

GUIDELINE & DUTIES APPROVAL

Reviewed 4/22/2024, or revised as indicated

DEPARTMENT DIRECTOR

EXECUTIVE DIRECTOR

CONSULTANT (if applicable)

Board Member

Board Member

Board Member

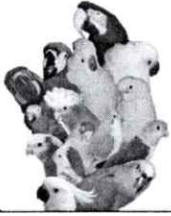
Board Member

Board Member



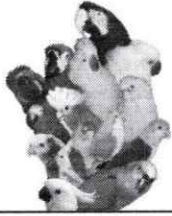
Beak n Wings, Inc. educational pet bird club
bird rescue & adoption
POLICIES & PROCEDURES MANUAL
MASTER INDEX

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Category: PERSONNEL

Title: Code of Ethics

POLICY:

Beak n Wings members abide by a set of ethical principles designed to safeguard members, birds, prevent fraud or abuse.

- I. Respect the dignity of each human being
- II. Strive to improve knowledge and quality of services toward birds
- III. Behave in a way that reflects integrity and fosters trust
- IV: Represent the organization truthfully and accurately through education and experience
- V: Protect the confidentiality of every member
- VI: Adhere to "CLUB" Incorporation policies as well as state or federal regulations and law
- VII: Refrain from accepting, or soliciting, gifts, gratuities, or any other personal benefit or favor from suppliers or customers
- VIII: Refuse to participate in illegal or unethical acts and refuse to conceal the illegal, incompetent, or unethical acts of others
- IX: Keep accurate records of supplies or services used and care provided
- X: Report to the proper person of authority any suspected abuse or neglect. Additionally, report any misconduct related to potential abuse or fraudulent statements towards Beak n Wings or one of its members



Category: PERSONNEL

Title: Grievance Procedure

PURPOSE:

The "Grievance Procedure" is the method used to assure all members fair treatment concerning significant differences which may arise over actions affecting the member's job.

Beak n Wings believes in the policy of fair play in solving member's dissatisfactions. These problems often arise as the result of lack of understanding or lack of sufficient information, but before a problem can be settled, it must be expressed. There is an obligation on the part of all of to work things out together.

No member will be reprimanded, removed from the board, or disciplined in any manner for the use of this procedure. The member may also elect to have another member with him/her as a spokesperson at the grievance proceedings. Read below on how to obtain your copy of the grievance form to begin.

POLICY:

There are 5 steps to take with the general membership procedure. Please see your VP of Operations for the director (Executive Director, or the Associate Executive Director) to obtain a copy.

The committee form will be one step more than the general membership you will need to start off with your supervisor to file your grievance.

COMPLAINTS:

Members who have complaints about job related matters, or against a board or committee member, which they do not consider to be important enough to file the formal Grievance Procedure, are encouraged to discuss the matter with their section Director; non-board or committee members or go to Vice President of Operations. If the member feels that the matter cannot be discussed with the Section Director, or Vice President of Operations, he/she is invited to visit the Executive Director for discussion, exploration, and appropriate action on such complaints.



Category: PERSONNEL

Title: Alcohol usage

PURPOSE:

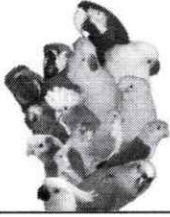
To establish a policy regarding the use of alcohol when representing Beak n Wings, Inc

POLICY:

The use of **ALCOHOL** is prohibited by all members when representing Beak n Wings, Inc during speeches, programs, events or at a general or business meeting. The use of alcohol when representing Beak n Wings, Inc will result in the request to leave event. If said person is holding an office or committee position. The member will be reviewed and could be removed from his / her position.

If a speaker is under the influence but not a member, let the talk continue then let the person leave. The speaker will not be allowed to return if this offence is violated a second time.

Beak n Wings, Inc will allow moderate consumption when at special arranged events such as Award Banquet, or any other event deemed suitable by the board of directors. Any person consuming alcohol must be of age (21 or older) any person found to be drinking under age they will be asked to leave along with their parent(s).



Category: PERSONNEL

Title: Harassment

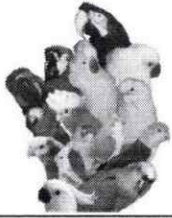
PURPOSE:

To establish a policy regarding harassment on the basis of race, sex, age, national origin, religion or disability status.

POLICY:

Unwelcome or unwanted conduct creating an intimidating, hostile or offensive working environment because of harassment on the basis of **race, sex, age, national origin, religion, sexual orientation or disability status** will not be tolerated and those violating this policy will be subject to disciplinary action up to and including discharge from the "club" Incorporation.

Any member who feels that he or she has been or is being subjected to such harassment while representing Beak n Wings at an event or in a club program should immediately contact the section director, non-committee members contact Vice President of Operations and / or Executive Director.



Category: PERSONNEL

Title: Educational/Promotional Advertisements

PURPOSE:

To establish a policy regarding educational and promotional advertisements within the club / corporation.

POLICY:

- 1) Officers, Chairperson, and Committee members are encouraged to design and distribute flyers and educational information.
- 2) All flyers, and educational information must be approved by the Executive Director.
- 3) Officers, Chairperson, and Committee members may work with the Media/ PR Chair with designing flyers for distribution.

PERSONNEL: Educational/Promotional Advertisements



Category: ACCOUNTING

Title: Money Accountability

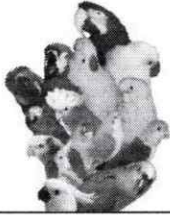
PURPOSE:

To establish a policy regarding money brought into the organization, and how to account for all funds.

Petty Cash / "Slush Fund"

POLICY:

- 1) Petty Cash / "Slush Fund". Beak n Wings, Inc does NOT have a petty cash fund for any branch, nor where there be one in the future.
- 2) Slush Fund - Beak n Wings, Inc does not have "slush funds" nor with there be one in the future.
- 3) Any person, Officer, Committee person, or member associated to such fund (slush fund) shall be removed from the organization, pending the investigation of the board of directors. This is an illegal act and will NOT be tolerated.



Category: ACCOUNTING

Title: FEES

PURPOSE:

To establish a policy regarding money brought into the organization, and how to account for all funds.

POLICY:

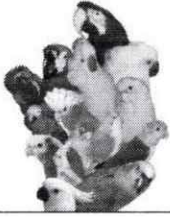
- 1) Fees to the following, table rental, adoption fees, membership fees, etc... shall not be changed or altered without the written approval of the board of directors.
- 2) Any member changing such fees without permission of the board of directors could be removed from any position he / she might be holding within Beak n Wings pending an investigation by the board of directors.

Store fees/prices

- 1) No fees shall be changed without the express permission of the Executive Director
- 2) No volunteer or member shall give discounts without the express permission of the Executive Director.

Refunds or returns

There shall be NO refunds or returns on items taken out of the "Beak n Wings store" nor will there be any refunds on memberships obtained by the organization.



Category: ACCOUNTING

Title: PROFITING

PURPOSE:

To establish a policy regarding members making a profit off of the organization

POLICY:

1. No member or volunteer shall make a profit in any means from the help of the organization (Beak n Wings, Inc.)
2. Selling items using the organizations name will not b tolerated and the member shall be removed from the organization, and reported to the authorities.
3. No member or volunteer shall make a profit from the sale of any pictures taken by members or volunteers at any event in which Beak n Wings, Inc. is participating in. This applies not only to photographs, but also to any Beak n Wings, Inc. materials.

Consignment:

Consignment space will be permitted with the express approval of the board of directors. Note guide lines.

All items shall be cleaned before entering into the "store".

Beak n Wings holds the right to refuse any item brought into the "store"

Via signed contracts, each person shall turn over a donation of 50% of all items sold within the "store"



Title: Form creation

PURPOSE:

To establish a policy regarding form creation within the organization

POLICY:

- 1) All forms created for the use of promoting Beak n Wings, shall be approved by the Executive Director prior to publishing to the public or its members.
- 2) No forms currently being used within Beak n Wings, Inc shall NOT be changed or altered with a prior written approval of the Executive Director, via letter, or email.

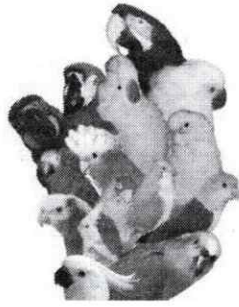
This includes the following: flyers, tri-folds, all adoption papers, etc. Any form.

Business Cards:

Business cards have been designed by the Executive Director and shall not be changed without written permission, via email, or letter.

Personal business cards:

Personal business cards are not recommended, multiple numbers could confuse the public on who to contact. Permission could be granted for personal cards with the written request to the Executive Director.



GUIDELINE & DUTIES APPROVAL

Reviewed 01/28/2025, or revised as indicated

DEPARTMENT DIRECTOR

EXECUTIVE DIRECTOR

CONSULTANT (if applicable)


Board Member


Board Member


Board Member


Board Member


Board Member



Category: PERSONNEL

Title: Membership

PURPOSE:

To gain interest in the preservation of all caged birds.

POLICY:

Anyone may join Beak n Wings who supports the beliefs and purposes of Beak n Wings. This includes pet owners, breeders, and potential bird owners.

Dues will be required for membership. Membership being one (1) year from date of joining Beak n Wings.

POLICY:

Membership Dues:

Membership fees are as follows. Beginning 01/28/2025

Individual (Single) \$45.00

Family \$50.00

Business \$250.00

Cooperate \$1,000.00

Seniors (65 & older) will be able to renew for \$35.00 Single, \$40.00 for family (renewals only)

No refunds on monies turned over to the organization for a membership.

Dues will be determined by the Board of Directors each year at the Annual Board Meeting.

Lifetime memberships options can be added or removed at any time with 3/5 Board approval.

Members will be removed from the roster, and stop receiving a newsletter if said member (s) does not renew their membership within two (2) weeks after their due month. (sample: Due in December, removed from roster second week of January if not renewed.)



Category: PERSONNEL

Title: Revoking Membership

PURPOSE:

To assure proper behavior and peace within the club known as "Beak n Wings".

POLICY:

Revoked Memberships:

Membership may be revoked for good cause by action of the Board of Directors approved by three-fifths of the voting Board.

Offences for revoked Membership:

- 1) Attempting to sway the beliefs of membership in a negative matter.
- 2) Attempting to split the membership with negative beliefs.
- 3) Mailing negative letters to membership in attempt to disrupt peace within Beak n Wings, Inc.
- 4) Members are encouraged NOT to mass mail negative solicitation to membership.
- 5) Abusing the club roster for personal gain, be it monetary, or personal to sway membership to ones beliefs.
- 6) Abusing the clubs name "Beak n Wings, Inc.," in which to give the club a bad name.
- 7) Using club name to gain birds from the public for personal gain.
- 8) Stealing from Beak n Wings.
- 9) Verbally talking down another member of Beak n wings causing said members to have emotional problems, or damaging said members good name.
- 10) Hiding money - Petty Cash, "Slush Fund" could result in immediate removal from the membership.

Freedom of speech is encouraged, but not in a negative matter in which it will cause the club to split or harm the clubs name which might result in the club collapsing.

TERMINATION OF MEMBERSHIP

Member Name:

Address:

City:

State

Zip

Phone:

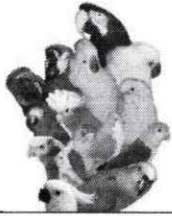
Reason for Non-renewal:

Was a refund offered Yes [] No []

Was the member disappointed upon departure? Yes [] No []

Member filing form: _____

Date filed: _____



Category: PERSONNEL

Title: Name Badges

PURPOSE:

To control the wearing of name badges

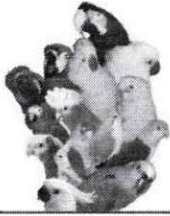
POLICY:

Name badges shall be worn at all times when representing Beak n Wings.

Beak n Wings will supply each member upon request (if member (s) attends an event) a name badge. If a name badge is lost or torn up by a bird, Beak n Wings will provide you with another badge for a small fee of \$1.50 each; this will cover the plastic sheath and the insert. It is not the responsibility of Beak n Wings to supply each member with a new name badge due to the member allowing a bird to chew their badge.

Members are encouraged to keep all birds away from their name badge. Torn or chewed name badges will not be tolerated. You will be asked to wear another "temp badge" during the duration of the event or time in which said member helps at the event.

Board members, Officers, Chairpersons, and Committee members are required to wear their name badges when out representing Beak n Wings, including regular club meetings or other events.



Category: PERSONNEL

Title: Dress Code

PURPOSE:

To have all members top layer look professional and uniform. To have all members dress appropriately when in public.

For the safety of the members personal belongings (jewelry) not allowing them to be broken.

POLICY:

All members are encouraged to wear a club shirt when out in the public representing Beak n Wings. Beak n Wings will supply a club shirt for club members to wear unless the member chooses to buy a club shirt. Members are discouraged from having their own logo, or shirts made without the approve of Executive Director. Beak n Wings will provide larger top shirts (over lay shirt), this will protect your personal clothing.

Pants: Members are encouraged to wear jeans, pants loose fitting (NO BAGGIES).

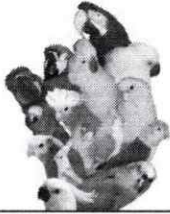
Shorts: Members may wear short pants. No shorts which are tight fitting, or too baggy. Members are encouraged to wear shorts which are either below the knee or just above the knee. NO short shorts.

Shirts: members are encouraged to wear shirts that are of good fit.

No sleeveless shirts (no strap tops)

No half shirts

Jewelry: Members are encouraged to not wear jewelry when out in public (excluding wedding rings, watches) Beak n Wings will not be held responsible for lost or broken jewelry.



Category: PERSONNEL

Title: Cell Phones

PURPOSE:

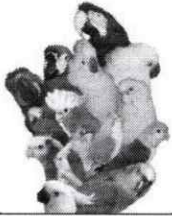
To give respect to all members and to the public by not being interrupted or distracted by a ringing phone.

POLICY:

Members are requested to put their cell phones on vibrate when dealing with the public or in a club meeting when a speaker is talking.

If the phone rings, you will be asked to turn off or to vibrate. Refusal could result in you being asked to leave the event.

Members are not to be standing in front of the public talking on cell phones; please step away from the event table if it is necessary to take the call.



Category: PERSONNEL

Title: Club Phone Number

PURPOSE:

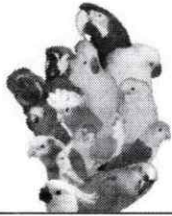
To have the ability to communicate with the public.

POLICY:

Club pays for a phone number for the public and businesses to reach Beak n Wings (KS branch)

The phone number is forwarded to a club member every week (Sunday to Sunday AM). Members are encouraged to take the phones and answer the caller to the best of their ability.

Members will be given a list of contact numbers so that they will be able to send the caller to the proper individual within the club to answer their questions.



Category: PERSONNEL

Title: Talking during meetings

PURPOSE:

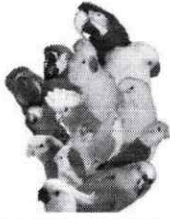
To allow the speaker to talk without having to talk over club members voices

POLICY:

Club members will be given time to socialize with each other before meetings, and after the meeting. Members are encouraged to not talk between their selves while there is a speaker in front attempting to talk to the membership.

Talking when there is a speaker in front of the group is rude and will not be tolerated. You will be asked one time to not talk. Continuation could result in your being asked to depart the meeting area.

Members are encouraged to step outside the meeting area if they choose or need to talk while a meeting is in progress.



Category: PERSONNEL

Title: Advertising Businesses

PURPOSE:

To control the promoting of personal businesses

POLICY:

Members attending (and volunteering at) club functions may NOT promote their own business when representing Beak n Wings. To properly advertise your business you may use the newsletter and/or website. Promoting your own business could result in the request to leave the event by the highest ranking officer present at any given event.

Conflict of interest:

Section 1: No member working Expos shall accept monetary gifts, birds, food, bird supplies etc.... from the vendors, or public at any time.

Section 2: Solicitation may not occur in person or by telephone in any form for any purpose without the approval of the Executive Director.

Section 3: No member or household member associated with Beak n Wings Rescue / Adoption shall be permitted to rescue or adopt on their own.

Section 4: Anyone found not in compliance with above rule shall be removed from their position and membership reviewed.



Category: PERSONNEL

Title: Birdie Bucks

PURPOSE:

To allow members to get discounts on adoptions and merchandise

POLICY:

All members shall receive 1 birdie buck for every hour they volunteer within the facility or outside at an event.

Member shall be responsible for signing in and out of said event

Members shall have 1 year to cash in their bucks or they will be lost (December 31, all bucks or time will be lost from previous year, no exceptions).

If a member does not sign in and out for an event, they will not receive earned bucks for the day/event

Adoptions:

Birdie bucks will only apply to birds with an adoption fee of \$400.00 or more, only half of the adoption fee may be paid by birdie bucks, the adoptee shall be responsible for paying for the remained of the adoption fee.

Birdie bucks may be put towards the adoption at the front, they may not be used as a payment.

What are birdie buck:

Birdie bucks is time collected for time volunteering. No member shall receive anything physical to obtain the birdie bucks. The number of bucks will be added up from time attended at events. Which members can cash in on adoptions of birds \$400.00 or more and other BNW merchandise.

If a member does not sign in and out for an event, they will not receive earned bucks for the day/event

Conflict of interest:

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Category: PERSONNEL

Title: Refrigerator

PURPOSE:

To control the possibility of spoilage

POLICY:

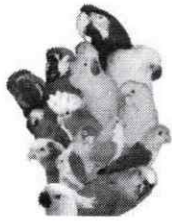
Human food placed inn the refrigerator shall be dated and the person's name written on the food container.

Bird food: Write bird food and date on package

The refrigerator shall be cleaned out of any left over food every 3 days. Personal food containers shall be saved and returned to the owner.

Temperature: Weekly refrigerator temperature shall be checked and documented.

The inside of the refrigerator shall be wiped out when spills occur or monthly for sanitation reasons. The outside shall be wiped down monthly unless needed.



Category: PERSONNEL

Title: Trash

PURPOSE:

To control the trash within the facility

POLICY:

Members and volunteers shall keep all food towards the back of the facility, never eat or drink in the front of the facility. All used plates, forks, cups, etc shall be thrown away when through with the items.

Trash cans shall be emptied daily if needed as to keep smells down and keep sanitary, or when half full as to keep anyone from having to put their hands inside the trash cans.



Category: PERSONNEL

Title: Facility cleaning

PURPOSE:

To keep a clean environment for the workers, birds and customers

POLICY:

Volunteers shall keep the facility clean at all times

Bird stands: If used, the paper and stand sides shall be cleaned daily, paper changed by the end of the day. Messes shall be cleaned up at all times throughout the day. The bird stands shall have new paper put down before leaving for the day.

Floor shall be vacuumed daily to keep clear of pellets, feathers, bird waste, trash etc.

When birds are in the facility, bird waste shall be cleaned up as soon as possible so that the floor does not get stained.

All members/volunteers, shall keep and maintain a clean environment

Counter shall be disinfected

Tables shall be wiped off and disinfected

All cups shall be picked up and disposed.



Category: PERSONNEL

Title: Facility doors/Keys

PURPOSE:

To protect the items and privacy of Beak n Wings, birds, and for safety

POLICY:

The garage doors, lift and door shall remain locked at all times unless using them, door in back room is for emergencies only and should remain locked at all times. Visitors or customers are not permitted to go into the back room unless prior approval is given.

The President shall use discretion to whom will receive a key to the front door.

All members who receive a key shall sign for said key and will be responsible for the facility key. If the member loses said key, it will be at the discretion of the President if another will be given to the member.

There shall be a front door key in a lock box at the front door for members to use. Code shall be handed out at the discretion of the president.



Category: PERSONNEL

Title: Greeting the public

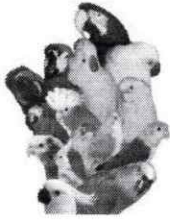
PURPOSE:

To make the visitors/customers feel welcome, wanted and comfortable

POLICY:

Every person (customer) entering Beak n Wings facility shall be greeted so that they feel welcome inside our facility.

Feel free to speak to the visitor, encourage the visitors to sit awhile, offer something to drink, answer questions, show them the library and tell them how the adoption program works if this is what they are looking for.



Category: PERSONNEL

Title: Drinks

PURPOSE:

To control personnel from drinking at the counter

POLICY:

Members/volunteers attending the Beak n Wings facility may not have drinks at the front counter. The said volunteer shall keep all drinks at a table in the back room.

This policy is to limit possible accidents at the counter, harming items for sale, cash drawer, papers etc. Volunteers which do not adhere to the policy will be forbidden from having drinks outside of the back room.



Category: PERSONNEL

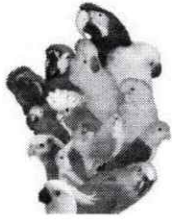
Title: Birds at events

PURPOSE:

To maintain an acceptable noise level

POLICY:

1. Birds that are brought into the facility shall not be big screamers, yellers, etc.
2. Birds that are brought in with personality issues such as bites, fights with other birds etc. shall be closely watched so they do not bite the public or other birds.
3. Birds which are brought out to events shall be clipped. Flying birds will not be tolerated.
4. If a bird needs to be groomed, the bird shall be taken to the back room to be groomed due to the noise level
5. Bird waste shall be cleaned up off the floor, tables as it happens
6. All birds brought into the facility events or in the public shall be in a carrier for transportation no exceptions.



Category: PERSONNEL

Title: Public Lounging

PURPOSE:

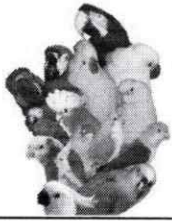
To maintain a relationship with the public

POLICY:

1. The public may enter and lounge sitting at the tables, reading, visiting with a bird, etc.
2. The public may lounge reading books
3. The member/volunteer may keep coffee made during business hours
4. Soda/water may be given to the public with small donations

Watch for possible problems/issues with someone entering daily and just standing or sitting around.

SAFETY FIRST



Category: PERSONNEL

Title: Monies

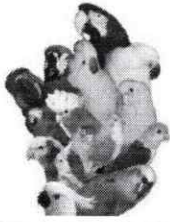
PURPOSE:

To be responsible of the organization funds

POLICY:

1. Cash drawer: The drawer should not have more than \$25.00 at any time.
2. All monies shall be placed in a zipper bag and placed in a location which can not be found
3. The member/volunteer shall be responsible for all monies taken in for the days business.

SAFETY FIRST!



Category: PERSONNEL

Title: Bird Handling

PURPOSE:

To prevent injuries of members/volunteers, public and parrots.
To keep the stress level of the parrots low.
To encourage the dignity of each parrot
To help educate the volunteers, members and public

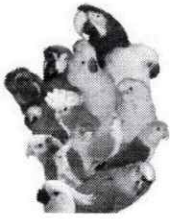
POLICY:

All members/volunteers are encouraged to not handle other members birds without permission of the owner.

Members/volunteers are encouraged to bring birds out to help educate the public and other members. Members are required to follow the below guidelines to preserve the dignity of all parrots.

Handling of parrots:

1. Parrots are not to be held without permission from the owner
2. No parrot should be held by the neck at anytime in the public or members view unless extremely necessary.
3. Parrots should not be handed to the public without explaining the possibility of being bit.
4. If grooming a parrot in view of the public/members, always explain to such person what/why you are doing, to preserve the dignity of the parrot and to help the owner understand you are not hurting the bird.
5. No parrot should ever be hit, thumped, tossed, bitten or intentionally placed in harms way.
6. Any member seen executing any of the listed shall be removed from the function immediately.
7. No one shall hold more than one (1) bird at a time. If a member, volunteer, or visitor handles more than one bird at a time which belongs to them, the liability is on the person.
8. No one shall handle birds without washing or using hand cleaner first
9. All persons shall clean hands and forearms before, after, and in between each bird.



Category: PERSONNEL

Title: Community Service

PURPOSE:

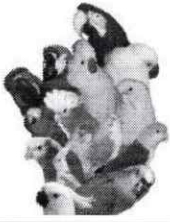
To allow the public to obtain times needed due to court or school

POLICY:

1. Beak n Wings will allow community service hours to the public
2. Kids/adults for school or court
3. Shall help in the facility, cleaning, moving items, etc.
4. Will be allowed to put in the hours going into foster homes to help clean providing the parent allows such event.

Community Service can be offered as long as the below offences apply.

1. Have not been convicted of or have any history of violent offenses of any kind (assault, battery, sex offense, federal charges/spousal, child, or animal abuse, as well as armed robbery, murder, manslaughter, etc.
2. Misdemeanor cases for DUI, MIP, Possession of Marijuana, Paraphernalia, or shoplifting
3. Community service volunteer shall be responsible for providing hour sign in sheet given (to the person) at the start of the community service.
4. Minors shall be picked up and dropped off by the "parent". Beak n Wings shall not be responsible for picking up or returning the child home.



Category: PERSONNEL

Title: Diversion

PURPOSE:

To allow the public to obtain times needed due to court order or school

POLICY:

1. Beak n Wings will allow diversion service hours to the public
2. Kids for school hours needed
3. Shall help in the facility cleaning, moving items etc.

Diversion can be offered as long as the below offences apply.

1. Have not been convicted of or have any history of violent offenses of any kind (assault, battery, sex offense, federal charges/spousal, child, or animal abuse, as well as armed robbery, murder, manslaughter, etc.
2. Misdemeanor cases for DUI, MIP, Possession of Marijuana, Paraphernalia, or shoplifting
3. Community service volunteer shall be responsible for providing hour sign in sheet given (to the person) at the start of the community service.
4. Minors shall be picked up and dropped off by the "parent". Beak n Wings shall not be responsible for picking up or returning the child home.



Category: PERSONNEL

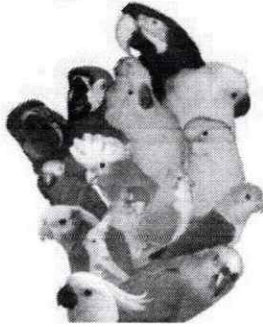
Title: Reading of the PP Manual

1. I have read and understand the policies of Beak n Wings, Inc. "Facility Policies". I shall do my best to follow all the rules set forth by the board of directors of Beak n Wings, Inc/.

Name: _____ Date: _____

Beak n Wings representative: _____

Date: _____



GUIDELINE & DUTIES APPROVAL

Reviewed _____, or revised as indicated

DEPARTMENT DIRECTOR

EXECUTIVE DIRECTOR

CONSULTANT (if applicable)

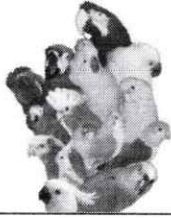

Board Member


Board Member


Board Member


Board Member


Board Member



Category: PERSONNEL

Title: Audio/video recording policy

PURPOSE:

This policy aims to ensure that audio and video is used with permission, and with consents

POLICY:

Consent:

Always obtain informed consent from individuals before recording them, whether in person, at an event, or during a video call.

Clearly state the purpose of the recording and how the footage will be used.

Provide an option for individuals to decline to be recorded.

Privacy considerations:

Avoid capturing identifiable personal information unless absolutely necessary and with proper consent.

Blur faces or use other methods to protect privacy when needed.

Be mindful of recording in private spaces and respect individuals' reasonable expectation of privacy.

Authorized personnel:

Designate specific staff members or volunteers as authorized to conduct recordings.

Ensure these individuals are trained on privacy protocols and proper recording techniques.

Public areas and signage:

If recording in public areas, post clear signage notifying individuals that they may be captured on video.

Consider using discreet recording methods when appropriate.

Storage and security:

Implement secure storage practices for recorded materials, limiting access to authorized personnel.

Regularly review and purge outdated recordings to maintain privacy.

Compliance with laws:

Understand and adhere to all local and state laws regarding audio and video recording, particularly concerning consent requirements.

Specific situations to consider:

Board meetings:

Decide whether to record board meetings and ensure all board members consent to recording. Shall be at the deaccession of the Executive Director of the board of directors.

General/business meetings:

The CEO/Executive Director shall have the decision regarding recordings at meetings

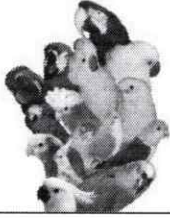
Events and fundraising:

Clearly inform attendees if they will be recorded at events and how the footage will be used.

Client/participant recordings:

Obtain additional consent when recording individuals receiving services from your non-profit.

Not following the policy could result in removal from the event or meeting.



Category: PERSONNEL

Title: Giving false or inaccurate information

PURPOSE:

To ensure that information given out to the public or membership is correct

POLICY:

No member or volunteer shall give information to anyone about the organization without being informed by the president or a board member.

This includes the workings of the organization, rescue and adoption program, or any other position.

No persons shall take control of the facility without holding a position which gives them the voice to do so.

No person shall take birds away from a member, volunteer, visitor because they feel no one should hold such bird.



Category: Rescue and Adoption

Title: Visiting bird release agreement

PURPOSE:

To protect Beak n Wings, Inc. from liabilities from bird bites, damage or harm

POLICY:

1. Any visitor must sign the "Visiting bird release agreement" and the "bird behavior disclosures" before handling birds within the organization
2. Refusal to sign the visiting bird release agreement will result in the visitor not being able to handle any birds from the organization.



Category: PERSONNEL

Title: Membership release agreement

PURPOSE:

To protect Beak n Wings, Inc. From liability concerning bird bites, harm, or other damage to members.

POLICY:

1. All members of the organization must sign the "Beak n Wings, Inc. Member Release Agreement" before handling any birds owned by the organization.
2. Refusal to do so will result in the member not being able to handle, or otherwise interact with any birds owned by the organization.



Category: Rescue and Adoption

Title: Parrot Designations

PURPOSE:

To specify designations of unadoptable birds.

POLICY:

1. The CEO, president, or rescue and adoption VP may determine the category of unadoptable birds as Unadoptable, Educational, or Mascot
2. Unadoptable birds are birds with health conditions that seriously impact their lifespan or quality of life
3. Mascot birds are birds that represent the organization.
4. Educational birds are birds used by the organization to educate the public



Category: Social Media

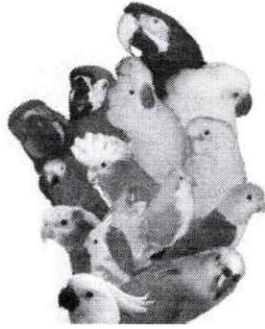
Title: Social media position and accounts

PURPOSE:

To designate one person to create accounts and posts for Beak n Wings, Inc.

POLICY:

1. The president shall appoint one Social Media Coordinator
2. The Social Media Coordinator, or their designees, are the only people authorized to make any official Beak n Wings Inc, social media accounts, posts, or comments.



GUIDELINE & DUTIES APPROVAL

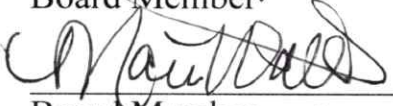
Reviewed 01/29/2025, or revised as indicated

DEPARTMENT DIRECTOR

EXECUTIVE DIRECTOR

CONSULTANT (if applicable)


Board Member


Board Member


Board Member


Board Member


Board Member



Category: PERSONNEL

Title: Complaint form

PURPOSE:

This policy aims to ensure all complaints are handled fairly, consistently, and wherever possible, resolved to the complainant's satisfaction.

POLICY:

This policy covers complaints received from staff, members, volunteers, consultants, or any external parties related to our services or operations. It can cover cases of corruption, harassment, and safeguarding concerns, discrimination, insensitivity, unfair treatment, or dissatisfaction with services provided by Nonprofit or its consultants.

Procedure:

All complaint information will be handled sensitively, telling only those who need to know and following any relevant data protection requirements.

The complaint form needs to be filled in full, turned into the CEO or President. This form will be reviewed and resolved if possible. If unable to resolve, the form will be turned over to the board of directors to try and resolve the complaint.

Member / Volunteer Complaint form

Date: _____

Received From: _____
Address: _____

Phone Number: _____

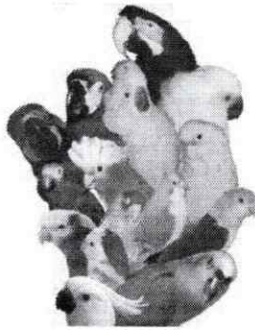
Explanation of Complaint

For Board / CEO / Executive director use only

Date received: _____

Received by: _____

Forwarded to: _____
Name/Position



GUIDELINE & DUTIES APPROVAL

Reviewed 01/28/2025, or revised as indicated

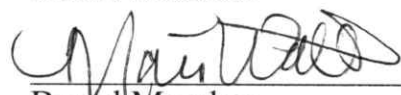
DEPARTMENT DIRECTOR

EXECUTIVE DIRECTOR

CONSULTANT (if applicable)


Board Member


Board Member


Board Member


Board Member


Board Member



Category: PERSONNEL

Title: Confidentiality Policy

PURPOSE:

To establish a policy regarding **Confidentiality Policy**

POLICY:

Confidentiality Policy for Employees, Volunteers and Board Members

Respecting the privacy of our clients, donors, members, staff, volunteers and of the Beak n Wings, Inc. itself is a basic value of Beak n Wings, Inc. Personal and financial information is confidential and should not be disclosed or discussed with anyone without permission or authorization from the board of Directors. Care shall also be taken to ensure that unauthorized individuals do not overhear any discussion of confidential information and that documents containing confidential information are not left in the open or inadvertently shared.

Employees, volunteers and board members of Beak n Wings, Inc. may be exposed to information which is confidential and/or privileged and proprietary in nature. It is the policy of Beak n Wings, Inc. that such information must be kept confidential both during and after employment or volunteer service. Staff and volunteers, including board members, are expected to return materials containing privileged or confidential information at the time of separation from employment or expiration of service.

Employees, volunteers and board members may request financial information to be viewed in front of the board of directors with a 72 hour (business hours of operation) written request. Treasurer shall not show or talk about financial information with any employee, volunteer or board member without the 72 hour written request and revealing information in front of a quorum of board members.

Unauthorized disclosure of confidential or privileged information is a serious violation of this policy and will subject the person(s) who made the unauthorized disclosure to appropriate discipline, including removal/dismissal.