Skills-Training Engagement & Practice for Success
Dear STEPS Trainees,

Volunteers are a crucial part of the success of the Boone County Animal Shelter and to ensure that you get the training and support you deserve, we designed a volunteer training program just for you. We designed the STEPS curriculum specifically around feedback we received from current and seasoned volunteers to meet our organizational goals. This program is presented by experts, both staff and volunteers, and provides the training you need on all aspects of the animal care and control department. We’re aimed at engaging you in our culture through staff and volunteer interaction and helping you to understand our philosophies and daily challenges. All of this training will help you to form a stronger foundation for you as a volunteer and for our volunteer program as a whole.

Staff and volunteers worked tirelessly together to create this learning environment just for you. We appreciate your respect and participation while in attendance. We rely on participants’ feedback to continue to improve the STEPS program. Please let us know how we are doing at any point throughout the course. We also appreciate your candid and detailed feedback on class evaluations.

I hope that you will not only learn a lot, but also have a good time while participating in the STEPS program. I am thrilled to have the opportunity to work with you at the Animal Shelter and help you to find your niche with us.

Welcome to our team!

Beckey Reiter
Director

Sloane Lee
Volunteer Manager
# STEPS—INTRODUCTIONS AND ENGAGEMENT

- Our Mission & Vision Statement
- Goals and Objectives
- Five Freedoms
- Special Event Volunteering
- Community Programs
- Compassion Fatigue
- Keeping it Clean

# STEPS BLOCK 2—A DAY AT THE ANIMAL SHELTER

- How Animals Arrive
- Outcomes
- Decision Making
- Considerations for Animal Evaluation
- Veterinary Services
- Foster Parent Volunteering
- Customer Care Volunteering
- Administrative Volunteering
- General Sheltering Volunteering
- Website Photography Volunteering
- Shelter Map
- Animal Housing Areas
- Emergency Evacuation

# STEPS BLOCK 3—BLUE LEVEL TRAINING (TBA)

- Kennel Aide/Cattery Aide
- Dog Walker (Restricted)
- Cat Companion
- Animal Bathers
- Adoption Counselor
- Office Assistant
- Adoption Waggin (Animal Handlers)
- Special Events
- Fund Raising
- Photography
- Animal Transporter
- Foster Care (Medical)
STEPS BLOCK 4 — PURPLE LEVEL TRAINING (TBA)
SAFER Behavior Assessment  
Dog Walker (Unrestricted)  
Behavior Modification Assistant  
Groomer  
Computer Assistant  
Foster Care (Behavior Modification)  
Team Leader  

POLICY & REFERENCE INDEX

Position Statements  
STEPS Block 1 Vocabulary  
STEPS Block 2 Vocabulary  
Code of Conduct  
Bite Report Form  
Volunteer Guidelines  
Directory of Diseases and Conditions  
Canine Behavior Basics

Try it out yourself! When you see this icon, you have work to do. Remember, success takes practice!
Introductions and Engagement
Animal Care & Control (ACC) is one of twelve (12) departments of Boone County government. We are the primary animal sheltering and law enforcement agency for Boone County, KY. and have an inter-local agreement to provide animal control services for the cities of Florence, Union, and Walton.

The department was originally created to satisfy the Kentucky Dog Laws from 1954 that required each county to have a “dog pound” and a “dog warden” to protect people and property from packs of free roaming dogs. Since that time the animal care & control department has developed programs that concentrate on the needs of the animals as well as people.

Our Vision

To improve the quality of life for our citizens by the development of programs that will create a safe community for every person and animal in Boone County.

Our Mission

Boone County Animal Care & Control was established by Boone County Fiscal Court in accordance with the Kentucky Revised Statutes. Its mission is to provide services which safeguard the public health and safety, to humanely house and care for animals in its charge, to protect the animals of the community from abuse and neglect, to end the euthanasia of healthy adoptable animals and to provide its citizens with information concerning responsible ownership.

Our Goals & Objectives

These goals and objectives have been established as a means to accomplish our mission:

- To provide services which aid in the prevention of human injury and the spread of zoonotic disease
- To provide services which help prevent animals from becoming nuisances to the community or a burden to its citizens
- To develop programs and provide services that reunite lost pets with their owners
- To provide a physical facility which will house lost, unwanted and neglected animals in a humane manner
- To provide health care services to those animals housed to promote good health and prevent suffering
- To provide comprehensive and responsible adoption counseling and services
- To assist in providing low-cost spay/neuter services
- To provide services which assist owners retain their pets during hardships
Our Goals & Objectives (cont.)

- To develop programs which end the euthanasia of every healthy and manageable animal in our care
- When euthanasia is necessary, to do so in a humane manner, according them dignity and respect during that act
- To strive to improve performance through education and dedication to our mission
- To supply Fiscal Court with accurate information upon which to base decisions for service level and expansion

Our Attitudes

Service… Protection… Compassion

- We serve and protect the citizens and animals of our community with compassion.
- We provide only the highest quality of care.
- We recognize the importance working with other public and private groups to accomplish our goals and will do what we can to help them reach theirs as well.

The Five Freedoms

Fill in the remaining words to complete the five freedoms.

1) Freedom from:

2) Freedom from:

3) Freedom from:

4) Freedom to:

5) Freedom from:
Meet Our Staff

4 Staff members and volunteers whom I would like to talk and learn more:

1) 

2) 

3) 

4) 

Special Events

One event that I would like to attend as a guest is:

Special Event Volunteer

Volunteers help to staff on-site and off-site events. Duties include set-up and clean-up, interacting with the public at our information table, handling animals, taking donations, adoption counseling and other tasks associated with the event. Special events volunteers should be knowledgeable of the Animal Shelter’s mission, philosophies and policies, and be able to comfortably interact with the public.

Compassion Fatigue

Compassion fatigue occurs when caretakers are exposed to the traumas experienced by those in their care and suffer the effects themselves.

In order to protect myself from experiencing compassion fatigue, three things I will do are:

1) 

2) 

3)
Keeping it Clean

Things I can do to stay safe and clean:

1)

2)

3)

4)

True or False

BCACC is a department of local government. T  F

BCACC only accepts dogs. T  F

Don’t worry about compassion fatigue, it’s only experienced by shelter staff. T  F

I should wash my hands for as long as it takes me to sing “Happy Birthday” after each shelter animal I handle. T  F
A Day at the Animal Shelter
How Animals Arrive at the Animal Shelter

1)  
2)  
3)  
4)  

Why are Admissions of these animals different from others?

Feral Cats –
Unweaned Litters with Mom

Outcomes

What are the 4 types of outcomes for shelter animals?

1)  
2)  
3)  
4)  

Decision Making

Use the lines to write in the name of three elements that are critical to consider in making sound and balanced care, treatment and outcome decisions.

________________________

________________________

________________________
CONSIDERATIONS FOR ANIMAL EVALUATION

SAFETY

- Potential for the animal to put people or other animals at the shelter at risk when properly handled including, but not limited to, restraining, moving in and out of kennel or cage, and walking on leash.
- Potential for animal to bite or cause harm to members of the public.
- SAFER evaluation scores for dogs over 6 months.
- Behavioral background and history including bite attempts, bite incidents, and destructive behaviors.
- Potential for the animal to cause physical harm to itself.
- Specifically, the following are considered:
  - Bite attempts and Bite incidents
  - Fearful Behaviors
  - Food and/or possession aggression
  - Aggression towards other animals.
  - Destructive behavior
  - Behaviors associated with stress and anxiety
  - Zoonotic disease

QUALITY OF LIFE

- Five Freedoms –
  1. Freedom from Hunger and Thirst
  2. Freedom from Discomfort
  3. Freedom from Pain, Injury & Disease
  4. Freedom to Behave Normally
  5. Freedom from Fear and Distress
- Emotional, physical, and medical needs.
- Animal’s access to our available resources (volunteer programs, enrichment, foster care, etc.)
- Animal’s impact on the quality of life for other animals in the shelter/organization.
- Organizational ability to positively impact animal’s quality of life

CUSTODY

- Stray and owned animals are held for the appropriate amount of time in accordance with applicable laws and internal policies.
- Animals seized through animal control are either surrendered to the shelter or transferred into our custody by the court and are no longer required to be housed at the shelter as evidence in an active case.
Adoptions

What does the Animal Shelter look for in a new adopter?

Return to Owner

Name the 3 most important things to do if a pet is lost.
1.
2.
3.

Rescue Groups

Why does BCACC build relationships with rescue organizations?

Who do these relationships benefit?

Veterinary Services

Shelter medicine is different from medicine in a private practice because:
Foster Parent Volunteer

Trained caregivers welcome shelter animals into their homes on a temporary basis and provide the care they need to mature, heal, socialize, or otherwise prepare for adoption into permanent homes. [Duties include: assuming responsibility for the safety of foster animals; providing food, shelter, exercise, and attention, maintaining good communication with the program coordinator; caring for animals until they are ready to return; returning each animal to the shelter upon request.] All foster homes are approved by the program coordinator. The resident pets in a foster home must be healthy and up to date on all vaccinations and preventative. Foster Parents must also have some animal handling experience and medical treatment knowledge is preferred. Serving as a foster home is a huge time and emotional commitment, but it also makes a huge impact on the animal(s) and our organization.

Customer Care Volunteer

Though animals are one of the main focuses at the Animal Shelter, we know that customer service is a very important part of the services we provide. Volunteers help us to ensure that everyone who walks through the doors of the Boone County Animal Shelter has the best experience possible. Volunteers works as greeters by welcoming the public as they walk into our lobby and by answering basic questions. Matchmaking volunteers help to ensure the animals from BCACC are placed into homes where they will be loved and happy companions. Matchmakers get animals out of their cages to meet and greet with potential adopters. Volunteers are also utilized to assisting with adoption completions.

Administrative Volunteers

Volunteers assist shelter staff with clerical work including but not limited to data entry, copying, filing and retrieving phone messages. Administrative volunteers should be able to commit to a regular schedule of a couple of hours once a week. They should also have the ability to follow directions and great attention to detail.
General Shelter Volunteer

Volunteers assist shelter staff by washing and folding laundry as well as sorting and distributing donations. General shelter volunteer should be able to commit to a regular schedule. They should also be able to follow directions and work independently while feeling comfortable asking staff for guidance.

Website Photography

Our website is often the first place someone will look for a new pet. Volunteers take quality pictures of our adoptable animals and may even write their description to be featured on our website. Volunteers in this program must have at least 20 hours of service at the animal shelter. Photography and photo editing experience is helpful.

True or False

Surrendering an animal is the worst thing to put the animal through. T F
BCACC almost never sends animals to rescues. T F
As long as an animal is medically healthy and has never bitten anyone it will become available for adoption. T F
If I become a foster parent, I would be able to pick out which animal I take into my home. T F
Volunteer Jobs/Roles

There are many opportunities at the shelter for volunteers. Jobs are categorized into levels. You must complete Level 1 training prior to scheduling your first day of volunteer work. After completion of Level 1 training, you may then request training for other volunteer opportunities and specialized jobs. There are three Volunteer Levels, and all jobs/roles fall under one of these Levels.

**Level 1 = Green**
- Housekeeping
- Laundry
- Greeter
- Foster Parent (Space & URI care) – Must complete green level foster training.
  *All volunteers must complete the additional training prior to handling any dogs.*

**Level 2 = Blue**
- Kennel Aide
- Cattery Aide
- Adoption Counselor
- Dog Walker – Restricted
- Cat Companion (enrichment)
- Office Assistant
- Adoption Waggin’ (Animal Handlers)
- Animal Bathers
- Special Events
- Fund Raising
- Photography
- Animal Transporter
- Foster Care (Medical)
  *These jobs will require you to complete additional training.*

**Level 3 = Purple**
- Team Leader
- Dog Walker – Unrestricted
- Behavior Modification Assistant
- Foster Care (Behavior Modification)
- Groomer
- Computer Assistant

**Level 4 = Gold**
- Volunteer Liaison
- Volunteer Management Team
Boone County Animal Shelter
Kennel Card

**Lexus**

**Animal ID:** 10101  
**Shelter Tag:**  
**Status:** Trial Adoption

**Current Location:** Boone County Animal Shelter - #  
Type: Dog  
Breed: Pit Bull Mix

Date In Shelter: 11/14/2015  
Date Available: 10/31/2015  
Return Reason: Not good with resident animals  
Return Date: 11/14/2015  
Primary MicroChip: 985112006236289

Primary Color: Tan  
Secondary Color: White

Sex: Spayed Female  
Age: 7 Years  
Weight: lbs  
Media Animal:

**Distinguishing Features / Markings:** Photo Available  
House Trained

**Adoption Summary:** Hi! My name is Lexus and I'm looking for a home for the holidays! I'm a quiet and smart girl. I love treats and will do almost anything for a good snack! I'm picky about my four legged companions and would like to meet my potential roommate before you take me home. Don't worry though, the nice people here will let you bring your furry friend to the shelter to meet me. If we're talking human children, I prefer my siblings to be just a wee bit older like 10 yrs+. Yes, I know I might be a bit of a diva but I'm so cute and easy to love! I can't wait to meet you!

If you are interested in adopting this animal please provide the Animal ID number found on the upper left hand corner of this Kennel Card to an Adoption Center Representative and they will be happy to assist you.

<table>
<thead>
<tr>
<th>Vaccination Type</th>
<th>Date Given</th>
</tr>
</thead>
<tbody>
<tr>
<td>Bordatella</td>
<td>2/11/2013</td>
</tr>
<tr>
<td>DA2PPVVL</td>
<td>2/11/2013</td>
</tr>
<tr>
<td>Heartworm Test</td>
<td>10/14/2015</td>
</tr>
<tr>
<td>DA2PPVVL</td>
<td>10/15/2015</td>
</tr>
<tr>
<td>Heading</td>
<td>Description</td>
</tr>
<tr>
<td>-------------------------</td>
<td>----------------------------------------------------------------------------</td>
</tr>
<tr>
<td>Name, ID # and Status</td>
<td>Number assigned by BCAS to each animal, runs chronologically. Status may change throughout the animal’s stay.</td>
</tr>
<tr>
<td>Type</td>
<td>Type of animal</td>
</tr>
<tr>
<td>Age</td>
<td>Age of animal</td>
</tr>
<tr>
<td>Sex</td>
<td>Sex of animal</td>
</tr>
<tr>
<td>Breed</td>
<td>Breed of animal</td>
</tr>
<tr>
<td>Color</td>
<td>Color of animal</td>
</tr>
<tr>
<td>Adoption Summary</td>
<td>Short notes from staff and volunteers about personality or needs of animal.</td>
</tr>
<tr>
<td>Date In Shelter</td>
<td>Date animal entered BCAS</td>
</tr>
<tr>
<td>Date Available</td>
<td>Date available for adoption/release to rescue, etc.</td>
</tr>
<tr>
<td>Return Reason</td>
<td>Reason animal was returned.</td>
</tr>
<tr>
<td>Primary Microchip</td>
<td>Microchip number that is implanted in the animal by BCAS or prior agency.</td>
</tr>
<tr>
<td>Current Location</td>
<td>The location of the animal in the shelter.</td>
</tr>
<tr>
<td>Vet Treatment Type</td>
<td>Lists vaccines and treatments</td>
</tr>
</tbody>
</table>
# Supplemental Kennel Signs

<table>
<thead>
<tr>
<th>Sign</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>NO FOOD OR WATER SURGERY</td>
<td>This animal is scheduled for or recently had surgery and can have no food or water. These are instructions from the veterinarian for various medical reasons. If you have a question about animal care, please ask a staff member.</td>
</tr>
<tr>
<td>UNDER MEDICAL TREATMENT</td>
<td>This animal is under medical treatment. Please check with a staff member before handling or feeding.</td>
</tr>
<tr>
<td>HAD SURGERY SHORT WALKS</td>
<td>This animal has had surgery/injury and the veterinarian has restricted movement to prevent reinjuring or staining. They may go out to relieve themselves and return. No jumping or running. Try to keep movement to slow a slow walk.</td>
</tr>
<tr>
<td>HAD SURGERY NO WALKS</td>
<td>This animal has an injury or had surgery and the veterinarian wants very limited movement. This animals are being attended to by our medical staff as directed.</td>
</tr>
<tr>
<td>CONTAGIOUS</td>
<td>DO NOT TOUCH. This animal has a disease or parasites that are transferable to humans or other animals.</td>
</tr>
<tr>
<td>STRESSED – PLEASE LET ME REST</td>
<td>This animal has just arrived at the shelter or is extremely timid or stressed. The cage is usually covered to limit visual stimulation. Please leave them to rest. Blue level volunteers may be asked by staff to work with the animal.</td>
</tr>
<tr>
<td>DEMODEX</td>
<td>This dog has a confirmed case of Demodectic mange. It is not contagious but does require extensive medical treatment. It is also important to note that demodex is often exacerbated by increased stress.</td>
</tr>
<tr>
<td>UNRESTRICTED ONLY</td>
<td>You must have “unrestricted” dog walker status in order to walk or handle this animal.</td>
</tr>
</tbody>
</table>

*You will see various other signs placed on kennels and cages. Please read them carefully and ask a staff member for clarification if you are uncertain of the meaning or intention.*
Shelter Diagram

- **Blue** – Open to Public & Volunteers
- **Green** – Open to all volunteers
- **Purple** – Purple & Gold Level Volunteers or if instructed by staff
- **Orange** – Staff Only
Dog and Puppy Room

All volunteers must go through additional training prior to handling the dogs. In order to be an “Unrestricted” dog walker, you must complete additional training. **Puppies under 16 weeks of age are not permitted on the floor or outside in the grass.**

Colored clothes pins are on the front of each kennel to indicate which dogs need to be walked on a given day. After you have taken a dog for a walk, please remove the clothes pin and lace it in the designated can.

**GREEN** means this dog is ok to walk and can spend time in the exercise yard.

**YELLOW** means this dog can be walked but must stay inside the perimeter fence outside the dog room and may not go to the exercise yard.

**RED** means this dog may not be walked.

Cat Room

Do not take cats outside of the building. Use extreme caution when handling cats to avoid escape, as well as being scratched. Do not allow visitors behind the cages.

Receiving Room

**Receiving is off limits to visitors and Green level volunteers.** Blue/Purple/Gold level volunteers may, on occasion, be asked to escort a visitor through the Receiving Room to look for a lost pet. Only one visitor may enter and **no children are permitted at any time.**

Office Area

The office area is for **Staff Only.** Team leaders and Gold level volunteers will be permitted in the office to complete their volunteer commitments. Feel free to ask a staff member if there is anything you need from inside the office, they will gladly get it for you.
Treatment Room

The treatment room is off limits to visitors and Green level volunteers. Blue/Purple/Gold volunteers may, on occasion, be asked to escort a visitor through the Treatment Room look for a lost pet. Only one visitor may enter and no children are permitted.

Medical

Common Signs of Illness

THE FOLLOWING SYMPTOMS MAY INDICATE THAT A DOG OR CAT IS SICK:

- Loss of Appetite: May be due to fever, nasal blockage, intestinal parasites, gastric upset, poor diet, tooth problems, gum infection.
- Crying/Whining/Growling: May be due to stress or possible illness/injury.
- Scratching: May be due to skin disorder, external parasites (look for signs of infection such as pus, inflammation or redness of the skin.)
- Head-Shaking: May be due to ear mites, other external parasites, tooth, mouth or ear infection.
- Difficult, Frequent or Uncontrollable Urination/Discolored or Odorous Urine: May be due to kidney or bladder disorder, injury, urinary-tract infection or other abnormality such as a blockage.
- Discoloration or Changes in Stool: May be due to poor diet, intestinal parasites or damage to the digestive tract. Gastro-intestinal bleeding will show up in the stool, which will be colored either black or a shade of red. If the stool is greasy and pale, the animal may not be absorbing digested food properly.
- Eyes Red, Blinking and Running/Discharge and Excessive Tearing/Avoids Looking at Light: May be due to eye irritation, injury or conjunctivitis.
- Vomiting Food: May be due to stomach upset, intestinal infection, poisoning or blocked digestive tract.
- Dry Coat: If the coat is dry and lackluster, it may be due to illness or maternal neglect.
- Decreased Activity, Limpness, and Excessive Crying: Possible injury or illness.
- Sneezing, Green or Yellow Nasal Discharge, Eye Discharge and Coughing: These symptoms usually indicate the animal is suffering from an upper respiratory infection.
Zoonotic Disease Awareness Protocol

Zoonosis refers to diseases that animals can transmit to humans. Sometimes this can occur even with routine contact in the shelter. Some infections produce mild or unapparent disease in people, whereas others can be quite serious if not recognized early. All zoonotic diseases pose a greater risk for people who are immune-compromised.

Transmission can occur through many routes, depending on the pathogen: contact with skin, inhalation, contact with mucous membranes of the eye or mouth, ingestion, (especially via food or drink) or via bites and scratches. Prevention will vary somewhat with each zoonosis. The most important tools to combat transmission of zoonosis are proper sanitation, avoiding contact of bare skin or mucous membranes with feces and urine, not eating or drinking in animal areas, frequent and thorough hand washing, prompt treatment of any wounds or injuries, and proper use of personal protective equipment (gowns, gloves, masks).

Ergonomics

Back injuries usually result from improper lifting techniques used over a period of time. To avoid back injuries, use proper techniques, and always ask for help if an item is too heavy, large, or bulky for you to safely lift by yourself.

Recommended Lifting Steps:

- Before even trying to lift an object or an animal, ask yourself:
  - Is this too heavy, awkward, or bulky for me to carry alone?
  - How far do I have to carry it? And how high do I have to lift it?
- Make sure your path is clear of obstruction. Position your feet properly- shoulder width apart for a stable base.
- Bend knees, squat down, and keep your back straight and head up. Never lift from a straight-legged standing position or bend over from your waist.
- Grip the object with your full palm, keeping the load close to your body.
- Tighten your stomach muscles and lift the load straight up with your legs.
- Keep your back upright and avoid twisting. Change direction with your feet instead of twisting your back.
- When lifting overhead, use extra care. Spread your feet apart, with one foot slightly forward.
- Use hand trucks, dollies, or the assistance of coworkers when lifting heavy items.
Note: Do not lift or store items that weigh more than 20 pounds over your head. Use a stepstool or ladder if the load must be placed above your shoulders.

Computers make our lives much easier, but improper use can lead to discomfort in your back, neck and wrist. Follow the guidelines below to ensure that you are using computers in a safe and efficient manner.

**Computer-usage Guidelines:**

- Practice body awareness—how is your weight distributed? Find the most neutral sitting position.
- Stop and stretch regularly.
- Make sure you can see what you are doing. Your screen should be no higher than eye level. Screens higher than eye level can lead to neck strains.
- Adjust the brightness and contrast to suit lighting conditions, and if you have a choice of colors, use those that are easiest on your eyes.
- To keep your wrists straight, position yourself and your chair so that your elbows are even with or slightly higher than the keyboard.
- Be aware of how much force you use on the keys. A lighter touch is better.
- Pace yourself. Take a short break after each hour you are on the keyboard. Stretch, rotate, and massage your hands and arms.
- The Fire Department oversees/conducts rescue of animals, with the re-entering team’s assistance.
Emergency Evacuation

In the event of an emergency, all employees and volunteers must evacuate the building. Emergency evacuations must be taken seriously. Leaving the premises during an evacuation is prohibited.

Emergency Evacuation Procedures

These procedures shall be used for all emergency situations (i.e. fire, gas leak, bomb threat, etc…) that require immediate and timely evacuation of all employees, volunteers and clients from the facility.

- Should you discover a fire, leave the area immediately closing doors to the area if possible.
- Notify a supervisor, fellow employees, volunteers and clients as you evacuate.
- Prior to opening any doors feel for heat using the back of your hand. Do not exit through a door that feels warm to your touch.
- Know where all exits are and follow all safety instructions.
- Leave the building. Proceed to the designated meeting area and await further instruction and a headcount/recheck by the Shelter Manager responsible for your work area.
- Any approval to execute the rescue of animals comes exclusively from the senior fire department official on site. A re-entry team will be selected and coordinated at this time. Re-Entry Team personnel (those that would be going back in for animals) should stay alert for specific instructions from the re-entry director.
- All other employees shall remain in the designated meeting area, unless otherwise directed by the fire department.

Designated Meeting areas:

Across the parking lot, in front of the impound lot

OR

To the North side of the shelter building, inside of the agility field

OVERVIEW:

- Alert the Supervisor and inform others.
- Do not attempt to put fire out yourself. Close area off if possible.
- Evacuate through the nearest emergency exit to a designated meeting area.
- Await headcount / recheck and follow further instruction.
Policy & Reference Index
Contact Information

Boone County Animal Care & Control
5643 Idlewild Road
Burlington, KY 41005
Office (859) 586-5285
Fax (859) 586-9312
bcas@boonecountyky.org

Director
Beckey Reiter
(859) 334-8431
breiter@boonecountyky.org

Assistant Director
Sgt. Colleen Bray
(859)334-8432
cbray@boonecountyky.org

Volunteer Manager
Sloane Lee
(859) 586-5285
slee@boonecountyky.org

Volunteer Liaison
Jan Chapman
Jpea1215@aol.com

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Sloane Lee
(859) 586-5285
slee@boonecountyky.org

Volunteer Liaison
Jan Chapman
Jpea1215@aol.com

Shelter Buddy Log-in
https://boonecounty.shelterbuddy.com

Rescue Organizations

Friends of the Shelter, Inc.
www.friendsoftheshelterky.org
friendsoftheshelter@fuse.net

Lucky Tales Rescue
www.luckytalesrescue.org
Volunteer Application online

Paws & Claws
www.pawsclawsanimalrescue.com
Volunteer Application Online

Adore-A-Bull Rescue
www.adoreabull.org
volunteer.adoreabull@gmail.com

Stray Animal Adoption Program (SAAP)
www.adoptastray.com
SAAP@adoptastray.com

Recycled Doggies
www.recycleddoggies.com
recycleddoggies@gmail.com

Bluegrass Boxer Rescue
www.bluegrassboxerrescue.org
lisa@bluegrassboxerrescue.org

Cincinnati Pit Crew
www.cincinnatipitcrew.org
Volunteer Application Online

Homestretch Hounds
dogadoption@live.com
Volunteer Application online

Little Orphans Kitten Rescue
www.orphankittens.org
Volunteer@orphankittens.org
Position Statements

Here are some of our position statements that may interest you.

- **Admissions/Intake Policy**
  The shelter is an open admission facility. We will not refuse any animal from within the county. Daily, the special circumstances of each animal presented for admission will be weighed against the needs of animals already in our shelter. This is a difficult process that does not lend itself to simple rules or policies for intake. We are committed to providing, to the best of our ability, shelter and care for domestic animals in need. Whenever necessary, we may delay intake of owned, or very young animals, in order to ensure their successful release from the shelter into a forever home. Our admission policy’s goal is to achieve the greatest good by carefully balancing the possibility of euthanasia versus delaying the admission of an animal deemed at risk.

- **Spay/Neuter**
  In Boone County, all dogs and cats adopted from the shelter are required by law to be surgically altered to prevent reproducing within 30 days or by 6 months of age. The shelter makes every effort to have all animals spayed or neutered prior to adoption/release. In those instances where an animal is adopted prior to being spayed / neutered, a voucher is issued and contractual agreement signed, to aid in the control of pet overpopulation. Not having the animal altered is a crime and will result in criminal prosecution that can lead to a fine, jail time, and/or the animal being confiscated.

- **Euthanasia Methods**
  The shelter endorses and follows the recommendations and preferred methods of the American Veterinary Medical Association, in instances when euthanasia has been deemed appropriate or necessary. The preferred method is an injectable barbiturate. We uphold the principles of a respectful and humane death.

- **Feral Cats**
  The shelter advocates humanely reducing feral cat populations through trap, neuter and return (TNR) programs and views euthanasia only as a last resort for healthy feral cats. TNR supplies some degree of rabies vaccination to this population. It is difficult to have feral cats live peacefully indoors, but our assistance can humanely reduce their population and help them live healthier lives outside. Unassisted feral cats live short and difficult lives, promote the spread of disease, and add to the cat overpopulation problem. We are committed to minimizing the number of feral cats by educating the public about spaying and neutering their own cats, keeping their cats indoors, and having their pets wear proper identification. In addition, we support groups that trap, neuter, and return feral cats to colonies. Those who choose to manage feral cat colonies should commit to providing food, water and make a reasonable attempt to provide medical care.
Vocabulary

Step 1 - Introduction & Engagement

*Compassion Fatigue* - A secondary traumatic stress disorder that occurs when workers are exposed to trauma experienced by those in their care and suffers the effects themselves.

*Fomite* – object or substance, such as clothing, that is capable of transmitting infectious organisms from one individual to another.

*Limited Admission* – Animal welfare organizations that choose a specific population of animals to serve. Generally, limited admission facilities do not utilize euthanasia as a means of population control because they are able to manage their population during the admission process. If this type of organization does not have space or resource for an animal, they will not admit it into their program.

*Managed Admission* – Animal sheltering organizations that fit somewhere between a limited admission and an open admission facility. These organizations often take an unlimited number of animals, but specify the types or methods of admission. For example, a managed admission facility may admit animals by appointment only. Or, they may limit the admission of a specific breed (such as Pit Bulls). Because they often admit more animals that they have the ability to rehome, these organizations may utilize euthanasia as a way to keep their population healthy and manageable.

*No Kill* – A No Kill facility is defined by the No Kill Advocacy Center as any shelter with a 90% Live Release Rate (LRR). This means that the shelter returns or adopts 90% of the animals they admit. No Kill does not mean No Euthanasia. This term may have a different definition to some. One organization may use the term as they keep animals for life regardless of health or temperament, or they may use the term meaning they only euthanize animals that are unhealthy with no hope of recovery, or they only euthanize animal that are unadoptable. Even the term unadoptable can vary greatly from one organization to the next. We discourage the use of the term “no kill” because of the discrepancies in meaning and its negative implication of compassionate, appropriate euthanasia.

*Open Admission* – Animal sheltering organizations that will generally take all animals that come through the doors (within a target population such as companion animals or a service area, Boone County). Often these organizations utilize euthanasia as one way to keep their population healthy and manageable.

*Zoonosis* – A disease communicable from animals to humans and humans to animals under natural conditions.
Step 2 – A Day at the Shelter

**Adoption Floor** – The rooms that contain animals available for adoption and are open to the public.

**E.B.I.** – Euthanasia by injection. We use a controlled substance called sodium pentobarbital.

**Euthanasia** – Literally translates to “a good death”.

**Good Samaritan** – A person that finds a stray animal and brings it to an animal shelter.

**Owner Requested Euthanasia** – An owner brings his pet to be humanely euthanized.

**Rehoming** – The services that we provide for animals admitted for the possibility of finding an adopter.

**Owner Give-up** – A domestic animal surrendered to the animal shelter because the owner longer wishes or is able to care for their pet.

**Stray** – A domestic animal that was once a pet, found running at large.
Volunteers shall be governed by the ordinary and reasonable rules of good conduct and behavior and, as such, will not commit any act that would bring reproach or discredit upon Boone County.

I agree to maintain exemplary standards of professional conduct in the following areas:

- I will be courteous, civil, and respectful towards other staff and volunteers and toward all people having business with BCACC.
- I will be professional and honest in my dealings with the public and with those involved with BCACC.
- I will route questions, concerns, and ideas regarding BCACC through the proper channels, for staff and volunteers.
- I will smoke only in the areas designated as smoking areas by BCACC. The interior of the building and vehicles are to be “smoke-free” at all times.
- I will promote and support the programs of BCACC in ways that are ethical and appropriate.
- I will adhere to the policies in place and as outlined in the Volunteer Orientation Handbook.
- I will follow established procedures while on county property, while attending BCACC events, and/or while conducting business off property for the animal shelter.
- I will report any accident or injury that I am a party to or witness of to the manager on duty.
- I will maintain the confidentiality of all privileged information that I have access to in my capacity as a volunteer, including, but not limited to, client information, law enforcement cases, and the status of animals not available for adoption.

I agree to not engage in any of the following unacceptable actions:

- I will not commit any inhumane act toward any animals (e.g., kicking, pulling tail, etc.) and as outlines as unacceptable in the Animal Shelter Veterinarian Associations Standards.
- I will not be disrespectful or rude, including the use of swear words, name calling, or slanderous language to a volunteer, employee, or any persons having business with BCACC.
- I will not threaten, intimidate, coerce or be disruptive while on county property, while attending BCACC events, and/or while performing any duty on behalf of the animal shelter.
- I will not enter unauthorized limited access areas within the animal shelter unless I have been given permission to do so or am accompanied by a staff member authorized to access limited access areas.
- I will not fail to report problems that may be detrimental to the animal shelter.
- I will not engage in willful abuse or misuse of county property.
- I will not engage in or be under the influence of illegal drug or alcohol while on county property, operating a vehicle or while representing Boone County, nor engage in illegal activities.
<table>
<thead>
<tr>
<th>Animal ID: __________________________</th>
<th>Animal's Name __________________________</th>
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</thead>
<tbody>
<tr>
<td>Cage/Holding Area: _________________</td>
<td>Breed: _________________________________</td>
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<tr>
<td>Rabies Tag # if known: ______________</td>
<td>Year on rabies tag: _______________________</td>
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<td></td>
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<tr>
<td>Full Name of Person Bitten: __________________________</td>
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<tr>
<td>Address: ____________________________________________</td>
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<tr>
<td>Home Phone: __________________________</td>
<td>Alternate Phone: ________________________</td>
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<tr>
<td>City/County Where the Bite Occurred: __________________</td>
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<tr>
<td>Part of the Body Bitten: ______________</td>
<td>Age of Person Bitten: ____________________</td>
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<tr>
<td>It is important that you notify your doctor immediately that an animal bite has occurred. Your health care provider will determine whether antibiotics or other treatments are necessary. Deep cat bites have the potential to cause severe infections and the best prevention is immediate medicate care. Please sign below that you have read and understand these warnings. If the person bitten is under 18 years of age, their parent or guardian must sign below</td>
<td></td>
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<tr>
<td>Signature: __________________________</td>
<td>Date: _________________________________</td>
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<td></td>
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<tr>
<td>Quarantine: _________________________</td>
<td>Location: _____________________________</td>
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<tr>
<td>Signature of Health Inspector Releasing Animal From Quarantine: __________________________</td>
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<tr>
<td>Date Quarantine Released: __________</td>
<td>Date Releases to NKY HD for Rabies Testing: _______</td>
</tr>
</tbody>
</table>
Policies & Procedures

**Volunteer Guidelines**

Our volunteers play a vital role in the shelter’s ability to help the animals that have found their way to our doorstep. Regardless of how they arrive we give each animal individual consideration. Determining the degree of assistance we can provide depends primarily on the number of people we have available each day. This includes positions at the shelter, foster home availability, and adoption waggin’ teams. Planning and scheduling each volunteer’s role in the daily activities tell us from day to day which animals we can help and how. Communication between you, and the volunteer manager and team leaders will allow us to make adjusts as they are needed.

**Attendance**

Please contact the Volunteer Manager or your team leader on duty as soon as possible if you are unable to fulfill an assigned shift. This can be done by phone or email. If you miss more than six weeks of volunteer shifts, please speak with the Volunteer Manager before resuming volunteer activities.

Make sure to log into Shelter Buddy for your assigned shift. In the event Shelter Buddy is down or unavailable, log in and out using the “Volunteer Log Book” located in the break room. We often use volunteer hours in donation appeals and volunteers sometimes need them documented for school or work.

**Severe Weather**

On occasion, due to inclement weather, it may be extremely difficult for employees and volunteers to meet their regular scheduled shifts. The shelter will utilize email, Facebook and voicemail on our phone system to advise volunteers when the shelter may be closed or may open late because of the weather.

If you wish to keep your volunteer shift during inclement weather and you feel it is safe for you to travel please check your email or call the Volunteer Manager’s voicemail at 859-334-8432 before coming in. If there has been a change in operations an email will be sent and a message will be left on the Volunteer Manager’s voicemail.
Holidays

The shelter will be closed to the public, but open to volunteers on a holiday schedule which is generally 9am-11am for cleaning and feeding. The following holidays are observed by the shelter:

- New Year’s Day
- Columbus Day
- Martin Luther King Day
- Veteran’s Day
- President’s Day
- Thanksgiving
- Memorial Day
- Thanksgiving Friday
- Independence Day
- Christmas Eve
- Labor Day
- Christmas Day

Dress Code

It is important that members of our volunteer team dress and appear in a way that reflects health, safety and professionalism at the shelter. The impression we make on others is, in large part, a visual one. Appearance and dress shall always be neat and clean, well groomed, appropriate and moderate in nature. Any offensive shirts, bags or pins will not be tolerated.

Volunteers will receive a volunteer name tag and a volunteer t-shirt on your first scheduled day following orientation. Please wear your name tag at all times while volunteering. Volunteer t-shirts are generally optional, but may be required if you are staffing an event or working directly with the public. Remember to wear comfortable, casual clothing with closed toed shoes while volunteering. No high heels, flip flops or sandals are permitted. No shorts or capris are permitted during summer months due to safety reasons. Wear long pants at all times. Cover as much skin as possible to prevent scratches.

Do not wear large hoop or dangling earrings that could easily catch or become entangled. Do not wear excessively loose clothing or have dangling scarves that could be perceived as tug toys to our dogs.

Non-Use of Shelter Name/Logo

While we are extremely grateful to all of those who volunteer in our shelter, such good work does not allow you to use the Boone County Animal Shelter’s copyrighted logo for any purpose or to use the shelter’s name on any printed or electronic media, including without limitation, websites, Facebook, Twitter, or any other form of communication to promote a product, service, or cause, except with the express written permission of the shelter.
Smoking

The shelter is dedicated to providing a smoke-free environment. Smoking inside the shelter is strictly prohibited. The purpose of this policy is not to regulate the personal habits of any individual but simply to insure the comfort of all animals, employees, volunteers and guests of the shelter.

Drug-Free Workplace

The Boone County Animal Shelter maintains a drug-free and alcohol-free workplace, based on the following principles:

All shelter sites must be maintained absolutely free of the use of alcohol and controlled substances, including both illegal drugs and prescriptions drugs used without proper medical supervision. The shelter will enforce strict compliance with our policies on workplace drug and alcohol use.

Reporting for your shift under the influence of, or impaired by, alcoholic beverages or illegal drugs, or the use, sale, purchase, or possession of alcohol or illegal drugs while on shelter business is strictly prohibited. Violation of this policy may result in disciplinary action up to and including discharge from the volunteer program.

Volunteer/Staff Relations

We value the contribution of volunteer efforts to animal care, and recognize that you have a legitimate interest in how we work on behalf of animals. We recognize that volunteers will often have strong feelings about various shelter policies, procedures and decisions, for example: euthanasia or adoption. It is essential that those feelings and concerns be expressed in an appropriate manner. To accomplish this, it is important that volunteers maintain a positive, supportive attitude demonstrating integrity, trust, and respect for other volunteers and staff. It is not appropriate to criticize or challenge the staff, who are performing their jobs, either directly or to others.

The shelter is committed to transparency in its operations. We provide periodic continuing education sessions for volunteers where topics can be addressed and discussed in an honest and supportive manner. If you have a concern, the first step is to be sure you understand the reasons behind our procedures and decisions. Volunteers are strongly encouraged to attend those sessions, and to suggest topics for sessions that might be of interest. Many times a concern can be resolved simply through a polite informal inquiry to the staff member involved, which is encouraged because it builds relationships and trust. If you do not feel comfortable with that approach, the next step is to sit down and discuss your concerns with the volunteer manager. If those conversations do not resolve your concern, or if you feel an animal's health or welfare is in immediate danger, you can always bring the situation to the attention of the Director.

Inappropriate behavior may result in disciplinary action up to and including dismissal from the volunteer program.
Corrective Action and Discipline Policy

The primary objective of this policy is to improve operations at the shelter, and to improve volunteer performance and the correction of identified problems.

Under this approach, volunteers are counseled or mentored at the outset for lesser types of disciplinary problems. Written warnings are given for continued or more severe problems. Normally, volunteers will be advised if their performance is unsatisfactory and given a chance to improve that performance before disciplinary action is implemented. This approach is designed to be positive with the emphasis on corrective action. A volunteer may receive a verbal warning, followed by a written warning, before any suspension or discharge penalty is imposed. The warnings are reviewed, signed, and dated by both the volunteer, Volunteer Manager and the Director of Operations for the volunteer’s file.

*Please note that immediate discharge, without prior warnings or suspensions, may be appropriate at times. The shelter reserves its right to take such action at any time in its sole discretion.

Injuries

In your volunteer release, you were advised of the risk of injury from interacting with animals. Remember that many injuries can be avoided by checking for warnings on kennel cards and stickers.

If you are scratched, bitten or otherwise injured while volunteering:

1. Notify the manager on duty immediately.

2. Seek appropriate medical treatment. If the injury requires professional medical treatment, report to your health care provider. If you are seriously injured, call 911.

3. File an injury report with the manager on duty. An injury report must be filed even if the injury is minor and did not require medical treatment or first-aid.

4. Check in with the Volunteer Manager to follow up on your injury report. It is important for the volunteer manager to review the report in an effort to reduce the number of volunteer-related injuries reported throughout the year.

Confidentiality

Volunteers may be given access to confidential information (i.e., information that is not available to the general public) in the course of performing services for the shelter. Volunteers must not use or disclose any confidential information learned during the course of their volunteer services for any purpose other than conducting their volunteer work for the shelter, unless they receive express written permission from the shelter. These restrictions on the use and/or disclosure of
confidential information are especially important when a volunteer is privy to information regarding a current law enforcement case.

**News Media**

Volunteers should direct all news media calls to the Director, 334-8431. This is important in order to maximize a positive image of the shelter. For purposes of this policy, the “news media” are defined as organizations that reach the general public directly through the use of communication. News media organizations may include newspapers, trade and popular-audience magazines, radio and television stations and news wire services. Only staff or appointed volunteers may directly contact the news media regarding shelter business and operations.

**Meeting our Pets**

The shelter has thousands of pets up for adoption each year. Some of our pets are turned in from their former owners, some are unclaimed strays or rescues and others arrive via other shelters/organizations. These pets may include but are not limited to cats, kittens, dogs, puppies, ferrets, rabbits, guinea pigs, hamsters, gerbils, mice, rats, birds, horses, cows, pigs, sheep, goats, ducks, chickens, turtles, iguanas, frogs, snakes, etc. There are many different statuses an animal may have. These will be discussed in detail during the different training classes.

**Unavailable Pets**

Please do not photograph or tell friends, family members or the public about receiving room or unavailable pets. This includes placing these pets on Facebook, My Space or other internet websites. Often animals that are in the evaluation process may not move to the adoption floor for various reasons. Also, there are often law enforcement cases going on that demand complete confidentiality. If you are interested in an unevaluated animal for yourself or someone close to you, please speak with the shelter staff about putting your name on a list for the animal should it become available.
DIRECTORY OF DISEASES AND CONDITIONS

Definitions

Disease: Dysfunction or abnormality of the body.

Infectious Disease: Disease caused by an infectious or living agent (virus, bacteria, protozoa or parasite) produces mild to severe, even fatal, infections.

Zoonotic Disease: Disease that is common, shared or naturally transmitted between humans and other animals.

Incubation Period: The period of time between exposure to the disease agent and development of clinical signs/symptoms.

Latent Period: The period between infection and shedding of the infectious agent.

Transmission: The spread of a disease agent from its reservoir or source to a susceptible host.

Methods of Transmission

Direct Contact: When an animal comes into direct contact with an infected animal (i.e. nose to nose).

Indirect Contact:

- Vector (insects like ticks, mosquitoes or fleas).
- Vehicular (food, water, dust, aerosol droplets, biological secretions, human hands, clothing, floors, shoes or other contaminated objects. (Also known as fomite transmission.)
- Vertical contact (in utero, mom-baby)

Infectious viruses are shed either continually or intermittently in saliva, respiratory secretions, feces and urine. Once an animal is showing clinical signs of a disease, large quantities of the virus are shed and spread rapidly to other susceptible animals.

Sources of viruses may be an acutely ill animal, an infected animal during the incubation period or a healthy-appearing chronic carrier.
Dehydration

Dehydration is a dangerous condition for a dog or cat to develop and requires intervention. To detect dehydration, use the following steps: Gently grasp the loose skin above the animal's shoulders or along his or her rib cage, lift it, and let it drop back into place. If the skin drops back slowly or remains bunched up, the animal may be dehydrated. Look at the animal's gums. Dry, sticky, pale gums are another sign of dehydration.

Diarrhea

Diarrhea is characterized by abnormally frequent, watery stools and can indicate infection, ingestion of foreign material, intestinal parasites or stress. The diarrheal feces contains increased amounts of water and electrolytes and may also contain mucus, blood, fat or undigested food. Young animals are more severely affected by diarrhea than mature animals. Puppies and kittens should be carefully observed because their condition could quickly become life-threatening.

Note recurrent bouts of diarrhea, blood or mucus in the feces, foreign material in the feces and frequency of defecation and notify Shelter Veterinary Staff.

Vomiting

Vomiting is normally preceded by a period of nausea, with licking, salivation or repeated attempts at swallowing. This is followed by retching and forceful vomiting. Other signs include belching, increased thirst and increased water consumption. These signs may be followed by a craving for unnatural substances such as dirt, house plants or grass. The vomited material may contain blood resulting from increased irritation in the GI system.

Note recurrent bouts of vomiting, foreign material or blood present and notify Shelter Veterinary Staff.

Dogs: Viral & Bacterial Diseases

Canine Distemper: This is a highly contagious viral disease that causes depression, loss of appetite, coughing, sneezing, fever, vomiting, diarrhea, discharge from eyes and nose, chronic weight loss and dehydration. Brain and spinal cord involvement causes complications such as twitching of the jaw, legs or face, blindness, circling and convulsions. The prognosis is poor. It is...
Canine Parvovirus: Symptoms include severe depression, total loss of appetite, variable temperature, vomiting, bloody/watery diarrhea and dehydration. It may cause sudden death in young puppies. It is transmitted by direct and indirect contact with excrement from an infected animal. The virus is highly resistant and can live in the soil withstanding extreme temperatures, but can be killed by a bleach disinfectant. There is a vaccine available.

Canine Herpesvirus: Symptoms include depression, persistent crying, abdominal discomfort, bloating and weakness. This disease has a sudden onset, and in most cases, it is acquired during the late stages of pregnancy and the first three weeks of life. Although occurrences of canine herpesvirus are rare, the prognosis is poor and usually the entire litter will succumb to it.

Kennel Cough: Symptoms include retching, gagging, harsh dry cough, fever, nasal discharge and depression. Symptoms may last for days or weeks. Treatment usually includes antibiotics and rest. The airborne agent is highly contagious.

Cats: Viral & Bacterial Diseases

Feline Upper Respiratory Infection (URI): Symptoms include sneezing, coughing, ocular/nasal discharge, lethargy, fever and loss of appetite. Causes are cat-to-cat contact or airborne secretions. Treatment is supportive: fluids if necessary and antibiotics. Vaccination may lessen the severity of the disease.

Feline Panleukopenia (Distemper): Symptoms include vomiting, diarrhea, lethargy, fever and loss of appetite. Causes are exposure to an infected cat or to the virus in the environment. A vaccine is available. It is highly contagious and often fatal in kittens.

Feline Leukemia Virus (FeLV): Symptoms include tumors, chronic diarrhea, anemia and a depressed immune system, which makes the cat susceptible to other diseases. Transmission to other cats results from close contact with infected saliva (i.e. grooming, bites, shared food and water bowls). A vaccine is available.

Feline Immunodeficiency Virus (FIV): This disease is a retrovirus that causes immunosuppression similar to AIDS in humans after years of infection. It is transmitted through the bite of an infected cat.

Feline Infectious Peritonitis (FIP): Symptoms include ongoing fever, loss of appetite and progressive weight loss. Some cats accumulate fluid in the abdomen, show neurological problems or have diarrhea. Often this disease will go unnoticed. Incubation is usually a few days to three weeks, but sometimes up to several months with a fatality rate of 100%. This disease is caused by a common corona virus and is transmitted through saliva.
Kennel Cough: Symptoms include retching, gagging, harsh dry cough, fever, nasal discharge and depression. Symptoms may last for days or weeks. Treatment usually includes antibiotics and rest. The airborne agent is highly contagious.

Common Internal Parasites

Heartworms: These potentially fatal six to 14 inch worms are most commonly found in a dog's heart, and can cause heart and lung failure as well as spread elsewhere in the body. Even before you notice signs of infestation, heartworms may have already damaged the dog's heart, lungs or other vital organs. This parasite is spread by a mosquito that bites an infected dog and injects the heartworm larvae to another dog. These larvae travel to the dog's heart where they grow to adulthood. The adult female heartworm then discharges more larvae into the dog's bloodstream and the cycle is repeated. Easily prevented with monthly preventatives.

Tapeworms: There are several types/species of tapeworm, but all types have an intermediate host (fleas or rodents) in which the larval stage develops. Transmission occurs when the animal ingests an intermediate host harboring the tapeworm larvae. Tapeworms rarely produce well defined symptoms. Detection is made possible through the observation of the tapeworm body (flat, white, rice-like worms that are approximately 11/2 inches long) in fresh feces or around the animal's anal region. Prevention includes flea control, not allowing the animal to ingest rodents or rabbits and not feeding them raw meet. Deworming treatment will effectively cure an infestation of tapeworms.

Roundworms: These are a very common parasite. Adult roundworms live in the stomach and intestinal tract, are about five inches long and resemble spaghetti. Transmission occurs by direct contact with contaminated soil, ingestion of an abnormal host (i.e. beetle or rodent) or from a mother to her offspring during lactation or in utero. Heavy infestation causes puppies and kittens to appear thin and pot-bellied. The worms appear like white earthworms and may be seen in the stool or vomit. In order to prevent re-infestation, it's important to maintain good sanitation by keeping stools picked up. Deworming is an effective treatment.

Common External Parasites

Ear Mites: These are tiny white parasites that live on the surface of the ear canal and feed upon skin cells and debris. Ear mites produce a flaky, dark brown, sometimes waxy discharge in the ear canal. Most puppies and kittens acquire ear mites from their mother. Infected animals will shake their heads and scratch or rub their ears. Ear mites are highly contagious to other dogs, cats, ferrets and rabbits.

Fleas: Fleas are the most common external parasite found on the skin of dogs and cats. The adult flea is a dark brown insect that has powerful legs and can jump great distances. A flea feeds on the animal's blood and, depending upon the severity of infestation, can cause anemia or even death. Some animals may be sensitive to the flea's saliva and develop a reaction called Flea Allergy Dermatitis (FAD). Fleas are an intermediate host for tapeworms. Signs of flea
Infestation include seeing numerous fleas on the skin along with their eggs (white specks) and flea feces (black specks) in the animal's fur. Flea debris or feces consists primarily of digested blood that turns reddish brown when it comes into contact with water. Please ask a staff member before using any insecticide product (this is especially true with puppies and kittens, as they can be quite sensitive to these products).

Ticks: Ticks feed on blood and have a complicated life cycle. The brown dog tick is primarily a parasite of dogs, although humans and other animals are also susceptible. Preventing the animal from roaming in open wooded areas and around livestock helps reduce the chance of getting ticks. Please do not attempt to pull ticks off of the animals. Notify shelter staff of any ticks found.

Zoonotic Diseases

Rabies: This is a fatal neurological disease transmitted through the bite of an infected animal. Symptoms include dramatic behavior change (becoming vicious or unusually affectionate), hiding, roaming long distances, attacking inanimate objects, vocal changes, drooping jaw, profuse drooling, staggering, paralysis and convulsions. Skunks, bats and raccoons often harbor the disease without showing any symptoms. Once a person or animal becomes symptomatic with rabies, there is no treatment. Victims usually die within about four to ten days. However, an effective medical treatment exists for cases of exposure, where the disease is not yet manifest. A rabies vaccine is required for all dogs, cats and ferrets.

Ringworm: Ringworm is a fungal disease that produces dry, scaly, hairless patches, usually around the ear flaps, face or toenails. Transmission occurs by contact with fungal spores in the soil or the infected hair of other animals. Ringworm is contagious to humans, dogs, cats, and other mammals and requires extensive treatment. The minimum incubation period for developing ringworm lesions is two weeks. Children and immune-suppressed individuals are especially at risk of acquiring ringworm from an infected animal. Simple ringworm is not normally itchy, however, in advanced cases where scabs and lesions appear, the animal may lick and/or scratch the area.

Volunteers should not handle ringworm animals. If contact is unavoidable for cleaning or feeding the procedure is:

- Limit handling the animals.
- Wear gloves and a gown. Change gloves and gown between each cage of infected animals. Dispose of gowns in marked container.
- Wash yourself thoroughly and change clothes before handling your own animals.
- Put any dirty laundry from cage in marked laundry basket.
- Dispose of any material from cage in marked container.
Sarcoptic Mange (Scabies): This mange is highly contagious to humans and other animals. In humans, scabies is self-limiting and will go away on its own, but excessive scratching can be a problem. However, if infested with the sarcoptic mite, we suggest that you see a doctor.

Intestinal Parasites (Roundworms, Tapeworms, Hookworms, Whipworms):

Roundworms are zoonotic and can cause conditions known as visceral larva migrans and ocular larva migrans in humans. Visceral larva migrans occurs when the roundworm eggs are swallowed and the larvae migrate out of the intestines and into other tissues of the body. Ocular larva migrans occurs when the roundworm larvae settle in the retina of the eye, causing impaired vision. Serious, permanent damage by the migrans is rare, as adults usually develop antibodies to the larva, but in children who are heavily exposed, blindness may result. Medical treatment can rid a person of the larva and prevent further damage. Hookworms are a very common intestinal parasite of dogs and cats. Their larvae are typically found in damp, sandy soil. In humans, this condition is self-limiting and easily treated.
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
  - Round puppy face
- Pretty please
  - 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
- Mmm...
- I love you, don't stop

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HOW NOT TO GREET A DOG

Most people do this stuff and it stresses dogs out so they BITE!
I don’t care how cute you (or your kid) think Boogie is. Please show him some respect.

1. DON’T
Lean over the dog & stick your hand in his face

2. DON’T
Lean over the dog & stick your hand on top of his head

3. DON’T
Grab or Hug him

4. DON’T
Stare him in the eye
(This is an adversarial gesture)

5. DON’T
Squeal or shout in his face

6. DON’T
Grab his head and kiss it
(This is an invasion of space)

Doing this to a dog who doesn’t know you is like a perfect stranger giving you a great big hug and kiss in an elevator. Wouldn’t that creep you out? And wouldn’t you have the right to defend yourself?

THE CORRECT WAY:

* No Eye contact
* Let the dog approach you in his own time
* Keep either your SIDE or BACK towards the dog (non-threatening posture)

* Pet or stroke him on the SIDE of his face or body. Or on his back.

www.doggledrawings.net Lili
Body Language of Fear in Dogs

Slight Cowering

Major Cowering

More Subtle Signs of Fear & Anxiety

Licking Lips when no food nearby

Panting when not hot or thirsty

Brows Furrowed, Ears to Side

Moving in Slow Motion walking slow on floor

Acting Sleepy or Yawning when they shouldn't be tired

Hypervigilant looking in many directions

Suddenly Won't Eat but was hungry earlier

Moving Away

Pacing

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Socializing Your Dog

...refers to providing him with POSITIVE experiences with NEW THINGS. The best way to make sure your dog has great experiences is to include things he loves (like food or toys)

new people
Let your dog approach at his own pace, if and when he wants to.

Associate new people with wonderful things.

new things & environments
To prevent noise phobia (e.g., fear of thunder), feed your dog a tiny treat every time the noise happens.

Introduce young dogs to lots of different surfaces.

Make sure puppies are gently & positively exposed to different people.

If your adult dog doesn’t want to play with unfamiliar dogs, that’s okay. Adult people don’t want to play with every other person we meet either!

Visit parking lots and other busy places just to watch the people, animals, vehicles, etc. and feed your dog treats.

other animals
Always check that the other animal is friendly & tolerant of dogs before you let your dog approach.

Teach your dog how to act politely around other animals by rewarding him for good behavior. Redirect him if he’s pushy or overly excited.

if your adult dog doesn’t want to play with unfamiliar dogs, that’s okay. Adult people don’t want to play with every other person we meet either!

Visit the vet & groomer’s just for treats and petting.

Avoid truly scary situations, such as fireworks.

Visit parking lots and other busy places just to watch the people, animals, vehicles, etc. and feed your dog treats.

Remember: EXPOSURE alone isn’t socialization!

If your dog isn’t having a great time, you could do more harm than good. Dogs don’t just “get over” issues by themselves, so if your dog is shy, worried, or overly excited, leave the situation and work with a professional who can help both of you. If your dog is having a blast and is happy and comfortable, you’re doing a great job of socializing him!
YOUR CHOICE Affects Your Dog’s Choice.
A case of BARKING at other dogs

1. You think: My dog is looking at the other dog. She must want to say hello!
   Your dog thinks: He is staring at me. This is scary. He might attack me. I can’t look away.

2. Don’t be shy! It’s OK! He wants to be your friend. Say hi to him!
   Your dog thinks: What is my mom thinking? I am scared! But I have no way to escape when she is holding onto this leash.

3. Get away from me!!!
   Your dog thinks: My mom is angry! This is scary! It must be because of that dog approaching us. Next time when I see a dog, I will bark and growl much earlier!

4. Stay away! Or else!!!
   Let’s go over there!

Dogs don’t always want to greet and/or play with other dogs even if they LOOK at another dog. When they feel fear, they may find it hard to turn away. You can choose to help your dog feel safer and prevent undesirable behavior.

In the early stages, HELP YOUR DOG KEEP DISTANCE FROM OTHER DOGS, or help your dog focus on something else that is pleasant - treats, a toy, or you - to avoid escalating her fearful and excited feelings. If your dog is unable to look away from the other dog and continues to react, then she needs more distance and more help. Please talk to a professional trainer using science and reward-based dog training techniques.

Your dog can make better choices if YOU make better choices!
Let’s learn more about dogs and Positive Reinforcement Training!

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.

concept & words by elisabeth weiss  dogrelationsnyc.com  drawings by Lili Chin doggiedrawings.net
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**new people**
Let your dog approach **at his own pace**, if and when he wants to.

- Associate new people with wonderful things.

- Make sure puppies are gently & positively exposed to different people.
- Beards, seniors
- Children
- People carrying & wearing stuff
- Different ethnicities
- People on wheels...

**other animals**
Always check that the other animal is friendly & tolerant of dogs before you let your dog approach.

- Can my dog say hi?
- Um... Better not.

- Teach your dog how to act politely around other animals by rewarding him for good behavior. Redirect him if he's pushy or overly excited.

- Over here! Good boy!
- Whew!
- Shake shake

- If your adult dog doesn’t want to play with unfamiliar dogs, that’s okay. Adult people don’t want to play with every other person we meet either!

- Let’s go.
- Thank you, Mom!

- Grain, tile floors, concrete, carpet, bridges
- Plastic, rubber, snow, sand, etc...

**new things & environments**
To prevent **noise phobia** (eg, fear of thunder), feed your dog a tiny treat every time the noise happens.

- BOOM!
- CHEESE!
- Chicken!

- Introduce young dogs to lots of different surfaces.

- Take rides in a boat, train car, or elevator.

- Visit the vet & groomer’s just for treats and petting.

- Avoid truly scary situations, such as fireworks.

**Remember:** **EXPOSURE alone isn’t socialization!**
If your dog isn’t having a great time, you could do more harm than good. Dogs don’t just “get over” issues by themselves, so if your dog is shy, worried, or overly excited, leave the situation and work with a professional who can help both of you. If your dog is having a blast and is happy and comfortable, you’re doing a great job of socializing him!

Words by Sara Reusche www.paws4u.com  Drawings by Lili Chin www.doggeddrawings.net
SPACE ETIQUETTE FOR DOGS

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

MY DOG IS FRIENDLY!!!

IT'S OK! MY DOG LOVES EVERYBODY!

MY DOG WAS ONLY BEING FRIENDLY!

GRRR!!!

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-LEASE 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