

VOLUNTEER ORIENTATION



2020

VOLUNTEER ORIENTATION MATERIAL

This material provides details on many topics important to volunteering. In the orientation class, we will touch briefly upon some of the topics and will spend more time on critical information such as pet handling policies and procedures.

You need to:

- Read the last 18 pages (pages 20-38) about pet handling **prior** to orientation. It's too much to grasp well in class if that is your first exposure to the material.
- Read pages 20-38 again before you come for your first solo volunteer time.
- Read the full orientation manual after class to solidify your knowledge of critical pet handling procedures and of general information so you can assist shelter visitors.

Poor Little Rich Dog, with permission, by Jon Katz	3
DFW Humane Society History	5
Shelter Independence	6
Spay or Neuter, Reduce Pet Overpopulation	7
Funding	8
Easy Ways Everyone You Know Can Help	9
Volunteering at the Shelter	10
Volunteering Off-Premises	12
Training	13
Staying Plugged In	14
Volunteer Code of Conduct	16
Scheduling, Signing In, and Logging Volunteer Time	17
Body Language, Personal Space, No Force Handling	20
It's Not Dominance	21
Ain't Misbehavin'	22
Signals	24
Doggie Language	25
Space Etiquette for Dogs	26
What is Positive Reinforcement Training?	27
General Policies and Procedures	28
Dog Handling Procedures	29
Cat Handling Procedures	36
When You Leave the Shelter (Keeping Your Pets Safe)	38

Poor Little Rich Dog

Ernie is healthy, wealthy, and abused.

By Jon Katz

Posted Monday, July 19, 2004, at 5:12 AM PT



Ernie, a fluffy, 10-week-old golden retriever with heart-melting eyes, was originally a birthday present. The lucky recipient was Danielle, a pony-tailed 11-year-old living in an affluent Westchester, N.Y., suburb.

Danielle's passions for some time had been soccer, Justin Timberlake, and instant messaging, but her parents wanted to give her a different kind of birthday gift, "something that you didn't plug in or watch, something that would give her a sense of responsibility." She'd often said she'd love a puppy and vowed to take care of it.

Girl and dog, growing up together—what parent hasn't pictured it? Her folks envisioned long family walks around the neighborhood, Ernie frolicking on the lawn while they gardened. They could see him riding along to soccer games.

Acquiring a dog completed the portrait that had been taking shape for several years, beginning with the family's move to the suburbs from Brooklyn. The package included a four-bedroom colonial, a lawn edged with flowering shrubs, a busy sports schedule, a Volvo wagon and a Subaru Outback to ferry the kids around. A dog—a big, beautiful hunting breed—came with the rest of it, increasingly as much a part of the American dream as the picket fence or the car with high safety ratings.

So Danielle's parents found a breeder online with lots of awards, cooed over the adorable pictures, and mailed off a deposit on a pup. They drove to Connecticut and returned to surprise Danielle on her birthday, just hours before her friends were due for a celebratory sleepover.

It was love at first sight. Danielle and her friends spent hours passing the adorable puppy from one lap to another. Ernie slept with her that night. Over the next two or three weeks, she spent hours cuddling with him, playing tug of war, and tossing balls while her parents took photos.

But the dog did not spark greater love of the outdoors or diminish her interest in television, iPod, computer, and cell phone. Nor did his arrival slow down Danielle's demanding athletic schedule; with practices, games, and victory celebrations, soccer season took up three or four afternoons a week. Anyway, she didn't find the shedding, slobbering, chewing, and maturing Ernie quite as cute as the new-puppy version.

Both of Danielle's parents worked in the city and rarely got home before 7 p.m. on weekdays. The household relied on a nanny/housekeeper from Nicaragua who wasn't especially drawn to dogs and viewed Ernie as stupid, messy, and, as he grew larger and more restive, mildly frightening.

Because nobody was home during the day, he wasn't housebroken for nearly two months and even then, not completely. No single person was responsible for him; nobody had the time, will, or skill to train him.

As he went through the normal stages of retriever development—teething, mouthing, racing frantically around the house, peeing when excited, offering items the family didn't want retrieved, eating strange objects and then vomiting them up—the casualties mounted. Rugs got stained, shoes chewed, mail devoured, table legs gnawed. The family rejected the use of a crate or kennel—a valuable calming tool for young and energetic dogs—as cruel. Instead, they let the puppy get into all sorts of trouble, then scolded and resented him for it. He was "hyper," they complained, "wild," "rambunctious." The notion of him as annoying and difficult became fixed in their minds; perhaps in his as well.

A practiced trainer would have seen, instead, a golden retriever that was confused, under-exercised, and untrained—an ironic fate for a dog bred for centuries to be calm and responsive to humans.

Ernie did not attach to anybody in particular—an essential element in training a dog. Because he never quite understood the rules, he became increasingly anxious. He was reprimanded constantly for jumping on residents and visitors, for pulling and jerking on the leash when walked. Increasingly, he was isolated when company came or the family was gathered. He was big enough to drag Danielle into the street by now, so her parents and the housekeeper reluctantly took over. His walks grew brief: outside, down the block until he did his business, then home. He never got to run much.

Complaining that he was out of control, the family tried fencing the back yard and putting Ernie outside during meals to keep him from bothering them. The nanny stuck him there most of the day as well, because he messed up the house. Allowed inside at night, he was largely confined to the kitchen, sealed off by child gates.

The abandonment and abuse of dogs is an enormous issue in the animal rights movement, and quite properly. There are, by U.S. Humane Society estimates, as many as 10 million dogs languishing in shelters; the majority will be euthanized. But Ernie is an abused dog, too.

Nobody is likely to talk much about Ernie, the kind of dog I saw frequently while researching several books. His abusers aren't lowlifes who mercilessly beat, starve, or tether animals. Quite the opposite: His owners are affluent, educated people who consider themselves humanistic and moral. But they've been cruel nonetheless, through their lack of responsibility, their neglect, their poor training, and their inattention.

I've seen Ernie numerous times over the past two years. I've watched him become more detached, neurotic, and unresponsive. I've seen the soul drain from the dog's eyes.

He's affectionate and unthreatening, but he doesn't really know how to behave—not around his family or other people, not around other animals, not around me or my dogs. He lunges and barks almost continuously when anyone comes near, so few of us do. Increasingly, he gets confined to his back yard, out of sight and mind.

This family was shocked and outraged when I suggested that the dog was suffering from a kind of abuse and might be better off in a different home. "Nobody hits that dog," sputtered Danielle's father. "He gets the best dog food, he gets all his shots." All true.

But he lacks what is perhaps the most essential ingredient in a dog's life: a human who will take emotional responsibility for him.

Sadly, I see dogs like Ernie all the time, victims of a new, uniquely American kind of abuse, animals without advocates. Dogs like Flash, a Westchester border collie who spent her days chasing invisible sheep beyond a chain link fence, and Reg, an enormous black Lab in Atlanta who, like Ernie, was untrained, grew neurotic and rambunctious, and eventually was confined to the family playroom day and night. He leaves that room for several brief walks each day.

Who knows how many Ernies and Regs there are in urban apartments and suburban backyards? Few media outlets or animal rights groups would classify a \$1,200 purebred as a candidate for rescue. In fact, I've contacted rescue groups to see if they could help; they were sympathetic, but they felt more comfortable with traditional kinds of abuse. A situation like this—emotional mistreatment is not illegal—was beyond their purview.

I understand, but Ernie haunts me. He may be the most abused dog I know.

Jon Katz can be e-mailed at jdkat3@aol.com. Illustration by Nina Frenkel.

SHELTER HISTORY

The D/FW Humane Society of Irving, Inc., (referred to as DFWHS throughout this material) is a private, *non-profit* animal protection organization/rescue shelter serving the metropolitan area since 1967. We do NOT receive any state or federal government funding. DFWHS survives *solely on private donations*, grants and by being named as beneficiary of estates.

Over 80 homeless cats, dogs, kittens, and puppies, as well as assorted other small animals, reside at DFWHS with a few special needs pets in foster homes. All of these animals deserve a good home. With your help, we can get them that good, forever home.

1967 Founded as Irving Humane Society, volunteers fostered homeless pets and conducted weekend adoption events in a field on Rock Island Road. The organization applied in 1967 for 501(c)3 non-profit status.

1968 501(c)3 non-profit status is granted to Irving Humane Society in January 1968.

1974 Irving Humane Society entered a 15-year zero-interest mortgage loan for the purchase of 1611 W Irving Boulevard from long-time supporter, Rosemarie Goldammer. Previously the building served as a child care center, law firm office, dance studio, and then provided shelter to Irving's homeless pets for nearly 36 years.

1993 the organization's name was changed to D/FW Humane Society of Irving, Inc., to better represent the area served by the shelter.

2010 DFWHS proudly joined our partner, Irving Animal Services (IAS), in the new fabulous shared-campus, Irving Animal Care Campus, providing a state-of-the-art modern facility to the homeless pets while they await their forever home. Each organization remains autonomous in funding, policies and management, while serving the same mission -- to provide care for pets in need while working hard to find permanent homes for them.

THAT WAS THEN - 1974-2010



THIS IS NOW - 2010 AND FUTURE



SHELTER INDEPENDENCE

Many people think all animal shelters are connected through management, funding and policies. This is far from accurate. Most shelters are independent organizations, even when they share some common words (i.e., "humane society") in their name.

Additionally, there are non-profit shelters and there are tax-funded shelters.

NON-PROFIT SHELTERS

Each HS (Humane Society), SPCA (Society of Prevention of Cruelty to Animals), rescue shelter, home-based rescue group, etc., is its own business entity, responsible for raising money and managing the expenses of that organization. The various shelter organizations are NOT connected in terms of funding or in terms of managing costs.

Some of these organizations have shelter buildings, and often aid additional pets through the use of volunteer foster homes.

Others operate through a system of volunteer foster homes only and do not have a shelter building.

A few organizations are large enough to have satellite shelters that extend the reach of the primary facility, but they are still typically managed under the primary organization's management, procedures and budget.

National Non-Profit Organizations

Many animal-sheltering organizations look to a national organization for guidance.

National non-profit bodies include:

- ❖ ASPCA - American Society for Prevention of Cruelty to Animals, which **DFWHS uses for guidance**
- ❖ AHA - American Humane Association
- ❖ HSUS - The Humane Society of the U.S.

City-managed, tax-funded animal services operate in most large cities and have more duties than a typical non-profit animal shelter. City Animal Services handle calls about injured animals, animal cruelty, wild animals, stray pick up, etc. Small cities or counties may contract with a non-profit organization for animal services or sheltering.

Irving is fortunate to have both the city-managed Irving Animal Services and the non-profit DFW Humane Society each operating a sheltering facility within the Irving Animal Care campus.

- ❖ "**D/FW Humane Society of Irving, Inc.**" is our legal organization name. (Just the letters DFW, not "Dallas Ft Worth.") When talking casually to people we simply say "DFW Humane Society" and when talking to one another we say "**DFWHS.**"
- ❖ **Irving Animal Services (IAS)**, funded through City of Irving tax dollars, owns the Irving Animal Care Campus and shares this wonderful new campus with DFWHS.

SPAY OR NEUTER – REDUCE PET OVERPOPULATION



Because DFWHS and IAS see hundreds of animals a year that are unwanted, we believe strongly in *promoting spaying and neutering* of pets to cut down on the tragic overpopulation problem.

It's the law in Texas!

Adopting an animal from an animal shelter (including city-funded or non-profit shelters) and rescue groups without shelters in the State of Texas requires, by state law, that an unaltered pet be spayed/neutered within 30 days of adoption. For pets too young or those that have other health considerations requiring a delay in surgery, the adopter must spay/neuter the pet by the date listed on the adoption contract.

DFWHS and IAS spay/neuter ALL cats and dogs before adopting them into homes.

IRVING RESIDENT FREE SPAY/NEUTER, MICROCHIP AND RABIES VACCINATION PROGRAM

DFWHS and IAS are partnering in 2018 with this exciting new spay/neuter program for pets of qualified Irving residents. The program is funded with DFWHS donated funds and Irving Animal Services funds.

In 2019 DFWHS spent \$3,900 to help Irving residents in need care for their pets.

You can help DFWHS maintain donation funds for this program through your donation at <http://www.dfwhumane.com/donate/>

To further assist pet owners in reducing pet over-population:

- ❖ DFWHS has low-cost Spay/Neuter Certificates available for purchase by pet owners across the Metroplex. The low-cost spay/neuter program is a cooperative venture with many area veterinary clinics.
- ❖ IAS hosts TCAP (Texas Coalition for Animal Protection) twice a month at the Irving Animal Care Campus. TCAP offers spays and neuters and shots on site on set dates, by pet owner appointment.
- ❖ SNN (Spay Neuter Network) offers subsidized spay/neuter services.

Learn more at <http://www.dfwhumane.com/resources/spay-and-neuter/>

Free roaming dogs and cats contribute to pet-overpopulation. Cat colonies can become quite large and tend to “claim” a particular area. Many cities, including Irving, have found the most humane and cost-effective method of reducing feral cat colonies is through the Trap-Neuter-Return (TNR) approach. This method stabilizes and can reduce a colony through natural attrition. This also reduces the likelihood of another feral colony claiming the area.

Learn about Irving Animal Services’ resources to reduce the feral population at: <http://cityofirving.org/386/Trap-Neuter-Return-Services>

FUNDING

\$30,000+ each month is the current average monthly cost to operate DFWHS on a bare-bones budget, approx. 85 pets, few staff members and a lot of volunteer support.

Funds to cover monthly costs in 2019 were raised through:



- Fundraisers approved by the Board/manpower by Volunteers **\$59,000**

- Membership Donations: **\$51,000**
 - membership/membership renewals;
 - monthly donation pledges charged on-line;
 - “Paw Pals” commitment of monthly donation check or charge;
 - estate bequests;
 - Credit Union of Texas membership donations
 - Qualtrust Credit Union membership donations

- Individual Donations: **\$51,000**
 - Individual cash, check, and online donations;
 - Payroll Deductions through employer payroll;
 - Memorial, In Honor and in lieu of gifts donations;
 - Matching Donations

- Vendor Programs: **\$26,000**
 - Amazon Smile
 - PetsMart Adoptions
 - Network for Good (includes Facebook donations/fundraisers)
 - Corporate Payroll Deductions
 - Does your employer match employee donations?***

- Angel Fund earmarked for Shelter pets’ medical needs **\$28,000**
- Donation solicitation letters **\$ 9,000**
- DFWHS Garage Sale **\$ 6,000**
- Volunteer Grants – Employers donations when you volunteer **\$ 500**
 - Does your employer donate \$\$ for employee volunteer hours?***

- Grocery Cards
 - Kroger Customer Card **\$ 1,380**
 - Tom Thumb % of shoppers purchases (#988 DFWHS ID) **\$ 1,900**
- Angel for Keeps-help owners in financial need keep their pets **\$ 2,300**



EASY WAYS EVERYONE YOU KNOW CAN HELP

BRING:

Newspapers – newspapers make the cages more comfortable and easy to clean.
Supplies - things you use at home: postage stamps, cleaning and pet supplies (but not food), trash bags, LOTS of liquid laundry soap, antibacterial soap, etc.

DONATE \$

<http://www.dfwhumane.com/donate/>

General Care helps cover our lease, utilities, supplies and food.

We get Science Diet free with a small shipping cost of \$14 per bag rather than paying for a large bag at the store. This also allows a consistent diet for pets.

Guardian Angel (medical) fund pays our shelter pets' medical bills

Angel for Keeps Fund helps residents in need to keep their pets.

Irving Resident Free Spay/Neuter helps residents in need get free spay/neuter, rabies shot and microchip for their pets.

DONATE ITEMS

Garage Sales Items for our sale or proceeds from your garage sale to help the pets.

Birthday gifts! Throw a birthday party your guests will never forget using the theme,

"What would the birthday girl/boy (man/woman) like if he/she was a dog/cat?"

When party guests give you gifts that fit this theme, you'll have great gifts to donate to the pets of DFWHS and your guests will get a laugh! This is great for adult parties too.

SHOP:

DFWHS ongoing garage sale on premises with ever-changing inventory.



Other shopping options that benefits the pets in our care include:

Amazon Smile, EBay, Axia Rx

See our quick link icons on <http://www.dfwhumane.com/donate/>

Grocery Card programs

Tom Thumb Rewards card coded **#988** for DFW Humane Society.

Kroger \$1 million split between many charities.

PROMOTE EVENTS - Tell everyone about DFWHS events!

****VOLUNTEERING - AT THE SHELTER**

Volunteering on or off premises first requires successful completion of the Volunteer Orientation class with pet handling oversight by our trainers.

With only 6 *full-time-equivalent staff members* and approximately 80 or more *pets* in our care, DFWHS pets depend heavily on Volunteers for TLC, walks, grooming, cage cleaning, meeting shelter visitors, escort to off-premises events, and daily care of cats in the DFWHS PetsMart adoption program.

IAS Officers and Staff have many needs to attend to including off-premises responsibilities. Volunteers provide IAS pets with TLC, exercise, grooming, clean cages and introduce pets to shelter visitors. IAS cats in the PetsMart adoption program depend on the Volunteer cat team members for daily care.

- ❖ **WALK DOGS** ***During Covid restrictions, schedule TLC in Volunteer Portal.**
At your leisure during our PUBLIC hours. No prior sign up needed.
- ❖ **CALM TLC with DOGS UNDERGOING HEARTWORM TREATMENT**
Obtain prior approval from Staff.
- ❖ **TLC with CATS** ***During Covid restrictions, schedule TLC in Volunteer Portal.**
At your leisure during our PUBLIC hours. No prior sign up needed.
- ❖ **PET CARE – CLEAN CAGES, FILL WATER DISHES**
***During Covid restrictions, schedule TLC in Volunteer Portal.**
No prior sign up needed.
DFWHS and IAS need Volunteer help cleaning cages Tues-Sat starting 2 hours prior to public hours. Additionally, DFWHS needs cage cleaning help on closed days (Sunday/Monday) and major holidays 9am-Noon. IAS cages are cleaned by staff and court workers only on closed days/holidays.
Our Staff will show you the procedures in a matter of minutes.
- ❖ **GROOM ANIMALS**
First, sign up on Register for Events for Bathing Class offered periodically. Second, during PUBLIC hours you may ask Staff if you can bathe pets.
Be sure a staff member has approved the animal for bathing or grooming.
- ❖ **FOSTER PARENTING**
DFWHS is a rescue organization keeping pets until a forever home is found, therefore DFWHS rarely uses foster homes except with special needs pets.

IAS receives pets from Irving residents as a city service and therefore uses foster homes frequently in order to accommodate all the incoming pets. To be considered as a foster parent, *contact the IAS Shelter Operations Supervisor.*

Some of the animals that go into foster care include:

- ❖ Pregnant or nursing dogs and cats;
- ❖ Very young puppies and kittens;
- ❖ Animals that show signs of having been abused that need special care to begin trusting humans again;
- ❖ Animals that have been through surgeries or an illness requiring extensive recovery or 24-hour a day care;
- ❖ Elder dogs and cats that find a shelter environment too stressful.

Very young puppies and kittens (under 6 to 8 weeks of age or underdeveloped) are not accepted into the Shelter because they lack the developed immune systems required to fight off some illnesses other pets may carry.

ANIMAL TRANSPORT AND ERRANDS - Be a Pet Chauffeur

- ❖ Provide DFWHS transport to/from vet offices to deliver or pick up pets having spay/neuter surgery or health exams.
- ❖ Run DFWHS errands for supplies.

Sign up for **Animal Transport!** - log in to the Volunteer page at www.dfwhumane.com and select the Animal Transport link from options on the left side of the page.

This is an area of HUGE need to get pets to vet appointments for exams, surgeries and follow-up exams. The veterinarians that assist us see pets weekdays when most of our volunteers are at work. We are often short on drivers to drop off pets in the morning and/or pick up pets in the afternoon.

Requirements: Being a dependable volunteer so our pets get to or are picked up from the vet on time; responsible pet-handling skills (per our pet handling procedures).



VOLUNTEERING - OFF-PREMISES

Volunteers provide the bulk of the manpower for DFWHS and IAS to have a presence off-premises at special events.

Information Booths –

Having a DFWHS information booth at various events lets the public know about the existence and needs of DFWHS. An info booth helps get the word out, increases the number of people using Kroger or Tom Thumb cards, publicizes upcoming DFWHS events, brings in donations, and often results in referrals to the Shelter, which may lead to adoptions of pets or sign up of new volunteer applicants.

If you know of a special event at which DFWHS might want to consider making a presence, please contact the Volunteer Coordinator volunteer@dfwhumane.com

Fundraisers –

New ideas for fundraisers are always welcome. Share your ideas with your Volunteer Coordinator volunteer@dfwhumane.com. Some of our current fundraisers include:

- ❑ Annual Walkathon in April
- ❑ Annual Black Collar Affair (Fall season - silent & live auction, casino games night)
- ❑ Penny Drives (conducted in public and/or private schools with approval)

Adoption Events – In a nutshell, volunteers are doggie or kitty cat chaperones. "Mobile adoptions" means the pets go mobile by cruising in the shelter adoption trailer or van to other locations. Their volunteer buddies keep them on a leash to meet people. These events are held at a pre-approved venues where people can meet our pets and apply to adopt them.



DFWHS and IAS have Adoption Events off-premises.



See ADOPTIONS on the Register for Events link. Requirements: Successful completion of Orientation; responsible pet-handling; ability to professionally represent DFWHS/IAS.

New Volunteers can help at these events!

Experienced volunteers are at every event and are excited to teach new volunteers the ropes. Certified Adoption Counselors will handle all adoption interviews. Help the pets find their Forever Home!

TRAINING

Orientation gives every volunteer the same foundation of information.

After this class, provided our trainers or Staff do not see any issue of concern with your animal handling or people interaction skills, you are invited to:

- ❖ TLC and exercise the pets at your leisure during our public hours;
***During Covid restrictions, schedule TLC in Volunteer Portal.**
- ❖ Help at events on and off-premises

Sound scary? Think of it this way, an event is usually just a matter of:

- ❖ Being a good pet handler and walking a furry buddy on a leash;
- ❖ Introducing your furry buddy to visitors who show interest;
- ❖ Setting up cages (we use the quick pop-up type of cages).

Experienced volunteers will show you the ropes of what we do as you work with them at the event. **We will never send a new volunteer out alone!**

- Bathing Class is offered periodically. See Register for Events link.
- Pet Care Cage Cleaning is taught by Staff the first time you help with morning Pet Care. Cleaning is 2 hours before public hours and 9am-Noon on closed days.
- Certified Adoption Counseling training is offered to a few volunteers who have assisted in several adoption events, shown an aptitude for matching pets and people, and have been recommended by the Adoption Event Leaders.

STAYING PLUGGED IN!

E-Mail –

Our volunteer team is large, therefore e-mail is our primary communication tool. Keep your volunteer profile current by updating your email and contact by going to EDIT PROFILE option on the left of the screen after logging in to the Volunteer site.

- ❖ Be sure you can receive blind copy (bcc) emails.
- ❖ Be sure volunteer@dfwhumane.com is cleared on your white list
- ❖ If you stop receiving emails, talk to your ISP! A sudden failure to receive emails is usually due to new filters installed by the ISP to filter items before they can reach your computer. These do not bounce back to us but are “snipered” by the ISP at their server level. Typically a bcc-filter is to blame.

Volunteer Site – <http://www.dfwhumane.com/volunteer/volunteer-login/>

Log in and check out Register for Events to see all the upcoming events that need Volunteer help. For these events, we need to know how much volunteer help we will have. The number of pets that go to most of these events is affected by the number of volunteers helping at the event.

The screenshot shows the DFW Humane Society Volunteer Site interface. On the left is a navigation menu with buttons for Home, Register for Event, News-Blog, Enter Hours, View history, Edit Profile, Email Coordinator, Animal Transport, and Deactivate Account. The main content area features a 'Message of the Day' section with event announcements for January 28 (Photographer Assistant), February 11 (Walkathon), and February 28 (School Visit). It also includes a progress bar for the Walkathon fundraising goal, a list of top 25 volunteers, and a section for Big Dog/Top Cat candidates. The footer displays the organization's name and address: DFW Humane Society, 4140 Valley View Lane.

Volunteer Name	Hours
Kathleen O.	86.25
Steve W.	53.75
Amy M.	33.75
Tiffanie H.	31.50
Richard B.	24.50
Tina S.	21.00
Deborah H.	20.25

Visit DFWHS on the web – www.dfwhumane.com

Our site is the best place to find info for yourself or your friends. See all the amazing pets in our care that are available for adoption, learn what pets are being cared for through our Guardian Angel Fund, check out ways to donate, and locate resources helpful to pet owners. The site has the most current information.

Membership –

Your first 12-month membership is included with your \$25 Orientation training fee. Being a member of the organization for which you are volunteering is important! Membership funds are a foundation of meeting our monthly expenses.

Members receive periodic emails from our Shelter Director regarding upcoming public events, urgent needs, and our exciting fundraising events.

VOLUNTEER CODE OF CONDUCT

- ❖ Volunteering with DFWHS is a privilege, not a right.
- ❖ Staff and designated volunteer trainers, designated event leaders, and the Volunteer Coordinator direct volunteers. Staff directs court workers.
- ❖ Volunteers **never** direct staff or court workers on their duties.
- ❖ When off-premises for a shelter social or event, we are required to professionally represent the shelter organizations and the pets residing at the shelter.
- ❖ Volunteers act professionally toward each other, staff, court workers and customers.
This includes:
 - Talking politely to everyone on-premises and at off-premises events;
 - Respecting others; never spreading gossip about others;
 - Supporting the organizations' missions; never criticizing actions/decisions of staff except through privately presenting, in a professional manner, to the appropriate leaders noted below.
- ❖ Concerns about shelter policies, procedures, fellow volunteer actions, court worker actions or staff actions will be presented professionally and privately to:
 - The Volunteer Coordinator when it pertains to fellow volunteers;
 - The DFWHS Director when it pertains to DFWHS staff, DFWHS court workers or the Volunteer Coordinator;
 - The IAS Director when it pertains to IAS staff or IAS court workers.

MEDIA CONTACT

Only our DFWHS Shelter Director and DFWHS Board President are designated to make media contact.

They know the best time to run a story and what media outlet is best to use.

If you see a pet or situation that you think may make a good media story, please share your idea with the Shelter Director of the appropriate organization. The Director will take it from there and move forward if deemed appropriate.

DFWHS PUBLIC POSITION ON ISSUES

The Board of Directors determines the issues/positions taken publicly by D/FW Humane Society. It is never appropriate to involve DFWHS in public or private issues. This includes it being inappropriate to use DFWHS and/or your volunteer status with DFWHS in any arguments, debates, etc., that you may personally have with individuals, businesses or with government entities. Your personal opinion is your own, not the organization's opinion.

SCHEDULING/SIGNING IN/AND LOGGING VOLUNTEER TIME

-Scheduling to Help

After your trainer has signed off on successful completion of Orientation, you will receive a note from the Volunteer Coordinator that you are able to assist with general pet handling as well as scheduled on-premises and off-premises events.

- SIGN UP ONLINE to help at specific events on and off-premises such as adoption events, bathing pets for adoption events, information booth events, etc. We must know in advance how many people are helping, and some events have a restricted number of Volunteers needed. Red XX next to the event means we have all the volunteer help needed.
- NO PRESCHEDULING/NO ONLINE SIGN UP NEEDED for general volunteer help at the Shelter such as TLC with pets, visitor introductions and walking dogs. Just show up **during public hours** to help enjoy working with the pets and shelter visitors. To help clean cages, show up at 9am Tues-Fri & Sun/Mon and 8am Sat.
- Some volunteers gain enough experience to help staff answers phones and do other general shelter work, which may also be done without any advance scheduling required. Talk to the Shelter Director if you wish to help in this way.
- The first few visits, introduce yourself to Staff members again. They meet a lot of people every day, so help them learn your name.

-Signing in at the Shelter

Sign in on the clipboard marked "VOLUNTEER LOG".

Clipboard sign in is required so our Shelter Directors and Staff know who is in the building, as well as making sure we don't lock the doors at days' end while you're walking a dog!

- Always sign in, regardless if it's for an event or to TLC pets and walk dogs.
- Always sign out when you leave.
- The Volunteer Log clipboard is located on the work desk in front of the DFWHS Shelter Director's office.

Do Not sign in on the "Volunteer Center" clipboard – that is for court workers.

The clipboard does not replace logging your hours on-line.

-Log ALL Your Volunteer Hours On-Line

<http://www.dfwhumane.com/volunteer/volunteer-login/>

Enter Hours link on left side of page

- The web-based hours log (cumulative totals and event-type totals, not individual's data) is used on our applications to grant foundations.
- The web-based hours log is also used for individual's who need verification of their hours for school-required volunteer hours and corporate matching donations for employee volunteerism.
- School or corporate verification of hours forms should be emailed to volunteer@dfwhumane.com a minimum of two weeks prior to your due date.

Hours logging is CRITICAL to allow DFVHS to report our total volunteer hours on grant applications to major funding sources. This includes your off-premises and on-premises volunteer work.

LOGGING YOUR VOLUNTEER HOURS

Use the following form to enter your activities:

1. Select an activity from the first drop-down list.
2. Select the number of hours from the second drop-down list.
3. Select the number of minutes (15-minute increments) from the third drop-down list.
4. Click on the calendar to select the date you performed the activity.

Note: You cannot select a date that is in the future. Each event has an "open" date and a "close" date associated with it. You cannot record hours to an activity before the "open" date and cannot record hours after the "close" date. An invalid date notice will pop up if you attempt to do so. If you worked on an activity that is not listed, contact the [Volunteer Coordinator](#) to request that event be added to the drop-down list.

If you have questions, please contact the Volunteer Coordinator.

Certified Volunteer Training		4 hours	0 minutes	Date: 2-17-2020

Comments:

General Fundraising		4 hours	0 minutes	Date: 2-17-2020

Comments:

Golf Tournament
 2 hours mailing auction item solicitation letters to businesses
 1 hour preparing invitations for mail
 1 hour preparing arranging storage shed inventory

Body Language? Personal Space? No-Force Handling?

The next 7 pages from Specialty Pet Training are critical foundation material to help you understand subtle signals from the pets in our care, the space pets need, and learn our pet handling style.

Following these 7 pages are 10 pages with DFWHS specific policies and procedures for maintaining a safe and healthy shelter environment at DFW Humane Society.

Please review these 17 pages before your shelter visits while you are new so these practices, policies and procedures become second nature to you when interacting with the wonderful pets in our care.

DFW Humane Society practices Positive-Reinforcement, NO-FORCE pet handling.

This is not the typical positive-reinforcement training that became prominent in the 1990's when treats and praise were given to get repeat desired behavior from pets, yet often the human on the other end of the leash was still using physical force by tugging on a leash or pushing the hind end down to get a pet to sit. By the way, don't ever push down on a dog's lower back! Doing so can cause physical strain and damage.

NO-FORCE means exactly that. While we use the positive-reinforcement practice of offering treats and praise in teaching a pet a desired behavior, we do not use force. If a pet jumps, we step back. We never knee a dog in the chest as was taught long ago. We guide a pet into a sit or down position using a treat or hand signal.

Pets are Not stubborn! They are intelligent thinkers. If the pet needs to think about a command we are giving, that's okay, we patiently wait as they try to understand what we want from them. Mental exercise is good for a pet.

Quite often people give mixed signals. Be sure you are holding a treat close to the nose and moving it up a bit and back if you want them to sit. Holding it out in front of them does not translate to Sit.

Pay attention to the pet's body movements. If they seem to have trouble sitting, perhaps they have a hip or leg problem. Consult a staff member.

Understanding a pet's BODY LANGUAGE and PERSONAL SPACE NEEDS are critical to reducing stress for the shelter pets and maintaining a safe environment for pets and people.

And forget that old Dominance Theory you learned about pets. It's archaic.

Thanks to our friend, Anne O'Neill, Founder of Specialty Pet Training, for sharing her knowledge and the slides for these next 7 pages.

It's Not Dominance!!

from the Merck Veterinary Manual

"The dog's social structure has been referred to as a pack hierarchy, but this does not accurately or entirely describe the relationship of dogs with other dogs or with people."

"The term dominance...is a relative term established by the value of the resource to each individual and the cumulative effects of learning."

For example, Animal A might challenge Animal B for a mate. Animal B might defer. But does that make Animal A the dominant animal?

What if Animal B waits until Animal A is distracted and mates with that female at another time? Is dominance even relevant at this point? I would argue that learning is far more pertinent than hierarchy.



The problem is that people tend to think of hierarchies in dogs just like hierarchies in humans. Governments, militaries, churches, schools, corporations all have linear hierarchical structures.

However, when it comes to dogs, it's not that simple.

"Hierarchy in dogs is neither static nor linear, because the motivation to obtain and retain a specific resource, together with previous learning, defines the relationship between two individuals for each encounter."

In other words, if you push me out of the way to get the last chocolate truffle, and I walk away...but I don't actually like chocolate truffles (I don't), you're not actually establishing dominance. I didn't want the resource, anyway. Or maybe I learned that, by walking away, I will be given the key to the room full of caramels. Mmmmm. Caramels.

What about aggression?

"A 'dominant' animal is not the one engaged in the most fighting and combat. Most high-ranking animals seldom have to contest their right of access to a resource. Instead, high-ranking animals are usually better identified by the character and frequency of deferential behaviors exhibited by others in their social group and by their ability to respond appropriately to a variety of social and environmental circumstances."

So, it is not the "dominant" dog who growls over a bone or fights with other dogs at the dog park. When your dogs are fighting at home, identifying the alpha is about as productive as a snipe hunt.

Why does it matter? Because if you are told that your dog's behavior is the result of dominance, the solution is almost always some form of rank reduction. Everything from making the dog sit for every bit of affection to methods that are too disturbing to detail. And it's all called "leadership."

Trying to change a dog's rank in an imaginary hierarchy only serves to delay behavior modification. In many cases, it makes the situation much worse.

If we want to change behavior, we need to explore the dog's health, environment, and learning history, as well as identify triggers and consequences for the behavior. From there, we can develop a complete plan that addresses the needs of the individual dog, reducing their stress, increasing tolerance, and reinforcing desirable responses.

Next time someone tells you that if your dog jumps, pulls on the leash, leans on you, sits on your foot, sleeps on top of the couch, barks, mounts/humps, doesn't listen, or anything else that isn't obedience or cowering in the corner, it's dominance, what they're really saying is that they don't understand dog behavior and are probably not someone you want to take advice from....let alone pay for that advice!

Relax. It's not dominance. Now we've got that out of the way, let's focus on changing behavior!

See more:

<http://www.merckvetmanual.com/behavior/normal-social-behavior-and-behavioral-problems-of-domestic-animals/social-behavior-of-dogs>

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AIN'T MISBEHAVIN'!

The most common cause for nuisance behaviors in dogs is boredom.
Dogs are social creatures and crave attention and affirmation.



Ignoring a dog for long stretches at a time and then reprimanding him for seeking attention is counterproductive. Reprimands are a form of attention. Behaviors that earn the dog attention will increase in frequency. Reprimands only confuse the dog.

1. **KEEP YOUR DOG BUSY: GIVE HIM SOMETHING TO DO.**
2. **WHEN YOU TAKE BREAKS, (PLEASE) DON'T FORGET TO PAY ATTENTION TO YOUR DOG.**
3. **TEACH/REWARD YOUR DOG TO RELAX ON HIS BED.**
4. **GIVE YOUR DOG EXERCISE, PLAY AND MENTAL STIMULATION EVERY DAY.**



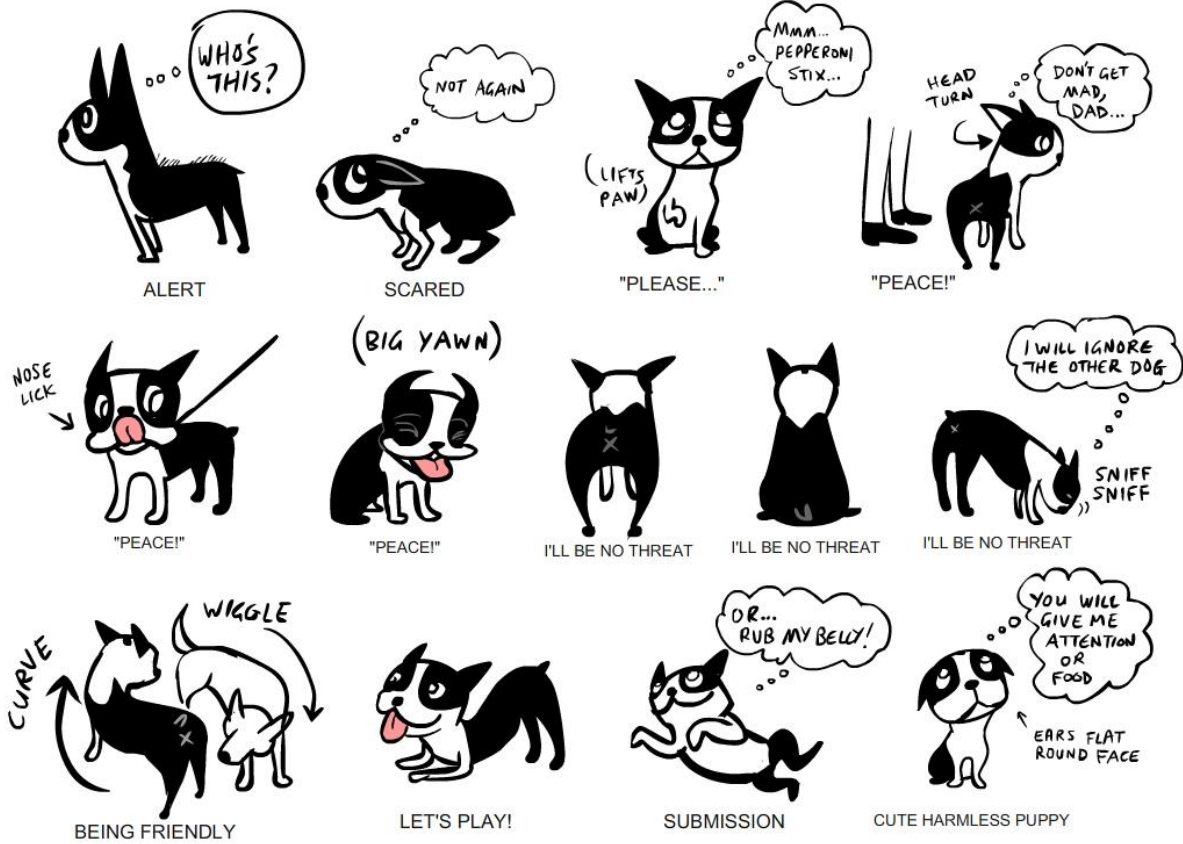
Lili 2012

concept & words by elisabeth weiss dogrelationsnyc.com drawings by Lili Chin doggiedrawings.net

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signals



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DOGGIE LANGUAGE

starring Boogie the Boston Terrier



ALERT



SUSPICIOUS



ANXIOUS



THREATENED



ANGRY



"PEACE!"
look away/head turn



STRESSED
yawn



STRESSED
nose lick



"PEACE!"
sniff ground



"RESPECT!"
turn & walk away



"NEED SPACE"
whale eye



STALKING



STRESSED
scratching



STRESS RELEASE
shake off



RELAXED
soft ears, blinky eyes



"RESPECT!"
offer his back



FRIENDLY & POLITE
curved body



FRIENDLY



"PRETTY PLEASE"
round puppy face



"I'M YOUR LOVEBUG"
belly-rub pose



"HELLO I LOVE YOU!"
greeting stretch



"I'M FRIENDLY!"
play bow



"READY!"
prey bow



"YOU WILL FEED ME"



CURIOUS
head tilt



HAPPY
(or hot)



OVERJOYED
wiggly



"MMMM...."



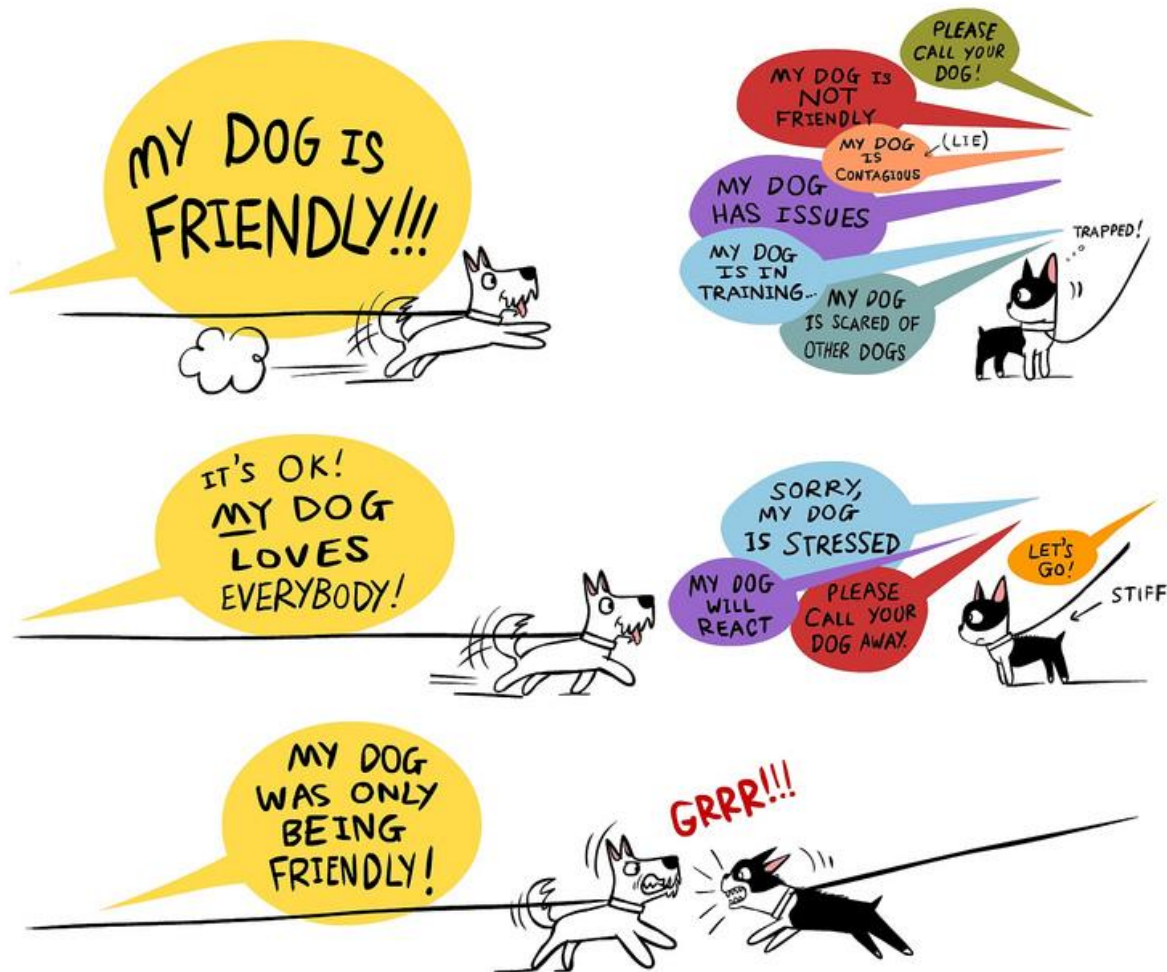
"I LOVE YOU,
DON'T STOP"

© 2011 Lili Chin www.doggiedrawings.net 

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SPACE ETIQUETTE FOR DOGS

To: People with "Friendly Dogs", Off-Leash Dogs, & Retractable Leash Dogs



NEWSFLASH: Running up to another dog and ignoring requests to go away is not "friendly", it is rude. Just like people, DOGS NEED PERSONAL SPACE. If a stranger came up and put his hand on your body, you'd be allowed to step back, yell, and push him away. Dogs have the same right to enforce their boundaries. Some dogs are called "reactive" because they are more sensitive than others. Reactive dogs are good dogs, they just need more distance and compassionate training. You can help them by honoring their need for personal space.

1. NEVER LET YOUR OFF-LEASH DOG GO UP TO AN ON-LEASH DOG.
2. LOCK RETRACTABLE LEASHES WHEN YOU SEE OTHER DOGS.
3. ASK BEFORE APPROACHING OR PETTING ANY DOG.
4. HAVE COMPASSION FOR PEOPLE WITH SHY OR REACTIVE DOGS.

Please do not chase us. Let us pass without interaction, and keep your judgements to yourself.

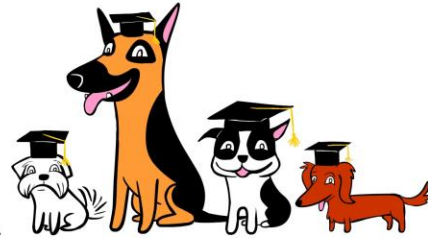
inspired by: notesfromadogwalker.com functionalrewards.com

Lili
doggiedrawings.net

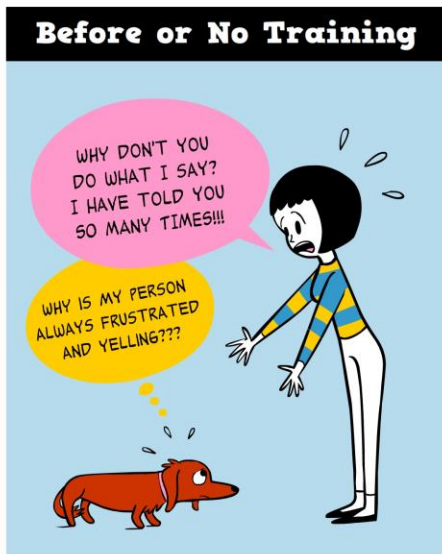
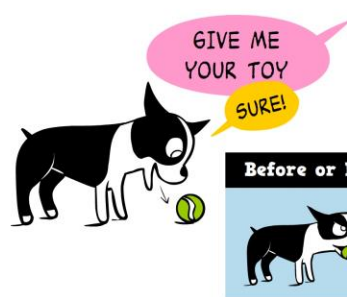
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What is Positive Reinforcement Dog Training?

- Teaching dogs desirable behaviors using SCIENCE-based & REWARD-based methods.
- Helping dogs learn and succeed step by step.
- Motivating dogs with fun exercises and games. No force! No pain!
- Encouraging dogs to think more for themselves.
- Valuing dogs' voluntary behaviors.
- Understanding dogs' feelings from their body language.
- Understanding how dogs learn, their needs and wants.
- Using methods that work humanely with ANY dog. Big dogs, small dogs, puppies, senior dogs, disabled dogs, fearful dogs, reactive dogs... can all learn and have fun!



- 1. develop dog's self-control**
- 2. develop a trust relationship**
- 3. develop dog's self-confidence**



Positive Reinforcement Training = HAPPY RELATIONSHIP



Concept by Miki Saito www.markandreward.com Drawings by Lili Chin www.doggiedrawings.net
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GENERAL POLICIES AND PROCEDURES



Check in with Shelter Staff when you arrive at the Shelter.

- Shelter Staff:
- Director – Sarah Kammerer



Sign in on the Volunteer Log clipboard so the Shelter Director knows who is on premises. This does **not** replace logging your volunteer hours on the web.



Wear appropriate clothing; long pants and closed shoes are preferable. During warmer months, you may want sunglasses or a hat and insect repellent.



Minor children must be accompanied and directly supervised by a *legal* guardian at all times.



Minor children may not carry puppies, cats or walk dogs on a leash. Check cage cards to be certain that any pet you take out of a cage is good with children and the pet's energy level is appropriate for the age of your children



Report any injuries to Shelter Staff immediately.



Isolation Rooms - Sick and injured Shelter animals are housed in isolation areas as much as possible to minimize health/safety risks to all animals at the Shelter, to humans working at or visiting the Shelter, and to animals back at home. **Volunteers do not enter the Staff Only areas.**



Most cat/dog diseases present no health risk to you, but some could be contagious if you handle a sick animal. In addition, many dog/cat diseases can be spread to healthy animals (Shelter animals and your animals at home) if proper care is not taken to prevent transmission via hands, clothing, etc.



If you see a pet without food or water, **ask a Staff member before feeding or watering.** There may be an upcoming surgery or special diet or other issue that prevents food/water temporarily.



Cage signs have critical information intended for Volunteers! A cage sign of "Staff Only" means only Staff Members may remove that pet from the

cage. These are pets that are comfortable only with the Staff members that care for them daily. Volunteers are strangers to them, so do not take a pet out of the cage that has this sign. Get a staff member to assist you.



Remember, too, that a sick or injured animal is much more likely to bite or scratch.



Exam Rooms - A closed door indicates that sensitive work is taking place in the room (inoculations, micro chipping, care of a highly stressed animal, etc.) and **MUST NOT** be interrupted. Volunteers do **not** go into exam rooms unless requested to do so by a Staff member. Sometimes ill or injured animals are being housed in Exam Rooms until Isolation Room space becomes available, and you being in there may increase the risk of spreading illness to the healthy pet population.

DOG HANDLING



Some dogs at the Shelter have suffered trauma, stresses, and mistreatment and may be “touchy”. Don’t try to handle an animal that makes you nervous or seems too big or strong for you to handle comfortably.



Some dogs are not good with children and a few dogs are afraid of men. This will normally be noted on the cage card if the dog has a cage card. **ALWAYS READ THE CAGE CARD** before removing a pet from the cage. Cage cards are on the front of the kennels for large dogs. Do not remove a dog from the back side of the kennel until you have read their cage card.



MANY of the Shelter dogs are “teens” (6 – 18 mos. old), and though most of them like children, some dogs of this age are often too rowdy for young children.



Any dog is capable of biting, but **gentle control** will prevent most problems. If a dog tries to snap at you, hold the leash firmly and **KEEP YOUR FACE BACK** from the animal’s face. Ask for help if needed, return the dog to the cage, report the problem to Shelter Staff immediately.



NEVER hit or punish a dog. If you have difficulty handling a dog, return the dog to his cage and report the problem to Shelter Staff.



Cage signs have critical information intended for Volunteers!

- **A cage sign of “Staff Only” means Volunteers do not take these pets out of cages.** These are pets that are comfortable only with the Staff members that care for them daily. Volunteers are strangers to them, so do not take a pet out of the cage that has this sign. Get a staff member to assist you.
- **Read a dog’s cage card information before you take a dog out so you know the dog’s background and temperament.** First ask Staff what dogs most need to be walked. After those are exercised, then take out dogs that have had an exercise break already. **Look for any special instructions noted on cage cards before taking any dog out. (Even dogs you are familiar with may have had recent surgery or developed a medical condition.)**



Stress-induced demodectic mange is not uncommon and is not contagious. Fresh air and exercise are beneficial during the treatment of this skin disease. Sarcoptic mange is less common and is contagious. Explanations can normally be found on cage cards, but if you are uncertain, consult with Shelter Staff before handling animals with skin conditions. (Note: Dogs with Sarcoptic mange will be housed in Isolation to minimize risk of contagion. Demodectic mange cases may be housed in the main dog areas.)



Dogs under 6 months old STAY INDOORS. You may interact with young dogs in the Real Life Room or by holding the dog on your lap while seated in the lobby. The reason for this rule is their immune system is immature, so we need to reduce their exposure to the outdoor areas used by other dogs.

- **The Real Life rooms require sanitizing after each use. This reduces the chance of pet to pet transmission of unseen skin conditions or new asymptomatic illness.**
- **When you finish using a Real Life room, advise Staff right away. They will hang a “do not use this room” sign on the room until it is sanitized. They can also show you how to sanitize so the room can be turned around more quickly in the future.**
- **Do NOT enter a Real Life room that has a closed sign on it.**

Dogs 6 months of age and older may be taken to the DFWHS fenced play yards.

NO DFWHS DOGS are walked or play in the courtyard. This is to further protect our dogs from exposure to pet illnesses.

Dogs must be leashed at all times except once they are in fenced play areas or in the Real Life Room. Keep a leash on dogs that you carry so that you can more easily catch hold of the dog if he slips out of your grasp. Keep a leash on a dog even while sitting with them on your lap in the lobby.



Do not take more than one dog, per adult, out at a time. Remember this is per adult since the adult is the volunteer solely responsible for the handling of that pet.



If you are uncomfortably warm or cold, the dog probably is too – time to go indoors! We do not want volunteers or animals to suffer from overexposure to weather extremes.



Check with Staff before giving dog treats.

Do not give treats to dogs that are barking or jumping around. That only encourages a behavior that is unacceptable to many adopters. Giving treats for this behavior can mean a longer wait in the shelter for a good home.

Wait until the dog is calm before giving the treat. This will encourage the calm behavior, which makes the pet more adoptable!

When giving treats to dogs in the lower cages or in the big dog kennel area, keep your hand low so the dog knows he needs to keep his paws down to get a treat. If you raise your hand up in the air, you are encouraging jumping, which most adopters do not like.



Notify Shelter Staff if a dog's cage is dirty (they will get to it as soon as they can) or ask them to teach you how to do a quick clean up following shelter cleaning procedures.

Before handling another pet, wash your hands with anti-bacterial soap (in the restroom, in each pet room, and between the front door and our greeting counter in the lobby). This minimizes transference from pet to pet of any unseen skin problem or illness.

LEASHING/CAGING DOGS

Walking Shelter dogs is different than walking your family pets. Many of these dogs have literally grown up at the Shelter. Therefore, they are extremely excited when they go on walks. YOU following the instructions will help these dogs learn to listen to the person walking them, which increases their response to *training* and makes them more *adoptable*.

Most importantly, following instructions is critical for the safety of pets and people!

- Using the nylon slip leashes:
 - To create the neck loop, run the handle of the leash through the metal ring.
 - Put the handle over your wrist, wrap the leash once around your hand, and grasp the leash with your hand to maintain firm control.
 - To keep a dog near you, grasp the excess leash to make the lead shorter.
 - Make sure the neck loop does not go so slack that the leash can slip off or the dog can back out of the leash. **If a dog is pulling hard on a leash, simply stand still** until the dog relaxes, call the dog to you (use the name game you were taught at orientation), and occasionally adjust your walking speed so the dog learns to pay attention to you. This helps the dog learn how to walk properly on a leash. An adopter will not select a dog that pulls them off balance.

- Use the nylon slip leashes for all the dogs. Remember that most puppies and many strays will not be used to walking on leash. These dogs will require a little more patience to prevent choking on the leash and some extra caution so they don't slip off of the leash or trip you. DOGS UNDER 6 MONTHS OLD are not taken outdoors, but we still put a leash on when sitting with them on our lap in the lobby or when carrying them to the Real Life Room.

- Taking a dog from a large cage. There are two methods for safely removing a dog from the cage. Not all methods will work with all cages or all dogs. Use the method that easiest for you or ask for help from Shelter Staff or another volunteer.
 - In the Cage Method (***Normally the safest and easiest method***):
 1. Open the gate only enough for you to enter the cage.
 2. Enter the cage and latch the gate behind you.
 3. Leash the dog and exit the cage when the dog is secured.
 - Standard Method:
 1. Open the cage door just wide enough for the dog's head.
 2. Brace your knee and foot against the cage door so that a pushing dog can't force the gate to open outward.
 3. Hold the leash so the neck loop is at the crack in the doorway and at the dog's head level.
 4. Allow the dog to push his own head into the loop if he will or slip the loop over the dog's head when he sticks his nose through the crack in the doorway.
 5. Make sure the leash is secure and you have control of the dog before you move your braced foot and open the doorway wide enough for the dog to exit.

- Always return the dog to the same cage you took it from (unless directed otherwise by Shelter Staff).

- Return to cage: 1) Open the gate. 2) Walk the leashed dog into the cage. 3) Close and latch the cage door behind you. 4) Remove leash. 5) Open cage door only wide enough for you to exit and keep the dog behind you. 6) Latch cage door.

NOTE: Double check the security of the cage door, especially on the cages in the puppy mall area. You will notice some of the small dogs flinch as you start to close their cage because the catching latch makes a loud noise. You can lift the security bar to avoid this noise, but be sure the bar comes down all the way over the prongs of the cage door so the dog cannot push it open. A dog falling out of a cage can lead to injury. **Double check the security of the cage door by pulling on the cage door to make sure it does not open.**

WALKING DOGS/PLAYPENS

Pets undergoing treatment or in the process of recovery may not be played with or walked without express permission of a Staff member.

- Do not walk dogs that have just been spayed or neutered and still have stitches.
- Dogs that have stitches are not to be taken out unless requested by Staff.
- Dogs with stitches should not play with other dogs.
- Dogs with stitches must not be bathed.
- **Dogs undergoing heartworm treatment must NOT be exercised.** Overexertion can lead to pulmonary embolism, which is typically fatal. Dogs undergoing heartworm treatment are not contagious and do appreciate **quiet** attention, petting, brushing, and treats. They need to remain **calm**. Raising their heart rate is dangerous to them.

- When you walk a dog past other dog cages, **walk as far as you can from the other cages and from other leashed dogs. Keep the dog close to you to keep dogs from having contact with each other through the cage doors.**

- When handling a dog under 6 months old, put a leash on while the puppy or small dog is in his cage, lift the puppy or small dog out of the cage, and **carry** the puppy/small dog to the Real Life Room or to a seating area in the lobby and put the pet on your lap. Once in a Real Life Room, you can remove the leash. If introducing the dog to visitors, if there are children, the children must sit on the floor while interacting with the dog to prevent dropping or dog jumping out of their arms. **Dogs under 6 months of age do NOT go out to courtyard or playyard and we never let them walk on the floor in the lobby.** Too many other dogs go through these areas. Dogs under 6 months of age have an immature immune system.

- **The Real Life rooms require sanitizing after each use. This reduces the chance of pet to pet transmission of unseen skin conditions or new asymptomatic illness.**
- **When you finish using a Real Life room, advise Staff right away. They will hang a “do not use this room” sign on the room until it is sanitized. They can also show you how to sanitize so the room can be turned around more quickly in the future.**
- **Do NOT enter a Real Life room that has a closed sign on it.**

- Dogs kenneled in the "Big Dog Pod" (buildings with the garage doors) should also be walked as far from each other's cages as possible to the nearest exit for that building. Return the dog to his cage using the same route to pass as few cages as possible.

- *Try to look through the doorway window when entering/exiting any door to avoid a direct confrontation between a dog entering and a dog exiting.*

- **To further protect DFWHS dogs from exposure to pet illnesses, our dogs over 6 months old may be taken to the 3 DFWHS play yards. Do NOT use the courtyard for DFWHS dogs.** During transit to the play yards or to the lobby, keep your leashed dog away from any others. Even dogs that play nicely together should not come in contact with each other while leashed because they frequently tangle their leashes causing you to trip or drop the leash.
- Outside breaks – shelter premises and fenced play pens
- 1. **Only dogs 6 months or older (regardless of size) may visit the fenced play yards.** This is a disease prevention issue – pets under 6 months have under-developed immune systems. Dogs must be on a leash until secured in the play yard. Do NOT leave dogs alone in the play yard. Be sure to clean up after the dog. There are small plastic bags hanging on the fence at the back side of the courtyard, directly opposite the lobby back doors. **One dog allowed in a play yard at a time.**
- 2. DFWHS' fenced play yards are located next to each other to the right of the walkway that connects our main building to the DFWHS large dog pod. The play area that connects to the DFWHS large dog pod is used by DFWHS large dogs and is accessible at the end of the sidewalk behind the DFWHS large dog pod. Once inside the play yard, and after the gate is securely closed, the dog may enjoy off-leash time. **One dog allowed in a play yard at a time.**
- 3. Only our most experienced volunteers, on express permission of Shelter Staff, may get more than one dog together for play time. These volunteers know the dogs well, their temperament, and which dogs get along well with one another. (Note: Not all dogs play well together and caution must be exercised to insure that unaltered males and females are not in playpens together.)
- 4. The City dog parks are for citizens to bring their pets. **Shelter pets are not to be taken to the dog park or anywhere off-premises of the campus without express permission of Staff.** The dog parks are off-premises and are part of the City of Irving Parks and Recreation Department, not part of the Animal Services Department. The dog parks have specific rules including current rabies vaccines and the ability to play nice with other pets. NOTE: Many DFWHS pets may not yet have had their rabies vaccine since DFWHS does not have a vet on Staff, and in Texas, only vets can give a rabies shot. And pets in the shelter's care may not have been with us long enough to learn their personality fully and to know how they play with other dogs. Therefore, it is only with express permission of the DFWHS Director or the IAS Director that specific pets may be taken to our city park dog or on any off-premises field trip.
- While in the playpen with a dog, do a quick check to make sure the dog shows no obvious signs of illness or injury and report anything serious (i.e., vomiting, bleeding, etc.) to Shelter Staff immediately. Things to watch for:
 - Cuts/bleeding/infection
 - Coughing
 - Diarrhea/blood in stool
- Report non-urgent concerns by leaving a HEALTH CARE CONCERNS note on Sarah's desk or give to a Staff member working front desk. The issue may have already been reported. But in case it has not, provide the date, name of the animal, your name, and a

description of the symptoms you observed. The Shelter Staff will check on any problems reported, such as:

- Hair loss
 - Runny nose
 - Repeated head shaking
 - Excessive scratching
 - Limping
- Take a brush and/or comb with you (available from the grooming room) and brush longer hair dogs if they will allow you to do so. This is usually more easily done with the dog on a leash.
 - There will normally be water bowls in the playpens. Make sure that the water bowl is refilled when empty.
 - When exiting the playpens, leash the dog before opening the gate.
 - **Never leave a dog unsupervised in the playpens.**

Before handling another pet, wash your hands with anti-bacterial soap (in the restroom, in each pet room, and between the front door and our greeting counter in the lobby). This minimizes transference from pet to pet of any unseen skin problem or illness.

BATHING/GROOMING

- Animals undergoing heartworm treatment and animals with stitches generally may not be bathed. **Check with Shelter Staff to be sure a pet is approved for bathing.**
- Brushes, combs and shampoo are stored on shelving in the grooming room (across the hall from the side door to the training room). You are welcome to brush or comb dogs any time. It is normally easiest to do this in the playpens with the dog on a leash. If you find any serious mats in a dog's fur, report it to Shelter Staff. Use a comb to clean out the dog fur from brushes and **return used brushes/combs to Shelter Staff so they can be sterilized.**
- Get an experienced volunteer to show you how to bathe a dog or attend a Bathing Class before you try to bathe a Shelter dog on your own. Note the stainless steel tub has a retractable ramp so that large dogs do not have to be lifted into the tub and do not need to jump out of the tub. You are welcome to do "spot" cleaning on dogs any time you see a problem.

Make sure you check for stitches before you bathe a pet.

No bath allowed for pets undergoing heartworm treatment!

No bath allowed for pets with stitches unless approved by a staff member.

Do not turn your back on a pet that is in the tub! A pet might attempt to jump out of the tub and be injured in the process.





Clean up when done! The grooming room is shared by DFWHS and IAS.

CAT HANDLING




For the safety of the cats and people, it is critical that everyone follow the cat handling instructions taught in this course. **Particularly important is making sure caged cats are not allowed to interact with the free roaming cats and that they go back into their cages after handling.** Ask Shelter Staff or an experienced volunteer if you have any questions on your visits to the cat room.

Pets undergoing treatment or in the process of recovery may not be played with or walked without express permission of a staff member.

Wash your hands between cats. Anti-bacterial soap is in each pet room, restroom, and lobby. Minimizes transference of pet skin problems or illness.

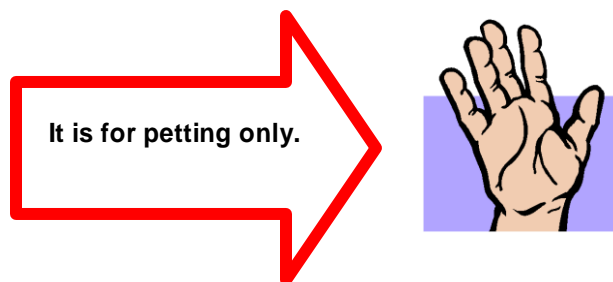
-  Some cats may have suffered trauma, stresses, and mistreatment and may be out of sorts. Since cats don't wag their tails in joy, it can be difficult to judge their moods. My first clue is dilated eyes and ears back. The cat will sit in its litter box if it feels insecure. Usually if a cat has issues, it will be kept in a quieter area until the issues are resolved or may have a "Staff Only" sign on the cage. Some cats do not like other cats, and some may not like children, so be vigilant. Before you put a cat that has been in cage on the floor, please check with a staff member. If you take a cat out of a cage that does not like other cats, be sure to keep her/him away from other cats and do not put the cat on the floor.
-  If the cat is new to you, remember that new arrivals can be very scared. Do not immediately pick up the cat. Try talking softly and then extend a hand to pet. If the cat pulls back, do not try to force contact.
-  **NEVER** hit a cat. If a cat misbehaves, notify a staff member; he will get time out.
-  Occasionally cats on the floor may fight. **Do not try to get between them.** Quickly seek for help. Staff members are great at breaking up cat fights.

DFWHS allows **specific** cats to roam freely in the cat room while other cats are assigned cages. Careful consideration is made by our Staff in determining which cats must have cages and which can roam in the cat room.

-  Returning a cat to the wrong cage will cross-contaminate the cages and the cats.
-  **Never** let a caged cat loose in the cat room.
-  Cats in cages are usually not spayed/neutered, not good with other cats, or they may be new arrivals or kittens. They must go back in the same cage from which you got them and are **never** to be let loose in the cat room. You may

hold them in your lap to give TLC, but do not let them out of your lap except to put them back in their cage.

- 🐱 Cats that are roaming free in the adoptable cat rooms will remain free roaming in that same room after TLC or visitor introductions. These cats are spayed/neutered and play well with others.
- 🐱 If a cat that was free-roaming on your last visit is now caged, assume Staff has caged the cat for a reason and return the cat to the cage from which you took the cat. **If in doubt, ask a Staff member.**
- 🐱 Cat treats are ok.
- 🐱 Notify Shelter Staff if a cat's cage is dirty or does not have food or water. If you feel comfortable with the cat, please feel free to clean up the cage, add water or food. If possible or necessary, move the cat to a clean cage. Ask for assistance moving the cat and outfitting the cage.
- 🐱 Always return cats and kittens to the same cage from which you took them.
- 🐱 While in the cat room, be observant. If any cats show signs of illness or injury, report your concern discreetly to a staff member. Some things to look for are:
 - Hair loss
 - Cuts/bleeding/infection
 - Excessive scratching
 - Limping
 - Diarrhea/blood in stool
 - Sneezing and/or runny eyes



- 🐱 Please do not use your hands as a toy while interacting with the cats or kittens. There are cat toys around the Shelter. If you notice a guest in the cat room using their hands to play with our kittens or cats, advise them in a professional manner not to use their hands or fingers and direct them to a cat toy.
- 🐱 Minor children may not handle kittens unless their parent supervises them **and children may never carry pups or kittens.** If a cat or a kitten appears to be

tired, suggest another cat/kitten. Chances are the kitten has been played with quite a bit. The child must be sitting down on the floor and be sure the child knows the proper way to hold a kitten.

WHEN YOU LEAVE THE SHELTER

Remember that some pet germs are airborne (doggie Kennel Cough; feline Upper Respiratory) and can be carried on your hands, clothes and in your hair to other shelter pets and even to your pets at home.



Wash your hands with anti-bacterial soap (in the restroom, in each pet room, and between the front door and our greeting counter in the lobby) before you leave.



You may want to keep a pair of shoes that you wear strictly at the Shelter so that you minimize the risk of carrying infectious agents on your shoes home to your own pets. If you don't want to keep a separate pair of shoes for Shelter visits, we recommend that you remove any shoes you've worn to the Shelter before you enter your house. You can clean the bottom of your shoes with bleach or Clorox aerosol, or throw your shoes in the wash with a bleach load if they are washable.



If you have a garage, you may want to remove your Shelter clothes in the garage and just keep a robe handy to wear when entering your house. If you cannot disrobe before greeting your pets, you may want to keep a can of Clorox aerosol outside the entry of your home to spray your clothes with before entering your house. (The Clorox aerosol disinfectant will kill most infectious agents and will not bleach your clothes.)

Thank you for volunteering!