



Volunteer Handbook

2019 Edition

www.homewardboundosan.org
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WELCOME TO HOMEWARD BOUND OSAN

Welcome to the Homeward Bound Osan Volunteer Program! Being a volunteer is extremely rewarding, educational and fun. You can have a significant positive impact on the lives of homeless animals. Walking a dog, cuddling a cat, giving a treat or blanket or giving a simple pat on the head will touch your heart and bring you back for more. It's especially rewarding to see how the animals respond immediately to the love they receive while they are at the shelter.

As a result of the volunteer program, dogs get walked regularly and cats are more socialized. Animals get placed in foster homes when they are too young to adopt or need to recuperate from injury or illness; or just need a little more socialization. Most importantly, because of volunteers, many dogs' and cats' lives are saved. The Homeward Bound Osan Volunteer Program was created for the animals.

Thank You!

Thank you for giving us your time and for giving the animals your attention! We appreciate your commitment to help us help them and we know that your time is valuable. Each of you may have different reasons for wanting to be a volunteer, but all of you choose to volunteer at Homeward Bound Osan because:

- Your desire to care for those cats and dogs desperately needing positive human interaction
- Your wish to help find homes for animals that deserve a second chance
- You want to be a part of making our community more responsible for our pets
- You want to help save lives

As a volunteer, you are a valuable asset to our organization and to the many animals that need loving homes. Our goal is to continually expand our community outreach program, placing more animals into good homes. The time and energy you contribute by volunteering helps us achieve these goals. Since your support as a volunteer is extremely important, your decision to participate must be made with the full understanding of the commitment and responsibility it demands. This handbook has been prepared for you as a reference guide. It contains information regarding our policies & procedures, tools for dealing with the public and how to safely handle shelter animals. Please read it carefully so you will be well equipped to answer questions knowledgeably and to provide quality care to the animals at the shelter. Thank you for giving your time and energy to the animals at Homeward Bound Osan. We hope that the time you spend here will be as rewarding to you as it is beneficial to the animals you help.

ABOUT HOMEWARD BOUND OSAN

Our Mission Statement:

"To provide well-being, compassionate care, and find loving homes for the relinquished and unclaimed animals of Osan AB and USAG Humphreys."

Established in March 2011, Homeward Bound Osan is a non-profit, no-kill animal shelter run solely by volunteers. We are dedicated to finding forever homes for pets within the Osan AB & USAG Humphreys community. We do not receive any government funding and operate solely on the generosity of our donors.

Animal Viewing Hours:

Weekdays: By Appointment

12:00pm - 12:30pm daily

6:30pm-7:00pm daily

Weekends: Open Viewing

12:00pm - 12:30pm daily

6:30pm-7:00pm daily

WHAT WE DO

Placement of Pets through Adoptions

We make dogs and cats available for adoption at our shelter

Standard Adoption Fees for Dogs, Cats, Puppies, and Kittens

\$100.00

The adoption fee helps cover the cost of care for the animal along with medical fees including up-to-date vaccinations. Dogs are vaccinated for DAPP (Distemper, Adenovirus, Parainfluenza and Parvovirus), Bordetella, Rabies, and tested for heartworms. Cats are vaccinated for FVRCP (Feline Viral Rhinotracheitis, Calicivirus, Panleukopenia) and tested for FIV and Feline Leukemia.

Owner Surrender

Some owners cannot or choose not to fulfill the commitment they made when they brought an animal into their home. We try to inform owners of all the alternatives to surrendering their pet so they can make a decision that's best for the animal.

Owner surrenders are accepted by appointment only by the President or Vice President of the shelter. HBO's relinquishment fee can be found on our website and subject to additional fees for pets that do not meet Osan AB vaccination/testing requirements.

Osan AB Vaccination Requirements:

Dogs

DAPP

Bordetella

Rabies

Heartworm Test

Cats

FVRCP

Rabies

FIV/Feline Leukemia Test

KEY MEMBERS AT HOMEWARD BOUND OSAN

President

Emily Sammons

homewardboundosan@gmail.com

(010)2341-4215

Vice President

Hannah Kinsey

Treasurer

Joseph Lapthorne

Volunteer Coordinator

Zachary Howard

volunteerhbo@gmail.com

Secretary

Adam Dolensky

Media Manager

Jonelle Diaz

Fundraising Chairman

Morgan Howard

Animal Care Manager

Nakira Pray

Physical Address:

Bldg 766 Utah Street
Osan AB, South Korea

Mailing Address:

PSC 3 Box 2763
APO AP 96266

VOLUNTEERING AT HOMEWARD BOUND OSAN

VOLUNTEER RESPONSIBILITIES

Volunteers aid the shelter with animal care, facility cleaning, and assisting customers.

CASUAL VS. KEYHOLDER VOLUNTEERS

Casual volunteers have completed a volunteer orientation and assist Keyholder volunteers during our daily shift times. Casual volunteers may only volunteer with a Keyholder present. Casual volunteers are eligible to apply to be a Keyholder after volunteering at the shelter. Keyholders are entrusted with the door code and computer password and act as the shift supervisor. Keyholders are required to sign up for a minimum of 4 shifts a month. Shift signups are sent out weekly for both the Casual and Keyholder volunteers to signup.

SCHEDULING YOUR SERVICE

LOG YOUR VOLUNTEER SERVICE HOURS

It is essential that all volunteers sign in and out for every shift. This not only allows us to keep track of your personal hours, but also maintain our own records for total volunteer hours donated to the shelter.

CASUAL VOLUNTEER SHIFT SIGN UP

Casual volunteers can volunteer as desired during daily shift times. There is a signupgenius.com for Casual volunteers to use to allow for a better idea of who will be at a shift. Casual volunteers are to assist the shift keyholder as needed.

KEYHOLDER SHIFT SIGN UP

Keyholders must sign up for shifts in advance via signupgenius.com. Requests will be sent out via email. Keyholders act as the shift leader for their assigned shift.

MISSING SHIFTS

Your support matters – the animals and the Homeward Bound Osan team are counting on you. Keyholders who are unable to show up for an assigned shift are to notify the volunteer coordinator as soon as possible. Missing three or more shifts without notification will result in your removal from the HBO volunteer program.

CONTACT INFORMATION

It is important to keep your contact information up to date at all times. Therefore, volunteers should notify the Volunteer Coordinator of changes in address, phone number, DEROS, emergency contact or email address in a timely manner.

CODE OF CONDUCT

RESPECTFUL BEHAVIOR

As a member of the Homeward Bound Osan team, you are a representative of HBO's brand and image and are expected to conduct yourself in a professional manner. You must be respectful and courteous in your interactions with the public and with fellow volunteers. Disrespectful or unprofessional behavior, sexual harassment, threats, disparaging remarks, discrimination or vulgar language will not be tolerated and you may be asked to cease your volunteer work as a result of such conduct. This code of conduct applies to online and/or written material as well as personal interactions with other volunteers and members of the public. Bottom line - commit to providing excellent customer service to our visitors and fellow volunteers.

NON-HOMEWARD BOUND OSAN GUESTS/PETS

It is not appropriate to bring children or guests who are not registered Homeward Bound Osan volunteers or your own pets to the facility to volunteer. All HBO volunteers must first complete the initial volunteer orientation, sign the volunteer agreement, and have approval from the Volunteer Coordinator to proceed with further activities. Volunteers with unapproved guests or pets will be asked to leave. If you find that you are unable to perform your duties without the distraction of other responsibilities (babysitting young children, pet sitting other animals, etc.) then cancel your volunteer assignment and do not report to duty. Guests are welcome but are asked to sign in to our Guest Book located by the volunteer sign in sheet.

PRIVACY POLICY & CONVEYING CORRECT INFORMATION

Information pertaining to Homeward Bound Osan records or specific cases are strictly confidential and may not be discussed with others. Please refrain from offering the public information on fees or policies unless you are sure you have current, accurate information. When in doubt, always refer the person to contact a board member, the Facebook page, or the shelter emails. Volunteers are not to disclose any confidential information (contact, personal information, financial, etc.) of shelter customers or other volunteers.

DRESS CODE

Come prepared with the mindset that anything that you wear will get dirty. When working with animals you're advised to cover as much skin as possible to avoid scratches, exposure to zoonotic communicable illness, ringworm, mange (scabies), fleas and/or ticks. As a volunteer, we suggest following these dress guidelines during each volunteer activity for HBO:

- wear long pants
- wear comfortable, closed toed shoes; no sandals or flip-flops
- refrain from wearing dangling jewelry or headphones

CELL PHONES

While you are here, we want you to keep your focus on the animals in your care and the customers in need of assistance. HBO strictly prohibits the use of cell phones and mobile devices that create unsafe situations. However, we welcome photos and videos of the animals that can be shared with our Facebook page or your own social media platform. Ear buds, headsets, and headphones shall not be used at any time while volunteering with HBO.

DRUGS AND ALCOHOL

Under no circumstances shall a volunteer work at our facility under the influence of drugs or alcohol. If suspected of being under the influence of drugs and/or alcohol, you will be asked to leave immediately and will be subject to termination from the Homeward Bound Osan Volunteer Program.

ANIMAL CARE

It is expected that Homeward Bound Osan volunteers will treat all animals in the shelter's care with compassion and gentleness. Ask for assistance from the Keyholder on shift when needed, and use caution at all times. Volunteers are not to diagnose medical cases, remove sick animals from the shelter without permission from the president, or take any animals from the shelter without proper documentation and approval from the shelter President. Any volunteer doing so will be subject to dismissal.

MISAPPROPRIATION OF SUPPLIES

There will be no removal of shelter property, donations or supplies without the express permission of the shelter President.

INJURIES

You are responsible for your own health and welfare, so be sure to mind all signs and safety precautions. If you are injured while at Homeward Bound Osan, you must notify the Volunteer Coordinator immediately after seeking any required medical attention.

COMPLAINTS

Your point of contact regarding volunteering or shelter activities is the Volunteer Coordinator. Bring your concerns and questions to them first. If you have a complaint regarding a board member or an issue with HBO policy, immediately bring it to the attention of the Volunteer Coordinator so it can be resolved. If you are not satisfied with the resolution, you may take your complaint to the shelter President. If you have difficulties working with other volunteers, bring the situation to the attention of the Volunteer Coordinator as soon as possible. We want to resolve issues so that we can all work effectively as a team. Immediately report anything you interpret as harassment from volunteers or the public to the Volunteer Coordinator to ensure your safety and the safety of everyone on the premises.

DISCIPLINE

Volunteers who commit minor violations of policy and procedure will be verbally counseled in an effort to achieve acceptable compliance. Such violations could include disruptive

behavior, habitual absenteeism, misstatement of HBO policies, etc. We have incident reports that are filled out and signed by all parties to ensure everyone is current on situation. Continued violations could result in additional counseling or dismissal.

VOLUNTEER TEAM

Both you and Homeward Bound Osan are free at any time, with or without notice or cause, to end the volunteer relationship. Dismissed volunteers are not permitted entry to HBO beyond the public interactions.

WORKING WITH HOMEWARD BOUND OSAN

ADOPTIONS & RELINQUISHMENTS

Adoptions and relinquishments are conducted by the shelter President and Vice President only. If someone is interested in adopting or relinquishing an animal, volunteers are to provide them with an email, website, business card, or phone number. Once any forms are completed, the form is given to the President for review. Please note that the adoption process can take several days.

DISEASE CONTROL

Homeward Bound Osan is responsible for ensuring public safety including rabies control and other zoonotic disease containment. As a volunteer at HBO, you must be sure to wash your hands frequently as well as clean all animal handling equipment thoroughly to prevent the spread of disease in the shelter.

Just as you can catch illnesses from dogs, you can also unknowingly carry illnesses home to your pets. The most effective means of preventing the spread of illness to your pets (or from your pets to our shelter animals) is to:

- Make sure that your own animals have all of their vaccinations up-to date.
- Let your veterinarian know that you work with shelter dogs.
- Change your shelter clothes before socializing with your animals at home, and vice versa.
- Check the soles of your shoes before leaving the shelter to ensure you are not tracking feces into your car and home. Even better, designate a pair of shoes to be your "shelter shoes" and take them off before entering your home.

If you are bitten or scratched, you must report the incident to the Volunteer Coordinator after seeking appropriate medical attention. Be sure to have the identity of the animal ready. The animal may be quarantined for observation. You are responsible for your own personal health and are advised to seek medical treatment from your doctor.

STRAY ANIMAL POLICY

Homeward Bound Osan does not accept any stray animals; the stray program for the base belongs to the Veterinary Treatment Facility (VTF). Under no circumstances should an HBO

volunteer accept any stray animals from the public or other volunteers. Anyone who has knowledge of stray animals on base can contact CE Non Emergency fire desk at (0505)784-4710 so that the animal can be caught by Pest Control. They have the equipment necessary to safely capture stray animals and take them to the VTF. The VTF will then examine and provide any necessary care to the animal. If unclaimed during their stray hold period, the animal may then be transferred to Homeward Bound Osan for adoption.

VOLUNTEER TRAINING

VOLUNTEER ORIENTATION

Orientation provides an overview of the volunteer program and the operations of HBO. This class provides volunteers with the opportunity to better understand our mission and vision at HBO. The orientation includes both class time and a shelter tour. Volunteer orientations are by invitation, applications can be filled out on our website.

NEONATAL FOSTER CARE

Newborn puppies and kittens require acute foster care including regular bottle-feeding. So this class provides a solid introduction and Q&A for new neonatal fosters, especially during kitten season. Neonatal foster care class dates and times are held by appointment as needed. Volunteers interested in the class should contact the president for scheduling.

COMMUNITY SUPPORT

DONATIONS

As a nonprofit that receives no government funding, we rely on donations from our community to continue operating. Donations can be given in the form of cash, check, gift cards, or supplies. Donations may be brought to the shelter during any HBO volunteer shift. You may also bring donations with you when you are scheduled to volunteer. All supplies donated must be unexpired to be usable.