



THE ANTI-CRUELTY SOCIETY

A Commitment to Caring *Since 1899*

Volunteer Department

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DOG ADOPTS TRAINING MANUAL

INTRODUCTION

Welcome to the Dog Adopts Program!

As a volunteer in the Dog Adopts Program, you will have an opportunity to help visitors meet and potentially adopt dogs from our adoption room. Working alongside Society staff, you will help us find loving families for our canine friends!

Program Objective

The purpose of the Dog Adopts program is to assist guests in the process of selecting and meeting adoptable dogs. By providing the best possible customer service to our visitors, Dog Adopts volunteers help make connections that will last a lifetime.

In addition to assisting adopters, Dog Adopts volunteers also help to tend to dogs who are in the adoption rooms using shelter-wide enrichment techniques. Enrichment focuses on providing daily care and experiences that help prevent or relieve some of the stress, boredom, frustration and related behavioral deterioration that a dog may experience upon confinement in a shelter environment.

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

Dog Adopts Volunteer Duties:

- 1) Working with the Public
- 2) Educating Visitors
- 3) Assisting with the Adoption Process
- 4) Providing Enrichment

Dog Adopts Training Requirements

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 Dog Adopts 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](#)
- [Dog Enrichment](#)

Optional Videos:

- [DIY Leash Harness Tutorial](#)
- [Properly Leashing a Large Dog](#)
- [Leashing a Small Nervous Dog](#)
- [Harnessing a Dog](#)
- [Leashing a Rambunctious Dog](#)

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.

Cross-Training: Volunteers who have completed 25 hours or more within their current volunteer program are welcome to cross-train into any new area. If you are interested in cross-training into Dog Adopts, Cat Adopts, Clinic Patient Care or another Level 1 or Level 2 volunteer program please contact the Volunteer Services department for details and scheduling.

Additional Dog Programs & Projects: There are a variety of dog-related projects that trained volunteers will be welcome to take part in. These include seasonal Puppy Parades, Rescue Dog Intakes, Dog Rehab Socialization, Puppy Socialization, Shelter Dog Class and more! Details on these opportunities will be communicated to volunteers through the weekly volunteer newsletter as they become available.

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

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

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 on-site 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 dog 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 Dog Adopts kitchen directly after use. Do not allow dogs to share toys that have been used by other dogs 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 immediately notify a shelter staff member.

Cleaning Up After Dogs: To maintain a clean and healthy environment for both people and pets volunteers who work with our canine population are required to clean up after each dog in their care. This

includes mopping up urine in hallways, the adoption lobby and in offices, as well as disposing of feces and disinfecting the area.

Volunteers are not required to deep clean dog's kennels as only staff are specifically trained on how to utilize special cleaning equipment and commercial grade disinfectants. Volunteers are welcome to "spot clean" a dog's kennel by removing soiled newspaper or shoveling up feces, but should not be spraying or disinfecting the space. For details on how to properly spot-clean, ask a staff member for assistance.

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

Our Training Philosophy

The Anti-Cruelty Society believes that cats and dogs can be easily 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.

Verbal Training Cues: Note that only volunteers and staff trained in the Dog Care II program have the training and authority to use verbal cues such as "sit," "stay," etc. with the dogs. Our goal is to provide canines with consistent training techniques and for this reason we want volunteers to refrain from using their own unless they train in the Dog Care II program.

Using Treats: Treats can be a great motivator for shelter dogs. 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 dog's mouth for them to be rewarded! The smaller the treat, the quicker they associates their actions with the reward.
- **Moist, soft treats are best** because they are more flavorful and the dog can eat them quicker, thereby associating the reward with the behavior. A dog that has to chew a hard biscuit for 10-15 seconds can forget why they got the biscuit in the first place!
- **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 dog doesn't like, or that isn't "special" to the dog when working in a high distraction area. If the dog has problems with diarrhea, you can use some of the dog's kibble as a treat.

An Open Door for Animals

The Anti-Cruelty Society is an open-admission (or "open door") humane society. We will never turn an animal away that comes to us – no matter what their condition, age, breed or species. Many of these animals are healthy, good natured pets who go up for adoption. There are, however, animals that come to our shelter sick, severely injured, too aggressive or behaviorally unsound to be placed for adoption. Sometimes these animals can be rehabilitated, but sometimes they cannot. In this case, euthanasia is the most humane alternative.

As with limited-admission shelters, we do not euthanize animals for space or time limits. Limited admission, or “no-kill” shelters, select which animals they will accept and reject the rest. The Anti-Cruelty Society believes that no animal in need should ever be turned away. For this reason the Society has made an informed decision not to associate itself with the term “no-kill” as it can be deceiving and cause confusion.

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 volunteering in an animal shelter.

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 adoption rooms.

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

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

If these options are not feasible, the shelter may decide to euthanize the animal in question. With this in mind, please note that there is no time limit on any animal 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.

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 form at 6:30pm
- Saturday & Sunday: 12:00 pm - 5:00 pm. Last adoption form at 4:30pm
- The Anti-Cruelty Society is open to the public for the receiving of animals seven days a week from 10:00 am - 6:00 pm.
- Dog Adopts volunteers may be in the shelter 7 days a week during adoption hours.

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

Before You Volunteer

Dog Adopts volunteers are *required* to schedule their upcoming volunteer shifts using the online scheduler tool found within your volunteer profile. This will enable other volunteers to better schedule their shifts around the shelter to meet shelter animals' needs and help staff prioritize daily assignments. A program trainer will explain the process for scheduling a volunteer shift.

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 Volunteer Office 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, toys, and a leash. If it is your first visit also grab your volunteer ID badge off the bulletin board. Following your shift you should take it home with you.

Where You Can Volunteer: Dog Adopts volunteers should remain in the Dog Adopts room, courtyard and Adoption Center lobby at all times to remain accessible to visitors. If you are working with a dog during slower adoption hours you and the dog should only be in public areas, such as the lobby, hallway, or courtyard, so that staff and adopters can locate you if necessary.

Before Concluding Your Shift: Notify staff and other volunteers in Dog Adopts that you are leaving. This way personnel knows how many people are currently in the room and that you are no longer available to assist them with the dogs.

Then head back to the volunteer office and log your hours in your Volunteer Profile using the provided computer. Gather up your belongings and remove your lock from the locker.

Working Alongside Anti-Cruelty Society Staff and Other Volunteers

When you enter the dog adoption room, introduce yourself as a volunteer to the staff members and other volunteers in the room.

Anti-Cruelty Society staff members are in the room to tend to the dogs and during adoption hours to assist the public. Please ask a staff member for assistance with handling a dog, answering a question, or other needs you may have.

Here is a glimpse of the typical Dog Adopts room schedule:

Daily:

- 8am-9am: Dog Care volunteers walk dogs; Staff feed dogs breakfast
- 9am-12pm: Dog Care volunteer socialize and train dogs; Staff perform morning deep cleaning
 - 10am-12pm: Staff clean and hose down courtyard. Exact cleaning start time varies.
- 12pm: Adoption Center opens to visitors
- 2-2:30pm: Staff feed dogs dinner

Monday-Friday:

- 6-7pm: Staff spot clean Dog Adopts; Volunteers take dogs on final walks
- 6:30pm: Staff takes final adoption application
- 7:30pm: Managers perform final checks
- 7:45pm: Building shuts down to staff and volunteers

Saturday-Sunday:

- 4:30pm: Staff takes final adoption application
- 5-7:30pm: Staff performs Dog Adopts deep cleaning
- 7:30pm: Managers perform final checks
- 7:45pm: Building shuts down to staff and volunteers

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.

DOG ADOPTS RESPONSIBILITIES

1. Working with the Public

In order to properly help the animals we should always provide the best possible customer service to Adopts Room visitors. These are the people who may be rescuing one of our canines – and we should treat them accordingly!

Welcome Visitors

Walking into the Dog Adoption room can be an overwhelming and intimidating experience to visitors. As a Dog Adopts 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 Dog Adopts room 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 Dog Adopts room unaccompanied by a Volunteer Guide review the following etiquette with them:

- **Do not touch animals between cages:** Inform visitors that they can help minimize illness and infection between animals by not placing fingers in cages, or touching animals who are reaching out beyond their kennels. Be candid with visitors explaining that once an animal becomes sick it is moved to a rehabilitation center and loses valuable Adoption Room time. The key is to make them understand that *they* directly affect the well-being of the animal if they do not follow this policy.
- **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, instruct them to speak with an attendant.
- **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. In addition, kids should never be allowed to hold an animal by themselves or their leash.

Share Additional Information:

- Introduce adopters to our Adoption Match Program, outlined below.
- Point out the signs in the dog adoption room that list the adoption fee is and what is included with the adopted animal.
- Indicate a quick way to tell the sex of the dog:
 - Female - Red band around the dog's neck.
 - Male - Blue band around the dog'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.

Additional Notes Concerning Visitors:

- Under no circumstances are dog carriers, or other containers that could hold a dog, allowed in the room.
 - These carriers may introduce germs to the environment and/or may be used to steal a dog or puppy.
 - Politely ask visitors to leave all such containers at the customer service desk.
 - Be aware that large winter coats can also be used to steal a puppy.
- 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.
 - There is a lost and found area at the customer service desk.

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 the front desk so that a Behavior & Training staff member can be contacted.

Meet & Greets are not mandatory, but may sometimes 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 Society 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”).

If in doubt on whether a Meet & Greet is recommended please connect with a Society staff member.

2. Educating Visitors

Adoption of a dog 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.

Numerous dogs 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 dog ownership. Explaining the commitment involved with the adoption of a dog or puppy 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 dog requires.

While one of The Anti-Cruelty Society’s goals may be to find a home for every adoptable dog in the shelter, it is paramount that the dogs go to good homes committed to the proper raising and care of a dog, rather than getting as many dogs out of the shelter as possible. That is why a screening interview is part of the adoption process to identify those visitors who do not qualify as prospective adopters for a specific animal.

- All visitors should clearly understand the time and expense commitment involved with dog 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 dogs will require annual veterinary visits and vaccinations, and that puppies under the age of 6 months will need more frequent visits due to booster vaccines.
- If a person does leave the shelter without adopting a dog, it should not be viewed as a failure. Rather, you have provided a valuable experience to the visitor and have given the dog an opportunity for a permanent adoption in a more suitable household.
- Many of the dogs that come through our doors may have some pre-existing bathroom etiquette, but it's important to remember that many of their good habits may lapse after staying at the shelter. For this reason, it's important not to assume that a dog *is* house-trained. Instead, share with adopters the tips from our “Houstraining Your Dog” info sheet which is at the end of this manual.

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. Through this program dogs are categorized by Novice, Intermediate, Advanced, or Special. These categories will help you connect visitors with a pet that best meets their experience, knowledge, and expectations.

The category in which an individual animal is placed is determined after a behavior screening has been given. Only staff from the Animal Behavior & 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 in writing and given to a member of the Animal Behavior & Intake (AB&I) team or to the Volunteer Services Department.

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.

Novice Dog = a dog (probably adult) who will likely integrate quickly and easily into household; has no known or discernable behavior issues; is houstrained (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 Dog = a puppy or adult dog who require some degree of specialized training (e.g. houstraining, crating, 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 savvy”
Example: a puppy < 1-yr old or small breed dog who is not fully houstrained; a noisy dog; a dog who is a little difficult to manage on leash

Advanced Dog = 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 Dogs = a pup or dog who has exhibited behavior or has a medical condition that is above the abilities of the average dog owner to handle; may require an experienced owner; probably not recommended for home with children; will need to consider if individual dog is appropriate for home with other animals ; a dog who has been at ACS for an extended amount of time

EXAMPLE: puppy mill adult dogs (breeding stock); puppy mill puppies; small-breed dog with bad knees or bad attitudes (but not dangerous)

Helping make a good match:

When assisting in dog selection, volunteers should use the adoption match category to help make the most appropriate connection between the animal and the adopters.

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

- 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? How are their interactions with other dogs?
- Who is the dog 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 dog? Someone who is laid back and will cuddle all day or an active energetic puppy to keep their adolescent dog at home company?
- What is their past animal ownership experience? Have they had dogs before? What were their past pet ownership experiences like?
- What do they know about caring for a puppy or dog? If they haven't owned a pet find out if they've researched general care and costs of a puppy or dog.
- How much time will they have for daily exercise? Puppies will need several hours while some Novice dogs may need only 60 minutes.
- Ask them to describe their lifestyle. Do they travel a lot, work 10 hour shifts, or have frequent company? How will they fit a dog into their daily schedule?

The information you gather from the adopters will help you to make the best possible match between them and a puppy or dog. Explain to adopters that the Adoption Match Program was developed with their interest in mind. We want them to enjoy the dog ownership experience and not come home and be overwhelmed.

Additional things to consider when matching up dogs and adopters:

- What are the breed characteristics of a particular dog?
- Does this person have frequent visitors to their home?
- What size and age of a dog would be best suited for this person?
- Physical and grooming considerations:
 - Coat

- Care
- Grooming requirements
- Shedding
- What amount of exercise is necessary and recommended?
- How will the dog behave inside? Outside?
- How long will a dog be home alone?
- Does the dog bark excessively?
- How easy is the dog to train?
- What type and amount of food is recommended?
- What specific health predispositions does the dog 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 dog – or a particular dog.
- You should make a person aware of the characteristics, personality traits, and evaluation results of a specific dog – information that can be obtained by reading the animal’s kennel card.
 - For example, if a family is in the dog adopts room with a small child, make them aware of the “good with children” criteria listed on the card. If a particular dog has been marked as “no” for the “good with children” criteria, direct them to a different dog that would be a more appropriate selection.

3. Assisting with the Adoption Process

In addition to welcoming and educating visitors Dog Adopts volunteers assist in the introduction of dogs to potential adopters and help kick-off the adoption process.

Introducing the dog to the visitor

- Be sure to equip the guest for success by reviewing any behavior and handling information found on the kennel cards and behavior evaluations *before* handing them the leash.
- There is no specified time a visitor is required to spend with a dog before applying for adoption. Therefore, advise the potential adopters to spend as much time as they feel necessary with the dog to make their decision.
- If the visitor has a dog at home, speak with them about their dog. Depending on the circumstances, a shelter manager may require a meet and greet in order to approve an adoption. If a meeting is not required, still inform the visitor that they may bring their dog in to conduct a “meet and greet” to see if the dogs are compatible.
- Visitors should also be instructed not to pass the animal on to visitors outside their party and not to touch other dogs. They should remain focused on the one with which they are currently interacting.
- As time permits, you should spend as much time as possible with the visitor, discussing any information that is available about the dog.
- **Remember that it is important not to present yourself as an expert on the dog’s personality since you will have observed the dog for a relatively short period of time in a stressful environment.**

If you suspect that a dog may be getting over stimulated or too mouthy, intervene and assist the adopters. If they are unable to handle the dog themselves, politely take the leash and assist in their meeting.

Transferring the Dog to the Visitor and Monitoring the Visit

Once you have removed the dogs from their kennel (see specific dog handling instructions below), immediately vacate the Dog Adoption room and escort the dog and visitors to the courtyard. If the courtyard is unavailable, you may walk into the hallway or Adoption Counseling waiting area.

When the dog and visitors appear ready, you can carefully hand the leash off to one of the adults. Tell the visitor he or she is responsible for the safety of the dog they are handling and review with the visitor the following guidelines for interacting with the dog:

- The visitor should securely hold the dog's leash to be sure they do not get loose.
- Tell the visitor that if they sense the dog is getting nervous or is too hard to control, they should immediately call a volunteer or a staff member for assistance
- If you have any doubt about a visitor's ability to control the dog, do not transfer control of the dog to the visitor. Instead, hold onto the leash and facilitate their meeting.
- Visitors should also be instructed to not to pass the animal on to visitors outside their party.
- Let visitors know that they should not pet dogs beyond those they are currently handling and that they should not allow dogs to meet.

As time permits, you should spend as much time as possible with the visitor, discussing any information that is available about the dog. Review and inform the visitor about any noted medical conditions, including dental problems, obesity, arthritis, neuter/spay requirements and procedures and behavior issues such as mouthiness or jumping.

Remember that it is important not to present yourself as an expert on the dog's personality since you will have observed them for a relatively short period of time in a stressful environment.

Prepping the Adoption Form

After spending time with their selected dog, 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) Grab the kennel card
- 2) Gather the following materials
 - Service Number
 - Clip Board & Pencil
 - Adoption Pending Slip
 - Adoption Form
 - Supplementary forms (PFP), if needed
- 3) Fill out the "FOR STAFF USE ONLY" part of form
 - Tab Band # = Number to the right of animal's photo on kennel card, begins with "A"
 - Age = Found under the animal's sex
 - Room = Dog Adopts, Cat Adopts, Charlotte's Corner
 - Attendant = Volunteer's Initials
 - Service # = Number on service ticket
 - **Do not fill in any more information on the form!**
- 4) Fill out screening sign-out form which is attached to a clipboard near the adoption applications
 - Mark on the form whether the animal is a cat or dog

- If you have reservations about the adopter, right “see me” and your name on their screening line.
- 5) Fill out Adoption Pending Slip
 - Fill in correct Date and Time
 - I.D. Number = Number to the right of animal’s photo on kennel card, begins with “A”
 - Service # = Number on service ticket
 - Agent Number/Initials: Volunteer’s Initials
 - 6) Instruct adopter to complete BOTH sides of the form
 - 7) Direct adopter to the Adoption Waiting Area. Explain that when a counselor is available their service number will be called.
 - 8) 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.

- If you observe any questionable behavior or overhear comments from a visitor that you believe the screener should be made aware of, please let a shelter manager or adoption screener know.
 - Volunteers should write “see me” on the adoption screening clipboard along with their name.
Note that screeners may not always seek you out as they may arrive at a similar conclusion without your direct insights.
- 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 pended or denied.
- 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.
- Only rarely will The Society adopt out multiple dogs at one time. In such circumstances, the dogs must be adults from the same cage or household.

What Adopters get for the \$95 dog or \$150 puppy Adoption Fee

- The dog will be spayed or neutered prior to leaving Anti-Cruelty.
- A microchip.
- Complete health screening.
- Updates on all shots and vaccinations.
- Collar and leash.
- Engraved ID tag
- Free follow up veterinary care within 15 days of adoption (if necessary).

Note: There is a reduced tuition fee for adopters who enroll in our School of Dog Training. Details can be found on our website under the “Programs & Services” section.

Congratulate Adopters

One of the most gratifying moments for a volunteer is finding out that an adoption has been approved. Follow up with approved applicants if you should see them at the customer service desk checking out 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. Providing Enrichment

What You Can Do When the Room Slows Down

If you are volunteering during a time when it is not very busy in the Dog Adoption room, and you have already connected with existing visitors, consider providing the dogs with added enrichment. Though this is the primary function of Dog Care volunteers, the more people that can assist, the happier the dogs become, and the faster they're adopted – so it's all connected!

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

When working with a dog one-on-one, make sure to give them your full attention. Every socialization session is an opportunity to work on valuable life skills – don't miss out on making an impact with each dog by being distracted.

For a video tutorial demonstrating some of the procedures below, click [here](#).

Walking: Check to see who needs to be walked by referring to the Dog Walking Tracker. After walking a dog, mark both the Tracker and the dog's individual Daily Care Card, which is in the kennel card. Volunteers should keep multiple bags in their pockets to clean up after each dog. Waste should never be abandoned in the courtyard or walkways. All bagged waste should be disposed of in the Dog Adopts kitchen trash bin. Waste cleaned up with one of the scoops should be placed in the toilet in the DA kitchen.

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

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

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

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

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

Clicker Training: Grab a clicker, a treat pouch and kibble and choose a dog with which to do reward

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

Impulse Control: 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 defer to people 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 the dogs. The idea is that dogs should be taught and expected to say 'please' (simply by displaying some measure of calm, polite, appropriate behavior) in order to get the things they want: food, toys, treats, coming out of kennel, going through doors, etc.

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

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

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

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

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

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

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

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

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

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

Document Activities

Kennel Card Extenders: Be sure to record all bathroom activities on the Kennel Card Extenders found in the kennel card holders. For complete instructions on how to properly mark the cards reference the appendix at the end of the manual.

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

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

DOG PROFILES & HANDLING

Before Handling a Dog

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

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

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 shelter staff member An example of a kennel card can be found at the end of this manual.

Review their behavior notes: Volunteers are required to read a dog’s behavior report ***before*** 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 dog's personality and temperament. Reading the report will set both you and the dog up for success.

The Anti-Cruelty Society utilizes the ASPCA's Meet Your Match Safer evaluation system for determining an animal'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 dog from the kennel if any of the following signs are present:

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

Basic Handling Policies

It is the responsibility of each individual dog handler to positively reward and reinforce desired behaviors and to actively manage the dog and his environment in a way that prevents undesirable behavior. It is our job to set dogs up for success.

Focus Your Attention: Volunteers are expected to have the dog actively and consistently engaged in beneficial enrichment activities. Your visual and physical focus should be directed toward the dog at all times. It is the responsibility of each dog's handler to positively reward and reinforce desired behaviors and to actively manage the dog and his environment in a way that prevents undesirable behavior.

Where to Work: 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.

While in Dog Adopts be especially mindful of careful management when exiting and returning each dog to their 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.

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

Leashing & Restraint: Maintain a secure hold of leash at all times. You should remain consistently aware of the environment, prepared and available to prevent and/or quickly respond to any situation. A volunteer's focus should be on the dog at all times. Dogs 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. Assigned harnesses can be found hanging near the leashes in the back western corner of the dog adopts room. If there is a dog that does not have a harness, but you believe would benefit, please contact the Animal Behavior & Intake team or Volunteer Services Department.

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](#).

Keep Dogs Separated: Dogs should not have physical contact with one another at any time. This is to prevent the spread of germs and a potential fight. Ensure that there is always several feet of space between your dog and others that may be in the area. Only personnel that has been specially trained or pre-approved by the Animal Behavior & Intake team have the authority to allow dogs to meet.

Inappropriate Behavior: 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.

Any incident of undesirable behavior (such as over-arousal, excessive barking, jumping, mouthiness) 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.

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&I and/or shelter manager.

Removing Dogs 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.

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

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

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.
 - This is done to prevent the door from swinging open and allowing the dog to escape.
 - 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 dogs to exhibit problem behaviors while staying in the shelter. 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 dog population.

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

Here are a few tips on how you can help curb this behavior when it becomes excessive:

- Give the dog something else to do with his mouth. Offer chew toys and puzzle toys.
- Offer physical exercise in the courtyard or training room.
- Click-for-quiet: Stand in front of the dog's kennel and wait until he is quiet for 1 second, click/say yes, immediately offer a small treat. Progress by waiting for 3 seconds of quiet, then 5, then 9, then 3, then 9, etc. before offering a treat.
- Walk past a barking dog and toss several small treats. While dog is finding and eating the treats (he can't bark and eat at 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: 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: 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.

ADDITIONAL POLICIES & PROGRAMS

Grooming Dogs

Volunteers are welcome to groom dogs using supplies in the Clean & Preen center. Note that dogs who have had surgery within the last 10 days should not be bathed. Additional details regarding dog grooming and bathing techniques can be found in the Dog Care program manual on the [Volunteer Resources](#) page of our website. Volunteers are also welcome to sign-up for our monthly Clean & Preen parties should they want more hands-on training in this area.

Additional Adoption Locations

In an effort to help more animals find loving forever homes, we have partnered with a few 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

Everyday Adoption Center (EAC): Offering adoptions in the PetSmart at 1101 S. Canal St., Chicago

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

Special Adoption Programs:

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

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

Guidelines For Pets For Patriots Program:

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

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

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 Adopts volunteer you are key to helping visitors in the Dog Adopts room find loving canine companions. By facilitating the matches and meetings between our dogs and potential adopters – you are helping to find forever homes for these animals in need. Your assistance will also guarantee that guests coming to the shelter will feel welcomed and leave with a positive impression of our organization – whether they adopt or not.

Remember that you are always welcome, and encouraged, to cross train into additional programs once you’ve logged an initial 25 hours.

If at any time you have any questions about the Dog Adopts 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

Key Staff Members



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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 | 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 Feed | | | | | | | | | | | | |
| 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"/> |
| 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"/> |
| 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)

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.

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 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 cat or dog does not have additional parasites.

How long do the cats and dogs 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 cat or dog for me until tomorrow/for an hour/for any period of time?

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

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.

Dog Adopts Checklist

Print out a copy of this checklist to bring with you for your Solo Session.

When entering Dog Adopts:

- Introduce yourself as a Dog Adopts volunteer to personnel in the Dog Adopts room.
- Take a walk around the room to familiarize yourself with the dogs currently available.
- Check to see if there are any visitors requiring assistance

When the room slows down:

- Walk dogs
- Groom dogs
- Spot Check each kennel

After addressing the needs above, choose a dog for a 10 minute socialization session:

- Choose an activity from the Enrichment Menu
 - Collect supplies needed for activity
 - Practice Classical Conditioning In Kennel with your chosen dog
 - Practice Reward Training with your chosen dog
 - Implement the chosen activity.
 - Conclude the socialization session
 - Record necessary information in Enrichment Log
-
- Choose another dog and follow the same steps as above

Before concluding volunteer activities perform the following:

- Disinfect all tools used during your visit
- Notify personnel that you are concluding your volunteering
- Log your volunteer hours on the Volunteer Office computer