

Shelter Procedures & Animal Care Manual

2019 Edition

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SHELTER SANITATION

CLEANING KENNELS & CRATES

When cleaning a kennel or crate occupied by one of our animals, simply wiping the interior with a wet washcloth is usually sufficient. If the kennel is soiled with urine or feces, a washcloth soaked in warm, soapy water can be used. Cleaning kennels with harsh chemicals such as bleach on a regular basis can cause chemical burns on the paws of animals and other negative side effects. Kennels and crates where soap is used must be thoroughly wiped with a damp washcloth to remove all soapy residue. The interior of kennels and crates must be completely dried with a towel before replacing bedding to avoid mildew.

When sanitizing a kennel or crate after an animal is no longer occupying it or for a new animal, it is important to soak the kennel or crate with a diluted bleach solution of ½ cup bleach per gallon of water. The solution should be allowed to soak the kennel or crate for 10 minutes before being thoroughly rinsed with a wet washcloth to efficiently sanitize the enclosure.

CLEANING DOG RUNS

The dog runs are the fenced cages located on the outside of the shelter. Dogs can occupy these enclosures during the more temperate climates. When a dog is occupying a run, spot-cleaning the areas that are soiled by spraying them down with the hose is sufficient. Feces should be removed before spraying the run. Be sure to dry the floor with a towel as wet floors can be a slipping hazard for dogs.

When sanitizing a run after a dog is no longer occupying it or for a new dog, it is important to spray the floors and fences with a diluted bleach solution of ½ cup bleach per gallon of water. The solution should be allowed to soak the run for 10 minutes before being thoroughly rinsed with the hose to efficiently sanitize the area.

SANITIZING USED LITTER BOXES, DISHES & TOYS

Dish soap alone is not enough to sufficiently sanitize used litter boxes, dishes and toys. Diseases and illnesses can easily be transferred by improperly cleaning accessories. These items must be thoroughly rinsed of any fecal matter or debris, then soaked in a diluted bleach solution of ½ cup bleach per gallon of water for 10 minutes. After soaking, the items must be thoroughly rinsed and cleaned with a washcloth or sponge and dish soap and rinsed again. All items should be thoroughly dried before being put away.

LAUNDERING TOWELS & BEDDING

Towels and bedding can be reused in an enclosure if it is not soiled and for the same animal who used it previously. Once soiled, these items must be washed and dried. Please only fill it a little over half way for each load. Laundry should be done on every shift. This includes running the washer, switching loads from the washer to the dryer, and folding items that have finished drying. Any food, cat litter or excrement must be shaken out before placing towels or bedding in the washer. This debris can damage our machines.

TRASH & RECYCLING

Trash and recycling must be taken out to the dumpsters every evening shift to avoid odor in our shelter. When dumping litter boxes, please dump soiled litter into a waste bin and close the lid. We are also responsible for the dog waste bin outside our door, please take that out whenever full.

SHIFT CLEANING CHECKLISTS

Following each shift, please complete a Shift Cleaning Checklist to ensure that you have completed all of the tasks assigned to your shift.

ANIMAL CARE

FEEDING

Be sure to feed each animal the proper type and amount of food by minding the notes on the feeding chart. Proper feeding is important to avoid unhealthy weight gain and upset stomachs. Please remember, extra food does not equal extra love!

EXERCISE

It is important for our animals to get some exercise by being played with or being allowed to exit their kennels to stretch their legs. Dogs can be taken out for walks or jogs near the shelter. HBO dogs are prohibited from entering dog parks aside from the run by bldg 709 or directly interacting with non-HBO dogs. Not only is this a safety issue, but it is also a health issue.

DAILY CARE CHARTS

During every shift, it is essential that all animals' care charts are fully completed. This allows us to monitor each animals health and activity during their stay at our shelter.

MEDICATED ANIMALS

Animals that have been prescribed medications will have a separate Medication Chart for each medication they are to be given. Only the Board and designated Keyholders will administer medications.

EMERGENCIES

In the event of an emergency, please contact any of the board members immediately. Emergencies include but are not limited to:

- Medical Emergencies (injury, excessive blood loss, bites, reactions, etc.)
- Loss of an animal (run away or stolen)
- If you ever feel like something is just not right, do not hesitate to let the board know!

DOG HANDLING

DOG BEHAVIOR

It is important to remember that we cannot treat shelter animals like our pets at home. Our pets know and trust us, however, shelter dogs exist in a high stress environment with strangers coming in and out. Approach every dog with caution, allowing them to smell you before attempting to pet them. Even if you've interacted with a particular animal before, they may not remember you on a future occasion, as there are many volunteers that work with them on a daily basis. Be observant of the signals that they are displaying in an effort to express their emotion. *Please see page 6 for Dog Body Language info graphic.*

WALKING OUR DOGS

All dogs must be walked with a properly fitted leash and collar at all times. HBO dogs should never be off leash outside of the shelter. HBO dogs are prohibited from leaving Osan AB, entering any public facilities or private households, or entering dog parks without express permission from the shelter President. For safety and health reasons, HBO dogs should not have any direct interaction with any non-HBO animals. Dogs within the shelter should also not interact or be walked together without express permission from the President.

CAT HANDLING

CAT BEHAVIOR

Upon entering the shelter environment, cats are often very frightened and may resort to aggressive behavior in an effort to protect themselves from strangers. It is important to understand their body language to better interpret their current disposition. *Please see page 7 for Cat Body Language info graphic.*

CAT SOCIALIZATION

Cats can be socialized by receiving attention in the form of petting or interactive play. Some cats may enjoy both, while others may prefer one over the other. Some cats may even prefer to be left to wander and explore during their exercise period. When playing with or petting a cat, be sure to look for signs of overstimulation. This is the leading cause of cat bites and scratches. Most cats will give you signals that they are becoming over stimulated. The signals may be very subtle or more obvious, depending on the cat. Warning signs that the cat may no longer want to be pet are: flicking or swishing of the tail, ears rotating to the side or back, staring, fur rippling on the back or sides, or tensing of the body. Again, the signals may be subtle, so it is important that you pay close attention to the cat as you pet him and be aware of his body language.

DOG BODY LANGUAGE

A happy dog

A dog who is happy will be relaxed.

1

Dog has a relaxed body posture, smooth hair, mouth open and relaxed, ears in natural position, wagging tail, eyes normal shape.



2

Dog is inviting play with bottom raised, smooth hair, high wagging tail, eyes normal shape, ears in natural position, may be barking excitedly.



3

Dog's weight is distributed across all four paws, smooth hair, tail wagging, face is interested and alert, relaxed and mouth open.



A worried dog

These dogs are telling you that they are uncomfortable and don't want you to go near them.

1

Dog is standing but body posture and head position is low. Tail is tucked under, ears are back and dog is yawning.



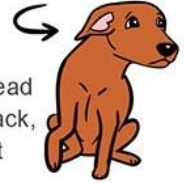
2

Dog is lying down and avoiding eye contact or turning head away from you and lip licking and ears are back.



3

Dog is sitting with head lowered, ears are back, tail tucked away, not making eye contact, yawning, raising a front paw.



An angry or very unhappy dog

These dogs are not happy and want you to stay away or go away.

1

Dog is standing with a stiffened body posture, weight forward, ears are up, hair raised, eyes looking at you – pupils dark and enlarged, tail is up and stiff, wrinkled nose.



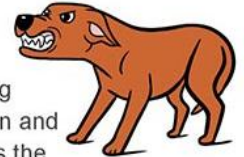
2

Dog is lying down cowering, ears flat, teeth showing, tail down between legs.



3

Dog is standing with body down and weight towards the back, head is tilted upwards, mouth tight, lips drawn back, teeth exposed, eyes staring, ears back and down, snarling.



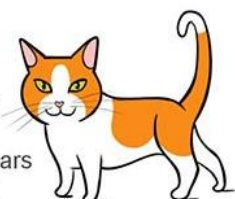
CAT BODY LANGUAGE

A happy cat

These cats are relaxed and happy.

1

Cat is standing, has a relaxed body posture, ears are in a natural position, tail is held upright with the tip of the tail curved, eyes are a normal shape, mouth is closed.



2

Cat is lying down, belly is exposed, body posture is relaxed, body is stretched out, ears are in natural position, eyes may be partly closed, mouth is closed.



3

Cat is sitting, body posture is relaxed, tail is held out loosely from body, ears are in natural position, eyes are a normal shape, mouth is closed.



A worried cat

These cats are telling you that they are uncomfortable and don't want you near them.

1

Cat is in a crouched position, muscles are tense, body is held tightly, tail is tucked tightly into body, ears are slightly swivelled sideways, head is slightly lowered and tucked into body, pupils are dilated, mild tension shows in face.



2

Cats who are worried or anxious may hide.



An angry or very unhappy cat

These cats are not happy and want you to stay away or go away.

1

Cat is lying down, body is flattened, ears are flattened to the head, pupils are dilated, tail is held tightly into body, body is tense, limbs are held tight and close to body.



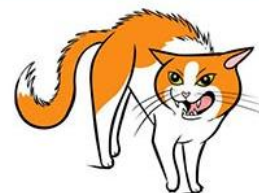
2

Cat is lying down, body is flattened, ears are flattened to the head and drawn back, body is slightly rolled over to one side, pupils are dilated, mouth is open and tense, teeth are showing.



3

Cat is standing, back is arched, body is held sideways, hair is raised, posture is tense, front paw is slightly lifted off the ground (ready to swipe if needed), ears are lowered and pointing out to the side, mouth is open and tense, teeth are showing, tail is tense.



INTERACTING WITH THE PUBLIC

ANIMAL VISITING

Potential adopters may visit the shelter during our 12:00pm or 6:30pm weekend shifts to view our available animals. Animals that are marked “unavailable” are not to be shown or taken out of their enclosure to interact with the public. A Keyholder must facilitate the introduction of an animal to a potential adopter and cannot leave the animal and visitor unattended. Under no circumstances should an animal leave the shelter with a non-HBO volunteer. Cats can be allowed to roam in the office for introductions. Dogs can be introduced outdoors on a leash and outside of their run, weather permitting. During cold or inclement weather, the supply or main shelter room may be utilized for dog introductions. If at any point a visitor is mishandling or mistreating a shelter animal, the animal should immediately be returned to their enclosure and the visitor asked to leave. Information regarding the animal can be found on their kennel card along with their profile. Each owner-relinquished animal should have a profile filled out and attached to their clipboard.

QUESTIONS FREQUENTLY ASKED BY THE PUBLIC

What do I have to do to adopt an animal?

Potential adopters must first fill out an online application. Once completed, the application the President will review the application and contact the applicant. The application process can take several days. Applications can be found online on our website.

What are your adoption fees?

All adoptions are \$100.00

I just found this animal, can you take it?

Homeward Bound Osan is not allowed to take in stray animals from the public. Volunteers are prohibited from allowing any stray animals to enter the HBO facility. The Veterinary Treatment Facility (VTF) controls the stray program and is allowed to take in base strays. Any animals found off-base are not permitted to be taken by the VTF.

How do I volunteer at HBO?

All volunteers are required to complete an online volunteer application and attend a volunteer orientation. After the completion of an application they will be invited to the next available orientation.

How old do you have to be to volunteer at HBO?

Volunteers must be at least 16 years of age. Volunteers under the age of 18 must attend the volunteer orientation with a parent or guardian.

For any questions that you are unsure of the answer, don't guess! Refer them to the President, Vice President or Volunteer Coordinator.