



DOG CARE EXPLAINED

BRING YOUR TALENTS. FIND YOUR PURPOSE. CHANGE LIVES.

Animal shelters are designed to house large numbers of animals for short periods of time. But sometimes there will be a dog that will stay at the shelter for an extended period of time, sometimes for a year or longer. In addition to a clean kennel, toys and a comfortable place to sleep, it is important that these animals receive love, mental stimulation and human interaction to ensure their continued good physical health and mental disposition.

Stress is the number one danger to shelter dogs. It may cause increased shedding, social withdrawal, and lack of appetite, all of which reduce the likelihood that a dog will be adopted. Many dogs may respond to stress with aggression, which prohibits them from being adopted. Socialization is more than just petting the animals. In addition to providing the dogs with time out of their kennel to relieve themselves (which also helps with housetraining) and stretch their legs, dog walkers provide increased human interaction, which reduces stress and increases the adoption potential of shelter dogs.

Most of our dogs are strays. We don't have any idea of their background, whether they were in a home, living outside, good with children or good with other dogs or cats. You are legally obligated to report any accidents, injuries and bites involving you and/or the public to shelter staff. An accident report will be filed. This is not to get them in trouble, it's to have a better idea of what type of home is the best fit for them!

Walkie-talkies are available in the food room. It is advised that you take one in case you need to communicate with shelter staff while in the kennels, or have dogs outside. Shelter staff always carry a walkie-talkie and in case there is a situation where you need to have the attention of staff immediately. Please remember to put the walkie-talkie back before you end your volunteer shift.

All dog volunteers must wear a color coded name tag. These name tags will indicate which dogs you are allowed to interact with. Refer to the table below.

Name tags are located in the Volunteer Hub.



Dog Care Procedures

- Do NOT use your cellular device when out with a dog. We welcome you to take pictures and videos, once you are comfortable with the dog you are with, but please limit phone usage and pay attention to the dog for safety and to give them the best experience while out of their kennels.
- Always use caution when approaching dogs in the hallways or yards, these dogs might be any color and have behavior issues. Always ask the person walking them if you are able to approach and interact with that dog.
- Use a gentle, steady pressure with the lead: no yanking or sudden pulls.
- Always have two hands on the leash.
- Do not lean over a dog—that is a sign of dominance and may trigger an aggressive response.
- Be aware of your surroundings.
- Do not reach out your hand to a dog, especially when interacting with them for the first time. Let them make first contact and come to you.
- Do not make direct eye contact when interacting with a fearful dog and don't put your face near theirs.
- Do not take a toy from a dog's mouth, or directly in front of a dog. Make sure you have something to trade, or throw a treat in the opposite direction before picking up a toy.
- Never strike an animal, pin them to the ground, or forcibly restrain them. We do not practice negative reinforcement by punishing a dog. We only use positive reinforcement techniques.
- Report any undesirable behaviors to staff immediately, such as dogs barking at strangers, nipping when on walks or when coming out of the kennel, dog aggression, fearfulness, aggressive leash behavior (tugging at leash, jumping at dog walkers).
- Don't go in the kennel with a dog that is eating.
- Be aware of your dog walking routes
- The two main kennels, "Kennel B" and "Kennel C" are our adoption floor kennels. All of the dogs housed in these kennels have been cleared medically and can be walked in the large, fenced area to the side of the building. Dogs are not permitted outside the fenced-in yard area.
- When taking dogs out for a walk, volunteers should use the doors labeled 'KENNEL "B" STAFF' or 'KENNEL "C" STAFF'. These doors are used to access the back of the kennels.
- Dogs should be taken out of the back of their kennels (the side with the chain-link) and walked out of the door leading to the outdoor fenced area.
- Move away from these doors as quickly as possible to avoid unwanted interactions. When walking around the yard, walk in a clockwise direction.
- Read the notes on the kennel cards. Staff will put notes on the kennel cards to take certain dogs out of their kennels differently or to avoid certain situations. A few examples include: "GIVE DOG A TOY BEFORE LEASHING THEM", it might also say next to a certain dog's name "DO NOT WALK BUDDY NEAR MOLLY WHEN OUTSIDE", ETC. The Staff put these on the kennel card in order to keep everyone safe.
- Kennel A is our intake kennel, but there can be times when dogs that are available for adoption are housed there. These dogs will be staff walk only in most cases and will be walked out the side door not in the back yard. In this situation, ask a staff member if any dogs are out of the "Red dog" phase and if they are now a color you are permitted to walk



Taking a Dog Out of Kennel

PLEASE check the hallway whiteboard daily before taking a dog out of a kennel, as we update dogs behavior colors daily.

- Before taking any dog out of their kennel, make sure all dogs (except the one you are taking) are guillotined to the front side of the kennel to prevent fence fighting as you take the dog out.
- Get a leash and proceed to the dog's kennel. Read the white board and kennel card to make sure it is the right color and for basic handling information. If you are afraid or unsure of a dog, do not walk it.
- All of the dogs have a martingale collar which prevents the dog from slipping out of its collar. If a dog is wearing a harness, or if a harness is hanging on the cage, be sure to walk the dog using the harness vs. the martingale collar. Do not place the harness on the dog by yourself. Ask Staff to assist you.
- Open the kennel door, keep control of the open door with your foot or leg, and reach in to attach the leash. Do not bring a dog into the aisle to attach the leash, as it may get loose or come in contact with another dog.
- If a dog gets loose in the kennels, call for help. If they are fence fighting (fighting with another dog through the kennel), get a staff member. Do not grab their collar or position your body in between them, as you might inadvertently get bitten.
- Usually, the dog is waiting for you for its walk, but if the dog is backing away and/or appears fearful, do not corner it. Try to gain its trust by throwing some treats, and try again later.
- Once the dog is secure, walk it out of the shelter on a short leash. Keep the dog on the side of you that is closest to the kennel doors, you should walk against the wall. Do not put yourself in between the dog you are walking and the dogs in the kennels.
- Always keep two hands on the leash. One quick, unexpected pull from the dog and it can get loose if the leash is not secure. If the dog should get loose while being walked, stay calm and quickly alert the other walkers and staff that it is loose. Do not chase them, as it might see this as a game and run away.
- Walk slowly and use treats to lure them back.
- Do not talk on your cell phone or listen to music while dog walking. Your attention must be on the dog that is being walked and should be alert as to what's going on around you and the other walkers.
- Only staff can introduce dogs, please keep all dogs at least 15 feet away from each other.
- Poop bags and treats are in each kennel area. There are also several bag dispensers located on the fencing outside. You **MUST** pick up after your dog when walking. Keeping our outside areas clear of feces helps to keep our animals healthy and happy during their time with us. If you run out of bags while outside and the dispensers are empty, come to pick it up after you return your dog to its kennel, and refill the dispenser with new bags.
- All used poop bags are placed in the outside trash buckets.
- Return the dog to its proper kennel. Make sure the kennel door is latched and the clip/lock is on the latch before exiting.
- On the clipboards in the kennel hallway, mark the time on the correlating out row, for when the dog returned from their walk. Write your return time, and put a check mark in the designated spots if they "urinated" or "defecated". There is also a comments column for any positive or negative remarks. This includes behavior or health, like jumping more, diarrhea, did better pulling today, etc
- If dogs in that room still need to be walked, make sure to guillotine the dog you just walked in the front of their kennel. This will prevent someone that might have another dog out from that kennel coming in after you and their dog fence fighting with the dog you just brought back in. Once all dogs are walked from that kennel you can lift all the dogs guillotine doors.
- Only one dog at a time can be in a play yard. Staff can run playgroups with multiple dogs.
- After the gate is securely closed, you can let the dog off lease (unless their kennel card specifies not to).
- Please take toys to the yard with you for each dog. If a dog destroys the toy, please discard.
- If a staff member needs a yard to show a dog to a prospective adopter, it takes precedence.
- Make sure your dog is leashed before opening the gate to exit. Upon exiting, leave the gate open so other walkers know the yard is free for their use.



Doggy Day Out Program

This is our offsite program that allows our dogs a break from kennel stress while experiencing the real world. Volunteers are encouraged to spend 2+ hours with a dog out of the shelter. This can include but is not limited to going to the park, getting a pup cup, exploring dog-friendly stores, or simply enjoying a car ride.

We take many precautions before qualifying a volunteer for our Doggy Day Out Program. These include:

- Being trained how we safely walk dogs in the shelter
- Introducing the dog and volunteer onsite with staff, to make sure both parties are comfortable with each other
- The volunteer must be knowledgeable about the dog's behaviors to ensure safety on the day out.
- All Doggy Day Out volunteers must sign a Hold Harmless Agreement
- Approved families are able to participate in this program, but:
 - The adult must ALWAYS be in control of the dog (holding leash when walking)
 - The adult must maintain a calm environment for the dog, meaning kids need to be under control and calm. A chaotic environment causes stress for the dog and can cause unpredictable behaviors.

Daily Schedule - Dog

7:00 am - 8:30 am: First Outs

Quick outs to let the dogs go to the bathroom outside before breakfast
Spot clean kennel messes

9:00 am: Breakfast

9:30 am - 11:30 am: Second Outs

Longer outs with dedicated time to play and socialize
Clean all kennels during this time (instructions on how to clean a kennel are posted on the hallway whiteboard)
Rotate laundry when you have a free moment

1:30 pm - 3:30 pm: Third Outs

Longer outs with dedicated time to play and socialize
Dog playgroups with Staff supervision are recommended!
Continue laundry

4:00 pm: Dinner

5:00 pm - 7:00 pm: Fourth Outs

Slightly shorter outs meant to allow dogs to go to the bathroom and spend time outside before bedtime



DOG COLOR CHART

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| <p>Dark Green</p>  | <p>First Level of Dog Walker</p> <ul style="list-style-type: none"> • Green Volunteers are required to shadow a mentor dog walker the first time when Volunteering at the shelter • These dogs' behaviors include social, easy to approach, friendly, easy to leash, minimal pulling on leash, limited to no signs of reactivity. These dogs will have minimal concerning behaviors. |
| <p>Light Green</p>  | <p>Second Level of Dog Walker</p> <ul style="list-style-type: none"> • must shadow a yellow or orange walker the first day. • These dogs' behaviors might vary. Some may be social, friendly, easy to approach but will pull hard on leash, may have dog reactivity, may show food/toy aggression, may jump a lot, may be mouthy, may be human selective, or leash bite. In other cases, the dog may be fearful on approach with new people, requiring a slow approach but they warm up to you. |
| <p>Orange</p>  | <p>Experienced Dog Walkers only</p> <ul style="list-style-type: none"> • These dogs may have the previous yellow/green listed behaviors but display them on an extreme level that need an experienced walker to have the training to handle and work with. • These dogs might have extreme dog reactivity, leash bite, and have a select few people they allow to handle them. These dogs have displayed behaviors that could put the walker at risk for injury, or have had reported incidents in the past. |
| <p>Blue</p>  | <p>Approved Dog Walker Volunteers Only</p> <ul style="list-style-type: none"> • Staff-picked Volunteers of any color to take out dogs with specific medical or behavior plans to keep their handling as consistent as possible. • These dogs may have the previous yellow/green/orange listed behaviors but display them on an extreme level that need an experienced walker to have the training to handle and work with. These dogs have a preset training plan that select people have been taught how to handle them best to prevent escalation of the challenging behavior and to improve them over time. |
| <p>Red</p>  | <p>Staff Only!</p> <ul style="list-style-type: none"> • New arrivals are specifically only Staff permitted to handle while on their 3 -10 day intake quarantine. • Also includes not yet medically cleared due to illness or injury, may be on stray/ld/legal hold, has not been up to date on vaccines yet, has displayed aggressive behaviors or are under a bite quarantine. • Do not advertise, photograph or show Red dogs to the public. |

