



# THE ANTI-CRUELTY SOCIETY

A Commitment to Caring *Since 1899*

## Volunteer Department

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## EVERYDAY ADOPTION CENTER VOLUNTEER MANUAL

## INTRODUCTION

### **Welcome to the Everyday Adoption Center Volunteer Program!**

As a volunteer at the Everyday Adoption Center (EAC), you will help pets and dogs find placement in homes with people who are dedicated to their long-term care. Working alongside Society staff, you will help us find loving families for the many residents at the Center.

### **Program Objective**

The purpose of the EAC Volunteer Assistants is to help guests in the process of selecting and meeting adoptable pets. By providing the best possible customer service to our visitors, volunteers help forge connections that will last a lifetime.

In addition to assisting adopters, volunteers also help to tend to pets who are in the adoption rooms using shelter-wide enrichment techniques and basic care procedures. Enrichment provides daily care and experiences that help prevent or relieve some of the stress, boredom, frustration and related behavioral deterioration that a pet may experience upon confinement in a shelter environment.

Additionally, positive behaviors (which are attractive to adopters) will be learned and maintained as each pet receives appropriate guidance and reinforcement. Unwanted behaviors that tend to deter adopters will diminish as the pets 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 pets.

### **EAC Volunteer Duties:**

- 1) Inform & Educate Visitors
- 2) Make Successful Adoption Matches
- 3) Provide Enrichment & Basic Care

### **EAC Volunteer Training Requirements**

Our volunteer training curriculum has been designed to provide incoming helpers with the knowledge and skills you'll need to make the most of your experience.

Volunteers receive a Volunteer Training Tracker to help guide you through each of the steps below. Volunteers need to bring this sheet with them to each step. Once training is completed, please turn the Volunteer Training Tracker in to EAC staff to be forwarded to the Volunteer services department so we can activate your volunteer profile, issue your ID badge and email you a welcome kit ticket.

**1) Virtual Volunteer Orientation:** Volunteers are asked to watch our Virtual Volunteer Orientation and take a quiz to test your knowledge of the Society's services, programs, and philosophies.

**2) Animal Handling Training:** Once you successfully completed your Virtual Volunteer Orientation you received an invite to attend Animal Handling Training. This lecture-based training prepared you with knowledge about basic animal body language, handling philosophies, safety, and more. Be sure to bring a copy of your Training Tracker (see Volunteer Handbook) to each step of your training.

**3) Program Training:** At your training session you'll learn everything you need to fulfill your goals within your program. Prior to attending your training you should have reviewed this manual, re-read the Volunteer Handbook, and watched the following videos:

- Required Videos:
  - [Reading Body Language: Cats](#)
  - [Reading Body Language: Dogs](#)
  - [Dog Enrichment](#)
  - [Cat Enrichment](#)
- Optional Videos:
  - [DIY Leash Harness Tutorial](#)
  - [Properly Leashing a Large Dog](#)
  - [Leashing a Small Nervous Dog](#)
  - [Harnessing a Dog](#)
  - [Leashing a Rambunctious Dog](#)

At the end of the session you will be asked to schedule your final step in training, your solo session. Volunteers are required to complete their solo session within a month of attending Program Training.

**4) Solo Session:** Your volunteer solo session is an opportunity for you to come in on your own to give your program a test run. Utilizing the program checklist at the end of this manual, you'll come in on your own without a trainer to work in your program for the first time. At the end of your session you will need to turn in your Training Tracker to the Volunteer Services department. Once your tracker is received, you will receive a voucher to obtain your Volunteer Welcome Kit, which includes your apron, program button, volunteer t-shirt, and program supplies, from the front desk. The Volunteer Services department will also activate your volunteer profile and add you to the newsletter list.

## EAC VOLUNTEER POLICIES

### 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.

### Safety Guidelines

For your safety, the safety of other cats and visitors, please do not perform care duties you have not received instruction for via an Anti-Cruelty Society staff member. Never stick your whole arm or hand through the kennel. Remember to follow all other volunteer guidelines (such as dress code) for safety when interacting with the animals.

If you have cats of your own at home, be sure that they are current on all of their vaccinations before you begin to volunteer with our feline population. Illnesses such as Distemper are rare in our shelter environment, but when they do appear, can be lethal to kittens and unvaccinated cats. To protect your own pets, they should be up-to-date on their vaccines.

**Reading Animal Information:** All volunteers who work hands-on with animals are required to review any and all kennel notes prior to making physical contact with the pet. Whether a temporary sign, kennel card or behavior report, it is vital for volunteers to learn as much as possible about each animal before handling them directly. Failure to review this information may result in injury to the volunteer, animal, staff or a visitor. Volunteers who repeatedly fail to review an animal's information prior to handling may be dismissed from their volunteer program.

**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 at the main shelter per the Illinois Department of Agriculture. Animals who bite are typically reassessed after the rabies quarantine to ensure their continued adoptability.

**Hygiene:** Practicing good hygiene not only prevents the transmission of illness between animals, it also keeps the human handlers safe. Please follow these guidelines to ensure good hygiene:

- Wash your hands before and after each animal encounter.
- In addition to hand-washing, utilize hand sanitizer when it is available.
- Hand-washing is also required if you come into 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 Cat Adopts kitchen directly after use. Do not allow cats to share toys that have been used by other cats and not disinfected.

**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 notify a shelter staff member.

### **Our Training Philosophy**

The Anti-Cruelty Society believes that cats and dogs can be trained to do basic behaviors without the use of force or domination. Positive reinforcement is the best tool for building a foundation of mutual trust, respect, and an understanding that will remain throughout each pet's life. A heavy hand is never necessary in having a well-trained pet. To read more about positive reinforcement and why this training philosophy has been proven most effective when training animals, visit the [Volunteer Resources](#) page of our website. Volunteers who employ a training philosophy at odds with positive reinforcement may be asked to resign from their volunteer program.

**Emotional Considerations**

Working with animals can become emotionally exhausting at times. Whether seeing a pet sit in their cage for an elongated stay, or parting with an animal upon their adoption, there are many emotional considerations to keep in mind when working directly with the animals.

Whether you feel overwhelmed by an animal's adoption return, or a recent relinquishment, it's important to focus on the positives and what you can personally do to make an impact in each animal's life. Whether they are here for a short period of time, are transferred out to one of our partners, or euthanized, you have a unique opportunity to care for that pet during your volunteer visit.

If you should ever find yourself struggling to cope with the emotional aspects of volunteering, please contact our Volunteer Department for additional resources and assistance.

**Euthanasia**

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

Sometimes cats 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 cat 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.

**Scheduling & Logging Hours:** All volunteer in Level 1 programs are required to pre-schedule their volunteer shifts, as well as log their completed hours, on their [individual volunteer profiles](#). Volunteers who repeatedly avoid pre-scheduling or forget to log their hours may be dismissed from continuing on in their program.

## GETTING STARTED

### When You Can Volunteer

The Everyday Adoption Center is open to the public 7 days a week for adoptions:

- Monday-Saturday: 10:00 am – 8:00 pm.
- Sunday: 11:00 am - 5:00 pm.

EAC Volunteers are asked to schedule their time around the following shifts:

- Monday-Saturday 9am-12pm, 12-3pm, 3-6pm, 6-8pm
- Sundays 10am-12pm 12-2pm, 2-4pm, 4-6pm

For details regarding adoption hours and information for our main adoption center, located at 510 N. LaSalle, please visit our website: [www.anticruelty.org](http://www.anticruelty.org)

### Before You Volunteer:

EAC Volunteers are required to pre-schedule their upcoming volunteer shifts using the scheduling tool embedded within your [volunteer profile](#). This enables other volunteers to better schedule their shifts around the shelter to meet animals' needs and help staff prioritize daily assignments. A program trainer will explain the process for scheduling a volunteer shift. You may also utilize the guide at the end of this manual for booking your shift.

The EAC is connected to a larger shopping complex – so you'll have *plenty* of parking options should you plan to drive. There is also a multitude of public transportation available at the site.

The adoption facility is inside the South Loop PetSmart, located at 1101 S. Canal, in the far right hand corner of the store. There's also a second set of kennels on the far left side of the store for cats that are also part of our adoption program.

### When You Arrive:

Upon arrival volunteers should sign in at the front desk. This allows staff to know at a glance who has arrived for their shift. After signing in head to the back to store your personal belongings in one of the provided lockers. You will need to bring your own lock. Collect whatever supplies you may need, included treats, clickers and an apron. If it is your first visit also grab your volunteer ID badge from the front desk. Following your shift you should take it home with you.

### Before Leaving:

Notify staff and other volunteers that you are leaving. This way personnel knows how many people are currently in the Center and that you are no longer available to assist them. Then head to the back and place your soiled apron in the hamper so that staff can have it washed and disinfected. Please make sure apron pockets have been emptied. Log your hours in your Volunteer Profile using the provided computer or log your hours from home. Gather up your belongings and remove your lock from the locker.

### Working Alongside Anti-Cruelty Society Staff and Other Volunteers

When you enter the EAC space introduce yourself as a volunteer to the staff members and other volunteers (if present) in the space. Anti-Cruelty Society staff members at the Center tend to the animals and during adoption hours assist the public. Please ask a staff member for assistance with handling a cat or dog, answering a question, or other needs you may have.

Here is a glimpse of the typical EAC staff schedule:

**Daily:**

- 7am-10am: Staff feeds animals and cleans kennels
- 10am-8pm: Staff are available to help visitors. Also perform enrichment activities, computer work, laundry and host play groups
- 3pm: Afternoon feeding
- 8-9pm: Staff spot clean kennels and close Center

**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.

## EAC VOLUNTEER RESPONSIBILITIES

### 1. Inform & Engage Visitors

In order to properly help the animals we should always provide the best possible customer service to EAC visitors. These are the people who may be adopting one of our pets – and we should treat them accordingly.

Walking into the Everyday Adoption Center can be an overwhelming and intimidating experience to visitors. As an EAC Volunteer your focus should be on assisting guests throughout their visit to the adoption room in a way that makes them feel comfortable and at ease.

The simplest way to build an inviting atmosphere is with a smile. Greet each visitor entering the EAC in your own style, but don't forget that body language and facial mannerisms are vital to setting the tone. Even as the room capacity fills it is important to acknowledge the presence of a new guest – and sometimes at peak hours – the only way to do that may be with a smile and eye contact.

**Share Etiquette:** When visitors enter the EAC room please be sure to review the following etiquette with them before they begin any interactions with animals:

- **Only staff and volunteers can remove an animal from their kennel.** For the visitor and animal's safety, only staff and volunteers should pull an animal from its cage. If there is an animal the visitor/s would like to meet, remove the pet on their behalf.
- **Animals should not meet.** Explain to guests that when handling an animal out of its kennel, they should not allow for them to physically come in contact with any other animal. You may elaborate on this by saying that it exposes the animals to stress, potential illness, and may make them defensive.
- **Children should not be left unattended:** Children under the age of 18 should remain supervised by their guardians at all times and should not be left unattended with an animal in their care.

**Additional Information to Share:**

- Introduce adopters to our Adoption Match Program, outlined above.
- Indicate a quick way to tell the sex of the pet:

- Female - Red band around the pet's neck.
- Male - Blue band around the pet's neck.
- Demonstrate how to read the kennel card but ask that it not be removed from the holder.
- Offer to answer any questions the visitor may have.
- Visitors should not give food or treats to animals.
- It is a good practice to advise visitors to keep their bags and valuables with them at all times.
  - While we are not responsible for any lost or stolen articles, a little extra vigilance on the part of the volunteer may avert an unpleasant experience.

### **Adoption Requirements**

- At least 18 years of age
- Consent from all members of the household
- Driver's license or state ID with current address
- If renting: Lease or landlord approval
- Appropriate adoption match
- Adoption fee: \$95 adults; \$150 puppies; \$60 cats; \$85 kittens; \$30 rabbits

### **What's Included**

- Spay/Neuter Surgery
- 24 PetWatch Microchip
- Vaccinations
- Complete health screening
- Collar (If they choose not to purchase one through PS)
- Access to our Behavior Helpline

**Educating Visitors:** Adoption of a pet from The Anti-Cruelty Society to a good home is only one type of success. Another can be attained through the education of a visitor whether or not they leave with a newly adopted pet.

Numerous pets that are brought into The Anti-Cruelty Society and other shelters are from people who did not know about the level of commitment and responsibility of pet ownership. Explaining the commitment involved with the adoption of a pet or kitten may help some people reconsider any notion that this may be a casual or short-term undertaking. This includes the patience of training, expense of feeding and veterinary care and providing the love, attention, exercise, and socialization a pet requires.

While one of The Anti-Cruelty Society's goals may be to find a home for every adoptable pet in the shelter, it is paramount that the pets go to good homes committed to the proper raising and care of a kitty, rather than getting as many pets out of the shelter as possible. It's about quality not quantity.

- All visitors should clearly understand the time and expense commitment involved with pet ownership.
- Informing visitors of the responsibilities and expense of pet ownership may result in their rethinking what may have been an impulse activity.
- Visitors should know that all pets will require annual veterinary visits and vaccinations, and that kittens under the age of 6 months will need more frequent visits due to booster vaccines.
- If a person does leave the EAC without adopting pet, it should not be viewed as a failure. Rather, you have provided a valuable experience to the visitor and have given the pet an opportunity for a permanent adoption in a more suitable household.

## 2. Make Successful Adoption Matches

In addition to informing and educating visitors, EAC Volunteers assist in the selection and introduction of pets to potential adopters. Note that anyone interested in meeting and adopting a rabbit should be referred to an EAC staff member.

**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 Adoption Match categories for each animal. These cards will categorize pets by Novice, Intermediate, Advanced (dogs only) or Special. They will help you connect visitors with a pet that best meets their experience, knowledge, and expectations.

**Novice** = a pet (probably adult) who will likely integrate quickly and easily into household; has no known or discernable behavior issues; is housetrained (mostly) and non-destructive (mostly); will not require more than average obedience training or exercise routine; probably okay for first-time dog owner; probably okay for home with children and/or other animals

Example: a 2+ year old dog who is keeping its kennel clean, is easy to remove and place back into kennel, is (mostly) quiet; has no resource issues, walks well on leash

**Intermediate** = a puppy, kitten, cat or dog who require some degree of specialized training (e.g. play-biting, housetraining, obedience); may take a few days to feel comfortable in new home; will require regular or extra exercise; probably okay in home with older, considerate children, probably okay in home with other animals who are “dog or cat savvy”

Example: a kitten < 1-yr old who is energetic and mouthy

**Advanced (Dogs Only)** = a puppy or adult dog who has exhibited behavior or training needs that require an experienced owner and/or a great amount of time to accomplish; dog’s training may require purchase of equipment (e.g. crates, training classes, specialized toys); may require more than average amount of exercise; may not be suitable for homes with children or other pets

**Special** = a pet who has exhibited behavior or has a medical condition that is above the abilities of the average do owner to handle; may require an experienced owner; probably not recommended for home with children; will need to consider if pet is appropriate for home with other animals  
EXAMPLE: puppy mill adult dogs (breeding stock); puppy mill puppies; small-breed dog with bad knees or bad attitudes (but not dangerous)

The category in which an individual animal is placed is determined after a behavior report has been compiled. Only staff from the Behavior and Intake Department have clearance to designate an animal’s category. 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 to an EAC staff member.

This program is *not* meant to be used as a screening tool to filter out adopters. Instead – it helps personnel make the most appropriate suggestions for each individual looking to meet a pet. Too often visitors fall in love with an animal that is not appropriate for their lifestyle, and are later denied in the adoption screening

process. With this program adopters connect with the animal best suited for them from the onset – limiting future heartbreak when they apply for an animal that is not appropriate for their lifestyle.

**Making a good match:** When assisting in pet selection, volunteers should use the Adoption Match Cards which are attached to each animal's kennel to help make the most appropriate connection between the animal and the adopters.

A suggested sample of questions to ask adopters before selecting a pet:

- Are there children at home? If yes, what are their ages and experience with handling animals?
- Are there other pets at home? If so, what kind and of what age? Have they ever interacted with pets?
- Who is the pet for? Is it for a family of six with teenage children or for a household with other pets?
- Who will be the main caretaker of the animal? Will it be a joint family effort or is it for their live-in grandparent?
- What are they looking for in a pet? Someone who is laid back and will cuddle all day or an active energetic kitten to keep their adolescent pet at home company?
- What is their past animal ownership experience? Have they had pets before? What were their past pet ownership experiences like?
- What do they know about caring for a kitten or pet? If they haven't owned a pet find out if they've researched general care and costs of a kitten or pet.
- How much time will they have for daily socialization?
- Ask them to describe their lifestyle. Do they travel a lot, work 10 hour shifts or have frequent visitors over to their home?

The information you gather from the adopters will help you to make the best possible recommendation for their lifestyle. Explain to adopters that the Adoption Match Program was developed with their interest in mind. We want them to enjoy the pet ownership experience and not come home and feel overwhelmed.

Additional things to consider when matching up pets and adopters:

- What are the breed characteristics of a particular pet?
- What size and age of a pet would be best suited for this person?
- Physical and grooming considerations:
  - Coat
  - Care
  - Grooming requirements
  - Shedding
- How much time will they have to socialize the pet?
- How long will a pet be home alone?
- Does the pet meow/bark excessively?
- How easy is the pet to train?
- What type and amount of food is recommended?
- What specific health and/or predispositions does the pet and/or breed have?

**As a volunteer, it is not your responsibility to approve or deny anyone!**

- You should never talk someone *into* adopting a pet – or a *particular* pet.
- You should make a person aware of the characteristics, personality traits, and evaluation results of a specific pet – information that can be obtained by reading the animal's kennel card.

### **Introducing Adopters to Animals**

Once the visitor has chosen a cat, dog or rabbit to meet, it will be up to you to set them up for success.

- Be sure to equip the guest for success by reviewing any behavior and handling information found on the kennel cards, BSRs and Adoption Match cards *before* handing them over.
- There is no specified time a visitor is required to spend with a pet before applying for adoption. Therefore, advise the potential adopters to spend as much time as they feel necessary with the kitty to make their decision.
- If the visitor has a pet at home, speak with them about their current pet. Let them know, in advance, that it may take several weeks of gradual introduction for their current kitty and a new pet to acclimate.

**Transferring the Pet to the Visitor and Monitoring the Visit:** Once you have removed the pet from their cage invite the visitor to enter one of the meet and greet rooms with the pet to begin their visit.

When the pet appears to be calm, you can direct the pet to move from your care to the visitor's, reminding them to always monitor the pet. Stay with the visitor, observe the temperament of the pet and assess the displayed confidence and ability of the visitor to control the pet. Tell the visitor he or she is responsible for the safety of the pet they are handling and review with the visitor the following guidelines for interacting with the pet:

- The visitor should securely, yet gently, contain and/or hold a cat to be sure it does not run loose in the meeting room.
- Volunteers can use their discretion whether a child is able to hold a pet and should be monitored closely while holding the pet. Be certain the adult visitor remains with the child.
- Caution the visitor to be careful about being scratched or bitten. Tell the visitor that if they sense the pet is getting irritable, fussy or hard to control, they should immediately call a volunteer or a staff member to have the pet returned to the cage.
- **If you have any doubt about the visitor's ability to control the pet, do not transfer the pet to the visitor.**

#### **Visitors should also be instructed:**

- Not to pass the animal on to visitors outside their party.
- Not to touch other pets while playing with this pet.

**If you suspect that a pet may be getting over stimulated, place the pet back in the cage with care.**

As time permits, you should spend as much time as possible with the visitor, discussing any information that is available about the pet. Review and inform the visitor about any noted medical conditions, including dental problems, obesity, ear mites, neuter/spay requirements and procedures and behavior problems such as play biting.

**Remember that it is important not to present yourself as an expert on the pet's personality since you will have observed the pet for a relatively short period of time in a stressful environment.** Also keep in mind that when the kennel card states that the pet is good with other animals or good with children, the former owner, not Society staff, provided that information.

**Prepping the Adoption Form:** After spending time with their selected pet, a visitor may decide to complete an adoption form on that particular animal. To help the counselors efficiently process these forms, follow these steps:

1. Gather the following materials:
  - Kennel Card
  - Service Ticket
  - Clip Board & Pencil
  - Adoption Pending Slip
  - Adoption Form
2. Fill out the “FOR STAFF” part of adoption form:
  - Animal ID # = On kennel card, begins with “A”
  - Age = Found under the animal’s sex
  - Room = Where the animal is housed
  - Attendant = Your Initials
  - Service # = Number on service ticket
  - Do not fill in any more information on form!
3. Fill out Adoption Tally sheet:
  - Mark “dog” or “cat” on the clipboard next to the corresponding service number
  - If you have reservations about the adopter, right “see me” and your name on that line.
4. Fill out Adoption Pending Slip with:
  - Date and Time
  - Animal ID Number
  - Service Ticket #
  - Agent Number/Initials: Your Initials
5. Ask adopter to complete BOTH sides of form in detail. The more info they provide, the better!
6. Direct adopter to the adoption waiting area. Explain that when a counselor is available their service number will be called. Wish them luck.
7. **Important!** Place the Kennel Card and Adoption Pending Slip back in the animal’s kennel card holder

**Preliminary Screening:** While volunteers do not perform the actual screening of the prospective adopter, they should advise the visitor of the adoption process and the basic requirements for approval.

- In addition to the basic qualifications concerning age, landlord approval, and the standard adoption requirements, there are other Society policy considerations, which may result in the adoption being delayed or denied. These additional qualifications are at the discretion of the adoption screening staff.
- The Anti-Cruelty Society expects all adult members of the household to be present or reachable by phone to confirm that there is unanimous agreement about the specific adoption. We do not promote pets as gifts or family surprises.

**Congratulate Adopters:** One of the most gratifying moments for an EAC Volunteer is finding out that an adoption has been approved. Follow up with approved applicants with which you worked and congratulate them on their adoption. Answer any additional questions they may have and encourage them to visit the Anti-Cruelty Society store to pick up any essentials they may need for the trip home.

#### 4. Provide Basic Care & Enrichment

If you are volunteering during a time when it is not very busy in the EAC or in the 7 Day Adoption Center (this is the grouping of cat/bunny kennels on the other end of the store which is also part of our Society animal population), consider providing the pets with added enrichment. The more staff and volunteers that can assist, the happier the pets become, and the faster they're adopted – so it's all connected!

##### 1) Tend to basic physiological needs:

**Spot-Cleaning:** One of the most laborious and time-consuming tasks for staff is keeping animals' kennels cleaned. Help us create a more inviting and hygienic environment by assisting with spot-cleaning throughout the day.

##### **Cat Spot Cleaning Procedure:**

1. Replace water bowl and fill dry food bowl
2. Using Watchdog NF, spray down dirty area of kennel and allow ~10 minutes of contact time to properly disinfect
3. Replace brown paper at bottom of kennel if soiled or dirty
4. Using dry food bowl, scoop out urine and feces into garbage can, replacing litter as needed
5. Close cage doors and lock padlocks

##### **Dog Spot Cleaning Procedure:**

1. Remove dog from kennel and put in relief room or meet and greet room
2. Using pooper scooper, scoop up as much feces as possible and deposit into relief room toilet (be careful not to bang the scooper against the toilet)
3. Use mop bucket with diluted Watchdog NF to mop down floor and bed as needed
4. Replace towel and toy if soiled
5. Allow kennel to dry before returning dog to kennel
6. Lock padlock

##### **Spot Cleaning Meet and Greet Rooms:**

Spot cleaning the Meet and Greet Rooms should take place after each use. However, during very busy times the rooms should be cleaned after heavy use as time allows.

If no feces:

1. Entire floor in Meet and Greet Rooms should be mopped in between use with diluted Watchdog NF
2. Benches in Meet and Greet Rooms can be wiped down with diluted Watchdog NF in spray bottle

If feces are present:

1. Scoop up poop with pooper scooper and deposit in toilet in Relief Room
2. Clean entire floor with mop bucket with diluted Watchdog NF
3. Benches in Meet and Greet Rooms can be wiped down with diluted Watchdog NF in spray bottle

**Kennel Supplies:** 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. Each pet should also have at least one toy in their kennel to provide mental stimulation. If a pet is missing one or more of the above items, and you are unsure of where to find something, ask a staff member.

### **Monitor Eating Habits and Treats**

After staff have finished feeding the animals, walk around the room to see if everyone has eaten. If a dog or cat is not eating, you may alert a staff member who can try an alternative food for dog or cat to eat. Some cats are social eaters and will eat when petted – so attempt to help in this way when possible.

It is important not to overfeed treats to dogs or cats. Too many treats can upset their stomach and cause diarrhea or ruin their appetite. If diarrhea is present or continuous, notify a staff member since the animal may have to be isolated and returned to the shelter for veterinary treatment.

## **2) Relieve stress and boredom**

**Activities:** Choose and implement an activity out of the Enrichment Menu, found at the bottom of this manual.

**Toys:** Grab a wand, tug toy, or some other kind of interactive toy, and give a pet a one-on-one play session either inside or outside of their kennel. 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 kitchen.

**Social Eaters:** Identify animals who are not eating their meal and help to coax them to finish. Some cats and dogs are so stressed by the environment that their appetites wane, which can lead to stress and health problems.

**Petting Crawls (cats):** Classically conditioning cats to accept, if not enjoy, petting by briefly petting each cat in the room. This will help cats to be less defensive as they learn that not all petting by personnel will lead to removal from the cage or other undesired interactions. This will also maintain friendly behaviors in cats who are not wary of handling.

**Dog Walking:** Take one of the adoptable dogs out for a walk around the store. Note that dogs should not be removed from the store, or brought out to the parking lot, at any time. Volunteers are responsible for cleaning up after every dog in their charge and managing their behavior during the walk.

**Read a Book:** Help dogs and cats who are stressed in their kennels relax by sitting outside their cage and reading to them. The soothing sound of your voice will help them settle into their space.

## **3) Teach basic life skills**

**Kibble Runs:** Create positive associations between the pet and their kennel by grabbing a pouch of treats or kibble and popping pieces into each kennel. Do not speak to the pets, or solicit any response. Kibble runs are an easy way to classically condition pets into becoming comfortable with people walking by their kennels. Just pop in a few treats, and move forward to the next kennel.

**Using Treats:** Treats can be a great motivator for shelter dogs and cats. Please follow the guidelines below to ensure you are utilizing them appropriately.

- **Keep them tiny!** You do not need to insert a big glob of food in your animal's mouth for them to be rewarded! The smaller the treat, the quicker they associate their actions with the reward.
- **Moist, soft treats are best** because they are more flavorful and the animal can eat them quicker, thereby associating the reward with the behavior.
- **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.
- **The food must be rewarding to the dog.** Don't use food the animal doesn't like, or that isn't "special" to the dog when working in a high distraction area.
- **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 or cat does something really great.

**Clicker Training (dogs):** 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.

**Basic Training (dogs):** The exercises below help dogs become more adoptable by teaching them 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:** 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.

## PROFILES & HANDLING

### Before Handling an Animal

Prior to engaging with any pet volunteers will need to learn more about the animal so as to best set yourself and the animal up for success. **Volunteers are required to review each of the following items before removing a cat or dog from their kennel.** Failure to do so may result in a volunteer’s removal from the EAC program.

**Read their Kennel Card:** The kennel card is the most important document for each animal as it contains all health, temperament, and behavior information for the animal. Note the pet’s name, gender, age and other helpful information that is provided prior to taking them out for a visitor or for socialization.

Volunteers should not write on the kennel cards. If at any point you do not understand, cannot read, or have forgotten what a notation or symbol means – ask a staff member.

**Review their behavior report/s:** Volunteers are required to read an animal’s behavior report prior to removing them from their kennel. These screenings are performed by a shelter Animal Behavior and Intake staff member in an attempt to provide handlers with more information regarding each animal’s

personality and temperament.

The Anti-Cruelty Society utilizes the ASPCA's Meet Your Match Safer evaluation system for determining a dog's predisposition for aggression or problem behaviors. 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.

**Review Additional Kennel Signage:** In addition to the kennel card and behavior reports, volunteers should remain aware of additional notes in the kennel card holder. Do not remove a cat or dog from the kennel if any of the following signs are present:

- **“Waiting for Test Results”** - which means the animal 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 animal 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 pet may be sent to a breed rescue organization.
- **“Hold for BSR”**- This cat or dog will be specifically held for the behavior department so that a behavior assessment could be performed.

### **Basic Handling Policies**

**Focus Your Attention:** Volunteers should remain attentive to the animal with which they are interacting. Watch for signs of agitation, even if they seem subtle or something to dismiss. Cats and dogs will always signal you if they are uncomfortable or done with socializing. Forcing an animal to interact beyond their threshold can result in injury to the handler.

Your visual and physical focus should be directed toward the animal at all times. It is the responsibility of each pet's handler to positively reward and reinforce desired behaviors and to actively manage the animal and his environment in a way that prevents undesirable behavior.

**Where to Work:** Most handling and training efforts should be focused on the animal's behavior in the kennel, lobby, meet and greet rooms or for dogs, when walking through the store.

It is our responsibility to help the dogs and cats 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 animal must be successful in the public areas in order to get adopted.

**Leashing & Restraint:** Maintain a secure hold of the cat, or the dog's leash, at all times. You should remain consistently aware of the environment, prepared and available to prevent and/or quickly respond to any situation. A volunteer's focus should be on the animal at all times. Animals should never be left unattended.

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. If there is a dog that does not have a harness, but you believe would benefit, please let the EAC staff know. For a quick video tutorial on how to properly harness a shelter dog 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](#).

### **Removing Animals from Kennels**

There are different procedures for removing animals from elevated kennels and the dog runs. In both cases, volunteers should always approach the kennels slowly, from an oblique angle, and with a calm demeanor.

**Cat Condos:** Follow the instructions below to safely and calmly remove a cat from their kennel.

1. Approach the kennel talking to the cat in a calm and friendly voice.
2. Wait for the cat to show the tiniest sign of desirable behavior, then immediately reward them by opening the cage and putting in treats.
  - a. Desirable behaviors include approaching, making calm eye contact, rubbing against the cage door, sniffing at the hand, or soliciting affection or attention.
  - b. Watch the cat closely for any signs of arousal or stress and stop working immediately if they spit, growl, or swat.
  - c. If the cat is displaying a friendly, calm demeanor, move onto the next step.
  - d. Give over-aroused cats at least an hour to settle before attempting to remove them again. If an adopter is interested in only that particular cat, call upon a staff member for assistance.
3. Lift the cat out of the cage, supporting the cat's body, keeping the cat's head away from your face.
4. Volunteers should not walk around the room holding the cat but should immediately bring the cat to the designated socialization area.

**Working with Shy Cats:** There is bound to be a time when a cat is not yet comfortable leaving their cage. In this case, there are several things that you can do to make the cat more comfortable.

First, turn sideways and stand or crouch by the cage. Being sideways ensures you will not end up leaning into the cage which could overwhelm the cat. You may extend your hand toward the cat, but should stop two or three inches away. This is an invitation to the cat and will let you know if the cat is interested in meeting you.

If the cat leans forward to sniff and doesn't move away, it is likely fine for you to gently pet the top of the cat's head, scratch its chin or softly rub its cheek. If the cat enjoys this, you can pull your hand back a few inches to attempt to lure the cat forward for more attention. If the cat comes forward or becomes more active in the cage, you should spend another minute petting and talking to the cat. You may then attempt to remove the cat for a visit on a bench. If the cat isn't prepared for this, you may continue to pet the cat while they are in their cage.

If the cat retreats, you shouldn't reach farther back to pet the cat, but wiggle your fingers and encourage the cat to return to the front of the cage for more attention. Also, watch for signs that indicate the cat is becoming over-stimulated and stop petting if need be.

If the cat does not accept the invitation for attention, entice the cat to play using a straw, pipe cleaner or pencil (move it slowly back and forth on or under the paper or blanket a few inches away from the cat; if the cat watches it but doesn't paw at it, move the item up the wall of the cage or across the top of the cat's hiding box if it is under one). You may use a wand toy to use, but begin with the stick end and not the toy end. Again, if the cat seems to be interested but isn't playing, offer the toy end (a Cat Charmer is often the most successful toy) but move it above and do not flick or throw the toy at the cat.

Treats may also be used to encourage the cat to come forward for attention. If possible, break the treat into two or three pieces. Offer a piece to the cat. If they eat it, offer another piece and then create a trail of treats from the cat toward the front of the cage. After the cat eats a few treats, you may again extend an invitation for petting.

**Elevated Dog Kennels:** Some of the smaller breed dogs or puppies will be housed in stacked or elevated kennels. Follow these instructions to ensure safe removal.

1. Approach the kennel talking to the dog in a calm and friendly voice.
2. 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.
  - o Be sure to follow the Dog Adopts Procedures outlined above to reinforce calm kennel behavior while attempting to remove the dog.
3. Put slip knot leash around dog's head and tighten.
4. Supporting the dog's back end, lift the dog out of the cage keeping the dog's head away from your face.
5. Put it on the floor while holding on to the leash.
  - o Some puppies may not be leashed trained and may need to be carried out of the adoption room.

**Dog Runs:** Larger sized dogs are housed in dog runs which are split by a trap door that can be raised up or closed. Follow these instructions to remove a dog from their run:

- Approach the kennel talking to the dog in a calm and friendly voice.
- Slowly put your arm (palm down) against the kennel so that the dog can sniff your hand.
- Open the kennel door, while also blocking it with your leg.
  - o This is done to prevent the door from swinging open and allowing the dog to escape.
  - o Reinforce polite behavior by only removing the dog if they are acting appropriately.
- 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.**

**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. Do not try to put the dog in by force.

### **Addressing Problem Behaviors**

It is not uncommon for animals to exhibit problem behaviors while staying in a shelter environment. It is important that volunteers identify and respond appropriately to issues as they arise. Volunteers should

interrupt and redirect any undesired behaviors as they take place. The following are the most common behaviors that may arise as you work with our cat and dog population.

### **Play-biting & Mouthiness**

Mouthiness or biting is not unusual during play. The key is teaching animals to do so in a manner that will not inflict harm on a person or other animal. Play-biting may be the result of over-stimulation or the animal's innate predatory drive.

If an animal begins to bite during play, have a toy handy and direct the animal's mouth toward it. When they engage with the toy tell them “yes” to mark the behavior. With consistency and practice the cat or dog will learn to look for toys instead of hands. A loud "ouch" will frequently work too. If you say "ouch", immediately stop handling or holding the animal. If the animal continues to bite, a 5 minute "time out" can also be effective or you can walk away, thereby taking away their reward (which in this case is you!)

If a kitten, puppy or adolescent dog's mouthiness amplifies to the point of causing pain or bruising, alert EAC staff so that the issue can be addressed with the Animal Behavior & Intake team.

**Barking (dogs):** 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 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 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 Chewing (dogs):** 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.

**Poor Impulse Control (dogs):** 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.
- 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.

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.

## GROOMING PETS

As you work at the EAC you may notice some pets who have Clean & Preen request cards slipped into their kennels. These are pets that should be prioritized for grooming. You may also notice a pet without a card who is 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 Pet

When brushing or combing most pets you should move your tool in the same direction as the hair growth. When the pet 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 which will prevent the spread of germs.

### Nail Trimming

Volunteers should make it daily practice to touch and handle pet’s paws. This will desensitize them to being touched – making nail trimmings much easier for volunteers, staff, and future adopters.

Please use your best judgment when considering whether or not to trim a pet's nails and ask a staff member for assistance. Many pets find this to be an invasive process – so it's important to only clip claws as needed and for pets whose temperaments will allow it.

Only trim nails when it is quiet and calm in the adoption room as pets can become easily stressed during times of high activity, making it difficult to trim. Many pets become aggravated when receiving a 'mani/pedi' which can result in them being less receptive to meet and greets with adopters.

### **Dog Bathing**

If a dog requires a bath, please connect with a staff member on-site at the EAC for directions on how to bathe in this space.

## **ADDITIONAL NOTES**

### **“Meet & Greets”**

A “meet and greet” occurs when a person brings their current dog from home to meet a shelter dog. The introduction is done to ensure the dogs are compatible. If an adopter requests a meet and greet direct them to an EAC staff member so they can facilitate the meeting.

In some situations meet and greets are mandatory. At other times it may not be mandatory, but may be requested by an adoption screener or other Society staff member. It can also be suggested by a volunteer based on comments or statements a person makes about their dog at home.

Situations which may dictate that a person should bring their dog in for a meet and greet include, but are not limited to:

- The dog at home may have a pushy or bossy personality.
- The person states their dog has had problems with other dogs, animals, or people.
- The dog has been identified as having some potential behavioral issues with other dogs, animals, or people (i.e. such kennel card comments as: “not good with children” or “not good with cats”).
- Their dog, or our dog, is a Pit Bull mix.
- Their dog, or our dog, is an older dog who may not do well with another older dog or younger dog.
- A vast difference in size between the two potential dogs (i.e. Adult Lab with a Chihuahua).

### **Laundry**

Laundry is done constantly throughout the entirety of the day. Staff can be very busy at times, so volunteers are encouraged to help personnel keep up with the laundry throughout their shift.

To assist with laundry, please follow these steps:

1. Put on a pair of gloves and place dirty towels and toys into the washing machine. Try to remove as much fecal matter as possible from the towels before placing in the washing machine. Any fecal matter must be deposited in the Relief Room toilet and flushed immediately. Care must be taken to not overload the machine as it will not clean the towels properly.

2. Using the laundry soap, load the recommended amount based on the size of the load into the dispenser.
3. Hit the power button to turn on the washing machine and use the “towels” setting and push start.
4. After towels have finished washing, remove them and place into the dryer.
5. Clean the lint dryer before beginning the drying cycle and throw lint in the trash.
6. Hit the power button to turn on the dryer and use the “towels” setting and push start. Care must be taken to not overload the dryer as the towels will not dry properly.
7. After a load is finished drying, fold the towels and place in the clean laundry basket. Clean toys should be put in the dog toy bin or cat toy bin. Clean cat beds can be placed in the EAC cat room on the cart.

### **Animal Length of Stay**

Per our agreement with PetSmart, animals can only remain at the EAC for a total length of two full weeks. If an animal is not adopted within this time frame they are transferred back to the main shelter where they will be placed for adoption. Animal in our main adoption center at 510 N. LaSalle do not have any time limits.

### **Additional Adoption Locations**

In an effort to help more animals find loving forever homes, we have partnered with a few other local organizations that also promote adoption. Due to these partnerships, some of the animals that people see on our adoption page may not be available in The Anti-Cruelty Society’s Adoption Facility but at a partner location. Each animal’s location is stated in their profile.

The following is a list of our current partners or additional adoption locations:

**Paradise 4 Paws:** (Midway): 5262 South Kolmar Ave., Chicago, IL 60632

**Lambs Farm:** 14245 W. Rockland Road, Libertyville, IL 60048

**Additional PetSmarts:** We offer cat adoptions at the Brickyard, Evanston, Skokie, Wrigleyville, Six Corners, and South Lincoln Park stores.

### **Daily Care 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.

DATE	B													
	am	pm	am	pm	am	pm	am	pm	am	pm	am	pm	am	pm
<b>BEHAVIOR</b>														
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"/>	<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"/>	<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"/>	<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"/>	<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"/>	<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"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>EATING</b>														
leal fat	<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"/>	<input type="checkbox"/>	<input type="checkbox"/>
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"/>	<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"/>	<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"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>URINE</b>														
normal	<input checked="" 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"/>	<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"/>	<input type="checkbox"/>	<input type="checkbox"/>
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<b>STOOLS</b>														
normal	<input checked="" 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"/>	<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"/>	<input type="checkbox"/>	<input type="checkbox"/>
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<b>VOMITING</b>														
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<b>COUGHING</b>														
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<b>SNEEZING</b>														
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**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.

## 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 an Everyday Adoption Center Volunteer you are key to helping visitors at the EAC find loving pet companions. By facilitating the matches and meetings between our pets and potential adopters – you are helping to find forever homes for these animals in need. By providing support to staff in the care of animals, you will also help to make each pet's stay at the EAC more comfortable.

If at any time you have any questions about the EAC Volunteer Assistance 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 volunteering with The Anti-Cruelty Society!**



## APPENDIX

### Frequently Asked Questions:

#### Are the animals at The Anti-Cruelty Society healthy?

- All animals are examined by a veterinarian at the shelter and are tested before being admitted into an adoption room.
- Volunteers should be aware, however, that there are incubation periods for certain diseases (such as Upper Respiratory Infection and Kennel Cough) so it is possible that an animal may have caught something and is not yet showing signs.
- If an animal is adopted and begins showing signs of illness within 15 days, the owner can bring the animal back to Anti-Cruelty and we will treat it free of charge.
- Anti-Cruelty recommends that adopters take their new companions to their own veterinarians for a full examination as soon as possible after adoption to establish a new relationship.

#### Have the animals had their shots?

- When animals come into the shelter, they are treated as if they have never been vaccinated before and are given the initial vaccinations for rabies and distemper.
- After an animal is adopted, the new owner will need to take them to their own vet to get one or more rounds of booster shots.
- After these initial booster shots the owner will be responsible for keeping the animal up-to-date on its vaccinations. This involves having them vaccinated once a year.

#### Do the animals have worms?

- All animals are given de-worming medicine when they arrive at the shelter. This medicine kills most common types of intestinal parasites but, when the new owner takes their animal to their own veterinarian for a full examination, the vet should check to make sure the pet does not have additional parasites.

#### How long do the pets and kittens stay in the Adoption Room before they are euthanized?

- There is no “time limit” for animals in the Adoption Rooms. Once they are placed in this room, they stay here until they are adopted, unless they get sick or their temperament changes.

#### Can you “reserve” this pet or kitten for me until tomorrow/for an hour/for any period of time?

- No. ACS does not place animals “on hold.”

#### Why are some pets placed in Charlotte’s Pet Corner? What is the criteria for pets to live in one of the rooms?

- Charlotte’s Pet Corner residents are pets who are compatible living with other pets, have been at the Society for at least a month, and at times, have been sick and recovered from Upper Respiratory Infection. These are pets who have been in the shelter longer than most and it’s our way of making their stay more comfortable.

#### Why do you bring animals in from out of state? Aren’t there enough animals in Chicago to help out?

- Areas like Appalachia, the south and southwest have incredibly high euthanasia rates for puppies and adolescent dogs. The Anti-Cruelty Society, and several other local groups, started working together

with smaller rescues to transfer dogs from these over-populated areas up to Chicago. Our metropolis is in a unique situation in that we don't have as many puppies coming into shelters, which is a huge victory! But the demand for young animals continues to grow. In an effort to advocate for animal adoption, we have partnered with these groups so we can grow the humane movement. By continuing to provide puppies through adoption facilities, we are thwarting the efforts of puppy-mills by re-directing their customers to adopt, not shop.

**What happens if things don't work out and I need to bring the animal back?**

- The Adoption Guarantee Program is a concept that helps to address adoptions that are not a good fit. Adopters can return a pet within 30 days and have their adoption fee refunded. Satisfaction Guaranteed supports our philosophy of guest services and successful pet matching. It works to instill potential adopters with an increased confidence in our process and to reinforce our open door policy.

### **EAC Volunteer Checklist**

- Introduce yourself as a volunteer to personnel.
- Ask if there is anything that staff currently needs assistance with.
- Take a walk around the EAC to familiarize yourself with the pets.
- Look to see if there are any adopters looking for assistance.
- Check if there is any spot-cleaning that needs to be completed.

#### **During Slow periods:**

- Do a “kibble run” or distribute toys around the room.

Check to see if each pet has the following:

- Fresh Water
- Bedding
- Toys

Identify pets who need help with the following:

- Eating
- Grooming
- Nail Trimming

#### **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

## 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 as 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.

## Cat Enrichment Menu

**The following activities have been designed and compiled to provide added enrichment to a cat's stay. Variety is the spice of life – so do not perform the same activities each time. In addition, limit each activity between 5 and 10 minutes.**

### *Pre-Dinner*

**Spa Session:** Earmark cats who may need a grooming session and gather the appropriate tools. Slowly approach the cat in the kennel, petting it softly before introducing the brush. Touch the brush to the cat's back, while petting, and observe the reaction. If the cat allows, gently brush their fur. Stay alert and watch for any changes in body language. Be sure to disinfect the brush after use.

**Dinner Ware:** Some pets may have sensitive whiskers which rub up against paper bowl walls while eating – discouraging them from finishing a meal. Tear the corners and fold the sides of some bowls down to help kitties with sensitive whiskers eat.

### *Appetizers*

**Fish Sticks:** Dab a small amount of food onto the end of a straw or Popsicle stick and place it through the front of the kennel, luring the pet. This will help to encourage pets to come to the front of the cage.

### *Main Course*

**Dinner Party:** Walk around the room and check to see which of the pets have not eaten. To help social eaters, slowly open the kennel door and talk to them softly. Next, begin to gently pet them, slowly moving the food bowl in their direction. Try stirring the food up to release the aroma. Never force feed a pet – only coax them into voluntary consumption.

**Wand Flambé:** Grab a wand toy to have a playtime session with pets who play rough. Slowly insert the wand and allow each pet to sniff. Then begin to wave the wand back and forth to engage with the kitty. Do not use the wand again until it has been properly sanitized.

### *Dessert*

**Milk & Cookies** Grab a handful of milk rings and treats for a quick playtime and snack session. Lure the kitty to the front of the cage by offering them a treat, praising them softly when they accept. Then, introduce them to the milk tab toy, sliding it back and forth between you and the kitty, until the pet engages on their own. Milk rings can be left in the kennel.

**Wine Tasting:** Grab a wine cork for a game of in-kennel soccer with a pet. Insert the cork into the kennel, moving other toys or dishes over to the side, and roll the cork back and forth between the pet. Watch the kitty's reaction – if they are getting over-stimulated, remove yourself from the equation and let them play alone. Corks can be left in the kennel.

**Vanilla Milkshake:** Grab some straws and move them around the interior walls of a pet's kennel. The sight and sound will encourage them to grab at the straw and not your fingers. Straws can be left in the pet's kennel after your play session.