

Dog Walking and Enrichment Orientation Guide

Dog walking and enrichment orientations are held every Sunday at 9:30 AM.

****All dog walking and enrichment volunteers MUST be 18 years or older****

Prior to Orientation

Make sure each dog walking and enrichment volunteer has completed the General Volunteer Orientation and completed one additional volunteer shift. Have each volunteer fill out the Dog Walking and Enrichment Volunteer Survey. Use this to get a general understanding where each volunteer is at to make the most of orientation.

Rules for all Dog Walkers and Enrichment Volunteers - Have the volunteers reference the end of their packets where the rules are located

1. Wear comfortable clothes that you are okay getting dirty
 - a. Dogs get dirty and like to jump
2. Closed toes shoes are REQUIRED
 - a. No shoes that slip off easily. I.E. TOMS
3. No listening to music
 - a. You need to be completely aware of your surroundings and the dog
 - b. No exceptions. Having one earbud in your ear is not acceptable either
 - c. These dogs are not your pets and require more awareness of their surroundings
4. NEVER interact with a dog that is above your approved level
5. Always have treats on hand to reward the animals
6. Always bring poop bags with you and clean up all feces (on and off our property)
7. NO yelling at, hitting, or smacking the animals
 - a. You will be asked to leave immediately from your shift
8. Dogs MUST remain leashed while on a walk
9. Keep your phone on hand and save WCHS phone number to your contacts
10. Aim to make every interaction a positive one

Dog Walkers VS Enrichment Volunteers

Both of these shifts are essential to providing a more comfortable stay while in the shelter and increases their adoptability! You are able to sign up for dog walking and enrichment shifts and do not have to choose one over the other

- Dog Walkers: Where you take dogs out for physical exercise whether on or off the shelter premises. These shifts are available everyday from 8:30-11 am.
- Enrichment Volunteers: Where you focus on mental stimulation through games and training sessions for both cats and dogs. During these shifts the animals MUST stay on the premises. Shifts are available everyday from 1-3/30 PM and 3:30-5/30 PM.

Likes/Restrictions Board

- Informs you about what a dog really likes as well as what they are not allowed to have
 - Some dog's likes are their restrictions. Ex: a dog that loves stuffies but always destroys them so cannot have them.
- Specialized information necessary to that dog.

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- Volunteers do not change this board.
 - Inform staff of the ADSO so they may decide if it can be added to the board.

Dog Board

- Color System:
 - Show them the print version that has more information
 - Green: Easy-going dogs that interact and respond well with people. Any DW/EV can interact.
 - Blue: Have one or two “ticks” and may need some basic manner training. May like to jump up on people and/or pull hard on a leash. Any DW/EV that knows how to train with our basic commands can interact.
 - Yellow: Not too hot, not too cold. These dogs need more attention to manners and basic training.
 - Must attend at least two specialized training sessions led by the ADSO and be approved before interacting on your own.
 - Orange: Testy dogs that require an emphasis on manners and training. May have behavioral issues like extreme mouthiness or leash reactivity/aggression. The status may be related to spay/neuter and vaccination status and MUST remain on the premises.
 - Must attend at least five specialized training sessions led by the ADSO and be approved before interacting on your own.
 - Red: STAFF ONLY. NO EXCEPTIONS
 - No volunteers can interact with these dogs. They are usually stray, quarantine, have aggression towards people, sick, pregnant/nursing, not vaccinated, not spayed/neutered.
 - If you interact with a red level dog you will be removed as a DW/EV.
 - Cats: Do not have a color code system. Pay attention to the signs on their cubbies.
 - The color status of a dog may change from the time you last interacted with them. Always check the board to know if you are able to work with that animal
 - Specialized training, led by the ADSO, is held on a one-on-one basis Tuesday through Friday by appointment only.
- Log your time
 - Add to previous time. If you have the 1PM enrichment shift and time is already written that means they went for a walk that morning.
 - Prioritize dogs at your level that have not yet been interacted with.
 - Tracking helps the ADSO know which dogs are being interacted with and which need attention.

Basic Training

- Positive Reinforcement: Positive behaviors are rewarded with a positive experience
 - Ex: Giving a treat to a dog that executed your command
- Negative Punishment: Taking something away due to a negative behavior
 - EX: When a dog jumps up on you turning your back on them or leaving their kennel.
- Basic commands and how to train them.
 - Sit, Wait, Focus, and Off

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- Reference command sheet for how to train
- All experiences should be as positive as possible
- **DO NOT GET PHYSICAL** with our dogs. You can be firm, but do not yell. Some shelter dogs have triggers and even a tap on the nose, or raising your voice could trigger a dog to react. ****Anyone caught issuing physical punishment to a dog will not be asked to return.****
- Always end on a positive note
 - If you are trying to teach a new trick or a dog is not cooperating with harnessing and leashing. Make the dog do something you know they can execute. Give them a reward and then leave the kennel.

Behaviors/Body Language

- Fearful/Timid/Anxiety
 - Whale eyes, lip licking, leaning away, hiding, pacing
 - Green and Blue level volunteers will not interact with dogs that display these behaviors
- Aggression
 - Stiff on approach, whale eyes, growling, haunches raised
 - Green, Blue, and Yellow level volunteers will not interact with dogs that display these behaviors.
 - No volunteers will interact with a dog that has aggression towards people. They will ALWAYS be red.
- Excitement:
 - Jumping, barking, spinning
 - Do not encourage jumping and barking by rewarding them with treats and attention. Ignore them until they are calm and relaxed.
- Just because a dog communicates one body language does not mean that they have that behavior. You must look at the ENTIRE body. ****Most people report that the dogs were wagging their tail before they got bit!****

Enrichment

- Follow all general and safety rules
- There are multiple activities for you to choose that are laminated and kept with the enrichment supplies
- Show them where they are kept and a brief overview of what the items are and how they are used
- There are four types of enrichment we use: physical, sensory, mental, and food enrichment
- We are always looking to add to our enrichment program, so if you think of activities please let staff or the ADSO/DSO directly know so we may include it.
- It is your responsibility to clean up after your enrichment activities and to prepare new activities for the next volunteer to use.
- There is a calendar that lines out the enrichment activities that should be focused on for that day
 - Follow them so the dogs are not doing the same activities every day, this defeats the purpose of enriching the dogs' lives
- Communicate with staff if you want to bring a dog to the playyard for enrichment.
 - We are open to adoptions during this time and will need the dog readily available to meet their potential forever family

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- There are some enrichment activities for cats as well
 - Cats can be taken into the meet and greet room for their enrichment time.
 - It is your responsibility to clean up the room immediately after you are done using it and in between cats.
 - Remove all toys, brushes, blankets, etc to be washed.
 - Lysol wipe all furniture
 - Mop the floor.
 - You do not have to clean in between if cats/kittens that are housed together go into the meet and greet room. They should be interacted with on an individual basis to enhance the enrichment.
 - FeLV+ cats should not go into the meet and greet room, otherwise it will not be able to be used again until the next day.

Dog Walking

- Follow all general and safety rules
- Pending your level - each dog should be taken on a walk in the morning

Safety Rules - have the volunteers reference the end of their packets where the rules are located

1. Always be mindful of your surroundings, avoid situations that put you or the animal in danger
2. NEVER interact with an animal that is above your approved level.
3. Check in with staff before walking or interacting with a dog
4. If you are taking a dog-aggressive dog off the premises, you MUST have an air horn with you to break up dog fights that may occur
5. Save the shelter number to your phone in case of emergency
6. Always hold the leash with two hands
7. Dogs may only be walked together if approved by staff - even if they are housed together
8. Always carry poop bags and clean up right away
9. If a dog is being too difficult to walk, bring them back to the shelter immediately
 - a. End the enrichment if they are being too difficult
10. Dogs MUST remain on leash while on walks unless
 - a. In the play yard/gazebo area
 - b. Pooch Park (on Tuesdays)
 - c. In their run
11. Areas where to walk dogs
 - a. Grass area behind cat building and parking lot
 - b. Fenced area on the left side of the dog building
 - c. Public sidewalks
 - d. Trail by creek/railroad tracks
 - e. Downtown Pullman for approved volunteers only
12. Off limits areas
 - a. Pooch Park
 - b. On the road
 - c. Private business/home
 - d. Water and tall grass
 - i. High risk of parasites
13. Do not let the shelter dogs meet other dogs

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- a. Even if they are friendly
 - b. Change direction, add distance, or inform the other person with a dog that you have a shelter dog that cannot interact with others.
14. Do not let strangers meet them
- a. Inform the person that you are a volunteer and if they want to meet the dog that they should contact staff and fill out an adoption application.
15. Do not let dog's eat anything while on walks except for the treats that you bring with you.
16. Always demi lock a dog's kennel in the morning and relock the kennel during open hours.
- a. Cat cubbies should always be appropriately secured, either locked or latched.
17. Never drop a leash before completely closing and latching a kennel
18. Always bring water for the dogs when going on walks.
19. Never enter/exit a kennel when someone else is entering/exiting the kennel.
- a. This reduces the chances of a dog escaping and getting into a fight with another dog. If you cannot see another person in the run, communicate with the staff member or volunteer to know when it is safe to enter/exit.
20. Do not leave enrichment items in with the dogs
- a. Some are easily destroyed and can harm the digestive tract of the dog if chewed and swallowed
21. Dog fights
- a. Do NOT let go of the leash - use it to separate the dogs
 - b. Shout for the dog's owner
 - c. Use an air horn
 - d. Call shelter staff ASAP
22. Extreme weather conditions
- a. Very cold or very hot
 - i. Keep walks down to 10 minutes or less
 - ii. Use the gazebo area
 - iii. Remain inside the kennel or that dog's run
 - b. Check pavement temperatures prior to taking a dog out
23. Make sure the dog is all the way through a doorway before shutting it
- a. This has broken tails in the past

Hands On Orientation

- Show how to properly enter/exit the kennel
 - Wait until the dog is calm - ignore them until they are
 - Push the gate inwards and step inside
- Easy-Walk Harness
 - How to put on the harness - different colored straps go on the belly
 - Clip leash in the front and on the collar
 - How it works/helps
 - The natural urge a dog has is to pull harder when they feel resistance
 - When they do pull their body is naturally redirected to you
 - Prevents choking, making for a more positive walking experience
 - Promotes proper leash etiquette
- Gentle Leader

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- How to put on - goes around the muzzle and clips behind the head
- Clip leash to the Gentle Leader and collar
- How it works/helps
 - Better ability for the dog to walk more comfortably on a leash
 - Applies a gentle pressure to the nose when they pull, leading them to correct their own behavior
 - Prevents choking, making for a more positive walking experience
 - Promotes proper leash etiquette
- Show how to introduce and put on both pieces of equipment
- Show where to find all equipment, leashes, collars, harness, gentle leaders and easy walks
- Always demi-lock a kennel in the morning and lock a kennel during open hours
 - Show them what demi locking looks like

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