



Dog Handling Manual

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Section 1: Introduction

Overview

This manual's purpose is to provide the necessary information for proper and safe dog handling. Volunteers are an essential part of Helping Hands Humane Society and what it accomplishes! HHHS structures its programs to best suit our mission and needs. It is also fundamental to the program that all safety concerns and needs are met. We want to provide the utmost care for any animal who comes through our doors as an organization. One of the many ways we accomplish this is by providing education and training to our community, staff, and volunteers. The dog handling program is split into 3 different levels. The different levels will entail which activities a volunteer may do and what animal a volunteer can handle. This program is performance-based and advancement is based on such. The primary goal is to provide the best care for the dogs during their stay. Thank you for choosing to volunteer with our dogs.

Contacts

For all questions and concerns surrounding the HHHS dog handling program, please contact:

Shelby Reich, Volunteer Coordinator

shelbyr@hhhstopeka.org

785-233-7325 ext.103

Other animal care contacts:

Lindsay Roth, Behavior Specialist

lindsaymhhhs@gmail.com

785-233-7325 ext.104

Margaret Price, Manager of Admissions and Kennel Care

margaretp@hhhstopeka.org

785-233-7325 ext.117

Section 2: Policies and Rules

Animal Handling Policy

It is expected that all HHHS volunteers treat all animals with care, compassion, and respect. It is also required that before handling any animal a volunteer takes the corresponding training. Volunteers are not to take any animal from the shelter without approval from HHHS staff. While we understand that volunteers have the best of intentions, it is ultimately the responsibility of the staff to make policy and procedure decisions concerning the shelter and the animals in our care.

Play Yard Rules and Conduct

1. **Pick up any poop** in the play yard, please and thank you.
2. Always **close and latch the gates** behind you. Since the play yard is exposed to the elements it can cause the latches to not work correctly.
3. **Remove all toys** from play yards and place in the dirty toys bucket (orange bucket in or outside utility closet across from Pocket Pets). If the bucket is full or not there, please take dirty toys to the laundry room.
4. **Hang your leash** over the gate so others know you are in there (big yard).
5. Only fill the pools with a few inches of water. Deep pools are hard to empty. It is easy to forget the water is running.
6. Fill pool if you think your dog might like it. Leave pools empty at the end of your play yard volunteer time! Dogs who have had surgery in the last 10 days should NOT have access to a filled pool.
7. **Coil up the hose** after using it so it's not a trip hazard.
8. If your dog **poops/pees** on the way to/from the play yard, **it must be cleaned immediately**. If nobody else is around to help clean up or hold your dog for you while you clean, please take them immediately back to their kennel, clean the mess, then go back to socializing.
9. **Pick up any trash** or leaves in the play yard.
10. Never throw out cigarette butts (remember, HHHS is a tobacco-free campus—none allowed!) or gum in the play yards.
11. If the bucket of full poop bags is more than halfway full, empty it in the dumpster (Intake parking lot—it's okay to prop door briefly). If poop bag dispensers are empty, please let the volunteer coordinator know.
12. Only **one dog out per 16-and-older person**. Never have two dogs in the same play yard (unless you are authorized by Margaret or Lindsay.)

13. If dogs in different play yards are aggressively barking at each other, never use your body to block them. Try to get their attention or pull them away by their leash, then practice getting them to focus on you.
14. Always **pay attention to your dog's behavior** and take them back inside when they're ready (watch for signs of hot/cold like favoring feet, heavy panting, drooling, shivering, standing by the gate, etc.).

Volunteer Activities Policy

Although uncommon, HHHS reserves the right to demote or remove a volunteer from specific activities if the volunteer is deemed unfit or is compromising the safety of the animals or people around them. Any member of the HHHS admin team can ask a volunteer to stop or step down from the activity they are engaging in and continuance or renewal of those activity privileges may require the volunteer to be paired with another volunteer or further education. Suspension of participating in the activity may also be deemed permanent.

Potential Adopter Policy

Adoptions are a very important part of HHHS and as representatives of HHHS, we as that you follow several guidelines.

1. It is best practice for adoption counselors to make first contact with potential adopters. This is for several reasons:
 - a. Not everyone is suitable to adopt
 - i. This can be hard to discern when first meeting someone, but adoption counselors are able to look at their profile and see more than what is on the surface.
 - b. They are able to see a more complete view of their lifestyle.
 - i. When an adopter fills out a profile they are able to see more about how a person lives and how they expect an animal to integrate into their life.
2. Try not to make black and white statements about an animal, outside of what is on their kennel card. This is for several reasons:
 - a. Animals may act one way with one person and completely different with another.
 - i. For example, an animal may be very cuddly with one person, but might not be when it is a child or another person.
 - b. It also helps reduce confusion for potential adopters.

- i. That way it is not two different representatives of HHHS saying two different things.

Adoptions Area Rules and Conduct

1. No dog to dog greets, if they want to visit with a dog have them talk with an adoption counselor.
2. Do not greet potential adopters with a dog
 - a. Adopters are prepared and instructed about how to interact with a dog prior to meeting with one
 - b. Shelter Buddy is checked prior to them meeting the dog to make sure that they will probably do well in that situation (ie. If they are labeled as no children or have other behavior notes in the system that are not viewable by the public.)
3. Adopters are not allowed into the play yard without approval from an adoption counselor.

Animal Intake Policy

Volunteers are not allowed to take an animal from someone who is bringing in a stray or surrendering. This is because intake needs to speak to the individual and receive information about where they were found or other general information about the person and animal. In the case of emergency (like a person threatening to abandon an animal) please tell the individual that you are going to get a staff member and then find the closest staff member. At that time the staff member will take it from there.

Restrictive Dog Access Policy

Level 1 dog handlers are only allowed to get dogs out of A kennel.

Restrictive kennel access

Location: B, C, and D kennels

Requirement: Level 2 Dog Handling

*You must have an adoptable dog list printed every day if you want to get dogs out of B, C, or D. (Please see Marrissa, Emi, Grace, Shelby, Lindsay, or Margaret for a list)

Overflow kennel access

Requirement: Level 2 Dog Handling

This is a case-by-case situation and help is only needed when our kennels are full.

You must have approval from Margaret and schedule times with her.

Unadoptable dog access

Requirement: Level 3 Dog Handling

Access is on a day-by-day basis. You must have approval from Margaret or Lindsay before handling these dogs.

Protective custody dog handling

Requirement: Level 3 Dog Handling and special training for handling protective custody dogs.

Must have approval from Margaret

Dog Toy Policy

Dogs are not to have toys in their kennel without expressed permission from Margaret. Dogs are allowed to play with toys in the play yard as long as they are being supervised during that time.

Section 3: Level 1 Dog Handling

Overview

The first level is the basic training of dog handling and is concerned with basic safety. The key items taught in this level are:

- Types of leashes, collars, and harnesses and their function
- An overview of the adoption process
- How to read a kennel card
- Animal passports/behavior forms
- How to get a dog in and out of a kennel
- Play yard rules and conduct
- Dog body language

- General rules and procedures surrounding dog handling

This level grants volunteers the opportunity to:

- Socialize with dogs
- Get a dog in and out of A kennel
- Bring a dog to the play yard/socialization room

Level 1 Dog Handling Check List

These

there
approval
volunteer
order to
dog

Rubric Dog Class

DOG HANDLING			
HELPING HANDS HUMANE SOCIETY			
Name: _____	Trainers Name: _____		
Date: _____	Aprox. Time : _____		
Skill:	Needs Work:	Expected:	Excelling:
Retrieving a dog from their kennel			
General dog handling			
Leash and lead handling			
Putting a dog back into their kennel			
Follows general rules and policies			
Follows instructions			
Knows how to read a kennel card			
	+1	+2	+3

Additional comments :

For Volunteer Coordinator
Score: _____

Quiz score: _____ Pass/Fail : _____

items must be
completed and
must be
from the
coordinator in
become a level 1
handler.

- [Dog Body Language](#)
- [Getting Dog's Out of Kennels](#)
- [Dog Handling Quiz](#)

• Level 1 Dog Handling Class

for Level 1 Handling

Leashes, Leads, Harnesses, and Collars

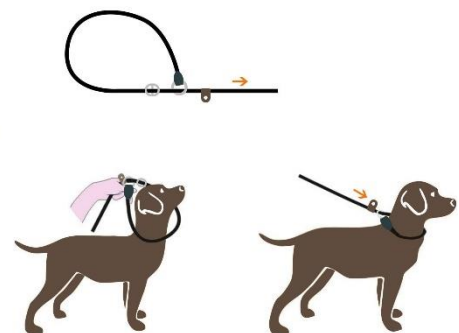
Choosing the appropriate leash, lead, harness, or collar for the situation is one of the vital steps in handling a dog at HHHS. This can not only help with the safety of the dog but also the safety of the volunteer. HHHS prohibits the use of shock collars, prong collars, and retractable leashes at the shelter. Please consult with the volunteer coordinator about the usage of other types of leads, leashes, collars, or Harnesses.

Leashes and Leads

- Slip Lead

This is what we use and what we recommend using when handling a dog on the HHHS premises. Please feel free to borrow a slip lead from the shelter. They can be found in adoptions or the volunteer room, or if preferred you can bring your own with you.

How to use a slip lead



- Traditional Leash



This type of leash is best used when using a collar or harness. These are typically used at off-site events or by visitors at the shelter. Beyond that, they can also be a useful tool when trying to remove a slip lead from a difficult dog. This is done by attaching the clip to the metal ring of the slip lead.

- Retractable Leash

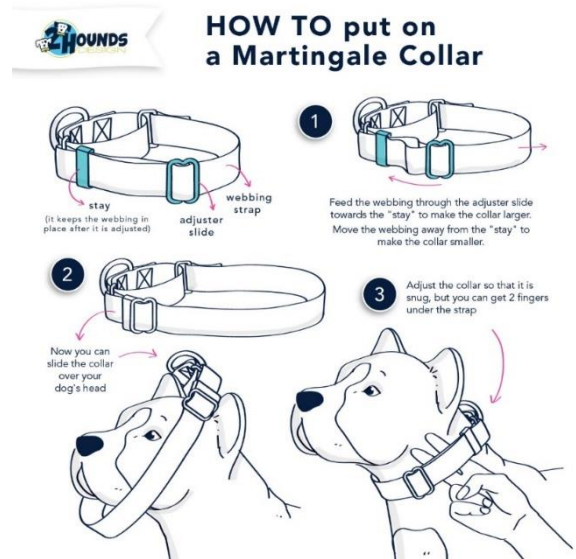
HHHS Does not allow the use of any retractable leash on its premises and we ask that all visitors switch to a non-retractable leash during their visit.



Collars and Harnesses

- Martingale Collar

These are our preferred collars of use because of the way they are able to secure a dog into the collar making it more difficult for them to back out of it. This makes it one of the better choices when taking a dog into an unknown situation. At HHHS you will mostly see these used at off-site events, but if there are any further questions or if you are needing to borrow one please contact the Volunteer Coordinator.



Helping Hands Humane Society
Kennel Card

1 **Munchkin**

2 **Animal ID: 97830**
3 **HHHS Tag: 107718**
4 **Shelter Tag:**
5 **Status: Adopted Altered**
6 **Current Location: - #**
7 **Date In Shelter: 12/3/2018**

7 **Type: Dog**
8 **Breed: Terrier Mix**
9 **Primary Color: Cream**
Secondary Color:
Sex: Spayed Female
Age: 1 Year 9 Months 2 Weeks (approx)
Weight: 7.4 lbs

8 **Distinguishing Features / Markings: 95600007764093**
 No Dogs

9 **Adoption Summary:** I'm MUNCHKIN! I am a super smart lovable girl! I love people and want to be everyone's best friend. I am a bit of a drama queen sometimes and can be a little timid around high energy dogs. I do not do well with large dogs. I need a home that is small dog only.

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.

Vet Treatment Type	Date Given
Strongid T	12/3/2018
Recombitek C4	12/10/2018
Recombitek C4	12/27/2018
Recombitek C4	1/15/2019
Naramune-2	1/15/2019
Strongid T	2/5/2019
Imrab Rabies 1 Tt	2/5/2019
Recombitek C4	2/5/2019
Recombitek C4	2/19/2019

Vet Treatment Due	Date Due
Naramune-2	7/15/2019

- Easy Walk Harness

Easy walk harnesses are another common type of harness that we use at off-site events. We often use this harness in conjunction with the martingale collar as a way to provide extra security. This harness is also good for dogs who have issues with pulling when walking.



Kennel Cards

Every animal at HHHS has a kennel card and an Identification Number. The ID number is used to keep track of the animal in our online database. The kennel card is one of the first places you should start when trying to find out information about an animal. It should also be checked before removing an animal from their kennel. In addition to the kennel cards other important signs can be found at the front of their kennel, like “Under Adoption Process” or “Under Vet Care”, both of which signals you to leave a dog in their kennel.

1. Animals Name
2. Animal ID Number for Shelter Buddy, which is the online database that the shelter uses to track the animals under our care.
3. The status of the animal (this is sometimes not up to date on the paper version and can be a past status of the animal.)
4. Current location- Kennel Number and Kennel location
5. The date that an animal was admitted into the shelter

6. Photo of the animal (Every animal at our shelter has some type of identification photo to help distinguish them from similar-looking animals.)
7. This information is about breed, weight, and age (age is the number one thing that you should look for because if an animal is under 6 months they cannot go outside)
8. This is where you will find restrictions for adoptions, like no dogs, no cats, or no small children. This can help you determine the best time and area to socialize with a dog.
9. This is a summary of the animal's adoption profile that can tell you a little about their behavior, preferences, and personality

Dog Behavior			Dog Behavior		
Date	Activity	Comments	Date	Activity	Comments

Behavior Forms, Concern Forms, and A Kennel Activity Board

These are all forms that we use across the shelter as a way to communicate an animal's activity, personality, or concerns for their health.

Behavior Forms

These forms can be found for cats and dogs, located with their kennel cards, and are one of the many ways volunteers communicate with staff. Behavior forms are used as a way to note things about a dog's personality or behavior. This documentation is a very helpful tool for adoption staff to be able to help a dog find their forever home. The behavior form for dogs comes in 2 colors:

Purple: The dog is over 6 months old

Red: The dog is under 6 months old and cannot go outside to the play yard

Volunteer Concern Forms

This form is used to express concern about an animal's health or behavior. The forms can be found in the Volunteer Coordinator's office. This form is entered into shelter buddy, which is the animal tracking and care system that we use. From there that concern is either followed up by the vet or behavior team.

Volunteer Concern Form

Pet Name: _____

Date: _____

Pet ID Number: _____

Concern Type: Behavior Medical Grooming Other

Kennel Number: _____

Staff/Volunteer: _____

Describe the concern to be addressed:

Please return this card to the Volunteer Coordinator's office

A Kennel Activity Board

This board is used to track if a dog has gotten out of their kennel or has had any interaction with volunteers. The activity that we mostly track is a dog getting out of to the play yard or to a socialization room. It also is used as a way to communicate important information, like if a dog is potty trained and needs to go out more often.

	A Kennel	Sun.	Mon.	Tues.	Weds.	Thurs.	Fri.	Sat.
Zeus, Jr.	A1							out
Belle	A2							out
Hoss	A3							out
Leo Hosses	A4							out
Lexy	A5							out
Apollo	A6							ASPM
Green	A7							out
Lamborghini	A8							out
Naked Apple	A9							out
Yondu	A10							out
Abbey	A11							out
Sumnu	A12							out
LEAI	A13							out
Leann Rimes	A14							out
Heath	A15							out
Karma	A16							out
Garth Brooks	A17							out
Luna Lovegood	A18							out
Opie One	A19							out
Cadillac	A20							out
Gus	A21							out
Dodger	A22							out
Emmett	A23							out
Plum	A24							out
Lady Bird	A25							out
Russset	A26							out
Gruber	A27							out
Datsun	A28							out
Barana	A29							out
Busatti	A30							out
Mia	A31							out
	A32							out

Key:

Purple – Long Term Resident

Red – The dog is potty trained

Blue – This dog is more difficult to handle and requires a more experienced volunteer

Orange Dot – Vet check

Orange Star – On hold for an adopter

Green – Shy

How to Remove a Dog from Their Kennel

Equipment:

Slip lead

Dog treats

Treat Pouch

Steps:

1. Get the correct equipment
 - a. Slip Lead
 - b. Treats
 - c. Treat pouch
2. Check the A kennel activity board
 - a. Make sure that an animal is okay to go outside and that they are not on hold or waiting for a vet check.
3. Go to the front of the dog's kennel and check their Kennel Card
 - a. Check age
 - i. They must be over 6 months old to go into the play yard
 - b. Signs
 - i. Makes sure that the dog is not on hold for a potential adopter.
4. Go to the back of the kennel to retrieve the dog

5. Make sure that your foot is at the bottom of the door so that the dog cannot escape by pushing against it.
6. The dog should have settled down (all 4 feet on the floor) before allowing them to leave their kennel

Key Points:

- Trust your instincts and do not remove a dog from their kennel if you feel uncomfortable doing so.
- Wear comfortable clothes and non-slip shoes to help prevent accidents.
- Do not wear the lead around your wrist, instead have it drape between your thumb and index finger.
- Use 2 hands when holding the lead.
- Keep your eyes up when walking with a dog to be able to survey your surroundings.
- If a dog gets loose don't panic. Try to recall them with treats or voice commands. If they are wearing a leash, try to step on their leash and get staff help if needed.
- Ask questions if you are unsure about anything.

FAQs

What is the appropriate “attire” for working with dogs?

There is no specific uniform for dog handling but we do have several recommendations.

- Wear comfortable clothing that you can move in
- We recommend wearing long sleeves and pants to help prevent scratches
- Close-toed, non-skid shoes

What should I do if a dog gets away from me in the kennel?

Try to stay calm. It is something that has happened to many people. The dog will typically go for one of the exits and that is why we keep the doors closed. Most of the time if you calmly walk over you will be able to put the slip lead around the dog's neck. If it is more difficult to leash the dog, ask for help from another volunteer or staff member.

Is it okay if I don't want to handle some of the dogs?

Absolutely, we want every volunteer to only handle the dogs that they feel comfortable with. It is always much safer for you and the animals if you don't handle a dog you are uncomfortable with.

Dog Body Language and Additional Resources by Fear Free Shelters

Dog FAS & Frustration Scale for Shelters

FEAR FREE
SHELTERS 

Signs of FAS and frustration can be caused by medical issues. Behavioral concerns should be brought to the attention of the appropriate medical staff.

High

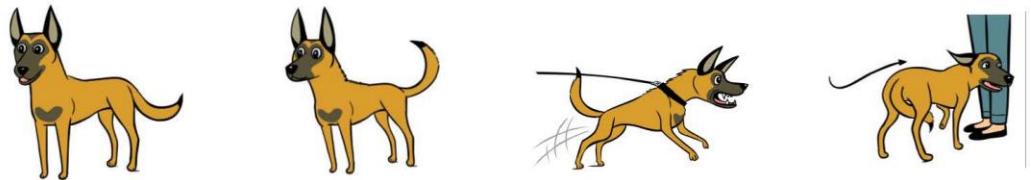
- Severe signs of stress indicate emotional suffering
- Urgent action is required
- Immediate environmental management is imperative along with increased daily enrichment
- Medication and behavior modification should be strongly considered (imperative if signs persist)
- If behavior continues to deteriorate, alternatives to shelter housing are required



May display active signs: aggression and reactivity; repetitive barking, jumping/pacing/spinning; wall rebounding, tail chasing, fence biting/licking; excessive panting, escape behavior, destructive behavior, or jumpy-mouthy interactions. **May display passive signs:** constant hiding, feigning sleep, not moving, avoiding social interactions, decreased play or exploratory behavior, poor appetite or refusal to eat.

Moderate

- Moderate signs of stress
- Environmental management is imperative along with increased daily enrichment
- +/- Behavior modification and medications and/or complementary/alternative therapies



May be hesitant but not actively avoiding social interactions with people, occasional hiding, occasional barking and jumping, occasional frustration related behaviors. May display a slight decrease in appetite.

Low

- Relaxed or mild signs of stress
- Prevent increase through environmental management, enrichment and daily routine



Normal behavior patterns including friendly behavior with people, eating, grooming, resting, playing, exercising, and sleeping. Relaxed body language. Good appetite. Appropriate social interactions.

Body Language of Fear in Dogs



Slight Cowering



Major Cowering



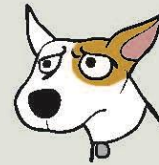
More Subtle Signs of Fear & Anxiety



Licking Lips
when no food nearby



Panting
when not hot or thirsty



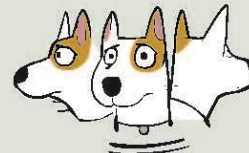
Brows Furrowed, Ears to Side



Moving in Slow Motion
walking slow on floor



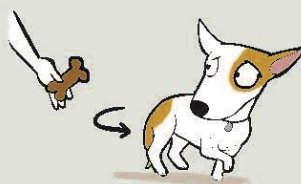
Acting Sleepy or Yawning
when they shouldn't be tired



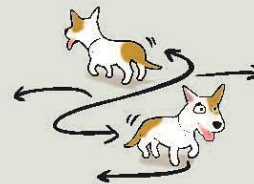
Hypervigilant
looking in many directions



Suddenly Won't Eat
but was hungry earlier



Moving Away



Pacing

© 2011 Dr. Sophia Yin, DVM, MS

Dr. Sophia Yin, DVM, MS
The Art and Science of Animal Behavior

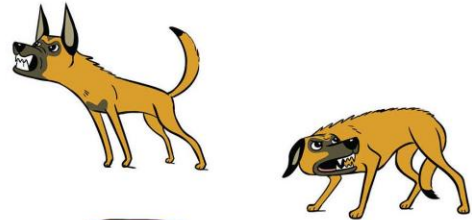
For additional free dog bite prevention resources and more dog behavior books and products, visit www.drsophiayin.com



THE SPECTRUM OF FEAR, ANXIETY & STRESS

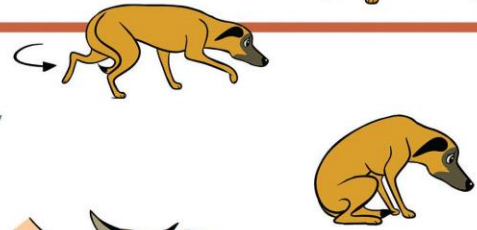
RED: SEVERE SIGNS - FIGHT/AGGRESSION (FAS 5)

- Offensive aggression: lunging forward, ears forward, tail up, hair may be up on the shoulders, rump, and tail, showing only the front teeth, lip pucker - lips pulled forward, tongue tight and thin, pupils possibly dilated or constricted.
- Defensive aggression: hair may be up on the back and rump, dilated pupils, direct eye contact, showing all teeth including molars, body crouched and retreating, tail tucked, ears back.



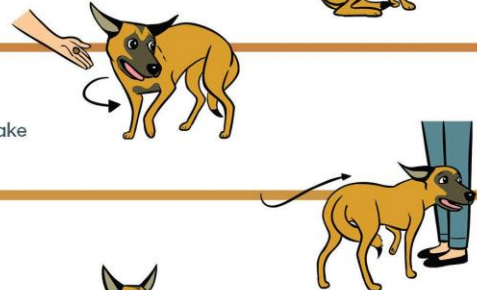
RED: SEVERE SIGNS - FLIGHT/FREEZE/FRET (FAS 4)

- Flight: ears back, tail tucked, actively trying to escape - slinking away or running, mouth closed or excessive panting - tongue tight instead of loose out of mouth, showing whites of eyes, brow furrowed, pupils dilated.
- Freeze/Fret: tonic immobility, pupils dilated, increased respiratory rate, trembling, tense closed mouth, ears back, tail tucked, body hunched.



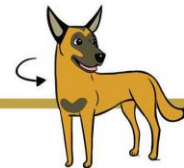
YELLOW: MODERATE SIGNS (FAS 3)

- Similar to FAS 2 but turning head away, may refuse treats for brief moments or take treats roughly, may be hesitant to interact but not completely avoiding interaction.



YELLOW: MODERATE SIGNS (FAS 2)

- Ears slightly back or to the side, tail down but not necessarily completely tucked, furrowed brow, slow movements or unable to settle, fidgeting, attention seeking to owner, panting with a tighter mouth, moderate pupil dilation.



GREEN: MILD/SUBTLE SIGNS (FAS 1)

- Lip licking, avoids eye contact, turns head away without moving away, lifts paw, partially dilated pupils, slight panting but commissures of lips are relaxed.



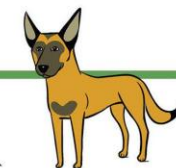
GREEN: ALERT/EXCITED/ANXIOUS? (FAS 0-1)

- Tail up higher, looking directly, mouth closed, eyes more intense, more pupil dilation, brow tense, hair may be just slightly up on the back and tail, may be expectant and excited or highly aroused.



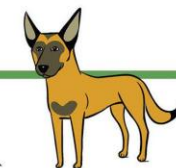
GREEN: PERKED/INTERESTED/ANXIOUS? (FAS 0-1)

- Looking directly but not intensely, tail up slightly, mouth open slightly but loose lips, ears perked forward, slight pupil dilation.



GREEN: RELAXED (FAS 0)

- Sleeping.
- Neutral: ears in neutral position, not perked forward, brow soft, eyes soft, mouth closed but lips relaxed, body loose, tail carriage neutral, pupils normal dilation.
- Friendly greeting: slow back and forth tail and butt wag, ears just slightly back, relaxed brow and eyes, may have mouth slightly open with relaxed lips and loose tongue.



**FEAR FREE
HAPPY
HOMES**
Helping you live more happily, healthily, full lives

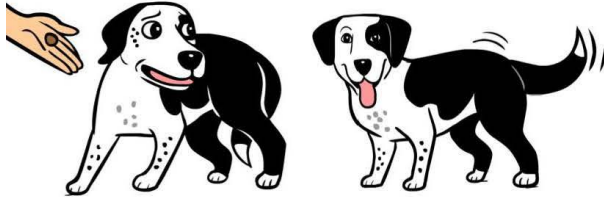


www.fearfreehappyhomes.com

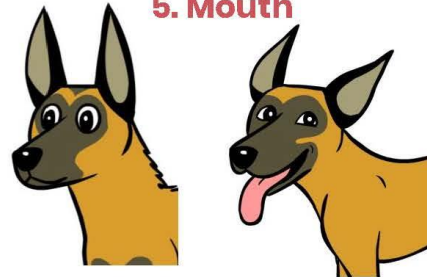
8 Key Points of Observation

FEAR FREE
SHELTERS 

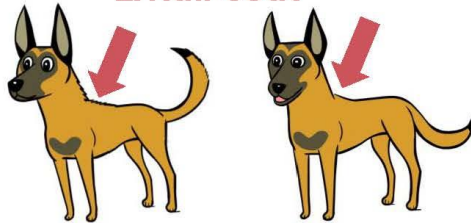
1. Overall body posture



5. Mouth



2. Hair coat



6. Tail



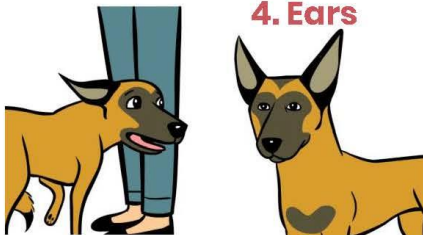
3. Eyes



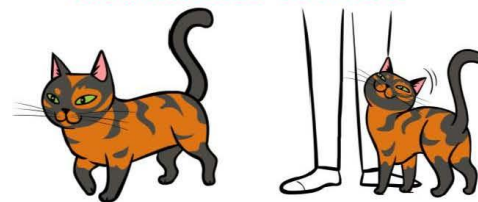
7. Vocalizing?



4. Ears



8. Animal in Context



Section 4: Level 2 Dog Handling

Overview

This advanced level is designed to help volunteers better understand dog behaviors and how to correct unwanted behaviors in a shelter environment. This level's purpose is to help with the more challenging dog behavior cases. The key items taught in the level are:

- Advanced dog body language
- How to handle a dog when interacting with the public
- Dog to dog greets
- How to handle more difficult dogs

This level grants volunteers the opportunity to:

- Get adoptable dogs out from B, C, and D Kennel
- Walk dogs of HHHS Premises
- Handle dogs at off-site events
- Help with Play Groups

Requirements:

- 20 hours of volunteering
- Level 1 dog handler

Level 2 Dog Handling Check List

These items must be completed and there must be approval from the volunteer coordinator in order to become a level 2 dog handler.

- 20 hours of volunteering
- [Level 2 Dog Handling Quiz](#)
- Level 2 Dog Handling Class

Rubric for Level 2 Dog Handling

DOG HANDLING

HELPING HANDS HUMANE SOCIETY
LEVEL 2

Name: _____

Trainers Name: _____

Date: _____

Aprox. Time : _____

Skill:	Needs Work:	Expected:	Excelling:
General dog handling			
Leash and lead handling			
Follows general rules and policies			
Follows instructions			
Commands, instructions and training of dogs			
Defensive Handling			
	+1	+2	+3

Additional comments :

For Volunteer Coordinator

Score: _____

Quiz score:

Pass/Fail :

Level 2 Restrictive Kennel Rules and Policies

Only level 2 dog handlers and above are allowed to go into the restrictive kennels. They require additional training because they hold many dogs that have statuses other than adoptable. As a level 2 dog handler you are only allowed to get out adoptable dogs and you must have a list printed by Margaret, Lindsay, Shelby, Emi, Grace, or Marrissa. Level 1 volunteers are allowed to interact with dogs from B, C, or D kennel, but a level 2 or 3 dog handler must get them out of their kennel and put them back.

Training Commands and Techniques

Training techniques and commands can help a dog seem more adoptable and help them find their forever home. Always try to remember that the shelter environment can be stressful we never force them to do any trick or commands, we only use positive reinforcement

Jumping

Most of the time jumping is only seen as a reward because they receive attention from it. How we try to correct this behavior is to ignore the dog when they jump. When all 4 paws are back on the ground reward the dog. This shows them that good things happen when they are not jumping.

Watch me

This command asks the dog to focus and give them a job. This is done by pointing to your eyes and saying watch me. To start say watch me and the second that they make eye contact reward them with a treat. Keep doing this until you are able to move up how long they make eye contact with you.

Sit

Sit is a fairly common command that some of our dogs already know. The best way to start teaching the command is to slowly raise the treat from the dog's nose to between their ears. This naturally forces the dog to sit down because they are looking up. We never force a dog to sit down by pushing on their hindquarters.

Touch

This is another command that forces a dog to focus. This is started by putting a treat between your thumb and palm. The dog will naturally touch their nose to your palm when they are trying to get the treat when they do give them the reward. Eventually, they will be able to do this without a treat and multiple times in a row with enough practice.

Section 5: Level 3 Dog Handling

Overview

The purpose of this level is to provide additional education and training on how to interact with non-adoptable shelter dogs. This covers a wide range like dogs waiting to be sterilized or dogs on protective custody hold. The key items taught in this level are:

- Open admission policies
- Euthanasia policies
- How to handle a difficult dog

This level grants volunteers the opportunity to:

- Get out awaiting foster and awaiting rescue dogs with approval
- Form and oversee play groups

Requirements:

- 30 hours of volunteering
- Level 2 dog handler

Level 3 Dog Handling Check List

These items must be completed and there must be approval from the volunteer coordinator in order to become a level 2 dog handler.

- 30 hours of volunteering
- Level 3 Video
- Level 3 Dog Handling Class

Level 3 Rules and Policies

Level 3 volunteers are allowed to get out awaiting foster and awaiting rescue dogs. Before getting any of these volunteers out you must get a list from Lindsay or Margaret. Level 2 volunteers are not to interact with these dogs and should not get them out of their kennel. Unavailable dogs should not be taken out on Saturday, because the behavior assistant is in charge of getting these dogs out on this day. While these dogs are awaiting placement into a different facility or home they are not allowed to go on walks off HHHS premises, but they are allowed to go into play yard.

Play Yard Rules for Unavailable Dogs:

- All available dogs should be taken out before getting any of the unavailable ones out.
- Unavailable dogs should not be in playgroups

Behavior Test

Every animal under our care must go through a behavior test for the safety of the people and animals around them. This crucial step also helps us determine what type of family would best suit them. When doing a dog behavior test we look at 6 main components:

- General body handling
 - How the reacts and handles being touched
- Resource guarding/ Food aggression
 - This test helps us determine if the animal guards their food and if they would be able to eat around other animals and people.
- Child test
 - This test uses a child doll to help us determine if a dog would be able to live with a child or if they have aggressive towards them.
- Dog test
 - This involves them meeting another dog on a lead and gauging their reaction.
- Kennel behavior
 - This is an observation not only to see how they act in their kennel but to compare their kennel behavior to their behavior when they are outside of the kennel.
- Socialization
 - This refers to how they act around people and if they seek out attention or if they avoid it.

Euthanasia

HHHS admits over 6,000 animals each year. Many of these animals have medical or behavioral issues that are quite severe and necessitate difficult decisions. Euthanasia is considered only when all other realistic alternatives have been exhausted. It is never a decision that's made

lightly. The problem of euthanasia does not exist solely for HHHS. Nearly 1.5 million animals are euthanized per year in shelters across the nation. The primary goal of HHHS is to be a resource for animals with nowhere else to go and to find the best possible outcome for each of those animals. The performance and consideration of euthanasia are conducted by HHHS in accordance with the guidelines set forth by The Humane Society of the United States (HSUS), American Veterinary Medical Association (AVMA), and state and federal laws.

For the purposes of HHHS, euthanasia is the process of providing a painless, comfortable death to an animal. Euthanasia is a term derived from the Greek word eu meaning good and thantos meaning death. A "good death" for HHHS requires that the animal undergoes the process as free of stress as possible and in a quick and painless manner.

The primary reasons HHHS must do euthanasia are a service to the community or because of severe health or behavioral issues. Euthanasia of dangerous animals protects the health and safety of our community. It's always a last resort and all other options are explored first.

Animals come into the shelter for a variety of reasons. Some come in as strays and others are owner surrenders. Owners surrender their pets for numerous reasons: moving, having a baby, pet behavioral issues, or simply not having enough time for the animal. Despite the surrender reason, it is HHHS policy that no animal from Shawnee County is turned away. The organization is an open-admission facility that admits every animal seeking refuge. Due to the open-admission policy, HHHS admits more animals than most other shelters in Kansas. The reality is that because we admit all animals some will have serious health or behavioral issues that require euthanasia.

Decisions about euthanasia are never done lightly and only after all other options have been perused. First, we look at working with other rescues, getting assistance from local veterinarians, or placing the animal in a foster home. Euthanasia decisions are made by a committee that includes our executive director, our veterinarian, and our behavior team.

Animals are selected based on their behavior, health, and temperament. It is not the policy of HHHS to choose animals to be euthanized simply to make space. If you have additional questions pertaining to euthanasia, please contact the HHHS Executive Director Kathy Maxwell at kathym@hhhstopeka.org or (785) 233-7325. HHHS believes in the importance of thoroughly understanding such a complex and emotional topic. Resources are available to answer all of your questions.

Section 6: Safety and Health

Overview

The first priority when handling any animal is personal safety and health. The second consideration is the health and safety of the animal and the animals around them. This means that numerous things have to be considered before handling an animal including:

- Personal Risk
- Environmental factors
- Contagion and Disease Management

Personal Risk

When handling any animal at the shelter it is first important to take an evaluation of yourself. This step requires a volunteer to be aware of one's ability and limitations and choose to handle an animal to handle that fits within that range. This helps not only reduce the risk of personal injury, but also helps reduce the risk of injury of people and animals around you.

Environmental Factors

Environmental factors are something that an animal handler must be aware of at all times. It can include a wide variety of things depending on where you are handling an animal at. Some of the main things to be aware of are:

- Tripping Hazards (like slippery floors)
- Inclement Weather
- People and Animals Around you

The best way to handle any environmental factor is to be aware of potential hazards and to know and voice your plan confronted with them.

Contagion and Disease Management

THANK YOU for volunteering your time and talents to help make our shelter more like home for our amazing animals! There are a few important things to remember about the shelter and our animals; there are a large number of animals in a fairly small space, and our animals come in with completely unknown medical histories. This makes disease prevention key in the health of our animals--and you are a part of that too!

Zoonotic illnesses are diseases humans can get from animals. Many infectious diseases can spread from animals to people, and some of these can come from your pet. Know that getting diseases from a pet is pretty uncommon and that you can prevent most of them with some very simple steps.

The most important thing you can do to help prevent the spread of disease is to wash your hands! Wash them thoroughly and between each animal.

The most common way diseases are spread in an animal shelter is via fomites. Fomites are inanimate objects that can carry diseases. Most common fomites: dog dishes, toys, beds, bedding, human hands, shoes, cell phones, door handles, and clothing. Some important steps for you to take (other than washing your hands!): Have a specific pair of shoes that you only wear to the shelter, change your clothes as soon as you get home, and disinfect your cell phone, keys, car door knobs/steering wheel with bleach wipes.

It is important to understand that you can not only spread disease within the shelter, but you can spread disease to your animals at home. Make sure your animals are up-to-date on their vaccines. Don't let them jump on, kiss, or sniff your clothing or shoes after being at the shelter. If you are concerned about your animals, please take them to your regular veterinarian for assistance.

Some zoonotic diseases are:

Rabies: Caused by a virus and spread through bites, rabies is a disease that affects the nervous system and is generally fatal. Although rabies can be spread from pets such as a dog or cat, you are more likely to get it from a wild animal. Tell the Volunteer Coordinator immediately if an animal bites you.

Toxoplasmosis: You are most likely to get toxoplasmosis from eating partially cooked meat or from contact with animal feces while gardening, but you can also get it from contact with contaminated cat feces. It is a protozoan organism; if you are pregnant or getting ready to become pregnant, it is particularly important to be aware of this disease.

Hookworms and roundworms: These are intestinal parasites routinely found in dogs and cats, particularly kittens and puppies. The worms' eggs or larvae are passed from pets through stool.

You can pick them up through your skin from walking barefoot, playing outside, or handling feces and not washing your hands.

Tapeworm: Most human tapeworm infections arise from ingestion of contaminated meats. However, children can pick up tapeworm parasites from cats and dogs by accidentally swallowing a flea infected with tapeworm larvae. Tapeworm segments may show up in stool or around the anal area on a pet or human; they look like grains of rice. The single most important control for tapeworms is to control fleas on your pet and in the environment.

Ringworm: Not really a worm, ringworm is caused by a fungal infection within the top layer of the skin. It is very contagious and dogs, cats, horses, other animals, and humans can pass ringworm. On skin, ringworm causes a ring-shaped, reddish rash that may be dry and scaly or wet and crusty. It may also be itchy. Although it's difficult to prevent, ringworm responds well to self-care and treatment. It is estimated that 30% of cats are subclinical carriers of ringworm, meaning they have the fungus on them but are not showing any signs or symptoms.

Thank you for all you do! Written by Dr. Jami Grace, HHHS's Veterinarian 2-19-2016

Emergencies

Dog Fights

Dog fights are uncommon at HHHS, but we do want every volunteer to have a plan of action, just in case they happen to be in this situation. The number one thing to be concerned about is personal safety. We want you to take care of yourself above everything else. We encourage volunteers to follow these steps if ever in that situation.

1. Remove yourself from the environment
 - (a) If you are in the play yard leave that area and shut the gate.
 - (b) If you are in a socialization room, leave the room and close the door.
2. Call for help
 - (a) Tell any staff member what is happening because they are trained to handle the situation
3. Do not intervene
 - (a) Do not try to pull the dogs off of each other. This normally only leads to more injury.
 - (b) If you are in the play yard you can spray them with the power washer to get them separated, but do not enter into the yard.
4. Stay calm
 - (a) This is easier said than done, but try to stay as calm as possible.

Bites

Although uncommon bites do happen and should be immediately reported. When a dog bite happens at the shelter it does not mean that the dog is going to be euthanized, but is important to report, because the dog gets put on a two-week quarantine to make sure that they are not a carrier of any diseases. If you do get bitten there is a bite wash kept in a couple of areas of the shelter that can help prevent the development of any infection.

Section 7: Conclusion

Any of the material covered in this manual can be changed at any time to suit the needs of the shelter. If there are any questions concerning any material covered please contact Shelby Reich the Volunteer Coordinator.

Thank you for choosing to volunteer with our dogs!