



SATCHEL'S LAST RESORT

VOLUNTEER DOG DEVELOPMENT PROGRAM

INTRODUCTION

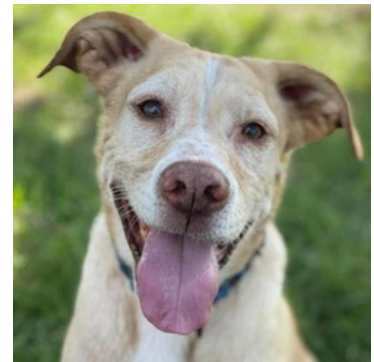
Dog development is an important part of Satchel's Last Resort's rehabilitation program to reintroduce a dog back into the community with the appropriate skills to be social within reason based on the individual dog's personality and temperament. Not all of our adoptable dogs will be "perfect" but they can find a happy balance without fear and stress within a new home.

The main purpose of the program is to increase a dog's adoptability and ability to stay in their forever home. Together, we can accomplish this purpose by teaching good manners, behavioral patterns, and acceptable coping mechanisms. These traits serve to help a pet adjust into a new home environment. If all humans are providing the same structure and routine, then their actions become predictable to the dog. Human predictability equals safety and trust to a dog.

Interaction with a shelter dog is quite different from managing your own dog. The dogs come from a variety of backgrounds, mostly unknown to us. Dogs are surrendered to us for multiple reasons that may include behavioral issues like dog reactivity, fearfulness, under socialization, inappropriately using their mouth towards humans or other animals, jumping, barking, destruction, escaping and excess energy.

Dogs that are sheltered need more than just a clean kennel, food, and water. *They need mental stimulation and training.* They must be given the opportunity to gain experience in appropriate behaviors within the human world. Many are good dogs, but they are untrained, under-socialized and have no structure from being in a home. Although the staff hopes that a person interested in adopting will come in, see beyond the unruliness and have the time and initiative to seek proper training, that person is very hard to find. People usually do not come into a shelter looking to take on a project. However

With your help our dogs can leave the shelter well behaved and better trained than when they first arrived. Advantages to doing this are many...





- Developing a bond and relationship with shelter dogs who are good but a bit unruly and give them a vocabulary and the ability to love learning and training so much that they will offer obedience in place of unwanted behavior.

- Shelter dogs often experience stress, depression, and anxiety. Sometimes we see this as weight loss, spinning in the kennel, charging the front of the kennel, self-mutilation, hiding, etc. Mental stimulation in the form of consistent training can help lower these stress levels and build trust with multiple humans.



- Presenting the dog's true personality of being calm and relaxed is the socialness desired by any potential adopter. Our program specifically works towards increasing these behaviors and bonds with every human coming in contact with the dog in the shelter environment.

- Satchel dogs will be regarded as special, not because of any previous unfortunate circumstance but because they are well behaved and manageable. People will talk and influence their friends and volunteers. Everyone likes to be involved in or part of a successful program. This can lead to more dogs being adopted.

- Some dogs suffer from stress and depression in a shelter environment. They can experience loss of appetite and display excess nervous energy. The goal of our dog development program is to prevent these behaviors.

- The dog can be stressed by the unfamiliarity of shelter life which includes:

- Confinement, sleep deprivation, sensory deprivation: too little of the good things like petting or treats.
- Sensory overload: too many scary things like strange people, noise, and smells.
- Patterns of human interaction are inconsistent and sometimes threatening or unpleasant like changing kennels for cleaning or medical care.
- Lack of familiar comforting or comfortable things like toys, dog beds, human furniture
- Little or no opportunity to take control of its own body or space.

A volunteer's first and most important role in helping to care for shelter dogs is to help reduce the stress of kennel life. Shelter dogs need education, human bonding, comforting,



reassurance, and positive reinforcement and behavior management as much as they need exercise.

Some shelter dogs will never succeed in the human world without specific behavioral rehabilitation. They are also at higher risk for kenneling because they lack self-control and will self-reinforce many of their most undesirable habits. These dogs need exercise out of the kennel and a structured training program.

To help both you and the dogs, we have designed this manual. It includes important guidelines that must be followed while collaborating with the dogs. We welcome you as a volunteer and hope you will find your experience rewarding.



It is critical volunteers understand that ***safety is imperative when working with our dogs***. Any dog that bites and/or scratches someone and breaks skin, whether intentional or not, may be subjected to an unnecessary bite on their permanent record, which will impact their ability to be adopted. Therefore, Volunteers must be diligent to avoid any situation that could potentially lead to a bite or altercation of any sort. ***You must report all animal bites and scratches immediately to the Staff person. Always be mindful of conditions around you, and if you sense a situation coming on, calmly remove yourself and the dog immediately.***

Most of the rules that must be adhered to when staff or volunteers are handling shelter animals are common sense safety issues. While the intent is to prevent injury, they are also designed to reduce insurance claims and rising premium costs. As well as potential legal ramifications, or potential legal risk or liability.

GENERAL SHELTER GUIDELINES

- All volunteers must complete orientation and specific task training before beginning service.
- Volunteers must sign in and out using the online link - <https://appifi.co/satvol> - to which you will receive access once you have completed your first training session.
- Volunteers must wear closed-toed shoes and long pants.
- Volunteers must wear the provided name tag (given at training).
- Do not wear jewelry or any valuables as these could be damaged or pose a risk to the animals.
- Leave valuables at home as there is no place to store them at the shelter.



- When you arrive at the shelter, please wait at the gate for a staff member to assist you.
- If an animal appears to be sick or injured or is behaving strangely, report it to a staff member immediately.
- Volunteers must be 18 years or older to volunteer hands on with the animals at the shelter or any off-site events.
- Dog walking volunteers are asked to bring their own 5- or 6-foot leash.
- Know your abilities, limitations and always use good judgment.
- Be respectful of the staff's time. They are on a schedule and must complete their duties within a set time frame.
- If you see visitors arrive, please let them know you will get a staff member to help them and notify staff immediately so they can be helped in a timely manner.
- Schedule your hours on the volunteer calendar on our on-line link - <https://appifi.co/satvol>. Volunteers are requested to sign up for 2 hour shifts as indicated on the link.
- Please arrive on time and plan to be present for your entire volunteer shift as the staff will be depending on you to assist. Please remove yourself from the slot if your plans change and you are not able to make your scheduled time.
- There is no smoking on the property.



VOLUNTEER REQUIREMENTS

- Must be at least 18 years old.
- Complete standard Satchel's volunteer orientation session.
- Be able to commit to the scheduled dog development program hours of either shift; 10am-12n 12n to 2pm or 4pm-6pm
- Commit to and successfully complete four one-hour training sessions, watching mandatory videos and practicing with any dog being taken out.
- If possible, do not wear strong smelling cologne, perfumes or deodorant.

VOLUNTEER PROTOCOLS

- Only authorized personnel or staff are allowed in the kennel areas.



- Dog development shifts are 7 days a week: 10am-12n, 12n-2pm, 4pm-6pm with 3 volunteers per shift. Note that kennel quiet time is 2pm-4pm
- Report all bite or scrap incidence to a staff member immediately. Seek medical attention and prepare to complete any appropriate forms required at the time of the incident.
- Dogs will be brought out to you at the front gate entrance. Ring the bell next to the fence gate after you have secured your equipment (poop bags supplied next to the gate) and are ready to accept a dog.
- Dogs are to be returned at the side gate so a staff member can secure them from you and take them back into a kennel.
- Upon returning the dog, please indicate to the staff member you are ready for the next dog. Move to the front gate and wait for the staff member to bring you a dog.
- **NEVER ATTEMPT TO BREAK UP A DOG FIGHT!** Get a staff member **IMMEDIATELY** and follow their instructions.
- Do not enter a yard with a closed gate unless a staff member advises you it is safe to do so.
- Staff will initially introduce you to a new dog. Don't stare at the dog. Remove your hat or sunglasses if the dog seems fearful. Certain sights and smells can bring back uncomfortable memories for some dogs. Do not bend down to the dog's level unless the staff asks you to do so. Stand straight with arms at your side. **Do not reach for the dog until the staff says it is safe to do so.**
- All dogs must be walked on a 6-foot leash and a martingale snap style collar or harness. **NO RETRACTABLE LEASHES ARE PERMITTED - EVER.** Please bring your own 6-foot leash.
- Only dogs kenneled together can be walked together and there must be a volunteer for each dog. No volunteer is permitted to walk 2 dogs together.
- As soon as you secure the leash on the dog, get going! Keep the dog away from other dogs and fences. Sometimes dogs can appear friendly with each other at first, but a sudden dog fight can break out. Even fence fighting can be difficult to control and should be avoided at all costs.
- If a dog gets loose, yell "Loose dog!".
- Be sure to take a poop bag or two with you and pick up the dog's poop.
- Keep your total focus on your dog when walking. Some of the dogs may not be used to cars or bikes passing by, squirrels, etc.





- Do not allow anyone from the public to approach the dog. We recommend saying: "I'm sorry, the dog is in training, please do not approach".
- Stay away from other dogs. The dog you have may be friendly, but you don't know how the other dog will react.
- Keep walks to 10-15 minutes in the summer months (May-September), or on any days where it is hot or humid. Watch for signs of dehydration or overheating and report any concerns to staff. Blacktops and pavement get very hot! Use the sidewalk and/or grass wherever possible.
- When returning to the premises, **ALWAYS WAIT OUTSIDE THE SIDE GATE** until staff takes the dog from you or, for more experienced volunteers, until staff tells you it is safe to enter the courtyard.

SHIFT EQUIPMENT: [Watch This Video](#)

- Standard 6' leash with clip, the martingale collar will be placed on the dog by a staff member.
- Bait bag or treat pouch with homemade treats like boiled chicken breast, no skin, shredded and chopped into fine pieces. Small bits of hot dog or shredded cheese (very small amounts) can be added to provide variety-remember the treats are for taste only. **DO NOT OVERFEED ANY DOG SINCE THIS CAN CAUSE UNDO STRESS TO THE ANIMAL.**



HUMAN TO DOG GREETING: [Watch These Videos](#)

- Approach from an angle. Turn sideways. Tuck hands under arm pits.
- Do not sit on the ground or hold your hand out for a dog to sniff.
- Never lean over the dog. Looming may be intimidating to a fearful dog.
- Stay relaxed as dogs can read your body language.
- Allow the dog to make the approach.
- Do not try to pet the dog on the initial greeting; allow them time to become acquainted.
- Do not stare the dog in the face; keep a soft gentle gaze.
- Do not take a dog's food or other high value items (toys, raw hides, treats).



DOG TO HUMAN GREETING: [Watch These Videos](#)

- Allow dogs to approach at their own pace.
- Note dog's body language is relaxed or tense.
- Allow the dog to sniff clothing while remaining relaxed.
- Move with the dog, let them decompress while going towards the development trail.



DOG BODY LANGUAGE: Watch Video [1](#) & [2](#)

- Be aware of changing emotions with your dog which will be seen in their body language.
- Note your surroundings and your body language since this can affect the dog.
- Continually scan the dog, noting changes in their body language as the environment changes.

HUMAN BODY LANGUAGE: [Watch This Video](#)

- Stay relaxed and stand tall, looking where you are going.
- Speak softly, reassuring and praising the dog as they walk with you.
- Smile and try to stay focused on body language and the surrounding environment.

SOCIALIZING A DOG WITH A HUMAN-[Watch This Video](#)

- **GAMES:** [Click here to learn more.](#)
- **PETTING:** [Click here to learn more.](#)
- **QUIET TIME:** [Click here to learn more.](#)

DOG DEVELOPMENT-[Watch This Video](#)

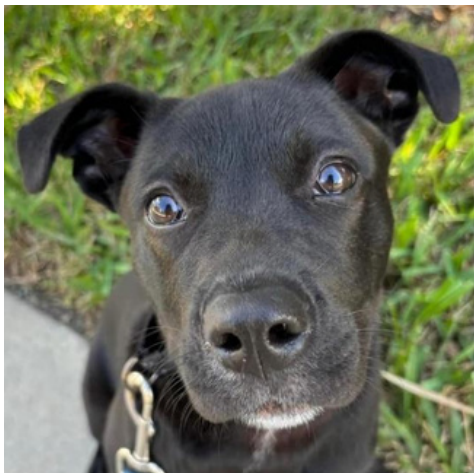
- **LEASH SKILLS:** [Watch These Videos](#)
- **DOG HANDLING SKILLS:** [Watch These Videos](#)
- **UTILIZING CIRCUIT TRAINING:** [Watch These Videos](#)
- **RELAXATION-Final Step Before Returning the Dog:** [Watch These Videos](#)
- **SHARE INFORMATION ON VOLUNTEER PROGRAM**



ACKNOWLEDGEMENT AND CONFIRMATION OF TRAINING

- I acknowledge that I have received, read and understand the Guide and obtained guidance where I had questions.
- I acknowledge that the Guide sets and refers to policies and procedures that I must follow while volunteering at Satchel's Last Resort.
- I acknowledge that my compliance with the Guide is a requirement of my volunteer relationship with Satchel's Last Resort.
- I acknowledge that I can and will volunteer in compliance with the Guide and other Satchel's Last Resort policies.
- I acknowledge that I will report medical and behavior issues to Satchel's Last Resort staff or document in the volunteer scheduling website.

Volunteer Signature Print Name Date





Satchel's

Last Resort

www.satchelslastresort.org

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.



DON'T
Lean over the dog & stick your hand in his face



DON'T
Lean over the dog & stick your hand on top of his head



DON'T
Grab or Hug him



DON'T
Stare him in the eye (This is an adversarial gesture)



DON'T
Squeal or shout in his face



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:

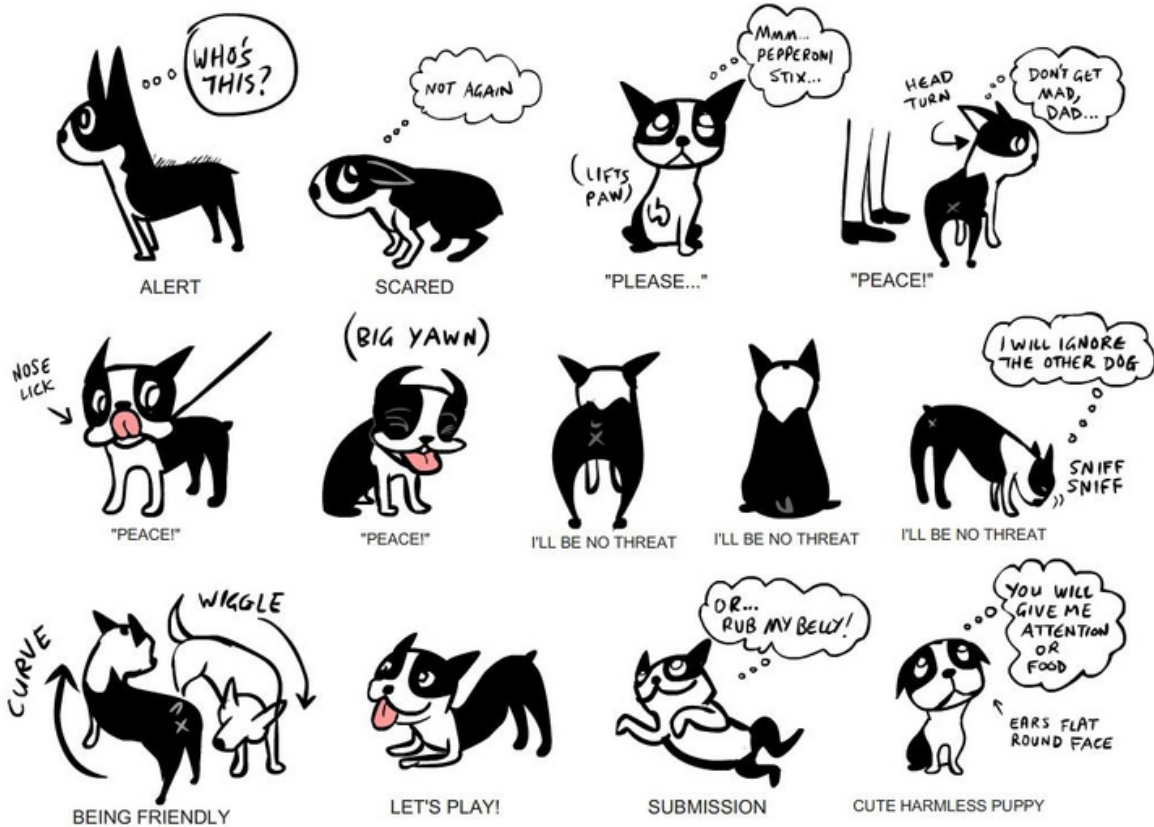


- * No Eye contact
- * Let the dog approach you in his own time
- * Keep either your SIDE or BACK towards the dog (non-threatening posture)

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



signals



*Illustrations by Artist Lily Chin @ www.doggiedrawings.com

*Watch [Canine Body Language Webinars](#) at ASPCA Pro Website for additional learning.