at the annual membership awards dinner / luncheon.
2. **Nominations:**
 - a. Any member is welcome to make a nomination and a member may nominate multiple people each year.
 - b. Nominations must be given in writing and must include the contributions made by the nominee.
 - c. Criteria for Nominee:
 - 1) Must be a current club member and in good standing.
 - 2) Must follow and uphold NVDTC's bylaws and rules.
 - 3) Has contributed to the overall wellbeing and growth of the Club.
 - 4) Represents the club in a professional, positive way.
3. **The Selection Committee:**
 - a. Is made up of the award recipients from the previous five years, with the most recent recipient chairing the committee.
 - b. The chair will meet / communicate with committee members to review submitted candidates. Selection of the new recipient(s) is by a majority vote.
 - c. If a prior recipient is not a current club member in good standing, then the honor will revert back until there is at least five club members on the committee.
 - d. Selection committee members are ineligible for the Club Service Award.

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XXII. REIMBURSEMENTS

One representative of the Associated Obedience Clubs of Northern California (AOCNC) will be reimbursed for driving to the AOCNC quarterly meeting. Reimbursement is \$50.00 per meeting for out-of-pocket expenses (i.e., gas and bridge toll).

XXIII. JOB DESCRIPTIONS

All members, including those holding positions as shown below, should be familiar with the club's policies and procedures. They should also set a good example at all meetings and club events, as well as participate in as many events as possible.

A. PRESIDENT:

1. Presides over all general and board meetings.
 - a. The president ensures that meeting times are announced in a timely manner.
 - b. 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.
4. The president also ensures that club members' voices are heard regarding policies, procedures and activities of the club.
5. 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 the president.
2. Membership: Responsible for by performing or facilitating the following:
 - a. The welcoming of new members and assures all paperwork for membership is filled out upon joining.
 - b. Maintains membership sign-in sheets, assigns voucher numbers and hands out vouchers to each attending member at general meetings.
 - c. Maintains membership binder kept in office.
 - d. Keeps membership roster updated and available upon request to all members.
 - e. Ensures Membership Packages are updated, maintained and that each new member receives one.
 - f. Maintains membership attendance chart for determining member participation in meetings and events for the purpose of receiving awards.
 - g. Arranges for speakers and/or groups to give presentations and/or demonstrations at several general meetings during the year.

C. TREASURER

1. Umpqua Bank currently holds accounts at 1500 Soscol Avenue Street in Napa. This may be changed to a different bank at the new Treasurer's discretion. Accounts include Checking and Money Market.
2. At the beginning of each session there will be several deposits to be made. The Treasurer should go to the club at least twice during the first week of a session to collect monies. After that time, at least once a week to check for more deposits.
 - a. Making deposits:
 - 1) 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.
 - 2) 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 NVDTC accountant / bookkeeper, at the end of each month, along with a copy of the check register, bank statement and all invoices paid during that month.

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- b. Checkbook:
 - 1) 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.
 - 2) Pay all reoccurring invoices as they come in.
 - 3) Class Refund: When a completed Class Refund Request form is received, a check for the proper amount will be sent to the person along with a note.
 - 4) 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 NVDTC accountant / bookkeeper.
 - 5) Any check that is not reoccurring over \$250.00 must go to General for approval.
- c. Treasurer's Report: Report current balances at each meeting. The checkbook should be carried 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:
 - 1) A week to 10 days prior to the next board meeting, type minutes writing "UNAPPROVED" at the top of each page. Post a copy at the club.
 - 2) 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 corrections can be made. Minutes as approved to be reposted.
 - 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. 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 corrections can be made. Minutes as approved to be reposted.
- 3. Notify (or facilitate the notification of) members via a meeting announcement about upcoming meetings during the month's newsletter is not published; 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. An officer can use the club's mailing address if they prefer.
- 6. Facilitate and be responsible for the publication and distribution of NVDTC's Tattle Tails newsletter. (See section XXIII-H. for job description.)

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 and work with exterminators as needed.
- 5. Perform minor maintenance as needed.
- 6. Work with outside building maintenance contractors as deemed necessary by the president.

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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, 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.
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. The NVDTC vice president maintains the membership list.
8. Monitor inventories of equipment. Notify person who oversees equipment when supplies are running low.
9. Organize office area in an efficient manner to succinctly convey information.
10. Ensure the Office Informational Binder is up to date.
11. Keep information under plastic mat on desk up to date.

G. PUBLICITY

1. When available, place free ad / notice in Napa Register calendar for Special Events and Special Classes.
2. 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.
3. 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.
4. 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.
5. Coordinate / support community events and club volunteer participation (i.e. Dog Bar; Walk for Animals, Open House, etc.).
6. Organize publicity materials stored at clubhouse. Help members using the materials at public events by ensuring the materials are current and in good order.
7. 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 are to meet 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. The Editor:

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.

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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. Interested members can view newsletters online.

I. WEBMASTER

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. The Webmaster:

1. Reports 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 NVDTC 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 special uses and specialty areas as needed.

J. TRAINING CHAIR

1. Provides leadership, feedback and oversight to the Training Committee.
2. Schedule meetings and set agendas of the Napa Valley Dog Training Club (NVDTC) Training Committee as needed. The training committee consists of all contracted instructors of NVDTC.

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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 Board or appointed club member.
 8. Bring completed Class Refund Request form to the BOD for review / approval as needed.
 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 / bookkeeper for tax purposes.
 12. When notified by Instructors regarding their step increases, Training Chair will communicate with the Board.
 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 with club policy and procedure.

K. BUILDING USE COORDINATOR

1. Maintains a calendar showing when the building is being used by groups, and by members.
 - a. If online, both the day planner in the office and the online calendar are to indicate all usage. The Building Use Coordinator blocks out the time on the online calendar and notifies the person / group requesting usage that they have been scheduled. It is then the responsibility of the user to make sure the time is blocked out on the day planner in the office by either marking it themselves or asking someone else to do it for them or by leaving a phone message to office staff to do so.
 - b. If there is no online calendar, the Building Use Coordinator is to maintain a hardcopy of their own to keep track of bookings.
2. Building Use by NVDTC Members is outlined in Section II.
 - a. Building Use Coordinator is to arrange for users to access building and arrange for lock up of building after users are done.
 - b. Coordinator is to collect all fees and / or vouchers and turn into office manager.

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3. Building Use by Outside Groups is outlined in Section II
 - a. For a group to rent the Napa Valley Dog Training Club, they must have approval by the Board and the dates they wish to rent must be available. Date must be booked at least 14 days prior to holding an event. Contract is to be filled out by responsible party for the group.
 - b. Cancellation within seven calendar days of event will incur a charge of 25% of rental fee.
 - c. Except for # 4 and #5, listed below are documents for the Building Use Coordinator to provide to groups renting the building are in the office in a folder in the mail box marked “Building Group Use Coordinator,” all of which are to be replenished as needed with originals for making new copies in the master’s binder located in the office.
 - 1) NVDTC_BUILDING_&_EQUIPMENT_RENTAL_CONTRACT— *Signed by responsible party and returned to Building Use Coordinator before event.*
 - 2) NVDTC Building Use Policies— *Signed by responsible party and returned to Building Use Coordinator before event.*
 - 3) NVDTC Building Use Policies– Second one sided copy which is to be *posted during event.*
 - 4) Two-sided Release Building Use Policies– *Signed by all attendees and returned to Building Use Coordinator after event. Provide enough copies to responsible party for all attendees to sign.*
 - 5) Cover Letter—*Send to responsible party with documents listed above spelling out requirements needed to rent building.*
 - 6) Certificate Of Insurance Form— *Provided by and filled out by group’s insurance holder.*
 - d. All outside groups and professional trainers must have a Certificate of Liability Insurance on file to cover dates when renting the Napa Valley Dog Training Club building. Some groups, such as LAPS and Dogs Can Dance, provide this insurance on an annual basis. The Building Use Coordinator is to assure such coverage is renewed each year. If not renewed in time, such groups are not allowed to rent/use the building until proof of insurance is provided. Other groups, such as the Irish Terrier Club and Paws For Healing, often just provide proof of insurance for only the dates of their event.
 - e. Once a group has been approved to rent the building, ***it is only a reservation***. Final approval for use is contingent upon all required documents being returned to Building Use Coordinator, which are to include signed contract (filled out by lessee), proof of insurance (certificate of insurance), signed Building Use Policies, check for rental, and a check for cleaning deposit ***before*** the building can be used. Upon receipt of contract and all required documents, the Building Use Coordinator signs, notifies the group they have been approved to use the building and then provides a copy of the contract to the responsible party who is authorized to sign on behalf of the group renting the building.
 - f. All final documents submitted by a group renting the building are to be filed in the NVDTC office.
 - g. NOTE: In the interest of time and to avoid possible loss, ask that all required documents be sent to the Building Use Coordinator’s personal address.
 - h. Finally, record all usage details and file a copy of such in the office with all final building use documentation.

XXIV. TRAINING COMMITTEE ROLE AND RESPONSIBILITIES

Training Chair heads this committee. Committee & Chair reports to the NVDTC 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

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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.

XXV. PROFESSIONAL DEVELOPMENT STIPENDS

A. 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, webinars, and/or advanced training, up to \$200.00 for calendar year for club instructors and up to \$100.00 per calendar for assistants.

B. Process:

To receive a professional development stipend, instructors and assistants must make a request to the board in writing via the president by filling out a Seminar / Webinar Reimbursement Form (available on the Resources page on club website). The request must include the following information:

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

C. The board will review and discuss the request at a regular meeting and notify the requestor whether 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.

XXVI. APPROVAL OF ASSISTANTS AND INSTRUCTORS

Members interested in becoming an assistant or instructor must fill out an application. Such applications, titled “Application NVDTC Assistant & Instructor,” along with process titled “Process for Approval of Instructor or Assistant” are on file in the office.

- A. Assistants and instructors must be club members and may apply or be recommended to the training committee for consideration.
- B. Upon recommendation of the training committee, the training chair will take recommendations from staff to the next scheduled board meeting; staff recommendations are based on their dog training experience and interpersonal skills.
- C. Once approved by the board, provisional assistants and instructors must:
 1. Participate in an in-house training session, and

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2. Work under the guidance of a seasoned instructor.
- D. The provisional assistant does not receive a voucher for this training session. Provisional instructors do not receive payment for this training session however, it will be included in their tenure toward a raise (see Section XXX).
- E. Once the provisional assistant / instructor completes one session, the instructor of the class and other instructors who have observed the new staff report to the Training Chair who makes a recommendation to the Board for approval.

XXVII. ROLE OF ASSISTANTS

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

- F. Show up on time and be prepared for the session.
- G. Inform instructor of any absence.
- H. Arrange for a substitute in the event of his/her absence.
- I. Assist with enrollment paperwork, including review of vaccinations and receipt of payment.
- J. Set-up room as prescribed by instructor.
- K. Clean training facility after class sessions by replacing equipment and materials, disinfecting as required, ensuring that dog waste is cleaned up appropriately, and disposing of garbage and/or recyclable materials.
- L. Fit and sell training equipment.
- M. Gather handouts for instructor and distribute upon direction.
- N. Assist handlers with skills being taught.
- O. Avoid assuming the role of instructor; refer difficult questions to instructor.
- P. Follow instructions of instructor and adhere to the class curriculum.
- Q. Report any of the following to the instructor:
 1. Handlers are having difficulty with a behavior.
 2. Dog is exhibiting reactivity / aggression.
 3. Handlers are not following instructions.
 4. Handlers appear to be under the influence of drugs or alcohol (this behavior needs to be clearly observed).
- R. Assistants helping in intermediate and advanced level classes do not need to serve a provisional session if they are already approved for entry level classes.

XXVIII. 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:

- A. Teach their assigned NVDTC club training classes in the format recommended by the Training.
- B. Be in good standing with the Club and follow these Guidelines and Procedures.
- C. Complete and submit required paperwork to president.
- D. Be knowledgeable of the proper fitting of training equipment and support the student in its intended use.
- E. Arrange for assistants. Partner with the assistants to complete their roles and responsibilities successfully. Provide direction regarding lesson plans, needs for support in setting up / breaking down class equipment, and ensure follow through on the use of approved training methods.
- F. Ensure class paperwork is complete and accurate.
- G. Ensure Class Refund Request or Class Credit Voucher forms are completed, submitted and/or mailed as needed.
- H. Maintain an attendance roster on a weekly basis. Follow up with students as needed.
- I. Monitor that building and training equipment is in good working order. Ensure the safe use of equipment, return equipment to its proper location after use and if damaged / broken, inform the correct individuals.
- J. Ensure crates and training areas are left clean for next class.
- K. Complete end of course evaluation / satisfaction survey with students and forward to Training Chair.

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- L. Arrange for substitute instructor, if needed, from the NVDTC Approved Instructor list and inform Training Chair.
- M. If for any reason an instructor cannot complete a session as contracted to teach, the instructor will contact the Training Chair immediately, giving as much advanced notice as possible.
- N. Instructors may use the building outside of scheduled classes time as noted Section III.
- O. If an instructor has a complaint, it should be discussed with the Training Chair immediately and documented. If not resolved or if the complaint is with the Chair, it should be submitted in writing to the President for Board consideration. The President or Board designee will follow up with the complaint as outlined in Section XVI.

XXIX. PROFESSIONAL / PRIVATE TRAINERS

- A. Professional / Private Trainers wanting to teach NVDTC club training classes must complete and submit an application, which can be obtained from the Training Chair. 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 Chair 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.
- B. 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 Chair 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 Chair or President. Once approved and the building use fee negotiated, written agreements will be completed, and insurance documentation completed (as noted in Section III-B-1). In addition, the Professional / Private Trainer will be expected to communicate regularly with the Board of Directors and/or Training Chair, uphold NVDTC club rules and use club materials safely.

XXX. INSTRUCTOR DESCRIPTIONS AND FEE SCHEDULE

A. Level One – Entry Level Instructor

1. Requirements:

- a. 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
- b. Has trained own dog(s) to an advanced level.
- c. Ability to communicate effectively.
- d. Willing to handle different kinds of dog behaviors and adverse situations calmly and confidently.
- e. Embraces the training philosophies of the club.
- f. Develops, maintains, and presents class curriculum on a consistent basis.
- g. Continually educates self with the most current training techniques by attending seminars or advanced training.
- h. Maintains good communication with Board of Directors and Training Chair.

2. Pay Rate: \$24.00 per class hour

B. Level Two – Intermediate Instructors

1. Requirements:

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

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2. *Pay Rate: \$28.00 per class hour*

C. Level Three – Advanced Instructors

1. Requirements:

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

2. *Pay Rate: \$32.00 per class hour*

D. Level Four – Master Instructors

1. Requirements:

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

2. *Pay Rate: \$36.00 per class hour*

E. Retroactive Pay Increases: There is no retroactive or carrying over for pay increases.