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Welcome to the Dog Care I Volunteer Program!
As a volunteer in the Dog Care Program, you will have an opportunity to make the shelter experience better for the dogs in our charge while also preparing them for their future homes.

Program Objective
Canine stress in a shelter has a direct impact on the health and well-being of the dogs in our care. The constant noise and stimulation of the kennel environment can cause dogs to become increasingly aroused, anxious and frustrated, which leads to behaviors that are undesirable to adopters and will likely affect the dog’s ability to integrate quickly and successfully into a new home. Since adopted dogs often experience the most stress during the first few weeks in a new home, it is vitally important that we do everything we can to help reduce stress and help dogs learn behaviors that increase their chances for success.

The Dog Care I is focused on providing daily care and experiences that help prevent or relieve some of the stress, boredom, frustration and related behavioral deterioration that a dog may experience upon confinement in a shelter environment.

Additionally, behaviors which are attractive to adopters will be learned and maintained as each dog receives appropriate guidance and reinforcement. Unwanted behaviors that tend to deter adopters (and cause stress for dogs and those who work with them) will diminish as the dogs learn alternative behaviors and are given less opportunity to practice undesirable behaviors. It is our expectation that these efforts, if implemented consistently, will result in enhanced well-being, more successful adoptions and shorter stays for our dogs.

Dog Care I Training Requirements

1) Volunteer Orientation

Following Volunteer Orientation you’ll attend In-Shelter Training. You will need to have the following items reviewed prior to attending:

- Volunteer Handbook
- Dog Care Program Manual
- Required Videos:
  - Reading Body Language
  - Dog Enrichment
- Optional Videos:
  - DIY Leash Harness Tutorial
  - Properly Leashing a Large Dog
  - Leashing a Small Nervous Dog
  - Harnessing a Dog
  - Leashing a Rambunctious Dog
2) In-Shelter Training

At your In-Shelter training session you’ll learn everything you need to fulfill your goals within your program. At the end of the session you will be asked to schedule your final step in training, your solo session.

3) Solo Session

After you have attended your solo session a member of the Volunteer Services Department will contact you to find out how things went. If things went well the team will create your official volunteer ID badge, activate your volunteer profile and add you to the volunteer mailing list. If things did not go well they’ll discuss next steps and additional training options with you.

Dog Care I Responsibilities:
1) Relieve stress and boredom
2) Teach dogs proper etiquette
3) Document activities

Program Levels:

Dog Care I

All Dog Care I volunteers and kennel staff are trained in basic enrichment. These techniques teach the basics of classical conditioning and reward training. Classical conditioning helps teach dogs to associate their kennel and people with positive things. Reward training techniques help us teach more appealing kennel presentation by rewarding appropriate behaviors and not reinforcing inappropriate behaviors. Dog Care I also introduces basic use of a clicker and various that can be prepared and implemented by staff and volunteers in a short amount of time.

Dog Care I training also teaches how to desensitize dogs to common items and events that often trigger undesirable behavior. These triggers include people approaching kennels (especially with a leash or food in hand), opening and closing kennel latches and doors, as well as leashing and removing dogs from kennels. Through consistency and progressive desensitization, volunteers will help teach dogs to display polite behavior when people approach their kennel for any reason. Volunteer will learn more about how to increase polite behavior (and prevent impolite behavior), both in and out of kennel, through appropriate reinforcement and management.

Note that only volunteers trained in the Dog Care II program have the training and authority to use verbal cues such as “sit,” “stay,” etc. with the dogs. Our goal is to provide canines with consistent training techniques and for this reason we ask that volunteers refrain from using commands until they reach the next level.

Volunteers who are trained within the Dog Care I program should be able to explain and demonstrate the following:

- The meaning of enrichment and several different activities that can be done quickly to enhance a dog’s kennel experience and well-being
- The basics of classical conditioning/forming positive associations and how and why classical conditioning is used in the kennels
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- Operant conditioning/reward training techniques and how reward training is used to teach positive kennel presentation
- How reward training techniques benefit the animals and contribute to mental stimulation
- How the clicker/‘yes’ marker is used and why it is beneficial to use a clicker to ‘mark’ desired behavior
- How and why it is beneficial to desensitize the dogs to triggers such as leashes, people approaching kennels, opening kennel latches and doors, etc.
- How and why we wait for polite behavior before proceeding with removing a dog from the kennel, or moving forward with any desirable activity
- Simple reward training techniques to reinforce desired behavior on leash outside the kennel
- Various methods to prevent undesirable behavior, both in and out of kennel

Dog Care II
Dog Care II training is offered to volunteers who have demonstrated proficiency at as a Dog Care I volunteer, have completed 25 hours in Dog Care and have passed the Dog Care II: Pre-Training Assessment. Volunteers who are interested in training in this advanced program should contact the Volunteer Services Department for details.

In Dog Care II volunteers use reward training and clicker shaping techniques to teach dogs basic manners, behaviors and cues. Volunteers also learn how to effectively apply the concepts of progressive desensitization and classical conditioning to various situations.

Foundations of Enrichment: Minimum Standards of Care
It is a daily priority to meet and exceed certain minimum standards of care and well-being for the animals in our care. These standards serve as the foundations of a successful enrichment program. The following “Minimum Standards of Care” are the framework for the Dog Care programs and detailed information within this manual.

We have an obligation to ensure that dogs have a clean living space.
If a kennel is soiled it should be cleaned by staff as soon as possible. Dogs' kennels should not remain wet or soiled when staff is on duty. Volunteers can assist staff in spot-cleaning but should ask for direction first.

We have an obligation to ensure that dogs have clean, fresh water at all times.
Frequently monitor and refill water bowls.

We have an obligation to provide a comfortable, dry bed for every dog.
If bedding is wet or soiled, replace it. Shredding of towels should not necessarily exclude a dog from receiving one. The act of shredding provides stress reduction for many dogs. In certain cases, alternative bedding may be more appropriate.

We have an obligation to provide appropriate dog chew items and toys at all times.
Toys should be appropriately sized and in good condition; monitor for safety, especially with strong chewers. The toy(s) should change on a regular basis. Damaged toys could become dangerous and should be discarded.

We have an obligation to ensure that dogs engage daily in positive interactions with people.
Depending on the dog, appropriate interactions can range from tossing a treat into a kennel to extensive handling and socialization. All interactions should be with the dog’s comfort/stress level in mind and should never be forced.

**We have an obligation to allow dogs opportunities to eliminate outside their living space.**
Every effort should be made to allow dogs to eliminate outside of their usual living area.

**We have an obligation to ensure that dogs have opportunities for quiet time.**
Every dog can benefit from some time away from the stressful kennel environment. When possible, dogs should be given opportunities to relax in a quiet environment.

**We have an obligation to ensure that dogs receive appropriate health and medical care.**
Dogs should receive routine healthcare and prompt attention for any illness or physical condition that arises while in our care. Follow existing protocol to alert staff immediately about any concern or condition that may require medical attention.

It will require ongoing effort and cooperation from all staff and volunteers in order to meet these obligations. When these standards are consistently maintained, the positive effects will be felt throughout the shelter.

**Volunteer Mentors**
Experienced volunteers wear a yellow badge signifying that they are volunteer mentors. These volunteers are here to answer questions or assist new volunteers. You can check a mentor’s schedule on the Volunteer Scheduler on the Anti-Cruelty website. Volunteer Mentors also check-in as available on the “Sign-In” sheet at the front desk during their shifts. Feel free to reach out these experienced volunteers should you need assistance.

**Safety Guidelines**
Always read the kennel card and behavior reports before interacting with ANY resident animal, and please work only with animals that are available for adoption. Never stick your whole arm or hand through the kennel fence. Remember to follow all other volunteer guidelines (such as dress code) for safety when interacting with the animals.

For your own safety, the safety of other dogs and visitors, please do not perform training techniques you have not received instruction for via an Anti-Cruelty Society staff member. Also, please do not sit on the ground with a dog as this compromises your safety and may come across as poor customer service. When removing dogs from dog adopts, avoid lingering in the room as it may cause stress, which can cause a dog to become reactive.

Failure to follow these or any other volunteer guidelines may result in immediate dismissal from this program.

If you have dogs of your own at home, be sure that they are current on all of their vaccinations before you begin to volunteer with our canine population. Illnesses such as Parvo are rare in our shelter environment, but when they do appear, can be lethal to puppies and unvaccinated dogs. To protect your own pets, they should be up-to-date on their vaccines before you begin volunteering.
Bites and Scratches
If at any time you or a visitor is bitten or scratched it must be reported immediately to a manager on duty. Animals who bite, and draw blood, must undergo a 10 day rabies quarantine on-site per the Illinois Department of Agriculture. Animals who bite are typically reassessed after the rabies quarantine to ensure their continued adoptability.

Importance of Following Procedure and Policy
As a volunteer it is important to follow all procedures and policies. These have been compiled from the knowledge and experiences of other Anti-Cruelty Society volunteers and staff. They have been created in an effort to protect the animals and people who interact with them. Adhering to these procedures will assist you with your volunteer responsibilities.

If at any time you have any questions, issues or concerns, please bring them to the attention of the Volunteer Services Department.

Failure to follow volunteer guidelines may result in immediate dismissal from your program.

Emotional Considerations
Some of the dogs you work with may be un-adoptable and therefore may be chosen for euthanasia. You must be able to focus on what you can do to make each dog you work with as comfortable as possible. We ask that you provide as much loving care as you can during each dog’s stay with us.

Euthanasia
The majority of the euthanasia performed occurs to animals undergoing tests and evaluations by the clinic and staff, prior to placement in the Dog Adoption Room.

Sometimes dogs who have been placed in the Adoption room undergo reevaluation for health and temperament, and may be deemed unadoptable. In these circumstances The Anti-Cruelty Society exhausts the following options when appropriate before euthanizing an animal:

- Medical treatment and placement in our rehabilitation suite.
- Relocation to foster home for the treatment of an illness and/or socialization.
- Placement with a rescue organization if available

If these options are not feasible, the shelter may decide to euthanize the animal in question. With this in mind, please note that there is no time limit on a dog that is up for adoption and that as long as they remain healthy and psychologically sound, they will remain in the Adoption Room until an appropriate placement is made.

Please show consideration to the shelter staff who are directly involved with the making of these difficult decisions.

If you should ever have a question regarding our Euthanasia Policy, or a specific decision that was made, please speak with a Shelter Manager or contact the Volunteer Services Department.
Short Term Accommodations for Emergencies (SAFE) Program
The Short Term Accommodations for Emergencies Program provides shelter to the animals of families who are facing an unforeseen crisis. The Anti-Cruelty Society screens applicants, and if their pets are admitted, we will board the animals for a period of 30 days.

Dogs and cats who are taken into the SAFE Program are fostered when possible, and otherwise are held at the shelter. These animals already have loving families to which they belong and are simply at the shelter while new housing arrangements are in the works. Dog Care and Cat Care volunteers are asked to socialize SAFE pets when they are in the building.

The weekly Volunteer Announcements will notify volunteers to the location of any SAFE animals. Specific instructions on the care of SAFE animals will be included in the corresponding announcement. Each SAFE pet’s kennel card will have an additional Volunteer Log stapled to it to assist us in tracking their daily care. Volunteers are required to fill these cards out after any socialization sessions with a SAFE animal.

Adoption Match Program
The Adoption Match Program is a tool designed to increase successful adoptions while helping personnel make the best match between adopters and pets. Our goal is to make the adoption process more fluid and guest-friendly by providing volunteers and staff with easy-to-read Adoption Match cards on each dog’s kennel. These cards will categorize animals by Novice, Intermediate, Advanced, and Special. They help volunteers and staff connect visitors with a pet that best meets their experience, knowledge, and expectations. You will find the category descriptions for each animal category in the appendix at the end of this manual.

The category in which an individual animal is placed is determined after a behavior screening has been performed. Only staff from the Behavior and Training Department have clearance to designate an animal’s category and write on their corresponding Adoption Match card. Volunteers and staff are welcome to nominate animals for a changed stage as rehabilitation and enrichment programs impact an animal’s personality. These requests should be submitted in writing and given to a B&T staff member.

GETTING STARTED

When You Can Volunteer
- The Anti-Cruelty Society is open to the public 7 days a week for adoptions:
  - Monday-Friday: 12:00 pm – 7:00 pm. Last adoption application at 6:30pm
  - Saturday & Sunday: 12:00 pm - 5:00 pm. Last adoption application at 4:30pm

- The Anti-Cruelty Society is open to the public for the receiving of animals seven days a week from 9:00 am - 7:00 pm.

- Dog Care volunteers may be in the shelter 7 days a week between 8:00 am and 7:45 pm.
  - It is strongly recommended that you volunteer before or after the shelter is open for adoptions as some of the DCI activities cannot be performed during adoption hours.
You may work with dogs during adoption hours, however, you may need to refer visitors to other personnel should they have questions regarding adoption.

**Holidays**
There are no adoptions on major holidays, but volunteers are encouraged to work with the animals on days where we are closed to the public.

**Where You Can Volunteer**
You may use the upstairs hallway, the adoption waiting room during non-adoption hours, or other areas as discussed by your trainer for dog socialization. During appropriate weather, you may use the courtyard.

If you are working with a dog on peak adoption days (Friday-Sunday) you and the dog should only be in public areas such as the lobby, hallway, or courtyard so that staff and adopters can locate you if necessary.

If available, volunteers are also welcome to utilize the Training room on the west end of the building. Currently open volunteer hours for this space are weekdays, from 8:30am-10am. Volunteers are also welcome to check with Animal Behavior & Training staff to see if the room is available during other parts of the day. Refer to the Training Center Etiquette document at the end of this manual for additional details.

**Before you Volunteer**
Volunteers are encouraged to schedule their upcoming volunteer shifts using the online scheduler tool within your volunteer profile. A program trainer will explain the process for scheduling a volunteer shift.

**When You Arrive:**
1) Sign in at the front desk
2) Store personal items
   - Store your belongings in the provided lockers within the Volunteer Office.
   - Be sure to bring your own lock – these are not provided.
3) Collect supplies
   - Collect supplies you may need for your program like hand sanitizer, toys and treats.
   - Grab a volunteer apron.
   - Locate your ID Badge. These are mandatory for each volunteer to wear while assisting in the shelter. If your volunteer badge is misplaced, check neighboring files—badges often get shuffled around and misfiled. If you cannot find it, please wear a “Volunteer Trainee” badge and contact the Volunteer Services Department for a replacement.

After locating your badge and supplies you are ready to begin. Once prepared, check the Underdog Log notes so that you know what you will be focusing on with each pet. Then enter the Dog Adopts room and quickly introduce yourself to staff and other volunteers who are also assigned to that space.
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Before Leaving:
1) Say Goodbye
   • Notify staff and other volunteers in Dog Adopts that you are leaving. This way personnel knows how many people are currently in the room and that you are no longer available to assist them with the dogs.

2) Store badge and apron
   • Head back to the volunteer office and put away your ID Badge, taking off the clothing clip, and place the apron in the hamper. Please make sure apron pockets have been emptied.

3) Log your hours in your Volunteer Profile
   • Using a volunteer computer, open a browser window and go to the following website: www.myvolunteerpage.com.
   • Your profile was initially created by the Volunteer Department, and your username and password is your first and last name, one word, all lower case, eg: janeshmith.
   • It is important that all hours volunteered are entered. Volunteer hours are tracked and reported monthly and annually.
   • You are also welcome to log your volunteer hours from home.

DOG CARE I RESPONSIBILITIES

Please carry a leash with you at all times to desensitize the dogs to seeing people with leashes. We use basic classical conditioning (forming positive associations), reward training techniques and clicker training to achieve good behavior, manners, and to get the dogs to like all sorts of people.

For a video tutorial demonstrating some of the procedures below, click here.

1) Tend to basic physiological needs:

Walking
Check to see who needs to be walked by referring to the Dog Adopts kitchen blackboard. After walking a dog mark the blackboard and the Behavior Check Cards in the kennel card holder. Volunteers should keep multiple bags in their pockets to clean up after each dog. Waste should never be abandoned in the courtyard or walkways. All bagged waste should be disposed of in the Dog Adopts kitchen trash bin. Waste cleaned up with one of the scoops should be placed in the toilet in the DA kitchen.

Grooming
Dogs who have been earmarked for grooming by volunteers and staff will have a picture card slipped into their kennel card holder. If you don’t see a grooming request, but see that a dog needs a bath, double check that they have not had surgery within the past 10 days as their incision site can become infected if made wet. Remember to leave a note in the kennel card holder when the dog is out so that staff know of their location.

After the Clean & Preen session be sure to put a bandana on the squeaky clean dog. Bandanas can be found in the Clean & Preen room or the Volunteer Office.
Additional details on grooming and bathing dogs can be found below.

**Exercise**

If you are tending to a dog outside of adoption hours, you may be able to take them to the Training Center for exercise. Volunteer "Open Hours" for the space are Monday through Friday from 8:30am-10am. Beyond this time frame volunteers should defer to a member of the AB&T team for availability. Details on Training Center use and etiquette can be found at the end of this manual.

**Bedding and Water**

Check that each kennel is stocked well with blankets or towels and that each water dish is full. When refilling water bowls be careful not to touch the kennel bars with the can tip. Clean bedding and towels are located on the far West end of the Dog Adopts room, near the leashes. Soiled towels should be placed in the Dog Adopts kitchen. If there are no clean blankets or towels available, please replenish them from the laundry room.

2) **Relieve stress and boredom**

**Volunteer Office Use**

Volunteers are welcome to utilize the Volunteer Office for one-on-one dog socialization before we open for adoptions at 12pm each day. Please make sure you hang a “loose dog” sign on the door’s window to alert entering volunteers that a dog is unleashed. Also make sure to clean up the space after each dog’s visit. This includes mopping up and disinfecting urine using the mop bucket across the hall, and picking up any toys that were used and placing them in the Dog Adopts kitchen for staff to disinfect.

**Quiet Time**

Often our time with dogs is spent doing active things, such as training or playing fetch. Dogs in a kennel environment tend to be over-stimulated, and lose the ability to settle. It can be easy to forget that ‘down time’ with people is just as important as active time. Many dogs may forget how to relax which can also make the transition into a new home difficult. The goal for quiet time is to give dogs a chance to unwind and enjoy quality time with people.

- Quiet time can either take place in the Volunteer Office, counseling room or other private space that is free from distractions.
- Quiet time should last between 10-20 minutes.
- Good activities during quiet time include: relaxing, petting, grooming, massage, or doing paperwork/reading while you hang out with the dog.
- The most important thing is that what you are doing is not active.
- Quiet time should be limited to non-adoption hours.

**Toys**

Check that every dog has a toy in their kennel and distribute as necessary. Ensure that all toys are appropriately sanitized before and after use. Toys that are worse for wear should be discarded. Toys and sanitation supplies are located in the Dog Adopts kitchen.

**Activities**

Choose and implement an activity out of the Underdog Binder for each dog. Be sure to reference
the log to check if a particular dog needs specific work. If a dog does not have a page in the log their enrichment activities are at your discretion.

If you notice a lack of toys, towels, bedding, clean mop water, or other supplies – please take the initiative to replenish these items. Supplies are found in the laundry room and volunteer office.

**Read a Book**
Help dogs who are stressed in their kennels relax by sitting outside their cage and reading to them. Here’s a quick breakdown of how this is done:

- Pick a good book. (Children’s books are wonderful. So are romance novels.)
- Pick a needy dog. (This might be a dog who’s been here a while, a shy dog or a wild-child.)
- Grab a stool/milk crate and place it near the dog’s kennel (best to be at one side or the other of the kennel).
- Sit, offering a sideway presentation. Don’t directly face the dog or their kennel.
- Introduce yourself.
- Read. For about 5 – 10 minutes only.
- Take your leave.
- Move on to the next dog.

3) **Teach dogs proper etiquette to attract adopters.**

**Using Treats**
1. Keep them tiny! You do not need to insert a big glob of food in your dog’s mouth for them to be rewarded! The smaller the treat, the quicker they associates their actions with the reward.

2. Moist, soft treats are best because they are more flavorful and the dog can eat them quicker, thereby associating the reward with the behavior. A dog that has to chew a hard biscuit for 10-15 seconds can forget why they got the biscuit in the first place!

3. Timing is critical – you need to get the treat into their mouth within 1-2 seconds of them doing a behavior for them to understand the reward is for that behavior.

4. The food must be rewarding to the dog. Don’t use food the dog doesn’t like, or that isn’t “special” to the dog when working in a high distraction area. If the dog has problems with diarrhea, you can use some of the dog’s kibble as a treat.

5. Occasionally work in “jackpots.” These are extra special treats, or a larger portion of a treat, combined with exuberant praise, that the dog rarely gets. Jackpots should be used intermittently when the dog does something really great, like sitting in a crowd of children and adults and dogs and cats.

6. “Fine Dining” is another concept you can use to give the dog an extra special reward when they have done something great, or if you are working on maintaining a great deal of attention. The regular way most people dole out treats is kind of like “fast food:” the dog gets a piece of kibble or a treat, a weak pat on head and lukewarm verbal praise. “Fine dining” means creating a rewarding experience that is highly rewarding to the dog. Break some really delicious, moist, pungent treats up
into tiny bits and hand feed them to the dog, while praising the dog exuberantly and constantly while feeding them.

**Kibble Runs**
Create positive associations between the dog and their kennel by grabbing a pouch of treats or kibble and popping pieces into each kennel as outlined in the procedures in the Dog Adopt Procedures heading of this manual.

**Clicker Training**
Grab a clicker, a treat pouch and kibble and choose a dog with which to do reward training. Wait for a positive behavior, such as eye contact, quiet, sitting, and other attentiveness. Identify, click (or mark with 'yes') and reward desirable behavior with a piece of food. Ignore undesirable behavior. Do not make a verbal request for a specific position, call the dog, or lure them into position. Just wait until they offer a better behavior. Be sure to treat after every click. Also – remember that a clicker is NOT an attention getter. If used this way the effectiveness will diminish.

The following procedures should be acted out by every volunteer while they are working with dogs in the Dog Adopts room. These procedures are standard for all staff and volunteers working with canines and should be followed at all times. Consistency is key.

**Classical Conditioning In Kennel:**
Volunteers should strive to perform all In Kennel enrichment activities on the “In Run” side of the kennel, otherwise known as the side facing the windows.

*Help dogs associate their kennel with positive things.*
- **DO** grab a treat pouch and kibble or tiny treats and do a few 'kibble runs' through Dog Adopts. Walk past kennels and toss or hand-feed kibble or tiny treats to the dogs, REGARDLESS of the dog’s reaction or behavior.
- **DO** hover, pressure or encourage the dog to come forward, and **DO NOT** request any specific behavior.

*Help dogs learn kennel presentation that is appealing to adopters.*
- **DO** grab a clicker, a treat pouch and kibble or tiny treats, and do some reward training in Adopts. Identify, click behind your back (or mark with 'yes' if you can’t click) and reward desirable behavior with a piece of food. Ignore undesirable behavior.
- **DO NOT** make a verbal request for a specific position, call the dog or lure them into position. Just wait until they offer a better behavior.
- **DO** carry a leash as you approach kennels to get started on desensitization (see Level Two).

*Help maintain mental stimulation and prevent boredom.*
- **DO** choose and implement an activity out of the Enrichment Menu binder.
- **DO** consult the Enrichment Log binder to ensure variety of activities.
- **DO** try to follow up with any items you leave with a dog, to ensure that personnel that follows doesn’t have unreasonable additional cleaning to complete.

**Reward Training Out of Kennel:**
*Help dogs practice appropriate behavior when people approach and open kennel doors.*
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- **DO** carry a leash each time you approach a kennel, whether or not you plan to use it, to aid in desensitization.
- **DO** wait for the dog to sit (or stand calmly) before opening the kennel door. If the dog jumps up as you are lifting the door latch, stop and wait for calm, polite behavior before proceeding. Stop and wait (closing the kennel door if needed) as many times as necessary, every step of the way, until the dog remains calm while you open the door.
- **DO NOT** push the dog aside with your arm or leg.
- **DO NOT** open the door while they are jumping up, pushing to get past you, or barking.
- **DO** wait for the dog to sit or stand calmly before interacting with them in any way. When they do exhibit polite behavior, reward with a treat. Handle the leash, wait for calm, reward again. Close the kennel, and reward for continued polite behavior.
- **DO** repeat this process multiple times in a session, waiting for politeness at EVERY STEP, without taking dog out of kennel.

*Help dogs learn to exit their kennel calmly and politely.*
- **DO** follow all the above steps.
- **DO** wait for polite behavior after dog is leashed and before inviting dog to exit kennel. The extra time it takes to wait for polite behavior will pay off in the long run.
- **DO NOT** reward impolite behavior such as barking or jumping by allowing a dog to come out of the kennel when presenting these behaviors.
- **DO** wait for some degree of politeness before moving forward through the Dog Adopts doors and into the hallway.

*Help dogs learn polite behavior on leash.*
- **DO** click behind your back (or 'yes') and reward when dog offers any 'adoptable' behavior, such as eye contact, sit, loose leash, quiet, four paws on floor, or any other polite behavior.
- **DO** use appropriate leash management and reinforcement to ensure success and prevent undesirable behavior (eg: stand on leash and reward four paws on the floor to prevent jumping).
- **DO** remove and relocate a dog from any situation where they are too stimulated or distracted to experience success.

*Provide a variety of activities to help maintain mental stimulation and prevent boredom.*
- **DO** choose and implement an activity from the Enrichment Activity Menu found in the Underdog Binder.
- **DO** attempt to offer variety.
- **DO** try to monitor and follow up with removal and clean-up of items, to ensure dogs’ safety and not place an unnecessary burden on cleaning staff.

**Basic Training**

These exercises help dogs become more adoptable by helping them learn that patient polite behavior gets what they want, and pushy, obnoxious, impulsive behavior gets them nowhere.

**Say Please**

This is a general idea that we should apply in ALL of our interactions with the dogs. The idea is that dogs should be taught and expected to say ‘please’ (simply by displaying some measure of calm,
polite, appropriate behavior) in order to get the things they want: food, toys, treats, coming out of kennel, going through doors, etc.

Whenever you are in a situation where the dog wants something, make sure the dog says ‘please’ by showing any sort of polite, appropriate behavior (even if very brief), then ‘yes’ and allow them access to the desired thing.

If dog continually shows undesirable behavior in order to get what he wants, you should calmly say ‘too bad’ and turn away and/or ignore the dog (or step away from their kennel). Make sure to give the dog another chance in a very short time. If dog is unsuccessful after three attempts, you may need to adjust expectations to help ensure success.

**Focus and Attention Exercises**
Any activity (voluntary eye contact, come when called, touch targeting, responding to name/happy voice) that reinforces a dog for focusing attention on you also helps with impulse control and high arousal. If a dog is focusing on you, he is not engaging in obnoxious, high-arousal behaviors.

**Wait At Doors**
Your body speaks louder than your words. If you just stop at the door and wait until the dog is no longer putting any tension on the leash he will begin to realize you are not going anywhere until there is no tension on the leash.

The second he relaxes and there is no tension on the leash (and/or he looks at you or briefly puts four paws on the floor), ‘yes’ and treat. In many cases, the ‘treat’ may be going through the door (using the cue ‘let’s go’ to invite the dog to move forward).

**Settle**
This is probably the easiest exercise to reward with little effort on your part. Any time you walk by a kennel where the dog is relaxing, say ‘yes’ and throw a treat as close to him as possible, so he doesn’t have to get up to eat it. After several repetitions of this, the dog will learn that just relaxing in the kennel is very rewarding.

This can also be worked outside the kennel by observing and offering ‘yes’ /treat any time the dog relaxes on his own.

**Sit (or Down) Maintain/Sit for Greeting**
If the dog is in a sit or down position (in or out of kennel), periodically ‘yes’ and treat the dog as long as he maintains the position. When he breaks the position, the treats stop. As dog improves, you can space your treats out more, rewarding less frequently.

As a dog is able to maintain the position longer, you can introduce distractions like clapping hands, turning away, stepping backwards or to the side. Get creative, based upon what you think the dog can handle. After each distraction you present, ‘yes’ and treat the dog with a pea-sized treat or kibble.

Another vital skill to practice is maintaining a sit when people approach (in or out of kennel). At first, have helpers approach no closer than about 5 feet; ‘yes’ treat the dog generously for...
maintaining the sit position. Gradually, you can have helpers come closer, remembering to reward accordingly as the task becomes more difficult.

4) Document Activities

**Underdog Log**
Some dogs will be part of the “Underdog Project” curriculum which is put together by our Behavior Department for certain dogs. The Underdog binder contains an activities list, dog profiles and enrichment suggestions. Volunteers should reference this log for guidance prior to beginning Dog Care I activities.

If a dog you work with has a profile, properly document each activity you carry out on their designated sheet. This documentation allows volunteers and staff to monitor the progress of that dog while tailoring their future interactions to maximize enrichment benefit.

If there is a dog that is not part of the program but you would like to nominate, contact the Volunteer Services Department.

**Daily Care Cards**
Be sure to record all bathroom activities on the Daily Care Cards found in the kennel card holders. For complete instructions on how to properly mark the cards reference the appendix at the end of the manual.

**Dog Walking Log**
In an effort to ensure that the canines in Dog Adopts are receiving at least three walks each day, we’ve created a simple tracking system to monitor their outings. The Dog Walking Log is attached to a clipboard and can be found in the Dog Adopts kitchen.

Volunteers should refer to this sheet throughout your visits. Highlighted dogs are those who are house-trained and should be prioritized for walks. Note that volunteers are still responsible for marking the daily care cards found in each dog’s kennel card sleeve to indicate where and how they relieved themselves.

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**DOG PROFILES & HANDLING**

**Basic Handling Notes:**
It is the responsibility of the handler to positively reward and reinforce desired behaviors and to **actively manage the dog and his environment in a way that prevents undesirable behavior.**

- Be especially mindful of careful management when exiting and returning to kennel. Move calmly and quickly to the exit door, while maintaining a short leash, keeping your body between the dog and other dogs.
- Do not stop in front of other dogs’ kennels OR allow your dog to approach or linger at kennels.
- Remember that it is our job to **set dogs up for success.** Any incident of undesirable behavior (such as over-arousal, excessive barking, jumping, mouthiness, etc.) should be immediately,
yet calmly, interrupted and redirected to a desired behavior. Overly aroused, unfocused, disruptive dogs, or dogs exhibiting signs of stress and/or not responding to redirection, should be removed from the area and given a chance to succeed in a less stimulating environment, or returned to kennel.

- Remember that whatever a dog is looking at is what his mind is focused on. We must prevent, minimize or immediately interrupt eye contact when a dog is inappropriately focused on or responding poorly to a dog or person (or anything else). No dog should be allowed to continuously bark or stare at anything or anyone.

- Most handling and training efforts should be focused on the dog’s behavior in the kennel, lobby and courtyard. These are the areas where the dog makes an impression on adopters. It is our responsibility to help the dogs maintain polite manners, especially in the public areas where they spend most of their time. Although there are some activities that require a different environment, the dog must be successful in the public areas in order to get adopted!

- If at ANY TIME a dog’s behavior prevents you from handling him safely and in a behaviorally beneficial way, please return the dog to his kennel right away or ask someone for assistance if needed. We do not want dogs to have an opportunity to practice unsuitable behavior that is beyond our ability to handle or control.

- Any behaviors of concern, or significant positive/negative changes should quickly be brought to the attention of a shelter lead, AB&T and/or shelter manager.

**Kennel Cards**

The kennel card is the most important document for each dog, as it contains all health, temperament, and behavior information for an animal. If at any point you do not understand, cannot read, or have forgotten what a notation or symbol means – ask a shelter staff member. Volunteers should not write on the kennel cards, with the exception of two specific areas:

- Provide a name to a dog that does not have one.
- Track a dog’s bathroom activity (urine & stool).

Familiarize yourself with this information, as the majority of the questions you will be asked will be based on kennel card information. There is an example of the kennel cards, as well as marking instructions, at the end of this manual.

**Behavior Screening**

Many dogs will be given behavior evaluations utilizing the ASPCA’s Meet Your Match Safer evaluation. These screenings are performed by a shelter Animal Behavior and Training staff member. Volunteers are required to read behavior reports before removing any dog from its kennel.

The Behavior staff evaluates dogs for sociability, friendliness, and placement determination. The ASPCA Safer program specifically screens for aggression potential and is the first screening performed. Staff then combine these results with the animal’s individual history and staff/volunteer observations to determine what kind of home will make the best match for each individual dog.
Hygiene

- Volunteers are required to wash their hands before and after each dog encounter.
- At times, there may also be hand sanitizer available – use as often as possible.
- In addition, hand-washing is required if a volunteer comes in contact with a fomite (i.e., any object that may potentially be carrying a germ), feces, blood, body fluids, secretions, excretions, exudates or articles contaminated by these substances.
- Wash hands before eating, drinking or smoking; after using the restroom; after cleaning animal cages or animal-care areas; and whenever hands are visibly soiled.
- Staff will properly disinfect toys and brushes, but volunteers are responsible for placing them in the sink in the Dog Adopts kitchen directly after use.

Handling Guidelines

- Before working closely with any dog, become familiar with the dog’s related documentation: behavior evaluations, Pet Point Animal Report, kennel card and any applicable information in Underdog or other behavior logs.
- Maintain a secure hold of leash at all times. You should remain consistently aware of the environment, prepared and available to prevent and/or quickly respond to any situation.
- Dogs should not have physical contact with other dogs, unless facilitated and/or approved by AB&T or Managers.
- You are expected to have the dog actively and consistently engaged in beneficial enrichment activities. Your visual and physical focus should be directed toward the dog at all times.
- It is the responsibility of each dog’s handler to positively reward and reinforce desired behaviors AND to actively manage the dog and his environment in a way that prevents undesirable behavior.
- Volunteers should not linger with dogs in the Adoption room as it causes undue stress for both the dog you are working with and the other dogs in the space.
- Remember that it is our job to set dogs up for success. Any incident of undesirable behavior (such as over-arousal, excessive barking, jumping, mouthiness, etc.) should be immediately, yet calmly, interrupted and redirected to a desired behavior. Overly aroused, unfocused, disruptive dogs, OR dogs exhibiting signs of stress and/or not responding to redirection, should be removed from public areas and given a chance to succeed in a less stimulating environment.

Dog Harnesses

Some of the larger dogs, or those who pull excessively, may be assigned a harness that has been pre-fit to their shape by staff. Assigned harnesses can be found hanging near the leashes in the back western corner of the Dog Adopts room. If there is a dog that does not have a harness, but you believe would benefit, please contact the Animal Behavior & Training team or Volunteer Services Department.

For a quick video tutorial on how to properly harness a dog, please click here.

If a dog doesn’t not have an assigned harness, you can make-shift one using the method showcased by staff in this video.
Remain Aware
In addition to the kennel card, you should remain aware of the dog’s physical condition and attitude, as well as additional notes in the kennel card holder. Do not remove a dog from the kennel if any of the following signs are present:

- **“Waiting for Test Results”** - which means the dog cannot be removed from the cage, shown or adopted until the results of the heartworm test are recorded by the clinic.
- **“Adoption Pending”** – A person is in the midst of the adoption process and is awaiting approval
- **“I’m Adopted”** – This dog is going home with someone and the adoption has been approved
- **“I am not available for adoption at this time”** – various health or behavioral issues may be the reason for this sign, or the dog may be sent to a breed rescue organization.
- **“Hold for BSR”** – This dog will be specifically held for the behavior department so that a behavior assessment could be preformed. For your own safety as well as others, do not remove this dog from his kennel. This also means that if this dog is on the adoption floor, he is not available for adoption until the hold is removed.
- **“Temporary Housing”** – This dog has just arrived at the shelter and we are using the kennel as overflow until the dog is either transferred to Dog Holding or approved for adoption room placement.

Removing Dogs from Kennels
There are different procedures for removing animals from the puppy cages (the double-stacked ones in the center of the adoption room) and the dog runs (the ground-level cages around the room). In both cases, volunteers should always approach the kennels slowly, from an oblique angle, and with a calm demeanor. The following will depict proper removal procedures:

**Removing Dogs from an Elevated Kennel**
- Approach the kennel talking to the dog in a calm and friendly voice.
- Open the kennel door slowly using your body to block the dog from escaping the cage and to ensure that the door does not open too widely.
  - Be sure to follow the Dog Adopts Procedures outlined above to reinforce calm kennel behavior while attempting to remove the dog.
- Put slip knot leash around dog’s head and tighten.
- Supporting the dog’s back end, lift the dog out of the cage keeping the dog’s head away from your face.
- Put it on the floor while holding on to the leash.
  - Some puppies may not be leashed trained and may need to be carried out of the adoption room.

**Removing a Dog from a Dog Run**
- Approach the kennel talking to the dog in a calm and friendly voice.
- Slowly put your arm (palm down) in the kennel so that the dog can sniff your hand.
- Open the kennel door, while blocking it with your leg.
  - This is done to prevent the door from swinging open and allowing the dog to escape.
  - Be sure to follow the Dog Adopts Procedures outlined above to reinforce calm kennel behavior while attempting to remove the dog.
- Drop in slip knotted leash, put it around dog’s neck and tighten.
- Allow the dog to walk out on their own.
You should never crawl into the dog’s cage. Let the dog come to you. If the dog does not want to come, then gently coax it out using a soft and friendly voice. If you do not feel comfortable, then ask for help from another volunteer or staff member. If the dog is disinterested, then just leave it alone. **Never take out a dog you are uncomfortable handling – it is for your safety and in the dog’s best interest.**

**Addressing Problem Behaviors**

Interrupt and redirect any undesired behaviors. For example, offer a toy to a dog who is play biting. Feel free to ask questions of the room staff or Animal Behavior & Training team if you are unsure of how to interact with an animal or if you have concerns about an animal’s behavior.

**Barking:**
Barking is a normal dog behavior. It indicates alarm, excitement, defensive or offensive behavior, attention-seeking, stress, or confusion. But excessive barking can be a source of distress to other animals. For this reason, keeping barking to a minimum will help to maintain the emotional and physical health of the animals in our care. Here are a few tips on how you can help curb this behavior when it becomes excessive:

- Give the dog something else to do with his mouth. Offer chew toys and puzzle toys.
- Offer physical exercise in the courtyard or training room.
- Click-for-quiet: Stand in front of the dog’s kennel and wait until he is quiet for 1 second, click/say yes, immediately offer a small treat. Progress by waiting for 3 seconds of quiet, then 5, then 9, then 3, then 9, etc. before offering a treat.
- Walk past a barking dog and toss several small treats. While dog is finding and eating the treats (he can’t bark and eat at the same time) return to his kennel and verbally praise, offer another few treats while dog is quiet.
- Catch the dog “in the act of” being quiet. Don’t assume your training is complete! Always always always reward good behavior – especially when it’s volunteered by the dog.
- Train the dog to sit and/or down and request it the instant the dog begins to bark.
- Be an individual dog’s advocate. Nominate him for shelter dog training classes; work on his obedience skills outside of his kennel.

**Leash Chewers**

Some dogs get overly excited when coming out of their kennels. In an effort to expend this excited energy dogs may begin to grab or chew on the leash. If a dog does this, do not stop and attempt to get the leash out of the dog’s mouth or otherwise give the dog any attention. Often, as soon as you leave the adoption room and all of the stimulation it holds, the dog will drop the leash on their own.

If the dog doesn’t drop the leash, ask them to sit or trade with a toy. **If they are not cooperative, it’s time to take them back to their kennel.** At no time should volunteers be handling a dog who is overly ‘chewy’ and unresponsive to redirection as it may result in a bite.

If there is a dog that you know gets mouthy when coming out of the kennel then be prepared before taking him out. Have a toy (a tug toy or rope bone is ideal) handy. As soon as the leash is on the
dog offer him the toy. Continue to hold one end as they bite the other and walk him straight out of the room.

**Difficulty Returning a Dog to their Kennel**

At times volunteers may encounter a dog who does not want to return to their kennel with ease. In such cases, volunteers are encouraged to try the tips below:

- Lure the dog into the kennel using a treat. Place several treats in your hand, allowing the dog to sniff, but not eat the treats. Gently lead the dog in the direction of the kennel. Once at the kennel toss the treats toward the back corner, allowing the dog to follow them. Using your body block the kennel door and slowly slip the leash off the dog.
- If a dog refuses to near one side of their kennel walk around to the other side of the same kennel.
- When all else fails ask for a staff member for assistance.

**Impulse Control**

Volunteers and staff can help a dog vastly improve their impulse control by requiring that they say ‘please’ for anything that they want. Exercises include:

- Waiting until given permission to take toy, treat from hand or food bowl
- Waiting at doors until told ‘let’s go’
- Waiting for calm behavior before exiting kennel
- Eye contact
- Sitting for greeting (requires two people or a tether, so greeter can turn and step away if dog jumps)
- Work on sit/hold and down/hold by rewarding a dog consistently as he maintains the sit or down position for longer periods of time (with increasing distraction)
- Clicking/rewarding for brief (and eventually, sustained) calm behavior in or out of kennel
- Desensitizing/rewarding for calm behavior in the presence of triggers like leashes, passing dogs, or manipulating kennel latch, etc.

If a dog does not respond to your re-direction and becomes overly mouthy or jumpy, it’s time to take them back to their kennel. By allowing a dog who is “acting out” to continue their inappropriate behavior we may actually be doing them unintentional harm.

By helping a dog learn to consistently control their own impulses (and then holding them accountable for doing so at all times), you can help curb a lot of jumpy, mouthy, hyper, over-reactive behavior which can discourage adopters.

**Walking Dogs**

Once you have leashed the dog and it has walked out of their kennel, it is important to remove the dog from the Adoption room as quickly as possible. Here are some additional guidelines for walking the dog once they have been removed from the Adoption room.

- Keep a hold of the leash by putting the handle around the wrist.
Do not let dogs interact with one another while in the courtyard (prevent the spread of disease and aggression). Only dogs from the same cage or during a “meet and greet” should be allowed to interact.

During times of inclement weather check with front desk staff before taking animals outside into the courtyard.

Dogs should not be allowed to jump on anyone in the shelter. This is an undesirable behavior, and we should all do our best to not encourage it.

Adoption Center Lobby

Dogs should be using the adoption center lobby sparingly. Lingering with a dog, especially near the courtyard doors, leads to stress for pets and people alike because of the tight space and narrow passageways.

GROOMING DOGS

As you work in the Dog Adopts room you may notice some dogs have Clean & Preen request cards slipped into their kennels. These are dogs that should be prioritized for grooming. You may also notice a dog without a card in desperate need of a bath. In this case be sure to check that the animal has not undergone a spay or neuter surgery within the past 10 days before proceeding.

Brushing a Dog

When brushing or combing most dogs you should move your tool in the same direction as the hair growth. When the dog has long hair they need to be “back brushed.” To do this, brush with the hair, then against the hair, and then back with the hair. This way you can brush out mats and make sure they don’t have tangles.

Always remove the hair from the tools you’ve used and disinfect them when finished. Do not attempt to trim a dog’s nails. This is a tricky procedure, and if done incorrectly, it can injure the dog.

Bathing

Before taking a dog out of their kennel for grooming, ensure that there is a Clean & Preen card in the kennel card holder – this way personnel will know where the animal is currently located.

When you pull the dog out from their kennel be sure to practice the proper removal techniques as outlined in the Dog Adopts Room Procedures section.

Before you bathe:

- Walk the dog for a few minutes before you move into the Clean & Preen room to give them a chance to relieve themselves.
- Give yourself at least a ½ hour for each bath so that you will have time for proper socialization, bathing, and drying.
- Make sure that there is a floor mat placed on the bottom of the tub so the animal doesn’t slip.
- Always look through the window of the Clean & Preen room door before entering. This will alert you to any loose animals, dogs tied out, or people working just on the other side of the door.
- Many dogs are afraid of the sound of the hair dryer. Turn the dryer on and leave it running while you bath the dog. Chances are, by the time you have finished washing the dog, they will have forgotten about the hair dryer and it will simply be background noise. Volunteers are
responsible for the upkeep of the clean and preen room. Always disinfect the tub, brushes, combs, toys and bowls after each use.

- The pipes from the water in the tub make a loud sound that scare the dogs, so it’s important to keep them as calm as possible while they are in the room with you.

**Tips for bathing:**

- Choose an appropriate shampoo and always start at the rear of the dog’s body and work your way towards the neck. Use a washcloth or sponge when working on the dog’s head.
- Note that dogs act differently while getting bathed. You can’t always tell how they will react so be prepared for their demeanor to change once the water or dryer is turned on.
- When placing the dog in the bathing tub, be sure to secure them to one of the leashes attached to the wall. This will prevent them from jumping out and hurting themselves.
- The temperature of the water in the Clean & Preen room fluctuates dramatically. For this reason it is very important to always keep one hand in the water as it is running to prevent the dog from being frozen or scalded.
- To postpone a dog shaking the water off of them (and onto you) keep the dog’s neck dry (around the collar) for as long as possible. Dogs will shake the water off when the area around their neck becomes wet.

**After the bath:**

- Use clean towels for each dog and never put a wet animal into a cage. It is your choice whether to use a blow dryer to dry the dog or walk them around until they are dry. The concrete floors can seem extra cold when an animal is damp and may increase the risk of illness.
- After the dog is dry place a festive bandanna around their neck. Studies show that animals who have accessories on them, or in their kennel, get adopted faster.
- After you return the dog to their kennel be sure to mark on their Behavior Check Card that they were bathed. Specific instructions on how to do this are found in the appendix.

**Clean & Preen Room Etiquette**

- Be careful to watch if water is leaking out of the room and into the hallway. If this happens please wipe up excess water and notify maintenance.
- Do not leave hair in the drain. Clogs cause serious problems to our plumbing, so please remember to clean the drain before leaving.
- Replace all products and tools back to where you found them.
- If you dilute a product with water please toss it afterwards as mixes become moldy quickly.
- If there is a pile of dirty towels in the room, please wash a load in the laundry room. Grab a handful of clean, dry towels, and put them away neatly in the C&P room. Ask staff for help if you need assistance using the washer.
- After using the room, remember to sanitize the tub and floor using the provided disinfectant and squeegee.
ADDITIONAL POLICIES & PROGRAMS

**Animal Sickness**
To ensure the safety and protection of all animals in the shelter requires continual observation of their health and temperament. If an animal shows any sign of illness (such as sneezing, vomiting, discharge from the nose or eyes, runny or bloody stool or urine, or unusual behavior), it is important to immediately notify a shelter staff member.

**Special Adoption Programs:**

**Pets for Seniors**
The goal of this program is to match senior citizens with pets that are appropriate for their lifestyle, bringing them both love and companionship for life. All cats who are 1 year of age or older have their fee waived for adopters who are 60 years of age and older. The Anti-Cruelty Society is then reimbursed by the program sponsors.

**Aged to Perfection**
The Aged to Perfection Program also encourages the adoption of adult pets, but there are no age restrictions for the adopters. Adopters taking home dogs and cats over the age of 7 years old are eligible for the adoption fee to be returned if the adoption is still successful after 90 days. The adopters must request the fee to be returned.

**Pets for Patriots**
The Pets For Patriots program matches dogs and cats under specific guidelines with military service members who are looking to adopt a forever companion. Adopters through this program will receive 10% off of their adoption fee.

**Guidelines For Pets For Patriots Program:**

- The adopter must be part of the US military, which includes the National Guard
- The adopter can be in any stage of their military career (active, reserve, retired).
- The adopter should present a letter from the Pets For Patriots program at the time of adoption.
- The animals that are eligible to be adopted through this program must be:
  - 2+ years of age
  - Weigh 40+ pounds at the time of adoption no matter what the age.
  - Any animal that is disabled or otherwise limited in its physical abilities due to injury, prior abuse or neglect, or birth defect – or that has a medical condition requiring ongoing
  - vigilance, medication or special treatment; regardless of age.

**Guinness Adoption Scholarship**
This special fee-waiving adoption program highlights those dogss who have been with us the longest, are advanced in years or have a special need. Sponsored by a private family who is
passionate about helping needy pets, the current “Guinness Scholarship” recipient will have a special card on their kennel marking their status. Please tell adopters about these special pets!

**Collecting Fecal Samples**
Should you have a dog out that requires a fecal sample, or has loose stool you would like examined, you should collect a fecal sample. Fecal sampling supplies and instructions are located in the volunteer office.

**CONCLUSION**

On behalf of the staff and animals of The Anti-Cruelty Society we would like to thank you for taking the time to train in this vital program.

As a Dog Care Volunteer you will be assisting staff and other volunteers make each dog’s shelter experience more pleasant while shortening their length of stay. With your help each dog will have their physical, mental, and emotional needs met on a daily basis. You will also be reinforcing each dog’s practice of positive behaviors which will not only help them get adopted faster – but will also lead to a better quality of life for themselves and their adoptive family.

If at any time you have any questions about the Dog Care Program, or anything else regarding your volunteer experience, please do not hesitate to contact the Volunteer Services Department.

Thank you again and we hope you enjoy your time working with The Anti-Cruelty Society!
KEY CONTACTS

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**APPENDIX**

**Special Kennel Insert Cards**

These dogs need help with their kennel presence and should be given treats to help draw them forward towards the front of the cage.

These are dogs who may be prone to play-bite. Help them learn to play appropriately by providing a toy to them during socialization.

These are dogs who are shy or stressed and need added attention from volunteers and staff.

These are dogs who require grooming, such as brushing or nail trimming.
These are high-energy dogs who love to play and may prove to be escape artists. Help them burn energy with providing toys, exercise and extra play-time.

These are dogs who are not eating, but may start to if given some attention and affection.

These are dogs who are not currently available to volunteers or visitors due to health or behavior. Do not socialize with these dogs.

These are dogs who walk better with the help of a harness. Be sure to grab theirs before removing them from their kennel. Assigned harnesses are found on the far west end of the Dog Adopts room.

This card signifies that a dog is out of their kennel with a staff member or volunteer for socialization or a bath.
Daily Check Cards

Every time a dog relieves themselves while out of their kennel it is important for personnel to make a note on the Behavior Check Cards which are located in the kennel card holder attached to the dog’s cage. Staff need to have records of every dog’s elimination patterns. Don’t forget that waste is evidence!

Volunteers should note the following guidelines when marking these cards:

- Volunteers should only use pencil when marking the cards.
- Volunteers should not mark anything beyond the areas highlighted on the card below. If the dog you are working with has behavior or health concerns you should notify a staff person instead of writing anything down.
- If the date is not completed please accurately fill this portion out.
- Be careful to mark on the appropriate column for either “am” or “pm.”
- “I” = Eliminated on the “In-Run” side of the kennel (when applicable)
- “O” = Eliminated on the “Out-Run” side of the kennel
- “OS” = Eliminated outside of the kennel
- If at any time you identify blood in stool or vomit notify a staff member immediately.
- If you bathed the dog write the letter “B” above the appropriate date.

<table>
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<tr>
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<tr>
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<tr>
<td>STOOLS</td>
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<tr>
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<tr>
<td>SNEEZING</td>
<td>normal</td>
</tr>
<tr>
<td>TREATMENTS</td>
<td>(over)</td>
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Dog Enrichment Menu

IN-KENNEL CLICKER/REWARD TRAINING: one of the most time-effective and beneficial enrichment activities; dogs spend the majority of time in kennel and most problems and solutions start there; the kennel is where dogs must make a first impression on adopters, so teaching and rewarding positive behavior in kennel is critical; 10-15 minutes per room, per session

COOKIE RUNS (CLASSICAL CONDITIONING): help dogs develop more positive feelings about being in kennel by tossing a tasty, high-value treat (cheese, freeze-dried liver, hot dog) as you walk by; especially useful for nervous, scared, shy and shut down dogs; 5-10 minutes per room, per session

POTTY BREAKS: completely separate from other training and socialization; potty breaks should consist of no more than 3-5 minutes, leashed, in appropriate potty area (with immediate rewards for success...be prepared with high-value treats); purpose is to help dogs maintain and develop good potty habits by providing adequate opportunities to eliminate outdoors and encouraging them to eliminate quickly when taken to potty area; if dog does not eliminate within five minutes, return to kennel, move on to the next dog and try again later; <5 minutes per dog

FOOD DISPENSING TOYS/PUZZLES: any object or container with food inside; the dog must interact with and manipulate the object to get the food out; food can be hidden in a variety of objects/containers: rubber Kongs, Kong Wobblers and other puzzles, paper bags, cardboard food boxes, cardboard paper towel/TP rolls, papier mache treat balls, braided ropes, crumpled up paper, etc. TIPS: use a small amount of kibble and pea-sized treats; monitor for safety and clean up as much possible; be creative and share any new ideas; time depends on activity

SCENT ENRICHMENT: any opportunity for dogs to exercise their sense of smell is beneficial; use diluted extract sprays to mist in rooms, on kennel walls, braided ropes or other washable toys. Use ONLY sprays made from food-safe cooking extracts on items with which dogs will have direct contact. Household scent sprays, linen sprays, air fresheners, etc. should only be used to mist the air in the room; 5-15 minutes

SOCIALIZATION WALKS: take a walk off-the-beaten path to new areas of the shelter; expose dog to five new people/things, rewarding for loose leash and calm, polite behavior; encourage and reward exploration and confident approaches, while avoiding (or removing from) any situation that seems to cause significant stress; 10-15 minutes

HANDLING: regular handling work should be done to help condition a dog to tolerate (and enjoy) handling from various people; expose dog only to a level of handling that he is able to comfortably tolerate, rewarding each touch with a tiny piece of food; gradually increase the intensity or duration of the touch if the dog easily tolerated the previous touch; reward after every touch, no matter how small; slow down and decrease the intensity if the dog is showing any signs of resistance or stress; DO NOT continue to expose dogs to handling (or any situations) in which they are experiencing ongoing stress; 10-15 minutes

QUIET TIME: occasionally, a dog will be too scared or shut down to fully benefit from enrichment activities; these dogs may benefit from a little quiet time away from the adoption area/lobby; it is
very important NOT to pressure the dog to interact or perform any certain behaviors; monitor and recognize signs of stress and DO NOT continue to expose a dog to a situation or environment that is causing ongoing stress; with approval, counseling rooms, offices, training room, volunteer area, lunch room, etc. can be suitable locations for quiet time; 10-15 minutes

**PHYSICAL EXERCISE:** Dogs who demonstrate a significant need to burn off physical energy/frustration can be taken to the Training Center, when available, for interactive physical play; dog should remain actively engaged in physical activity (fetch, chase me, tug and drop, etc.); dogs should not be removed from adoption floor for extended periods of time; remember, also, that mental stimulation can be equally effective as physical exercise; 10-15 minutes

**IMPULSE CONTROL EXERCISES:** You can help a dog vastly improve his impulse control by requiring that he say ‘please’ for anything that he wants.

Exercises include:
- waiting until given permission to take toy, treat from hand or food bowl
- waiting at doors until told ‘let’s go’
- waiting for calm behavior before exiting kennel
- eye contact
- sitting for greeting (requires two people or a tether, so greeter can turn and step away if dog jumps)
- work on sit/hold and down/hold by rewarding a dog consistently as he maintains the sit or down position for longer periods of time (with increasing distraction)
- clicking/rewarding for brief (and eventually, sustained) calm behavior in or out of kennel
- desensitizing/rewarding for calm behavior in the presence of triggers like leashes, passing dogs, or manipulating kennel latch, etc.

If a dog does not respond to your re-direction and becomes overly mouthy or jumpy, it’s time to take them back to their kennel. By allowing a dog who is “acting out” to continue their inappropriate behavior we may actually be doing them unintentional harm.

By helping a dog learn to consistently control their own impulses (and then holding them accountable for doing so at all times), you can help curb a lot of jumpy, mouthy, hyper, over-reactive behavior which can discourage adopters.
This dog’s greatest behavioral needs at this time are:

1.) *Potty breaks*

2.) *In-kennel clicker training* (working on opening, closing kennel – rewarding for calm)

3.) *Impulse control exercises*

Additional Notes:

Please log activities and observations each time you work with a dog. Thanks!

<table>
<thead>
<tr>
<th>DATE</th>
<th>HANDLER NAME</th>
<th>BRIEF DESCRIPTION OF ACTIVITY</th>
<th>COMMENTS/OBSERVATIONS</th>
</tr>
</thead>
<tbody>
<tr>
<td>7/17</td>
<td>Zainab</td>
<td>In Kennel Clicker</td>
<td><em>Sat while I opened the kennel door and remained quiet as I put him on a leash.</em></td>
</tr>
<tr>
<td></td>
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</tr>
</tbody>
</table>
Volunteers are welcome to utilize the Training Center for dog socialization.

If you use this space – please adhere to the following:
- Volunteer “Open Hours” for Center use are Monday-Friday between 8:30am-10am.
- Limit individual dog playtimes to 15 minutes.
- Must transport dog on leash to room and keep a leash on dog entire time.
- Use only toys from dog’s kennel or from the Dog Adopts area.
- Clean up feces with a plastic bag (we keep a healthy supply in drawer in kitchen).
- Deposit poop bag in trash bin in laundry room, not in Training Center kitchen.
- Use training room mop to clean behind bowel movement and/or urination.
- Let AB&T know if mop bucket needs to be changed.
- Do not allow dog to use equipment or any apparatus that may be out (i.e. treadmill, agility equipment).
- Do not allow more than one dog per event.
- Keep those doggies moving – the training room is meant for providing exercise; socialization or quiet time should be in the lobby/courtyard/volunteer office, etc.
- Use signs on doors/windows (we can provide) to indicate that room is in use.
- If you observe any interesting behaviors from the dog while walking to the Training Center or while utilizing it – please be sure to mention your insights to a member of the AB&T team.

**Beyond Open Hours**
The School of Dog Training and Animal Behavior Training team use the Training Center throughout the week for classes and to perform behavior assessments. We ask that beyond Open Hours, volunteers defer use of the room to staff for these purposes. Should you like to use the room after Open Hours, or on the weekends, please connect with an AB&T staff member before utilizing the space.

Don’t forget the value of the walk to and from the training room. Even if the room is not available – at least the dog got a bit of exercise and a change of scenery.

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**Volunteer Office Etiquette**

Last Updated 7/2014
The Anti-Cruelty Society

Volunteers are welcome to utilize the Volunteer Office for dog or cat socialization and should adhere to the following:

- Limit individual socialization sessions to 15 minutes so other volunteers have an opportunity to use the space.
- Use signs on doors/windows to indicate that the room is in use.
- Do not allow more than one animal of the same species in the room at a time.
- Cat volunteers: If there is a dog volunteer who would like to use the room, please move your socialization to the computer office within the Volunteer Office – this way we can have two animals socializing at once.
- Clean up any waste or feces with a plastic bag.
- Deposit poop bag in trash bin in laundry room, not in the Volunteer Office.
- Use Volunteer Office mop, which is located across the hall, to clean behind bowel movement and/or urination.
- If the mop bucket water needs to be changed, please follow the instructions posted.
- Keep the animal engaged – the office is meant for providing socialization and quiet time.
- If you utilize toys during socialization, be sure to put soft toys in the laundry hamper, and hard toys (like kongs or kitty wands) in the appropriate Adopts kitchen sink for staff to disinfect.
- If you observe any interesting behaviors from the animal while in the Volunteer Office – please be sure to mention your insights to the Manager of Volunteer Services or a member of the AB&T team.

How to clean up a dog “spill”

If a dog soils the Volunteer Office while in your care – please follow these steps for proper clean up:

**Liquid Waste**

1. **Soak up the urine with paper towels.** These can either be found near the Volunteer ID Badge organizer, across the hall in the clean & preen room, or grab a handful from the restroom.
2. **Dispose of paper towels.** Place soaked paper towels in a plastic bag and put them in the waste bin across the hall in the clean and preen room.
3. **Mop & disinfect.** Using the mop bucket located in the “donation center” next to the clean & preen room, mop up the remaining urine. If the mop bucket is dirty/stale, follow the posted instructions on how to refresh the water/disinfectant mix.

**Solid Waste**

1. **Pick up the feces using a plastic bag.** These can be found next to the Volunteer ID Badge organizer or in the bottom drawer of the same cabinet.
2. **Wipe & disinfect.** Disinfect the “poop spot” using paper towels and the provided bleach spray, both of which are located near the ID Badge organizer. Place the soiled paper towels in the plastic bag. If the bottle is empty, go to the clean and preen room, pour in 1 part bleach and dilute with 25 parts water.
3. **Dispose of the plastic bag** by either placing it in the waste bin in the laundry room or across the hall in the clean & preen area.

Thank you for helping us keep the Volunteer Office clean and tidy!
Dog Care Daily Checklist

- Check the Underdog Project log to see which dogs may need additional enrichment.
- Introduce yourself as a Dog Care I volunteer to personnel in the Dog Adopts room.

Check to see that each dog has the following:
- Fresh Water
- Bedding
- Toys
- A Bandana

Identify dogs who:
- Are housebroken and need to be walked
- Need to be groomed

- Perform a Kibble Run. Make sure you have a leash around your neck at all times.
- Perform a Clicker Run around the room.

After addressing the needs above, choose a dog for an enrichment session. You can choose to focus on dogs who are in the Underdog Project or others. The choice is yours!
- Choose an activity from the Enrichment Menu
- Collect supplies needed for activity
- Practice Classical Conditioning In Kennel with your chosen dog
- Practice Reward Training with your chosen dog
- Implement the chosen activity.
- Conclude socialization session
- If the dog is in the Underdog Project, log your observations and notes.

- Choose another dog and follow the same steps as above

Before concluding volunteer activities perform the following:
- Disinfect all tools used during your visit
- Notify personnel that you are concluding your volunteering
- Log your volunteer hours on a Volunteer Office computer
- Schedule your next volunteer session

Be sure to check if there are any SAFE dogs requiring socialization by referencing the bulletin board near the lockers in the Volunteer Office.
**TRAINING YOUR PET**

Dogs and cats can be easily trained to do basic behaviors. Positive enforcement is the best tool for building a foundation of mutual trust, respect, and an understanding that will remain throughout your years together. A heavy hand is never necessary in having a well-trained pet.

**Positive Reinforcement**

Positive reinforcement training uses both praise and treats to reward your pet for a job well done. Once your pet learns he or she will be rewarded for a specific action, treats and praise will make them want to do it again. Always back up a food reward with a verbal reward of encouragement. Simple words like “Yes” or “Good dog” in a positive and upbeat tone can be as rewarding as the treat itself. If your pet isn’t motivated by treats, petting and brief play are also effective positive reinforcement rewards.

**Timing and Consistency**

Timing is essential to positive reinforcement. Always reward your pet immediately (within seconds) for a job well done. If you ask your pet to lie down and you don’t reward the pet until he or she gets up again, your pet will think they are being rewarded for getting up.

Be consistent and keep it short. Use the same command and stick to it. Short, uncomplicated words such as “sit,” “paw,” and “down” will get the point across much clearer than a full sentence. To avoid confusion with your pet, everyone in the family should be using the same commands, both verbal and visual. If you ask your dog to “paw” and your daughter says “shake” with different visual cues, the pet may get confused and not respond. Consider posting a list of commands in your home until everyone is on the same page with those commands.

Consistency also means that you should only be rewarding good behavior and never bad behavior. Rewarding your pet for good behavior is simple. Always think ahead and try to reward before your pet has a chance to act up. For example, having your pet sit before petting can help prevent jumping. Or make your pet sit before feeding to teach good meal-time manners.

Be careful not to reward unwanted behaviors. For example, if you let your dog outside every time your dog barks, you are reinforcing the behavior.

**Shaping**

It can take time to learn certain behaviors. “Shaping” is the act of reinforcing an act close to the desired behavior and then gradually requiring more from your pet before you give the treat. For example, if you are teaching your pet to “shake,” you will initially reward your pet when slightly lifting their paw, then for lifting it higher, then for touching your hand, and so on.

**Decreasing Treats**

When your pet does something good, give them a treat. Once your pet is consistently doing the desired behavior, you may want to switch the reward to praise rather than a treat. Make sure to decrease the rewards slowly so your pet doesn’t stop doing the task altogether or become frustrated by the lack of treats.

At first, give your pet a treat three out of four times for the good behavior, and every time praise your pet. Once the pet has learned the behavior, reduce the number of treats that are given, but always provide the verbal praise. The pet will understand that if he or she keeps responding, it will always get praise and the occasional treat.

To find out more about pet obedience and training, visit us online at www.anticruelty.org/training or call our free Behavior Hotline at (312) 644-0380, ext. 543.
House-Training Your Dog

Training a puppy or an adult dog to eliminate in a specified area is really quite easy, but it does require a lot of time and patience.

The process of house-training is the same whether you have a puppy or an adult dog. However, young puppies don’t have the muscle control of an older dog and need to eliminate every one to three hours until they are four to six months old.

Useful Tips for House-Training

- Keep a consistent feeding schedule and remove left-over food between meals.
- Take your dog outside on a consistent schedule.
  - Adult dogs should be taken outside early in the morning, before going to bed, and before being confined or left alone for periods of time. Fully house-trained adult dogs usually go out at least four times a day.
  - Puppies should be taken out more frequently: in addition to first thing in the morning and before bedtime, they should go out after meals, play, and waking from naps.
  - Pace back and forth with your dog in an area rather than standing still. The movement will help stimulate the need to eliminate.
  - If you see signs that he or she needs to eliminate, such as pacing, whining, circling, sniffing, or leaving the room, take your dog outside as quickly as possible to prevent an accident.
  - Reward your pet with praise, treats, play, or a walk whenever they eliminate in the appropriate area.
  - If you catch your dog in the act of eliminating inside the house, interrupt the behavior with a verbal cue like “not here” or clap loudly enough to startle but not scare. Immediately, quickly, and gently lead or carry your dog outside. Allow your dog to finish eliminating outside and then reward him or her.
  - Do not punish or even acknowledge an accident. Your dog cannot connect punishment with something that happened even minutes ago. Punishment may make a fearful dog and worsen the house-training problems. Puppies will make mistakes, and it may be that you did not recognize the signs or take them out enough.

Paper-Training

We do not recommend paper-training unless there is a specific reason to do so, such as you live in a high-rise and your pet can’t make it outside in time, you have an untrained dog and you have mobility problems, or you have a dog who refuses to eliminate outside (an uncommon problem). Paper-training often leads to confusion when you attempt to switch to outdoors; once your dog has learned that it is acceptable to eliminate indoors.

To find out more, visit our website at www.anticruelty.org. If you still have questions or are having problems with your dog, please call our free Behavior Hotline at (312) 644-6392, ext. 543. We are here to help you work through problems with your dog.
ADOPTING A PIT BULL-TYPE DOG

Pit bull-type (PBT) dogs can make great pets for many families. Like dogs of any breed, some are extremely active, athletic go-getters, while others seem content to sleep and cuddle much of the day away. Many breed generalizations persist although most shelter dogs are mixed breeds. There is too much behavioral variation within each breed, and even more within breed mixes, that we cannot assume or reliably predict a dog’s behavior or suitability for a particular home based on breed alone. Breed labeling of mixed breed dogs based upon physical appearance alone can be unreliable. We evaluate every dog on an individual and try to make the most appropriate adoption match based on the behavior and personality that each dog shows us.

There are some important factors to consider if you are thinking of adopting a pit bull-type dog. Despite the dog’s individual personality and behavior, many people will make judgments based upon the dog’s appearance alone. The owner of any dog that possesses physical characteristics associated with PBTs (e.g. short coat, muscular build, big head, powerful jaw) may encounter biases and restrictions including, but not limited to:

- Your friends, family, and/or neighbors may not welcome your new family member.
- Legislation may prohibit you from living or traveling in certain communities with your dog.
- Landlords may prohibit you from living in their buildings. Many landlords, condo associations, and management companies that are identified as “dog friendly” have restrictions against PBTs and several other common types of dogs.
- Many insurance companies will not cover households with PBTs, or add additional fees for households with PBT dogs.
- Some classes, dog walkers, groomers, day cares, boarding facilities, etc. place restrictions on PBTs.
- You may face inaccurate assumptions, hurtful comments, or unkind questions regarding your choice of companion.

There are many negative perceptions and myths about PBTs that are pervasive in the media and the community.

What Can You Do?

The best way to counter these attitudes, restrictions, and stereotypes is to set a positive example through responsible dog ownership. The basic rules of responsible dog ownership are the same for any breed. Just keep in mind that pit bull type dogs and their owners may be perceived, judged, and scrutinized differently than others. To prevent perpetuating negative stereotypes, PBT owners should be prepared to:

- Train your dog to be a polite member of your family and community. Attending ongoing dog training classes can be fun for both you and your dog. Activities such as agility, rally obedience, flyball, and frisbee can be excellent outlets for socialization as well as mental and physical stimulation. You might consider training your dog to earn the AKC Canine Good Citizen certification, which recognizes and rewards dogs who demonstrate good manners at home and in the community.
- Always set your dog up for success. Know your dog’s abilities, limits, and challenges. Supervise and manage to avoid situations that he/she may not yet be prepared to handle appropriately. Consistently work to expand your dog’s abilities.
- Always respect local leash, vaccination, and registration laws and always clean up after your dog. Never allow your dog to become a nuisance to others. Understand and honor the fact that not everyone feels comfortable around dogs.
- Never leave your dog unsupervised, unless safely confined in the home.
- Keep your dog well-socialized and appropriately managed around other dogs. Classes, individual play dates with compatible dogs, and parallel walks with other dogs are great ways to provide social interaction. Dog parks can be a gathering place for unsupervised dogs engaging in inappropriate, high-energy play. We recommend finding more well-managed and structured social and physical outlets for your PBT dog.
- If a behavior occurs that causes concern or questions, immediately seek the guidance of a professional before the behavior gets out of hand. The Anti-Cruelty Society Behavior Hotline will be glad to assist you – help@anticruelty.org.
NUTRITION FOR YOUR DOG

Nutrition is an essential part of your dog’s health. There are several factors, such as age and weight, to consider when choosing a proper diet for your dog. Your veterinarian can help you make the proper decision.

Switching Diets
The Anti-Cruelty Society provides all new adopters with food that the dogs are accustomed to eating, but you may want to change to a different type or brand of food. Anytime you switch your pet’s diet, you should do so gradually. Start with about 25% new food and 75% old food for a few days, then 50/50 for a few days, 75/25 for a few days, and then 100% new diet. Some dogs have more sensitive stomachs or palates and it may take longer to make the switch. It is critical to make sure your dog continues to eat, so monitor the change very closely.

Feeding Your Puppy
All puppies adopted from The Anti-Cruelty Society are weaned and are able to eat solid food. We suggest that you feed your puppy a premium brand food labeled for puppies until the age of one year.

Feeding Your Adult Dog
Adult dogs should eat enough of a high-quality, nutritious adult dog food to meet their energy needs and to maintain their optimal weight. The amount you feed your adult dog should be based on his or her size and energy output. Activity levels vary between dogs and will play an important role in determining your dog’s suggested caloric intake. A lazy lap dog that mostly sleeps and doesn’t get a lot of exercise may require about 10% less food, whereas an active dog that plays all day may require 20 to 40% more food than the average dog. Take a look at your dog’s energy level and talk with your veterinarian to determine the right amount to feed and frequency of feeding.

Feeding Your Older Dog
Dogs begin to show visible age-related changes at about seven to twelve years of age. Smaller dogs generally live longer than larger dogs, so size is used to determine when it’s time to feed your canine a senior diet. Some age-related changes can be managed with a proper diet. The objectives are to maintain health and ideal body weight, slow or prevent the development of chronic disease, and minimize the clinical signs of disease that may be present.

Maintaining a Healthy Weight
Dogs at a healthy weight should have an hourglass figure. Obesity is a common problem in dogs; certain breeds of dogs appear more prone to obesity than others, and older dogs are particularly susceptible. An overweight dog has many added stresses to his or her body, including an increased risk of diabetes, liver problems, and joint pain. Most dogs become overweight due to overfeeding and lack of exercise.

If you feel your dog is overweight, make sure you consult your veterinarian to determine your pet’s caloric requirements and exercise abilities before starting on a weight-loss program. Too rapid a weight loss can be detrimental to your dog’s health. A healthy, controlled diet and exercise in any form can be one of the easiest ways to keep your dog healthy. And remember, no table scraps—human food is not good for dogs.

After talking to your veterinarian about your dog’s weight loss, here are some simple things you can do:

- Remove the pet from the room when the family eats.
- Feed all meals and treats in the pet’s bowl only.
- Feed your pet several small meals throughout the day.
- Reduce snacks or treats.
- Walk and play with your dog.

Dog Treats
We love our pets and we love to give them treats. However, treats should be given in moderation. Consider only one or two treats or less per day to keep your dog healthy. Your dog’s nutrition should come from a high-quality dog food, not treats.

Giving Bones Your Dog
Real bones of all types can be dangerous to your dog. For example, round bones commonly get stuck on the bottom jaw, pork and chicken bones often get lodged in the rectum, rib bones can become stuck in the roof of the mouth, and knuckle bones can be swallowed whole, causing an obstruction in the throat.
GENERAL DOG CARE

Sharing your life with a dog can be one of the most rewarding experiences you have. Dogs are great pets and amazing companions. Before bringing your new dog home, you should decide on boundaries—where is the dog going to sleep, will he or she be allowed on the furniture, etc. It’s much easier to train good behavior than to break bad habits.

Proper pet care is essential for all dogs. Every dog needs nutritious food, fresh and clean water, and a warm shelter at all times. In fact, it’s the law in Illinois!

Exercise and Play
Dogs love to play and need plenty of exercise to burn calories, stimulate their minds, and help satisfy their urges to chase, fetch, dig, and chew. If they don’t have enough physical and mental stimulation, dogs tend to get bored, which can lead to destructive behavior.

The amount of exercise and play necessary for your dog depends on breed, age, gender, and the individual dog. Sporting, herding, hound, and terrier breed dogs (retrievers, beagle, border collie, etc.) generally need more exercise and activity to meet their exercise needs than the toy and non-sporting breeds (chihuahua, pug, poodle, etc.).

For your pet’s safety, keep your dog on a leash at all times when out of your fenced yard.

Grooming
Regular brushing can reduce shedding, prevent or remove mats, and help keep your dog clean. Some breeds, such as poodles, cocker spaniels, or other breeds with easily tangled coats, should visit a professional groomer regularly. Most dogs do not need to be bathed more than a few times per year. Use a mild shampoo and rinse very thoroughly. During warm weather months, check for fleas and ticks frequently. If you can, you should discuss control with your veterinarian.

Housing
All dogs need a warm, dry, draft-free shelter and a quiet place to rest. A training crate or a dog bed is ideal. If your dog spends most of the day outdoors, Illinois law requires adequate shelter and protection from the weather. Free plans for building an appropriate dog house can be obtained from The Anti-Cruelty Society or our website, www.anticruelty.org/doghouse.

Licensing and Identification
The City of Chicago requires that all dogs be licensed, and Cook County requires rabies vaccination. To obtain a license, Chicago dog owners must provide the Chicago City Clerk’s office with the dog’s most recent rabies certificate, proof of sterilization, and proof of age for senior discounted fees if applicable. Be sure to attach the license to your dog’s collar.

All pets adopted from The Anti-Cruelty Society have a microchip, a small, electronic chip about the size of a grain of rice, implanted under their skin. Each microchip has a unique identification number. If your pet gets lost, shelters and veterinary offices can scan your pet’s body to locate the identification number of the chip and contact the manufacturer to get your contact information. It is important that you update your information with the microchip company if you move.

We recommend that all dogs wear a collar with a current identification tag. Two methods of identification are best in case one fails. It is also helpful to have a picture of you and your pet together, especially when trying to re-unite pets and their families after an emergency.

Training
A well-behaved dog is a joy. Teaching your dog the basics—"sit," "stay," "come," "down," "off," "leave it"—and walking him or her on a leash will help make your dog the best companion. The Anti-Cruelty Society’s School of Dog Training offers affordable dog training classes for all ages and levels of training. To enroll in dog training classes, or for more information, please call (312) 644-0382, ext. 625, or visit our website, www.anticruelty.org.

If you have questions or are having problems with your dog, please call our free Behavior Hotline at (312) 644-0382, ext. 849. We are here to help you work through any problems you and your pet may be having.
Plants and Plants

Plants can provide a tempting diversion for animals but one that can be toxic to your pet.

More than 700 plants are known to be toxic to pets. Reactions can range from mild nausea to death, and cats and dogs may have different reactions to certain types of plants. To prevent side effects from cut flowers or houseplants, avoid placing toxic plants in your home where pets may be able to access them. Or better yet, avoid buying flowers and plants that are known to be toxic.

How to Keep Your Pets from Eating Your Plants

Always keep your plants beyond the reach of your pets. Remember, pets are curious, determined, and can get into places you thought they never could. You can take the following steps to further distract your pets from your plants:

1. Specifically for cats, purchase wheat or oat grass, otherwise known as cat grass or kitty greens, to distract your cat’s attention and fulfill their desire to eat foliage. You can purchase already grown greens or seeds at almost any pet store or nursery.

2. Put plants in places where pets can’t easily get to them. Choose trees with leaves that are too high up for your pet (and don’t place them near furniture the pet can use as a steppingstone to get to your tree) or try hanging baskets.

3. Observe what particularly attracts your pets. If you notice that your pet tends to like a specific type of plant, such as thin or dangling foliage, do not choose that type of plant for your home.

4. To safely discourage your pets from eating the other plants, consider using a pet-friendly spray deterrent such as bitter apple and spray it on your plants. These products are designed to deter pets from licking or chewing on things that they shouldn’t and can be purchased at almost any pet supply store. Make sure to test it on an inconspicuous area of the plant first to make sure that it won’t damage your plant.

5. Many cats do not like the smell of rosemary, lavender, mint, or citrus smells, especially lemon. You can try putting items scented with these smells in the flower pot, so the pets will avoid the plants.

NOTE. Never use moth balls for this purpose. Moth balls can be extremely toxic to pets. Although many sources say to put these in flower pots to deter pets from chewing plants, they are toxic if eaten.

If you know that your pet has ingested a poisonous plant, immediately contact your veterinarian or call the ASPCA poison control hotline at 1-888-4ANIMAL (1-888-426-4656). This line is staffed by veterinarians who can tap into a database for information about various poisons and treatments. Note that there is a fee for this service.

For a more extensive list of common poisonous plants, visit our website at www.anticruelty.org/poisonousplants.

The list below comes from the Merck Veterinary Manual and is a partial list of common houseplants and ornamentals that may be toxic to pets. A user-friendly searchable database of toxic plants can be found at www.ansci.cornell.edu/plants/

Aloe
Azalea
Caladium
Crocos
Cyclamen
Daffodil
Dragon Tree
Dumbcane

Bamboo
Begonia

African violet
Catnip
(And any mint)

Christmas cactus

Hens and Chicks

Rubber plant

Wheat and oat grass

Diplenbiasia
Holly
Hyacinth
Kalanchoe
Lily of the Valley
Mistletoe
Philodendron
Poinsettia
Rhododendron
Sparvierra
Spider plant
Umbrella tree
(Schefflera)
Yew

Just as there are many toxic plants, there are also hundreds of non-toxic plants, some are listed below. Although considered non-toxic, plants may cause symptoms in a pet with an allergy to the plant or may be sprayed with pesticides which may be harmful.

Our Mission
Building a community of care by helping pets and educating people

Adoption Center/Animal Shelter
310 North LaSalle Street
Chicago, Illinois 60604

Adoption Hours
M-F: Noon-7 p.m.;
Sat: 8:30a-5p.m.

Receiving Hours
9 a.m.-7 p.m., 365 days a year

Mailing Address
157 West Grand Avenue
Chicago, IL 60607

Phone: (312) 644-3592
Fax: (312) 644-4578

Behavior Hotline:
(312) 644-3592 ext 849 or ext 848

The Anti-Cruelty Society "Pets and Plants" (PPP-011)
To download this document or for additional documents, visit www.anticruelty.org/resources

Last Updated 7/2014
PET HEALTH

Regular visits to your veterinarian can keep your pet happy and healthy. It's important to know your pet's typical behaviors and habits, as changes in daily habits or behavior could mean something is wrong. Signs such as vomiting, diarrhea, decreased activity, straining to eliminate, drooling, or bad breath may indicate a health problem and you should consult your veterinarian.

**Vaccinations**

You should discuss with your veterinarian a vaccination protocol that is right for your pet. Factors such as age, medical history, environment, and lifestyle determine whether vaccinations are given and how frequently. Most veterinarians recommend giving core vaccines including panleukopenia (feline distemper), feline calicivirus, and feline herpes virus type 1 (rhinotracheitis) (FVRCP) to healthy cats and distemper, adenovirus, parainfluenza and paro virus (DHFP) to healthy dogs. Rabies vaccines for both dogs and cats are required by law in most communities, including Cook County. Other vaccinations may be necessary, depending on your pet.

Kittens and puppies need a series of vaccinations starting at about 6 or 8 weeks of age and up to 16 weeks of age. Your veterinarian will advise you on the appropriate scheduling.

**Zoonotic Diseases**

Pet owners should be aware that some diseases can be transmitted between animals and people. These are called zoonotic diseases. Zoonotic diseases include:

- Bacterial infections, such as salmonellosis and leptospirosis
- Parasitic infections, such as roundworms and hookworms
- Fungal infections, including ringworm
- Protozoal infections, including cryptosporidiosis, giardiasis, and most importantly toxoplasmosis
- Viral infections, such as rabies

You are much more likely to contract diseases from other humans than you are from your pet. Good hygiene (handwashing) is the best method of reducing the risk of disease transmission. Always wash your hands after cleaning the litter box or picking up feces.

For more information on zoonotic diseases and how to prevent them, visit our website at www.anticruelty.org/zoonotic.

Identification

All pets adopted from The Anti-Cruelty Society have a microchip, a small electronic chip about the size of a grain of rice implanted under their skin. Each microchip has a unique identification number. If your pet gets lost, shelters and veterinary offices can scan your pet's body to locate the identification number of the chip and contact the manufacturer to get your contact information. It is important that you update your information with the microchip company if you move.

We also recommend that all cats and dogs wear a collar with an identification tag. Even if your cat is an indoor or only cat, they can slip out the door quickly. Two methods of identification are best in case one fails. It is also helpful to have a picture of you and your pet together, especially when trying to reunite pets and their families after an emergency. Remember to keep all this information current.

**Diet**

There are several factors such as age, weight, and activity level to consider when deciding on a proper diet for your pet. There are also many choices in the type of food (canned, dry, or semimoist) and feeding regimen (free choice or meals). Your veterinarian can help you make the best decision for you and your pet.

The Anti-Cruelty Society provides all adopters with a small amount of dog food that your pet has been eating—a high-quality dry food formulated for overall health and wellness. If you decide to switch to a different type or brand of food, you should do so gradually. Start with about 25% new food and 75% old food for a few days, then 50/50 for a few days, 75/25 for a few days before the new diet. Make sure your pet continues to eat during this transition, especially cats, which can be finicky eaters.

Treats should be given in moderation. Your pet's nutrition should come from their high-quality pet food, not treats. Table scraps or other “people” food are not good for your pets.

(Continued on the back)
Emergencies
You should always have your veterinarian’s day and night contact information on hand so you are able to quickly reach them if there is a problem with your pet. “Pet Alert Cards” can be found at The Anti-Cruelty Society, and will notify others that care is needed for your pet.

Keep a leash or carrier handy if you need to take your pet to a veterinarian. Consider purchasing one of our Emergency Preparedness Kits, so you can keep all of your pet’s records in one place for emergency purposes. For more information or to purchase one of our Emergency Preparedness Kits, visit www.anticruelty.org/prepare.

All cats and dogs adopted from The Anti-Cruelty Society are examined by a veterinarian, monitored by staff daily, and are not showing any signs of disease at the time of adoption. Any known medical conditions are discussed with potential adopters. However, animals may be exposed and infected with a disease agent (virus, bacteria, etc.) and show no signs for several days. All cats and dogs adopted from the Society come with 15 days of free post-adoption care in our clinic for conditions present but undetectable at the time of adoption.

Upper Respiratory Diseases
Anywhere animals come in close contact with one another, such as shelters, kennels, pet stores, dog parks or shows, there is likely to be exposure to viruses and bacteria that cause upper respiratory infections. In most cases these are mild and self-limiting, quite like the human colds that we are all familiar with. Signs can appear up to 10 days after exposure and include sneezing, coughing, and clear discharge from the eyes and nose.

Gastrointestinal Problems
Vomiting and/or diarrhea are also not uncommon in a newly acquired pet. Stress such as riding in the car (maybe for the first time) and going to a new environment can cause minor and usually one-time episodes of either vomiting or diarrhea. Sudden changes in diet can also lead to gastrointestinal upset. The Anti-Cruelty Society sends home a small package of the food you pet is used to eating. Any diet changes should be made gradually to allow your pet to acclimate to the new food. Bacteria, viruses, or parasites can also cause vomiting and/or diarrhea.

When to Call Your Veterinarian
If your pet refuses to eat or drink, is lethargic (listless, inactive), has difficulty breathing, has multiple episodes of vomiting and/or diarrhea, or the discharge from the eyes or nose becomes heavier or changes in color from clear to yellow or green, you should call your veterinarian as soon as possible.

An offer of pet insurance is made at the time of adoption and we encourage you to read the policy and decide if it is right for you and your pet. We also offer free 15 day post-adoption care at our clinic to help you with these situations.

If you have any questions about your pet’s health, don’t hesitate to call your veterinarian or one of our veterinarians who are on duty 365 days a year at (312) 644-5230, ext. 353. Feel free to ask any questions you may have regarding your pet’s signs or treatment. It is our priority that your new pet has a happy, healthy start in his or her forever home.
Introducing Your New Baby to Your Pet

Introducing a new baby into your household can be a concern for parents and may seem overwhelming. If you plan ahead prior to the baby's arrival and provide a slow and steady introduction, the result can be rewarding and enriching for both your pet and child.

Always remember that a pet should never be left alone with an infant at any time. An infant is incapable of pushing the animal away if it cuddles up to them too closely, and the baby's sudden or jerky movements or vocalizations can startle some pets.

Prepare Yourself

Talk to your physician and let him or her know what type of pet you have. Toxoplasmosis, a parasitic infection of cats, is often a concern for pregnant women, as the disease can cause birth defects. Mothers-to-be often find this to be their greatest fear, and many cats are given up because of this apprehension. The Centers for Disease Control and Prevention provides tips to reduce your risk of environmental exposure to toxoplasmosis:

- Avoid changing cat litter if possible. If no one else can perform the task, wear disposable gloves and wash your hands with soap and warm water afterwards.
- Ensure that the cat litter box is changed daily. The parasite does not become infectious until one to five days after it is shed in a cat's feces.
- Feed your cat commercial dry or canned food, not raw or undercooked meats.
- Keep cats indoors.
- Avoid stray cats, especially kittens. Do not get a new cat while you are pregnant.
- Keep outdoor and boxes covered.
- Wear gloves when gardening and during contact with soil or sand, because it might be contaminated with cat feces that contain toxoplasmas. Wash hands with soap and warm water after gardening or contact with soil or sand.

For more information, visit www.cdc.gov.

Prepare Your Pet

Before the baby arrives, it's important to take several precautionary steps to ensure your pet is ready. A slow and steady transition can have great results, so start preparing your pet early.

You can begin by getting your pet used to the new baby supplied. Rub baby lotion or baby powder on your hands so your pet associates a positive connection with the smell, and make sure your pet is used to any new furniture or baby items that may intrigue them. Give your pet a lot of praise near items such as a baby table and crib to avoid pet anxiety, but do not allow the pet to sleep or jump on them. Pets tend to avoid sticky surfaces, so if your pet views the new furniture as a napping place, consider a double-sided adhesive to make the new items undesirable.

Any pet routines that may be shifted once the baby arrives should be switched a few months in advance. These include play sessions, walks, feedings, grooming, sleeping, and other daily schedule shifts. Pets need some quality time with your undivided attention for a short period of time daily. Plan ahead to determine the best time for this so that you can maintain the new schedule when the baby comes home.

When the Baby Arrives

After arriving home from the hospital, greet your pet in a quiet room so you can reconnect and bond. After you've had a few minutes of undivided attention with your pet, you can let everyone else, including the baby, in the house. A dog might get very excited and love the attention, whereas a cat might flee and hide because of the commotion. Once things settle down, your pet will want to investigate. Place an item that smells like the baby, such as a receiving blanket or article of clothing, in a quiet place for your pet to smell and get accustomed to the item.

Baby naptime is the perfect opportunity to spend some quality time with your four-legged friend.

Babies and pets can live in unison, so please don't give up on your pets when you are expecting a new baby! If you have any questions or need further assistance, call our free Behavior Hotline at (312) 644-0332, ext. 648.
INTRODUCING PETS

Pet introductions need to be planned carefully. Each animal’s previous animal experiences will affect the introduction. For example, dogs that have been around bully cats may not be too excited about adding another cat to the household, or a cat that is used to living with a dog that chases the cat may decide to live his or her life perching in high places to avoid the dog.

It’s important that both pets be given a full veterinary exam with a clean bill of health prior to the introduction to avoid the spread of disease. Also, ensure both pets are altered; no matter age or gender, can eliminate problems such as urine marking, fighting, or breeding. Altered cats and dogs have a much better chance of getting along.

First impressions between pets are just as important as they are between people. The following tips and precautionary steps can make a smooth transition.

The Introduction

Before the introduction, keep the new pet in a separate room for several days, with food, water, comfortable bedding, a litter box for a cat, and all of the necessities to keep them happy and healthy. The current pets should be free to roam the house while the new pet is getting accustomed to his or her room. If you wish to let the new pet out to explore for short periods of time, make sure the current pet is kept separate from the new pet.

During the separation period, allow the pets to sniff under the door and to vocalize. Accepting the presence of a new animal or other species is a change for them too. It’s important that the door cannot be pushed open, allowing access to the other animal. Once the growling or hissing has lessened, let the animals see one another by slightly opening the door. This allows each animal to work out their defensiveness without being unable to harm one another. Repeat this several times until you feel comfortable enough to introduce them face to face.

When the house is quiet, allow the new pet out of the room and let him or her explore. Unless you are certain the pet is used to other pets, make sure you have a way to control them. Do not force the pets together; instead, casually let them encounter one another on their own. Have tasty treats on hand to distract the pet if a problem does occur.

It’s entirely normal for pets to hiss and growl at one another. This behavior may go on for several weeks. Your pets shouldn’t be expected to be friends right away, however, tolerance and possibly a great friendship can develop over time.

Never leave new pets unattended until you feel entirely comfortable that they will not hurt one another. Signs of a problem include litter box lapses, severe fighting, lethargy, diarrhea, hiding, lack of appetite, and general depression. If your pet shows any of these signs, do not hesitate to call our free Behavior Hotline for advice.

Tips for Introducing Dogs

It is best to introduce dogs on a loose leash. Have your dog sit and stay before an introduction has started. Introducing dogs will work best outside of their home—"neutral territory" like a park works best. Pet the dog to keep him or her relaxed. Keep the dogs leash loose so he or she doesn’t feel restrained, but is still under control. As the pets get closer, let them sniff noses. While sniffing, call the dog to come back to you. If he turns and comes, it’s a good sign. If the dog is curious about the pet and needs some coaxing, grab a treat and get his attention. If the dog is completely fixated on the pet and will no longer listen to you, then back up several steps and put the pet back in his or her separate room and take a break. You can start this process over from the beginning later that day after the pets have settled down. When your dog has had enough he or she will walk away or show disinterest.

Tips for Introducing Cats

Try to find out as much as possible about your new cat before you bring him or her home. If the cat had lived with other cats, the introduction might be easier than for a cat that isn’t used to other cats.

Make sure your house is ready for a new cat. Provide the new cat with his or her own litter box. While they may not use the litter box assigned to them, your cat will appreciate their own litter box. Separate food and water bowls away from the litter box is also advised.

If you have any questions or need further assistance call our free Behavior Hotline at (312) 644-5333, ext. 343.