



VOLUNTEER ORIENTATION

THANK YOU FOR BEING HERE!



WHO WE ARE



Homeward Bound Adoptions CT, Inc. is NOT a rescue, but is focused on helping rescues. We are a registered 501c3 Nonprofit Organization.

HERE'S HOW

- Hosting adoption events.
- Fundraising for rescue dogs in need, as well as rescues and local shelters.
- Collecting monetary donations for rescues/shelters, as well as food, beds, toys, etc.
- Promoting adoptable dogs on our Facebook page.
- Spay it Forward - Raising funds and awareness to spay and neuter CT Shelter dogs.

OUR DEDICATED BOARD OF DIRECTORS

- Becky Epperson
- Lillian Staron
- Lindsay Luong
- Michelle Knockwood
- Paige McHugh
- Matt Arrigoni
- Wendy Barry
- Sue Hotkowski



EVENT TIMELINE



THURSDAY

- Supplies are removed from trailer for setting up.
- Final orientation for those who have not done one prior will be at the event site at 6:30pm.

FRIDAY – 7AM to 2PM

- Volunteers arrive to make sure all crates are ready and paperwork is in order for the dogs.
- Dogs arrive between 8 am – 12 pm (traffic and weather dependent).
- All dogs will be seen by our veterinarian.
- Dogs that require baths will be bathed, all will be cuddled, loved and finally, fed and walked and allowed to settle.

FRIDAY – 2PM to 5PM

- Volunteers are invited to come meet dogs, help with final set up, walk and comfort dogs.
- All volunteers coming must have attended orientation and be approved to handle the dogs.

SATURDAY – 7AM to 5PM

- Volunteers MUST arrive early to help make sure all dogs are fed, walked, cleaned and ready.
- All crates need to be cleaned.
- Doors open at 9am. Adopters will come by appointment only. Last appointment is at 4:30pm.
- Any dogs that are not adopted by end of event will be fed, walked, watered, cuddled and loved.

SUNDAY – 8AM to 6PM

- Repeat of Saturday, except we need all volunteers to help with breaking down equipment and loading everything onto the trailer.

VOLUNTEER CHECK IN/OUT

CHECK IN

- ALL volunteers must check in on Friday, Saturday and Sunday, at the “Volunteer Check In” area.

NAME BADGES & T-SHIRTS

- You will be given your name badge, a t-shirt (unless you already have one), and any communication equipment if needed. You will also be given your dog walking bracelet, slip lead, and be introduced to your team leader.
- This is when you should let us know if you're not comfortable walking the dogs, so you won't need to wear a bracelet. If you have any allergies, please advise us prior to the event.

CHECK OUT

- When leaving, all volunteers need to officially CHECK OUT. That means drop off your name badge, slip lead, and communication equipment.
- WE NEED TO KNOW YOU HAVE LEFT THE EVENT!

VOLUNTEER GUIDELINES

ATTIRE

- Closed toe shoes only, no sandals.
- Homeward Bound Bright Blue Volunteer T Shirt.
- Dress in layers...New England weather is unpredictable!
- YOU WILL GET DIRTY. Tasks include cleaning crates, walking dogs, emptying garbage, etc.

FOOD

- Food is NOT allowed in the dog area.
- Drinks are ok as long as they're attended. Any unattended drinks will be thrown away.

CELL PHONES

- Cell phones ARE NOT ALLOWED in the dog area or when walking dogs. We appreciate you wanting to share the dogs on Facebook, or sending photos to friends, but this is "All About the Dogs". There are others who will be posting our dogs online, we need you to focus on the dogs.

LEASHES

- All dogs MUST be on leash at ALL times when out of the crate. Absolutely no exceptions!
- Slip leads will be supplied unless the rescue requests something different.

BRACELETS

- Only volunteers wearing bracelets are allowed to handle the dogs. Potential adopters are not to hold the leash, nor any other volunteer who has not done the appropriate training. Please try to wear your bracelet so it can be seen. If you see someone walking a dog without a bracelet please gently explain the rules and take the dog back to their designated crate, and notify a core volunteer.

GUIDELINES CONTINUED

IF YOU SEE SOMETHING, SAY SOMETHING

- We are the eyes and ears for these dogs, so please, if you have any concerns on any potential adopters or even the way another volunteer is handling a dog. PLEASE SAY SOMETHING.
- You may see something that others don't. Please go to a team leader or core volunteer and voice your concerns. We need you to help us be sure these dogs are going to the best homes.

COMFORT ZONE

- If you are not comfortable walking a specific dog, or any dog at all, please just tell us. We know some of you may support our cause but aren't comfortable walking dogs. That's okay!

CRATE CLEANING

- Unless you have a note from a doctor, please assume you will be cleaning crates at some point.

DOG WASTE

- MUST BE PICKED UP. Do not walk a dog without (several) poop bags in your pocket.

HAND SANITIZER

- Please use the provided hand sanitizer liberally, and especially when going from dog to dog. Please encourage potential adopters to use it as well.

GUIDELINES CONTINUED (again)

NO NOSE TO NOSE CONTACT BETWEEN DOGS

- These dogs have had a long transport up and can become very stressed. Please be sure that dogs are kept at a distance from one another when out being walked or fed. This is the dog's time to have one on one time with a human. Let them enjoy it!

IF YOU SEE SOMETHING, SAY SOMETHING

- Yup, we put it in here twice. Again, we are all the eyes and ears for the rescue. If you see anything that unsettles you, please find a board member.

INTERACTING WITH ADOPTERS

- Most adopters are thrilled and excited to be at our events, but there can always be a few bad apples. If someone is being rude, threatening, or otherwise making you uncomfortable, please find a board member. We will not tolerate our volunteers being mistreated.

SET UP & BREAK DOWN

- Our Event officially starts on Thursday when we start setting up the site. We ask ALL volunteers to either help with setting up or breaking down. If you sign up to help we are REALLY depending on you, and need you to follow through. If you are available to help us with set up and didn't say so on the original form, please be sure to tell us you are available before leaving today. The more the merrier!

The most important thing is to help one another. If you see that someone needs assistance and you're not busy, please lend a hand. It will make this event that much more pleasant if we all work together.



CRATE ETIQUETTE



KENNEL CARDS & TAGS

- Information about each dog is printed on their kennel card, along with a photo to help us identify them. These will be attached to all crates.
- If a dog is out for a meet and greet, or a bathroom break, you will put the “Out for a Walk” tag in front of the kennel card. On the back side of these tags is also “Out with Trainer”, so please be sure appropriate side is showing.
- If a dog has a pending adopter (adopter is at interview or has met with trainer and is approved) or is adopted, the senior dog handler will have a red tag put on the crate to notify others interested. Again, be sure appropriate side is showing.

MOVING DOGS IN/OUT OF CRATES

- Getting the dogs in and out of crates can sometimes be a challenge. The dogs are usually excited to get out, and don't always want to go back in.
- If there is more than one dog in a crate, ALWAYS have another volunteer spot you.
- Also, be sure the leash is around the dog's neck before taking them out of the crate.
- If you need help please ASK, we are all in this together.

EMPTY CRATES

- If you see an empty crate, whether the dog has been adopted or is out for a walk, please give the crate a once over to make sure it's clean.

FRIDAY – DOG'S ARRIVAL

HERE COME THE DOGS!

Our main goal on Friday is to make sure all the dogs arrive safely, are checked by our vet, and given a chance to decompress from their travels. This is a great time to comfort the dogs and while getting to know their personalities.

- Volunteers will be there by 7:00am to finish setting up and making sure we are ready for the arrival of our precious cargo.
- ALL SENIOR DOG HANDLERS should come and meet with the rescues to get information about the dogs they are assigned
- After 2pm, volunteers are welcome to help with the dogs as the rescues have traveled a long way and need some much deserved rest.
- All volunteers should sign in and collect their name badge and dog leash for the day. You are not required to wear a specific shirt on Friday since we are not open to the public.
- Please be sure we know you are coming, and we ask that you not bring friends or relatives to see the dogs prior. Friday is only open to volunteers who have gone through our orientation and have signed up.
- We need volunteers throughout the afternoon until early evening to help with dogs. We are also doing all final set up for the public on Saturday. Now is also a great time to ask any questions you may have regarding the event and your duties. If you would like to bring snacks or something for others to munch on, that is always welcome!



SATURDAY & SUNDAY



WE WELCOME THE MASSES INTO OUR DEN OF CONTROLLED CHAOS

Saturday is always the busiest of the two days, and we will have a line forming well before doors open.

SATURDAY 7AM – 9AM

- All dogs are walked, fed, cleaned if necessary, and all crates are cleaned.
- Conduct final clean up of the area so we are ready for the public!
- Signage will need to be placed out on the streets to direct traffic.

SATURDAY 9AM – 4:30PM

- Welcome adopters!
- Doors are open to adopters with appointments! We will only be letting in 4 families per half hour.

SATURDAY 5PM – 6PM

- Dogs that have not been adopted are walked, fed, cleaned if necessary, and all crates are cleaned.
Nighty night!

SUNDAY 8AM – 9AM

- All dogs are walked, fed, cleaned if necessary, and all crates are cleaned.
- Conduct final clean up of the area so we are ready for the public!

SUNDAY 10AM – 3PM

- Welcome adopters!

SUNDAY 3PM – 5PM

- It's breakdown time, don't leave us! Everything needs to be cleaned and packed into the trailer.



AN ADOPTER'S DAY



THIS IS SERIOUS BUSINESS

It is our job to make sure each dog goes to a home that is the perfect fit. Because of this, the process will take time and adopters may be at the event between 2-3 hours. Some adopters may complain about the time this takes, but there are no shortcuts. If there is a large line when doors open, adopters will be let in according to their number and space in the building.

GREETING ADOPTERS

- All adopters are greeted at the entrance by our volunteers.
- We ask everyone if they have a dog in their car. If so, they are directed to a specific parking area that's overlooked by our volunteers.

ADOPTERS

- When a family arrives for their appointment the Greeters will notify the Dog Team. A Dog Team member will welcome the adopter and shadow them throughout the process.
- All paperwork is attached to a clipboard for the dog team member to have throughout the process. This is also handy for rescues, trainers and dog team members to see the information supplied.
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ADOPTION STEPS



STEP 1 – MEET AVAILABLE DOGS

- The “Dog Team” member will assist adopters in finding the right dog. Dog Team members **MUST** sign off on the adopter’s form to state how they feel the dog and adopter will fit, good or bad we need to know. The Dog Team **MUST** write the dog’s name along with their comments and name. If you have a concern about a potential match, please write IHC on their green form. The RESCUE will also be on hand to discuss the match and also **MUST SIGN OFF** on the form.

STEP 2 – MEET WITH A TRAINER

- Once the Adopters have been matched with a dog (or sometimes more than one) by a dog team member, they will then move on to “Meet the Trainer” Each potential adopter should meet with a trainer to be sure that this is a good fit. All families who already have a resident dog must bring them in for a meet and greet with the trainer present to assess the match. The Trainer **MUST** sign off on the form with the dog’s name and any comments. There is also a Trainer Questionare that needs to be filled out.

STEP 3 – INTERVIEW TIME

- Once the Adopters have been matched with a dog, and the dog team and trainer have signed off on their green form, they will move on to their interview. Interview team will review their application, references and also the green form to check for any red flags. All family members should be involved in this process. Some adopters may have already completed the interview virtually if so they would go directly to contract.

STEP 4 – CONTRACT

- Once the interviewer signs off on the adoption, the adopter will move on to go over and sign the final contract and pay the adoption fee.

FINISH LINE

ALMOST THERE...

- At any time during the process, an adopter can be refused a dog if we see or hear something unsettling. Rescues will always make the final decision.

LEASHES

- ALL dogs must leave on a leash, no exceptions. If an adopter does not have a leash in their possession, they can purchase one from our store. All dogs are fitted with a martingale collar before they leave, courtesy of Homeward Bound (or a harness if the dog is too small for a martingale).

HAPPY DANCE TIME

- We take an adoption picture of each dog and their new family before they leave the event. Happy tears are shed, sometimes there's hugging...and then our furry friends go to their forever homes.

THE WORK ISN'T OVER

- Seriously, it never ends. After the event is over we perform home visits for every dog that's been adopted to make sure they're thriving in their new home. If that sounds like something you'd want to help with, please let us know!

THANK YOU

- To every single volunteer, past, present, and future. Without you, these happy endings wouldn't be possible.

