



THE ANTI-CRUELTY SOCIETY

A Commitment to Caring *Since 1899*

The Volunteer Department
157 West Grand Avenue Chicago, IL 60654
www.anticruelty.org



DOG CARE II MANUAL

INTRODUCTION

Welcome to the Dog Care II Volunteer Program!

As a volunteer in the Dog Care II program you will be helping shelter dogs learn basic life skills, while reinforcing polite behaviors. Our hope is that this targeted training will help canines get adopted faster and will also make their transition into a new home easier. This manual will help to educate you in Dog Care II procedures and policies that will guide you towards training dogs to be successful at the shelter and beyond.

Dog Care II procedures have been adapted from ground-breaking training programs being taught in shelters across the country. If you'd like to learn more about dog training we encourage you to visit the following websites which have served as our references: openpaw.org and mydoghasclass.com/shelters.

Program Objective

The objective of the Dog Care II program is to give canines a better chance of being adopted as a result of their polite behavior; to alleviate some of the stress and boredom that dogs feel in the shelter; and to help dogs keep their homes by helping them learn skills that will make adjustment easier for them and their adopters.

Canine stress in the shelter is a serious concern for the health and well-being of dogs. Dogs that cannot handle the constant noise and stimulation in a kennel environment quickly become increasingly anxious and aroused, which can lead to maladaptive behaviors such as spinning, chewing on their paws or tails, excessive licking, repetitive barking, barrier frustration, increased fear, and even increased aggression. Dogs with these conditions are less likely to be adopted or to integrate successfully into a new home.

Teaching basic training skills to shelter dogs is also vital for increasing their chances of retention in the new home. The top 5 behavioral reasons for dogs being returned after adoption are: Destructive, not housetrained, too vocal, needs too much attention, not enough time.

Dogs that are re-homed often experience the most anxiety during the first few weeks in their new family. By reducing the level of stress they feel while at the shelter, and teaching them useful behaviors and life skills, we can greatly enhance the ability of a dog to adapt to its new home. These dogs are then more likely to be accepted as family members, and owners can get a "head start" on working with their new canine companion.

Dog Care I Duties:

- 1) Tend to basic physiological needs
- 2) Relieve stress and boredom
- 3) Teach basic life skills
- 4) Document your work

Dog Care II Duties:

- 1) Perform targeted training
- 2) Reinforce polite behavior
- 3) Offer advanced enrichment
- 4) Provide neighborhood walks

Dog Care II Qualifications

- 1) 25 Hours in a Level 1 dog program
- 2) Successful completion of the Dog Care I Quiz
- 3) Completion of Dog Care II Training

Safety Reminders

- Always read the kennel card and Behavior Screening Reports (BSRs) before interacting with any resident animal.
- Work only with animals that are available for adoption.
- Remember to follow all other volunteer guidelines (such as dress code and hygiene) for safety when interacting with the animals.
- Never leave your dog unattended or allow distractions to deter your attention.
- Handler is expected to have **dog actively and consistently engaged** in beneficial enrichment activities. The handler's visual and physical focus should be directed toward the dog at all times.
- For your own safety and the safety of other dogs and visitors, please do not perform training techniques you have not received instruction for via your Dog Care II trainer or a Society staff member. Failure to follow these or any other volunteer guidelines may result in immediate dismissal from this program.
- **If you are ever uncomfortable handling a dog, or feel overwhelmed by a canine you currently have out, please ask a staff member for assistance immediately.**

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 II volunteers may be in the shelter 7 days a week between 8:00 am –7:45 p.m. any day of the week. Volunteers should not that during adoption hours all dog work should be completed within public view.

Holidays

Volunteers are encouraged to work with the animals on days when we are closed to the public.

Where You Can Volunteer

Volunteers can utilize the Adoption Center and courtyard during public hours and the volunteer office dog socialization room and training center during non-open hours. Dog Care volunteers are also encouraged to bathe dogs in the Clean & Preen room if a bath is needed.

Open volunteer hours for the training center are weekdays, from 9:00 a.m. – 10:00 a.m.. Volunteers are also welcome to check with Animal Behavior & Intake 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.

DOG CARE II RESPONSIBILITIES

The Dog Care II program will equip you to provide dogs in the Adoption Center more targeted training, helping to place them in an adoptive home at a faster rate, reduce stress, and help them stay in their new home once they are placed.

Even though you are in this advanced program, please remember that Dog Care I responsibilities should be performed every time you visit. For a review of these basic responsibilities please refer to the Dog Care I Manual or to the daily checklist at the bottom of this manual.

Dog Care II Responsibilities are as follows:

1) Perform Targeted Training:

“Sit”

1. With the dog facing you, hold the leash in one hand and a treat in the other.
2. Place the treat at the dog's nose. Slowly raise your hand up and back toward the top of the dog's head. The dog's nose should follow, causing their head to tilt back and their butt to go down (this is luring the dog into position). Immediately mark with “Yes” and praise and give the treat when the dog sits.
3. If the dog is jumping up for the treat, you are holding it too high. It needs to be very close to the dog's head.
4. Repeat steps one and two several times.
5. Say the dog's name and “Sit”, then lure the dog with the treat. Say it only once! Do not barrage the dog with multiple “Sit, sit sit,” as they will begin to tune you out.
6. After doing this two or three times, try getting them to sit without the treat. First just say "Sit." If that doesn't work, lure them with an empty hand. Dogs are very specific; they may not sit without you doing everything as before, so the hand movement may be needed a few times. If they still don't sit, use the treat again to lure them.

“Down”

1. To teach down from a sit, get your dog to sit. Move a food treat in front of their nose so they can sniff it and then move it straight down to the ground. Keep the treat right in front of the dog's nose, less than a few inches away. If you pull the treat down too fast, too soon, the dog can “lose it” and not go down all the way.
2. Once your dog gets into the down position, say “Yes!” and praise him and reward with a treat.
3. Every dog moves into the position at their own rate when first learning the down position so do not get frustrated! *Never* press down on a dog's back or haunches.
4. To do down from a standing position, take the treat in front of their nose and move it down between their front paws and diagonally toward their rear, so their nose follows the treat through their legs. The dog should plop down into place.

5. For some dogs who still will not do the down position, practice with the dog standing with their back to a wall, so that they cannot scoot backwards and out of the down position. Realize that the down can be a difficult position for some dogs because it is asking them to willingly put themselves into a vulnerable position.
6. Once the dog starts giving the down behavior reliably, you can add in the “Down” cue *just before the dog goes down*.
7. Once they appear to understand the down cue, put your treat in your other “non-lure” hand, so they follow your empty hand down and then get rewarded from the other hand. The palm-down motion of your hand will become the hand signal.
8. Begin to ask for the down command from yourself in a standing position, rather than one where you lean over or squat and lure the dog down with a treat. You can put your foot over their leash to keep them from moving up while you are standing.

“Wait”

Wait means that the dog should hold on for a few seconds. It is less formal than Stay, which requires the dog maintain position until released. The dog may move a bit when told to wait, but should not move forward. There are two situations in which we will use "Wait." First, we will have the dog wait to receive a treat. Second, we will have the dog wait to walk through a door.

“Wait” at door

1. Stand with the dog a few feet from the door. Ask him to “Sit.” Tell him "Wait" and reach for the doorknob. Slowly open the door. Pause for a few seconds. Say “Yes” and have the dog to follow you through the door using the cue “Let’s Go.”
2. If at any point the dog moves toward the door, immediately stop and return to the beginning. For instance, if the dog walks forward as you turn the doorknob, remove your hand and wait for him to back up a bit (you may need to reposition him if the dog is not very focused).
3. If the dog does well until the door is open, use your body to block him. Pivot to place your hip, leg, or entire body in front of the dog when he moves toward the door. If you need to do this several times, block the doorway as you open the door. This should prevent him from advancing. Wait a few seconds, mark with “Yes” and praise him, and then step aside so that he may go through the door.
4. Once the dog understands this exercise, try using it when taking him out of the cage.

2) Reinforce Polite Behavior:

It is the responsibility of the handler to positively reward and reinforce desired behaviors and to actively manage the dog and their environment in a way that prevents undesirable behavior.

Polite Greeting

- Work regularly on the “Sit” command, and always reward with play, affection or food.

- Tie the dog on a 6' lead to the wall or floor and approach the dog; as you come up to the dog, say "Off."
- Walk away from the dog and ignore them for at least 30 seconds if they jump up or paw.
- Reward the dog with a piece of kibble and attention if the dog stays down or sits.
- Ignore or walk away from the dog if they jump up on you at any point in your training, and reward a sit with attention, kibble or the continuation of the game.

Voluntary Eye Contact

- Begin with the dog on leash (or in kennel), and pea-sized treats or kibble hidden (in a pocket or bait pouch, not in your hand), *in an area of low distractions*.
- Wait for the dog to choose to give eye contact.
- The instant the dog gives eye contact, 'yes' & treat.
- At first only expect attention for a second or so, but as the dog improves, wait a bit longer for sustained attention before marking and rewarding.
- When the dog is successful at longer durations of eye contact, you can add to the challenge by introducing distractions. One option is to practice in an area with higher level of distraction. *Or* you can hold a distraction treat/toy off to the side and wait for dog to look at you instead of the distraction item; when you receive brief eye contact, 'yes' and treat. Keep in mind that you have increased the difficulty by adding distraction, and shouldn't expect a long duration of eye contact at first.

Name Recognition

Begin with dog on leash (or in kennel). First step is when dog looks your way, say dog's name in a happy voice, and 'yes' & treat.

- As dog starts to understand connection between his name/happy voice and treats, say dog's name *before* the dog looks at you, and when dog responds by looking, 'yes' & treat.
- Gradually work up to repeating exercise in areas of greater distraction.
- Dog is rewarded with *one* small pea-sized treat or kibble every time he responds to his name/happy voice.

Come When Called

- Begin with the dog on leash, with treats hidden, in an area of low distractions (like the Volunteer Office).
- Get the dog's attention using a happy voice. When the dog gives eye contact, begin backing briskly away from the dog (holding the leash firmly at your belly-button...not tugging it), tapping your leg and encouraging the dog to follow.
- As the dog is approaching, praise enthusiastically, then 'yes' and treat when he arrives in front of you and allows you to gently grab the *side* of his collar or slip lead. Bring the dog in very close to you by rewarding near your body; don't lean over and don't reach out to reward a dog who is keeping his distance or avoiding the collar handling.

3) Offer Advanced Enrichment

Recall Games

The following exercises are a great way to stimulate a dog mentally while providing them with off-leash time and exercise. For each activity you will be using the word "Come" as the recall cue. You will also need a partner, such as a staff member or fellow volunteer. These activities should be performed in the Volunteer Office or another private secure space.

- *Hide and Seek* – Have someone hold the dog while you find a place to hide nearby, and make sure you have treats or a favorite toy with you. When the dog is released, call out their name or “Come” excitedly and praise the dog wildly when they find you.
- *Round Robin Recalls* - Have someone call the dog over by calling the dog’s name and then saying “Come.” When the dog gets to them, they should praise them happily and give them a treat. This person should then become “boring” and the next person starts up by calling the dog, and so on and so on.
- *Restrained Recalls* - Have someone hold the dog with the leash while you call the dog’s name and run away from them. Run about 10 feet away, then drop to the ground and open your arms and call the dog with “Come”. The handler should then release the hold on the long-line. Reward your dog exuberantly for 30 seconds when they come to you. You can also have your handler distract the dog with a food treat and try calling them despite the food distraction.
- *Toy Chase Recalls* - Tease the dog with a favorite toy while another person restrains the dog with the leash. Run away while calling the dog to come to you using “Come.” The handler should then let go of the leash, or long-line, and when the dog comes to you reward them by playing with the toy for 30 seconds.

Food puzzles

- You can utilize the food puzzles, which are made out of clean water bottles, that we have stored in the training room kitchen. Unscrew the bottle top and fill it with kibble. The dog has to roll the bottle around to get the food out of the holes.
- The Kong® is another food puzzle and toy. It is a hollow rubber toy that can be filled with food. The dog has to figure out how to get the food out. This way the dogs get mental exercise, which is just as important as physical activity for dogs. You can stuff Kongs with a bit of kibble and squeeze cheese. Supplies for stuffing Kongs can be found in the dog supply cabinet in the Volunteer Office or in the training room kitchen.
- You can also toss kibble on the floor for the dog to vacuum up one piece at a time
- You might also consider putting a tiny amount of peanut butter on the walls of a crate or the kennel.

Massage

Taking the dog to a quiet space and giving them a full body massage is a great way to wind down a training session. Note that performing massages on some dogs may not be appropriate. Dogs who exhibit body sensitivity may not be appropriate candidates. For a guide on how to give a dog a massage, refer to the appendix in this manual.

4) Provide Neighborhood Walks

Volunteers who have trained in Level 2 of Dog Care are invited to take pre-approved dogs out on neighborhood walks. These walks not only provide dogs with another opportunity to practice their training, they also give them a chance to meet new people and potentially recruit an adopter. Each walk is an opportunity to show off the adoptable behaviors of the dog to the public – so remember to reinforce the positive and manage any unpleasant behaviors.

The guidelines below have been developed to ensure the safety of both shelter and neighborhood dogs while also being mindful of our River North neighbors.

Dog Walking Supplies:

- Martingale collar
- Sturdy clip leash
- Bottle of water
- Poop bags
- Treats
- Adoption brochures
- Adopt Me bandanas
- Cell phone

Basic Guidelines:

- **Neighborhood walks should only be taking place between the hours of 9 a.m. – 10:00 a.m. and 5 p.m. – 7 p.m.**
- Dogs who have been pre-approved for outdoor walks will have an “Outdoor Walk Approved” sign affixed to their kennel. We ask that only dogs marked with this sign be taken out of the building.
- Walkers should place an “I’m Out On a Walk!” sign in the dog’s kennel sleeve so staff know they are with a volunteer.
- Walkers should display their Dog Care II button prominently on their apron so staff know you have special permission to take the dog out of the building.
- Dogs are only to be walked around the block. Walkers should *not* cross any streets or intersections.
- Dogs should not be walked into the alley at any time. Also be careful of cars exiting the alley.
- Volunteers should pick up each dog’s fecal waste immediately.
- Liquid waste should be diluted with water using the provided water bottles to prevent excessive build-up.
- Store the following numbers in your phone in case you need assistance while out for a walk:
 - (312)644-8338 ext. 381

Special Dog Handling Notes:

- Dogs should be leashed and supervised at all times to prevent animal injury, loss, or theft.
- Dogs should not be granted access to neighborhood dogs to prevent illness transmission.
- Volunteers should minimize stress on the animals by monitoring their physical and emotional comfort level constantly. Signs of stress may include:
 - Lip smacking, whale eyes, flattened ears, incessant whining, frozen body posture, hackles, erect stiff tail, growling
- When possible, use treats or toys to lure an animal experiencing over-stimulation or anxiety away, rather than dragging on their leash.
- If a dog is experiencing severe anxiety, or has become increasingly difficult to handle, please return the dog to the shelter immediately.
- Share any important observations regarding a dog’s behavior with Animal Behavior staff or a Shelter Manager before concluding your shift for the day.

Loose or Escaped Dog

Grab some treats and a leash and follow the dog. If you know the dog, drop low to the ground and try to coax the dog back to you. Call the dog, sweet talk the dog, toss treats towards the dog in a little treat-trail back to you and attempt to calmly capture the dog.

Never run after a dog, particularly towards a road. The dog will think it's a game and will run faster away from you. However, if the dog is already in full flight run after them trying to keep them in sight. Take your phone with you so you can call for additional assistance. If the dog completely escapes, contact the shelter immediately.

DOG CARE II PROCEDURES**Handling Reminders:**

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.

Choosing a Dog to Train

Any dog in the adoption room may be trained, however, there are some which will probably benefit from the program more than others.

Dogs who are categorized as “Advanced” or “Special” in the Adoption Match Program are also prime candidates for training. In addition, adolescent dogs (between six and 18 months of age) and those who have been with us for an extended period of time, also benefit from additional enrichment and training.

Also be on the look-out for dogs that may be needing exercise, quiet time or other enrichment-specific activities.

Leash Chewing

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.

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 II volunteer you will be assisting staff and other volunteers in teaching the dogs valuable cues and behaviors that will not only make them more appealing to adopters, it will also make their integration into their new family run more smoothly, decreasing the rate of return.

With your help each dog will know basic cues such as let's go, watch, sit, etc. You will also be reinforcing each dog's polite behaviors and making their stay in the shelter more manageable for both the dogs and the personnel handling them.

If at any time you have any questions about the Dog Care II 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!



APPENDIX

Impulse Control & Arousal Management Exercises

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. Learning to control their impulses, and learning to show good manners to get what they want, helps dogs be more successful as they adjust to their new home.

Say Please:

- This is a general idea that we should apply in ALL of our interactions with our 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 in which the dog wants something (food, play, attention, petting, forward movement on leash), 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 for Treat:

- One way to teach this is to show the dog you have a treat in your hand but immediately close your fist, not allowing the dog to have it. Keep your hand closed while the dog is mugging your fist; you can give a neutral 'nope' or 'uh uh', but otherwise no need to talk a lot. When the dog figures out that pushy behavior is not working (this may take a while...be patient), he will likely stop or look away, even if for a split second. When he does, tell him "yes" and reward him with a treat.
- Continue building this until he will automatically back away when he sees your hand close. When the dog is reliably backing away, you can increase the difficulty by increasing the time required for the dog to stay away before you 'yes' and treat. You may also try gradually leaving your hand open (just be ready to close hand quickly if dog goes for it).
- Another variation to add challenge as a dog improves is to wait for eye contact before the 'yes' and treat. Just remember, whenever you add new challenge to a behavior, adjust your expectations and rewards accordingly.

Wait For Toy:

- Wait for (or ask) the dog to sit, and begin slowly lowering the food bowl about three feet in front of the dog. Anytime the dog gets up or moves toward the food bowl, raise the food bowl back up and start over. It won't be long before the dog figures out he must remain seated to be fed. When you decide that the dog has waited adequately, say 'yes' and invite the dog to 'take it.'

- You can build this behavior by gradually increasing the duration that the dog must wait before being given permission to ‘take it.’ As with all behaviors, help ensure continued success by not rushing expectations.
- You should also do the same thing with toys. A dog should never jump up or grab at a toy that a person is holding. Slowly lower the toy closer to the dog; turning away or raising the toy away (be careful of dogs who may jump up to grab it when you raise it) each time the dog goes for it without permission. When dog waits for toy without grabbing, say ‘yes’ and give him permission to ‘take it.’

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.
- Create an on/off switch via *Jazz and Settle* exercises. This involves getting the dog a little ‘jazzed up’ (only about a 2 or 3 of 10 on the arousal scale), through happy talk, play or running around with him (better to have dog chase you than vice-versa). When the dog has reached a mild-moderate level of excitement, stop movement completely, calmly introduce the cue “settle,” fold your arms, turn or look away, and ignore the dog. As soon as the dog calms a bit, say ‘yes’ and continue playing. DO NOT continue if the dog becomes overly mouthy upon arousal. Also remember to NEVER use your hands as a plaything near the dog’s face/mouth. This encourages mouthy behavior.

Relaxation Protocol (Maintain Sit or Down 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. If the dog gets up, rewards stop. See if you can adjust the level of distractions to help the dog be more successful. This helps dogs learn to remain calm even when exciting stuff is happening.
- 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’ and 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.
- When possible, you can tether a dog (or have someone else stand stationary while holding the leash) to practice Sit for Greeting. As you approach the dog, simply turn around and walk away any time the dog starts to move forward, jump or raises paws off the ground. When the dog has calmed and has four paws on the floor, continue to approach. Continue to turn and step away as many times as it takes for the dog to figure out that he needs to remain calm. If the dog does not jump, go ahead and ‘yes’ and praise/treat. Ideally, as the dog gradually improves, we expect the dog to maintain a sit (with appropriate rewards) when he is being greeted by people.

Dog Care II Daily Checklist

Consider printing out this page and bringing it with you for your first DCII volunteer sessions.

- Check notes in the Volunteer Office and devise a plan of action.
- Introduce yourself as a Dog Care II 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 housetrained and need to be walked
- Need to be groomed

After addressing the needs above, choose a dog for a 20-minute training session:

- Choose a dog to work with.
- Collect necessary supplies (toys, treats, clicker) *before* removing the dog.
- Read any additional notes on the kennel card and the dog's BSR (located at Customer Service).
- If the dog has not been walked recently, give them a chance to relieve themselves before beginning your training session. Be sure to reinforce polite behaviors at every turn.
- Work on basic cues with your chosen dog like "Watch," "Sit," "Down," etc.
- Reinforce polite behaviors by practicing loose leash walking, polite greetings, etc.
- Alleviate stress and boredom by playing games, using food puzzles or giving a massage
- Record all of your activities and observations in the logs.
- Choose another dog and follow the same steps as above.

Before concluding volunteer activities perform the following:

- Disinfect all tools used during your visit
- Empty treats bags or apron pockets of unused treats
- Notify personnel that you are concluding your volunteering
- Log your volunteer hours on a Volunteer Office computer

How to Give a Dog a Massage

Please note that not all dogs are good candidates for a massage. If in doubt, check with a staff member before performing any of the techniques below.



In just ten minutes a day, you can give a dog a “maintenance” massage. Use a flat palm to slowly touch all the parts of your dog’s body. Really focus on what you are feeling and pay attention to all the layers, from hair through skin, fat, muscle, and down to bone. Meanwhile, the dog is basking in the attention and loving the extra “petting.”

Calming the Nervous Dog



Massage therapists use a stroke similar to petting to relax the nervous system. Lightly rest the flat palm of your hand on top of the dog’s head or neck. Make long, sweeping passes along the length of the spine and down the tail. Repeat this several times slowly. You can gradually increase your pressure if your dog likes it. Do not press straight down on the lower part of the back. To finish, allow one hand to rest at the base of your pet’s head and the other hand to rest over the area of the pelvis (the high point over your dog’s hips). These two areas correspond to the part of the spinal cord that controls the rest and relaxation responses of the body (for example, sleep, digestion, and tissue repair). This technique is useful any time

a dog is nervous or fearful, such as during nail trimming or vaccinations, or when they are hyperactive or restless.

Warm-Up Massage for Active Dogs



Active dogs that run, fetch, or just play hard deserve a good warm-up, and it may even prevent injury. Start with several minutes of petting strokes over the dog's entire body. Briskly rub the large muscles (neck, shoulders, buttocks, and thighs) with the heel of your hand. Gently lift and squeeze the muscles. The technique is a lot like kneading bread dough. Wrap your fingers around each lower leg and squeeze gently. Relax your grip and move up Warm-up for active dogs the leg gradually, squeezing as you go. Finish with more petting over the entire body to stimulate the nerves.

Relieving Joint Stiffness and Soreness



Recent exertion, aging, or inactivity can lead to soreness and stiffness in joints and muscles. To help, start by petting the area around the joint to warm the tissue. Then place your hand(s) over the area and apply gentle compressions over the area. You can use your breathing or count slowly to establish a rhythm as you press and release the muscles. The pumping motion moves fluids through the muscles and takes tension off the tendons surrounding the joint. Never use sudden or direct force over a bone. Finish with more petting over the area to soothe the nerves.

For more information on animal massage, visit www.nwsam.com

Kennel Extender Cards

Every time a dog relieves themselves while out of their kennel it is important for personnel to make a note on the Kennel Extender 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.

DATE	12/20											
	am	pm	am	pm	am	pm	am	pm	am	pm	am	pm
BEHAVIOR												
normal	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
listless	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
quiet	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
scared/shy	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
aggressive	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
noisy	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
EATING												
Special food												
normal	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
ribbling	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
not eating	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
URINE												
normal	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
excessive	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
strong odor	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
bloody	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
none	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
STOOLS												
normal	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
loose	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
diarrhea	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
bloody	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
none	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
VOMITING	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
COUGHING	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
SNEEZING	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
AGENT#												

TREATMENTS (over)

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 (when supplies available): 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 (when supplies available): 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

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.

Training Center Etiquette

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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