**Standard Operating Procedure**

**Beach Buddies Program**

**(Public Copy)**

Updated Date: June 9, 2018

**Purpose**

To ensure proper management of the Beach Buddies program, paperwork, and division of duties.

**Responsibility**

It is the responsibility of the Volunteer Coordinator (VC) or assigned lead volunteer to obtain the list of approved dogs and any restrictions from the Animal Care Manager, email the confirmation to all participants on the day before their program, and prepare the Beach Buddies equipment and dogs on the day of the program. It is the responsibility of the VC to recruit; schedule and train 1-2 volunteers who will help prep the dogs and materials during the Beach Buddies program. The VC will keep all paperwork stocked and up to date in the BB folder.

**Procedure**

1. **Opening up additional days in SignUp.com**
	1. Log onto the website: <http://signup.com/volunteerspot/login/signin/>
	2. On the main page, expand “My SignUps: All SignUps” and select the BB program. Click on the date of the program. At the top of the screen that pops up:
	3. On the calendar, click on the date of the program and fill in the blanks with the following:
		1. 5
		2. do or attend
		3. Beach Buddies
		4. From 11:00 am to 4:00 pm
		5. Select “Set up a repeating schedule” and make sure the starting and until dates are entered correctly.
		6. Select “Wed” & “Fri”
	4. Click on “Save” and go back to the calendar to double check the dates and participants were saved correctly.
2. **Public inquiry and promotion:**

This program does not need any promotion as it tends to fill up 6 weeks or more in advance and any other interest in encouraged to join the backup list. Inquiries about the program are handled by the VC or customer service team. If the date of interest is already filled, that person can be added to the backup list located on in Google Sheets 🡪 Beach Buddies Backup List.

1. **Signing up for Beach Buddies:**

Any interested person 18+ years old can sign up using the link provided on our website under *Get Involved, Volunteer 🡪 Beach Buddies:*

<https://signup.com/client/invitation/6775657374/1060159/false#!1060159/false/false>

1. **The afternoon before the program:**

The Animal Care Manager sends a list of up to 5 dogs along with their bios, who they’ve determined to meet the Beach Buddy (BB) requirements to the beachbuddies@mauihumanesociety.org email.

The Volunteer Coordinator (VC) or lead volunteer logs onto SignUp.com: <http://signup.com/volunteerspot/login/signin/>

On the main page, expand “My SignUps: All SignUps” and select the BB program. Click on the date of the program. At the top of the screen that pops up:

1. Click on “view” and print this page.
2. To get the names, emails and phone numbers of the participants, look to the middle of the pop up screen and click on “Assign.” Copy and paste that information into a blank Word document along with the list of the dogs including their bios.

The VC, or lead volunteer, then adds the 5 emails to the “bbc” area in the email. Also, include the Transfer Coordinator, Adoptions staff, and Animal Care Supervisor. Below is the text to be copied into each email:

*Aloha Beach Buddies!*

*This email entails important information about your day and the safety of the pet, please read in its entirety and respond to confirm your spot for tomorrow’s Beach Buddies outing.*

*Mahalo for signing up to take a furry pal out for a day of fun and exposure to the world outside the shelter! Below is the list of our Beach Buddy Candidates:*

1. ***Animal’s photo Animal reference # Background information***
2. ***Animal’s photo Animal reference # Background information***
3. ***Animal’s photo Animal reference # Background information***
4. ***Animal’s photo Animal reference # Background information***
5. ***Animal’s photo Animal reference # Background information***

*Although the tradition is first come, first choice, please kindly reply with your first, second and third preferences to better assist in the selection process. Please note this is not a guarantee you will get the dog of your choice. Also there is always a chance your Beach Buddy could be adopted today so should that happen, you will be assigned another dog on the list if available. Please respond to this email to confirm.*

*Please let me know if you require a traveling kennel so we can have it set up in advance and ready to take on the morning of your outing. DOGS CANNOT BE IN OPEN BED TRUCK OR CONVERTIBLE WITHOUT A SECURED CRATE. Each dog will be sent out with a backpack full of all the supplies they’ll need for the day.*

*On the morning of your outing please enter the shelter through the Adoptions door at 11:00 a.m. That door opens at 11:00 a.m. sharp so there is no need to come earlier. Please continue through the double doors on the other end of the room that will lead you to the outdoor garden. I will meet you at the picnic table (look for the red backpacks) for a debriefing, waiver signing and introduction to your buddy for the day.*

*Beach buddies should be brought back to the shelter by 4:00 p.m. When you return please come through the main entrance and a staff member will assist you. We will ask you to complete your outing log letting us know how your buddy did! If you wish to stay with them a little while longer just let us know.*

*If you have to cancel on the day of your outing, please call our main office right away at 808-877-3680 x3 and leave a message. This is a very popular program and we have many families waiting to sign up should someone drop out. Please note that the morning of, I am away from my email and office phone to assist preparing all of the Beach Buddies for the day.*

*Lastly, a suggested donation of $20 is greatly appreciated and helps to offset operating costs associated with running the program. You can support Beach Buddies by donating in person at the time of your excursion or gifting items from the shelter's Amazon Wish list.*

*See you tomorrow morning!*

1. **Day of the program (approx. 1 hour before the start of the program):**
2. **Check email response:**

On the morning of the program, the VC will check the BB emails for the participant’s replies and make note on the paperwork of the chosen dogs.

1. **Beach Buddies back packs and paperwork:**

Prepare a pack for each dog being sent out. Every beach buddy should be sent with a red backpack, filled water bottle, silicone collapsible water bowl, towel, small treat bag, reminders card, poop bags, “Adopt Me” leash & collar w/ tag, and an Easywalk harness.

Anything needing to be washed will be placed in the laundry area. We want to keep all Beach Buddies supplies in a separate location to avoid them getting mixed up with other dog supplies in the kennels. Packs are prepared in the back then placed on the bench near the picnic table (in front of the HEO Office).

On each clip board there should be a waiver, credit card authorization form, outing log, retail discount coupon and a pen.

1. **Beach Buddies dog & kennel preparation:**

Place a BB sign on each of the dog’s kennels just above their kennel card so that staff and volunteers know these dogs are heading out that morning. The VC, lead volunteer or the volunteer Beach Buddies Assistant(s) will prepare the paperwork, backpacks and bathe the selected dogs starting 10:00am.

When bathing the dogs, remove any flea or other collars (except the paper collars) before bathing and leave them hanging on the back of their kennel. Dogs are bathed in the dog bath and returned to their kennel. If there are multiple dogs in their kennel, the dog can be left in a gazebo. Fit all BB dogs with an Easywalk harness and a yellow “Adopt Me” collar with tag. Clip the 6 foot yellow “Adopt Me” leash to the outside of their enclosure.

All supplies and dogs must be ready to go by 10:45am.

1. **Welcoming the Beach Buddy participants (11:00 am):**

At 11:00 am, Beach Buddy participants should enter the main office when doors are unlocked. Greet everyone at the picnic table in front of the HEO building (where the paperwork and backpacks are).

Explain the paperwork on the clipboard to participants:

* The waiver explains the expectation (dog must remain on their leash at all times, etc.) and participant signature confirms that they will comply.
* We will charge $200 to their card should they not return their dog.
* We ask that they fill out the outing card to let us know how the dog did when out with them to help us better explain the dog to a potential adopter or transfer partner.
* The reminders card is a yellow laminated card that has some simple reminders such as to avoid dog parks, keep on a leash; don’t leave them alone, etc. This card also has the shelter number and emergency extension on it in case the BB participant needs our emergency help.

 As the paperwork is filled out the VC, lead volunteer or BB volunteer assistant will get the assigned dog

The VC will then assist the visitors with their chosen dogs. VC or BB volunteer will escort them to the gate then close it behind the participant. The gate should remain unlocked but closed during the morning portion of BB.

1. **Calling for a backup & adding interested people to the list**
	1. Access Google Sheets from either the Beach Buddy Gmail account or any computer in the front office by clicking on the cluster of small black squares in the upper right hand corner of the Google home page.
	2. Click on “Sheets” which is a green icon. If it isn’t showing, then you may not be logged into Gmail and you must first log on to access these documents.
	3. Scroll until you find the document “Beach Buddies Backup List.” Click on it and once it’s loaded, scroll to the bottom to either add more people or check out who is available now. There are two tabs, the first are those visiting the island – please call visitors first. The second tab is those that live on island – call locals second. When calling DO NOT LEAVE A MESSAGE. Keep calling until you either run out of time or people to call.
	4. Delete any backups that have expired.
2. **Welcoming the Beach Buddy participants back (4:00 pm):**

When visitors return (anytime between 11-4pm, but no later than 4pm) they bring their dog and supplies into the front office. Front office staff will page for Animal Care to retrieve the dog and give them the outing log to fill out as well as return or shred their credit card authorization form. The front office will be able to use this opportunity to find out more about their experience and offer advice on off-island adoptions, donations etc.

The front office, front office volunteers and ACAs are responsible for unpacking the backpacks and getting everything put away. Towels, toys and dirty dishes should be placed in their designated areas for cleaning. Backpacks, harnesses, collars and leashes are washed as needed. Remove all treats from backpacks.