



Heartland Humane
shelter & care

Dog Handbook for Volunteers





Getting Started.....	1-4
Introduction.....	2
Who can volunteer with dogs?.....	3
Learning Objectives.....	4
Dog Handling Levels.....	5-21
Dog Handling Levels.....	6
Unevaluated Dogs	7
Handling Exceptions	8
Volunteer ID.....	9
Blue Dog Volunteer Tasks.....	10
Blue Dog Volunteer Shifts.....	11
Blue Dog Volunteer Benefits.....	12
Blue Dog Volunteer Certification.....	13
Pink Dog Volunteer Tasks.....	14
Pink Dog Volunteer Shifts.....	15
Pink Dog Volunteer Benefits.....	16
Pink Dog Volunteer Certification.....	17
Yellow Dog Volunteer Tasks.....	18
Yellow Dog Volunteer Shifts.....	19
Yellow Dog Volunteer Benefits.....	20
Yellow Dog Volunteer Certification.....	21



Dog Volunteer Basics.....	22-38
Basic Requirements.....	23
Basic Expectations.....	24
Dos and Don'ts.....	25
Kennels Layout.....	26
Enrichment in the Kennels.....	27
Feeding Chart.....	28
Potty Walk Chart.....	29
Letting Dogs into the Yard.....	30
Dogs in the Yard.....	31
Returning to Kennels.....	32
Puppy Protocol.....	33
Surgery Protocol.....	34
Zoonosis Protocol.....	35
Possible Issues in Kennels.....	36
Bite Protocol.....	37
Personal Protection Equipment.....	38
Staff Only Tasks.....	39
How Dogs Communicate.....	40-45
First Impressions.....	41
Introduction to Body Language.....	42
Body Language of Happy Dogs.....	43
Body Language of Fearful Dogs.....	44
Fear Free Program.....	45



Table of Contents

Walking Dogs Offsite.....	46-54
Walking Dogs at Heartland.....	47
Equipment.....	48
Which equipment should I use?.....	49
Getting Ready for a Walk.....	50
While On A Walk.....	51
Returning to the Shelter.....	52
How to get to Avery Park.....	53
Avery Park Walks.....	54



Heartland Humane
shelter & care

Getting Started



Welcome to volunteering with the dogs at Heartland Humane Shelter & Care! We're so glad you're here to share your love for dogs. While you may feel comfortable with your dog handling skills, it is important to remember that dogs in a shelter may act differently than the dogs you've met before. Shelter animals are in a strange new environment with no familiar smells, bedding, people, and lots of weird noises. It takes time for dogs to adjust to a shelter. With this guide, you will be able to make their adjustment more comfortable.

It's important to know the signs of stress and fearful behavior to ensure volunteers remain safe, while the animals are kept as comfortable as possible. To learn how to read the signs of stress and keep yourself safe, please read the entirety of this handbook.





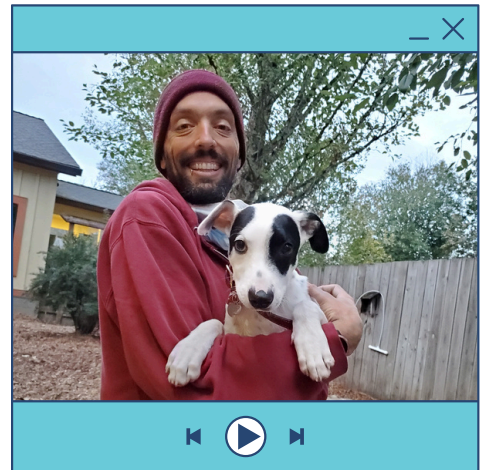
**Heartland
Humane**
shelter & care

Who can volunteer with dogs?

Anyone can volunteer! We allow anyone who is interested in volunteering to help our dogs; regardless of experience, age, or disability.

- Youth volunteers under the age of 16 require supervision from a parent, guardian, or a volunteer with guardian approval.
- Accommodation requests related to disability should be made by to our volunteer coordinator.
 - jason@heartlandhumane.org
 - 541-757-9000 x107

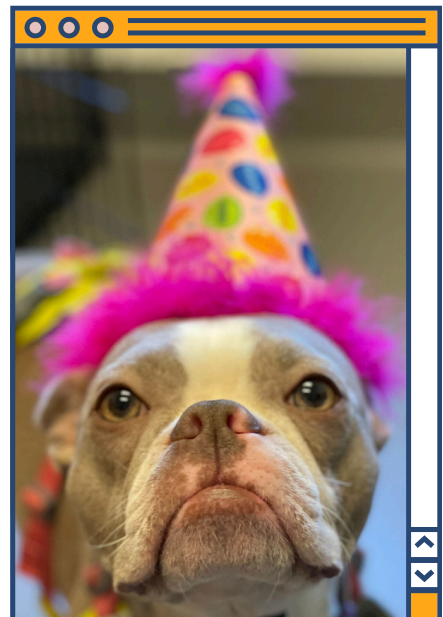
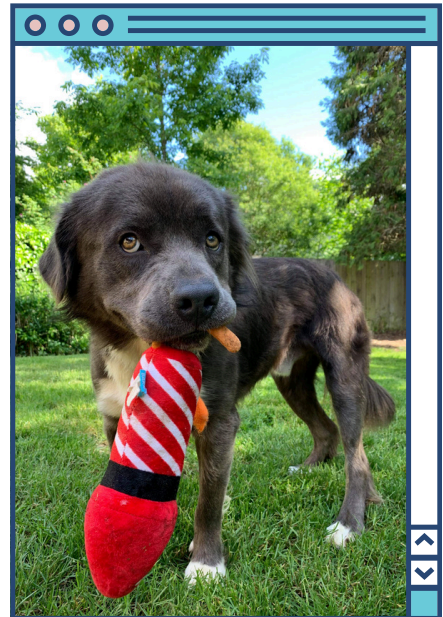
The first step to start volunteering is to apply on our website!



1. Once you have completed your application, you will need to attend the Volunteer Orientation that you registered for within the application.
2. After attending the general volunteer orientation, you will be able to schedule yourself for a Kennel Orientation, which is an in-depth tour of the kennels at our shelter.
3. Once you have attended the kennel orientation, you will be able to schedule yourself for 1-on-1 training shifts with our animal care staff in kennels!

Read through the rest of this handbook to learn the following information:

- Understanding of which dogs you are allowed to handle, which shifts you are qualified for, and what benefits you will have depending on your dog volunteer level.
- Requirements and expectations that must be met in order to volunteer with our dogs
- How to remove a dog from their kennel and walk our dogs outside of the shelter.
- Puppy, surgery, and zoonosis protocols.
- Basic understanding of dog body language.
- Basic understanding of what your body language tells the dog.
- Your limits!
- How to grow your skills as a dog volunteer!





Heartland Humane
shelter & care

Dog Handling Levels



Based on a handling evaluation, each dog receives a handling level represented by the color of their kennel card. Please check cards EVERY time you volunteer as kennel cards may change based on observations.



Blue Dogs

About me 
 Approved for all Blue Dog volunteers. These dogs are usually great for new volunteers, and they are easy to handle.



Statistics


-  Breed
-  Spayed/Neutered
-  Age
-  Vaccinated

Adoption Adoption Fee

Find out more about adoption and other programs here 



Pink Dogs

About me 
 Approved for Pink Dog volunteers. This dog has demonstrated a need for an intermediate level of dog handling skills.



Statistics


-  Breed
-  Spayed/Neutered
-  Age
-  Vaccinated

Adoption Adoption Fee

Find out more about adoption and other programs here 



Yellow Dogs

About me 
 Staff only; Yellow Dog volunteers may handle ONLY with staff approval. This dog is not yet evaluated, or has been evaluated and needs to remain staff only. Pink and Blue Volunteers are NOT allowed to handle them unsupervised.



Statistics

-  Breed
-  Spayed/Neutered
-  Age
-  Vaccinated

Adoption Adoption Fee

Find out more about adoption and other programs here 




This kennel card is for dogs who have yet to receive their first behavioral evaluation.

Unevaluated / Staff Only

I'm new to the shelter, my staff are still learning about me!

Name:	Animal ID #::	
Age:	Sex:	Weight:
Breed:	Description:	
(Circle one)		
<input type="checkbox"/> Owner Surrender	<input type="checkbox"/> Safehousing (Confidential)	
<input type="checkbox"/> Stray	<input type="checkbox"/> Other:	
Notes:		
.....		
.....		
.....		
.....		



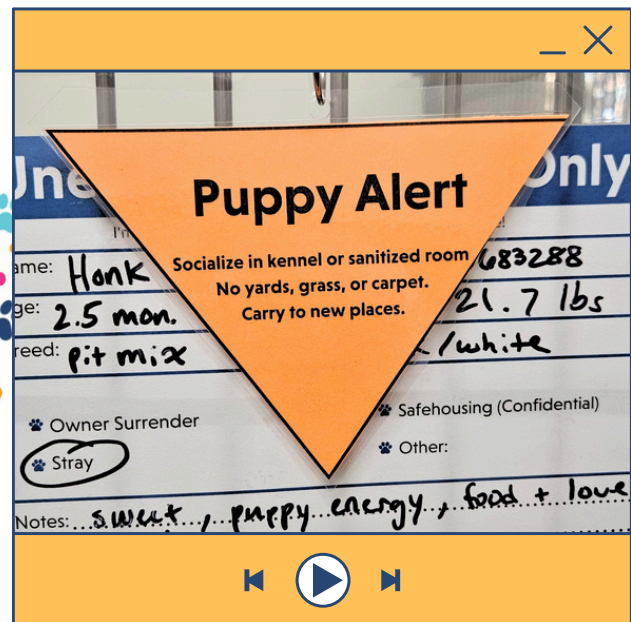
These dogs are to be treated as YELLOW dogs for all volunteers.

- BLUE, PINK, and YELLOW dog volunteers must receive staff approval before interacting with unevaluated dogs.
- Only YELLOW dog Volunteers may be left with these dogs unattended once they receive staff approval

Our dogs are given their color entirely based on their behavioral evaluation. The one exception is some **YELLOW** dogs. Some dogs are given a **YELLOW** rating because their behavior, but they could also receive **YELLOW** for any reason that the dog is to remain as staff only. For example, a dog in safe housing has its presence at the shelter kept confidential from members of the public.

ALWAYS ask staff before interacting with, taking photos of, or letting a **YELLOW or unevaluated dog into the yard.**

There are other factors to consider beyond handling levels. Here are some examples:



ALWAYS check above their kennel card for additional information before interacting with one of our dogs.

Volunteers are identified via the stickers they have on their name tag.



A blue bone sticker indicates a **BLUE** Dog Certified Volunteer. A blue dog volunteer is new to volunteering with dogs at heartland. Vollin Tierre is a youth volunteer who prefers working with cats, and only wants to visit the dogs and toss them treats while they are in their kennels.



A pink bone sticker indicates a **PINK** Dog Certified Volunteer. A pink dog volunteer has some volunteer experience and has demonstrated an intermediate understanding of dog behavior. Mr. Baelan Teer is only interested in working with dogs, and is on track to get yellow dog certified.



A yellow bone sticker indicates a **YELLOW** Dog Certified Volunteer. A yellow dog volunteer has proven themselves to have an advanced understanding of dog behavior and Heartland practices. Ms. Vola Entyre has been a volunteer for a long time, and has proven to be someone we can rely on for any task.

When a volunteer has completed all items on a certification checklist to level up to the next color, they may be approached by staff and asked if they would like to level up. Or they may email the volunteer coordinator to express interest.

Work with **BLUE** dogs to provide:

- Potty walks
- Basic enrichment and training
- Offsite walks only when accompanied by staff

Work with **STAFF** to provide:

- Assistance with kennel maintenance throughout the day, keeping kennels clean and our dogs comfortable
- Clean laundry and dishes
- Filled Kongs for mental stimulation
- Creative enrichment toys



Volunteer Shifts for **BLUE** dog volunteers:

Upon completion of **TWO** Dog Care Training shifts, OR 25 hours of Shelter Sidekick Volunteering (Coming Soon) with dogs, you will have access to the following shifts:

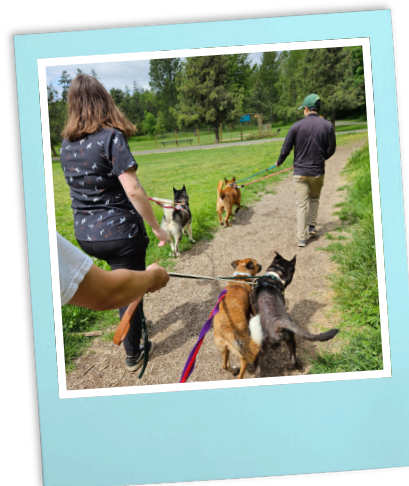
- Morning Dog Care (8AM-12PM)
 - Assist with morning kennel cleaning and feeding
- Early Afternoon Dog Care (12PM-3PM)
 - Assist with early afternoon dog walking and enrichment
- End of Day Dog Care (3PM-6PM)
 - Assist with end of day feeding and dog enrichment
- Pack Walk (10:30AM - 12PM; Weekends Only)
 - Walk a dog as part of our team for our weekend pack walks!



Volunteer Benefits for BLUE dog volunteers:

Upon completion of BLUE Dog Volunteer Certification, you will have access to:

- Unsupervised interactions with BLUE dogs onsite.
 - Onsite interactions with PINK and YELLOW dogs are permitted with staff supervision.
 - Offsite interactions with BLUE and PINK dogs are permitted with staff supervision.
- Shelter Sidekick (Coming Soon) volunteering anytime!
 - 8AM-6PM everyday.
- Access to the Fear Free Shelter program
- Join our team for a Pack Walk!
 - Staff and volunteers may each take a dog for a group walk! Heartland Alumni may even make an appearance!





**Heartland
Humane**
shelter & care

Dog Volunteer Certification

BLUE

Instructions: New kennel volunteers will be oriented then shown some doggy basics at HHSC. This is done by attending a Volunteer Orientation, followed by a Kennel Orientation. Here is a checklist we use to make sure you are ready to go!

- Received the HHSC Dog Volunteer Handbook**
- Kennel layout and supplies orientation**
- Kennel rules and expectations of volunteers at HHSC**
- Knowledge of acceptable language and how we talk about the dogs**
- How we get BLUE dogs out of kennels and into potty yards.**
- Cleanliness inside and out of kennels.**
- A review of Puppy Protocol**
- Reporting concerns accurately and in a timely manner to appropriate staff.**
- Euthanasia discourse and Q&A**

**Please return this form to the Volunteer Coordinator or Staff
Supervisor so that we can update your file**

Coordinator Use Only:

Completed: ____

Updated in Volgistics: ____

Added to File: ____



Pink Dog Volunteer Tasks

All **BLUE** level tasks, AND

Work with **BLUE** and **PINK** dogs to provide:

- Potty walks
- Offsite walks
- Intermediate enrichment and training

Work with **STAFF** to provide:

- Dog handling at Outreach Events



Volunteer Shifts for **PINK** dog volunteers:

Upon completion of **PINK** Dog Volunteer Certification, you will have access to the following shifts:

- All **BLUE** Volunteer Shifts
 - Can now interact with **PINK** dogs unsupervised during these shifts.
- Drop-in Dog Walking (Anytime 8AM-6PM)
 - Walk with dogs offsite unsupervised, whenever we are open for however long you want!



Volunteer Benefits for **PINK** dog volunteers:

Upon completion of **PINK** Dog Volunteer Certification, you will have access to:

- All **BLUE** dog volunteer benefits.
- Unsupervised interactions with **BLUE** and **PINK** dogs onsite and offsite.
 - Onsite interactions with **YELLOW** dogs are permitted with staff supervision.
- Volunteer with dogs whenever it suits you!
 - Access to Drop-in dog walking position in VicNet.
- Handle **BLUE** and **PINK** dogs at adoption and other outreach events!





**Heartland
Humane**
shelter & care

Dog Volunteer Certification

PINK

Instructions: Some of these items will NOT be covered in your requisite 10 hours of volunteering. Ask a staff member or **YELLOW Dog Volunteer for assistance in completing this list, they can sign off for you!**

- Completed 10 hours of volunteering as a **BLUE** Dog Volunteer (about 4 shifts)
- Completion of online Fear Free training; print/email certificate to Volunteer Coordinator
- Demonstrated properly asking for an alternative behavior: such as 'sit' or 'off'
- Demonstrated understanding of basic training skills, luring, and treating
- Demonstrated understanding of Kennel Cough, Coccidia, Giardia Protocol
- Successfully completed a walk with a **PINK** dog offsite (Avery Park/3rd St. loop) accompanied by Senior Staff member
- Learning/teaching loose leash walking and the training equipment we may use
- Understanding of why dogs may be Pink and what we can do to help them get to Blue or meet them where they are at.

Please return this form to the Volunteer Coordinator or Staff Supervisor so that we can update your file

Coordinator Use Only:

Completed: ____

Updated in Volgistics: ____

Added to File: ____



Yellow Dog Volunteer Tasks

All **BLUE** and **PINK** level tasks, AND

Work with **BLUE**, **PINK**, and (with staff approval) **YELLOW** dogs to provide:

- Potty walks
- Offsite walks
- Advanced enrichment and training

Work with **STAFF** to provide:

- Dog meets to potential adoptees!
 - Requires attending an Ambassador Orientation
- Training and mentoring to new volunteers!



Volunteer Shifts for **YELLOW** dog volunteers:

Upon completion of **YELLOW** Dog Volunteer Certification, you will have access to the following shifts:

- All **BLUE** and **PINK** dog volunteer shifts
 - Can now interact with **YELLOW** dogs unsupervised during these shifts as long as you receive staff approval.
- Early Afternoon & End of Day Dog Ambassador (12PM-3PM & 3PM-6PM)
 - After attending an Ambassador Orientation, assist potential adoptees by answering questions, matching them with a **BLUE** or **PINK** dog that fits their interests, and facilitating dog meets.





Yellow Dog Volunteer Benefits

Volunteer Benefits for **YELLOW** dog volunteers:

Upon completion of **YELLOW** Dog Volunteer Certification, you will have access to:

- All **BLUE** and **PINK** dog volunteer benefits.
- Unsupervised interactions with **BLUE**, **PINK**, and **YELLOW** dogs onsite and offsite.
 - Unsupervised interactions with **YELLOW** dogs require staff approval.
- Bring a guest volunteer to help with your shift!
 - They do not need to apply, but they must sign a waiver.
- Work with the public to get our dogs into their forever homes as a Dog Ambassador!
 - Requires attending Ambassador Orientation.





**Heartland
Humane**
shelter & care

Dog Volunteer Certification

YELLOW

Instructions: **YELLOW** Dog Volunteers have displayed an advanced understanding of HHSC practices and have established trust with the staff. If you believe that you have met these requirements, ask an Animal Care staff member to submit an endorsement. Receiving an endorsement does not guarantee you will receive **YELLOW** Dog Volunteer Certification.

- Have completed 60 hours of volunteering with as a **PINK** Dog volunteer (about 20 shifts)
- Animal Care Staff Endorsement submitted to the Volunteer Coordinator for review

Endorsement:

Animal Care Signature

Please return this form to the Volunteer Coordinator for consideration

Coordinator Use Only:

Completed: ____

Updated in Volgistics: ____

Added to File: ____



Heartland Humane
shelter & care

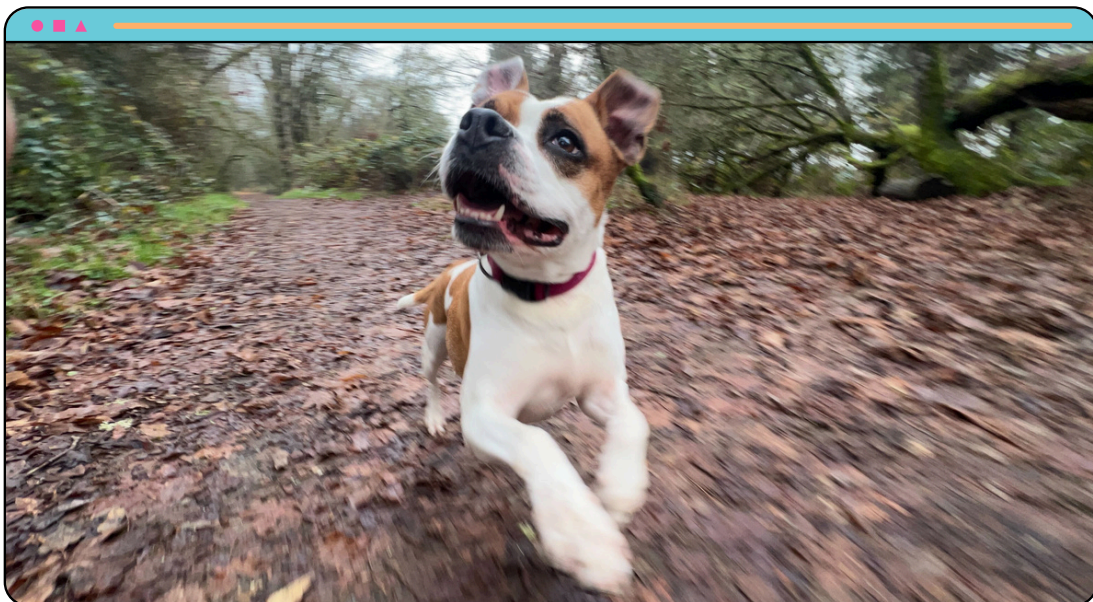
Dog Volunteer Basics





Basic Requirements

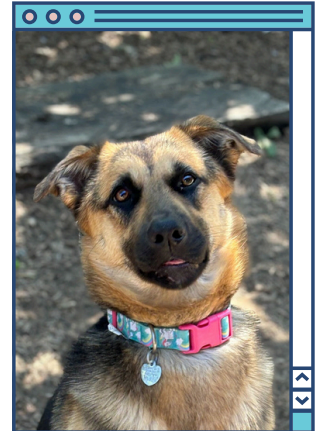
- Youth volunteers under the age of 16 require supervision from a parent, guardian, or a volunteer with guardian approval.
- Must be 18 years of age or older to walk dogs off property without a guardian present.
- Wear appropriate attire. Long pants and closed toed shoes are required even in the summer.
- Wear your ID badge whenever you are volunteering
- Communicate all valuable findings with staff, including dog preferences, behavior or medical concerns.
- Track your volunteer hours by logging in and out of the Volunteer Information Center (located in the volunteer room)
- Only volunteer in areas you are qualified for, and animals you are certified for.
- To begin volunteering with dogs, you must be **BLUE** dog certified.



Basic Kennel Expectations

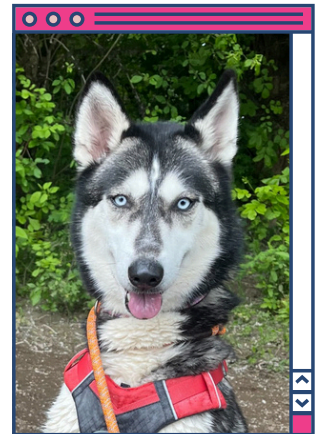
Only interact with dogs that you are certified for

- Remember, you may interact with dogs of your color or lower unsupervised. You can interact with animals above your level, you just need staff approval and supervision.
- ALWAYS ask staff before interacting with, taking photos of, or letting a **YELLOW** or unevaluated dog into the yard.



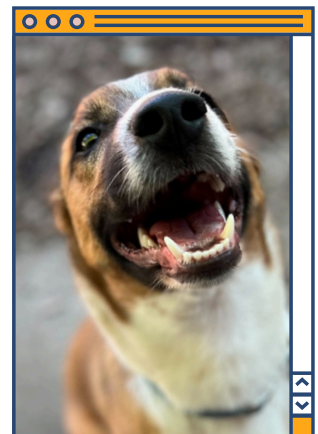
Treat our dogs with kindness

- Heartland staff and volunteers use positive reinforcement only.
- Their inside kennel is their safe space. Do not enter until they are in their outdoor kennel.



Maintain Cleanliness inside and outside of kennels

- If you see an accident inside a kennel, please let the dog into their outdoor kennel and clean their kennel. If you leave it for staff, it may be left there for a while, as staff is constantly on the move with other tasks.
- If you see a dog poop in the yard, or see any poop that was missed, please pick it up the next time you have a chance



DO

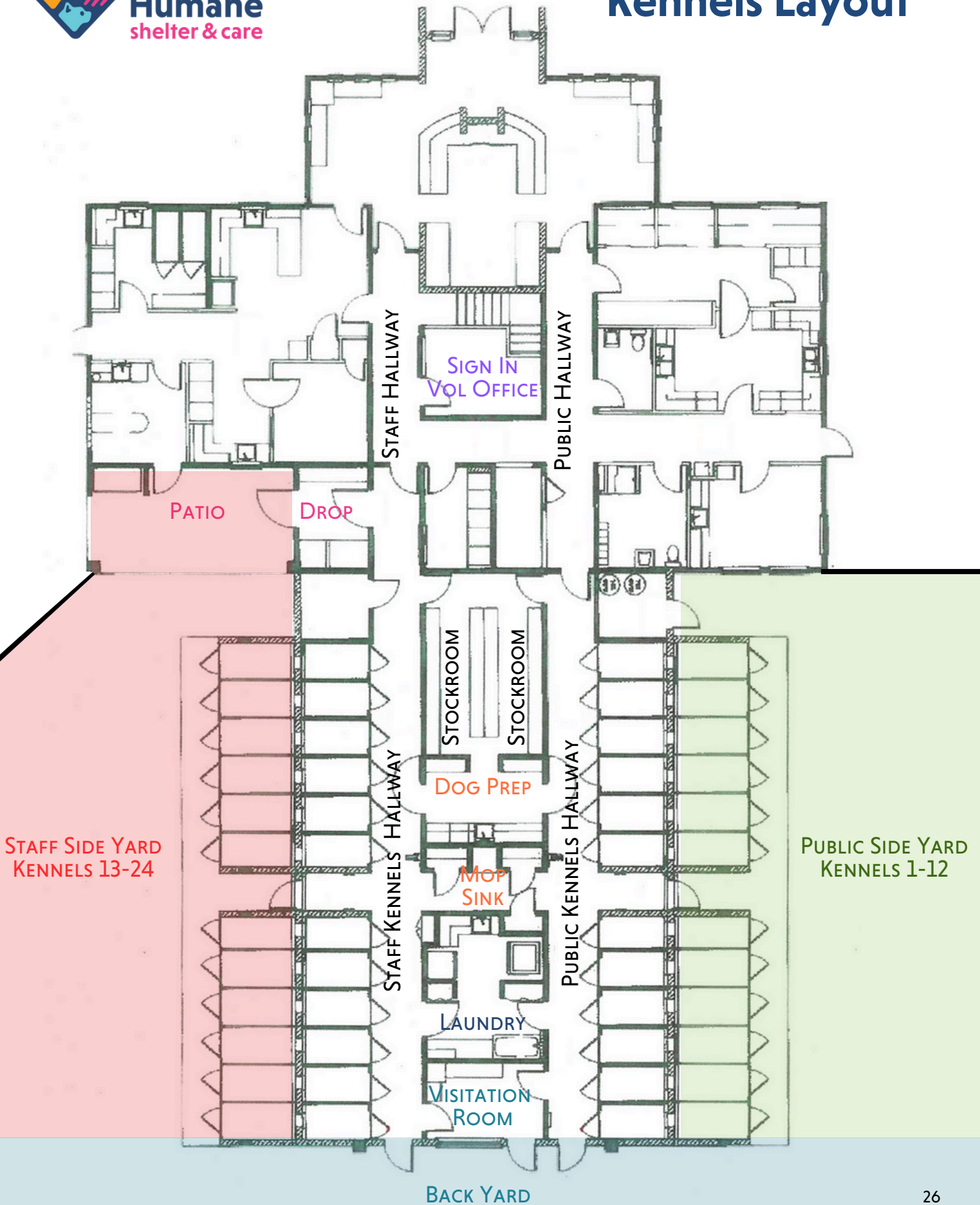
- **Observe before handling**
 - Start by reading the dogs kennel card. Then observe the dog in the kennel. If the dog exhibits concerning or unfamiliar behaviors, do not take that dog out.
- **Get acquainted before handling**
 - Let the dog get used to your presence, smell, voice, and give them treat.

DON'T

- **Punish or use negative reinforcement**
 - At no time are you to strike or yell at an animal. Never correct a dog by jerking the leash. Always apply gradual pressure to redirect a dog while on a walk.
- **Corner a dog; at any time for any reason.**
 - Avoid forcing a dog into doing something it does not want to do. Please move on and this dog will be handled by staff.
- **Enter Indoor Kennels**
 - Never enter into an adult dog's inside kennel while the dog is in it. The inside kennels are their safe space. The only exception to entering an indoor kennel while a dog is in it, is if you are given approval from staff.



Kennels Layout





Enrichment within Kennels

Daily enrichment is important mental stimulation for a dog's mind.

Toys are provided for enrichment

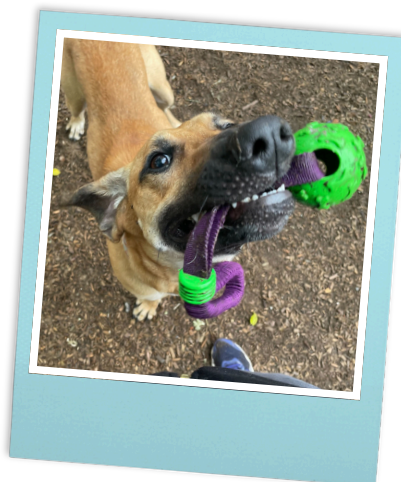
We have a variety of toys available for our dogs. Each dog gets at least three toys to choose from in their kennels (unless it is an unsafe toy for them, i.e. they eat them).

Food Enrichment Options

We have a variety of food enrichment options available. Food enrichment provides mental stimulation for the dogs while they are being kenneled. It gives them an outlet for chewing/entertaining themselves. Some of the options we have are slow feeders, brown baggies with food, boxes of various sizes with food, wobble Kongs, regular stuffed Kongs and toys that can be stuffed with kibbles.

Play Dates (STAFF ONLY, PINK dog and above volunteers may assist).

Dogs tend to be social animals! Organized play groups are great for a dog's mental and physical stimulation. Play groups are always led by a staff person. Volunteers may not conduct play groups at any time without staff present.



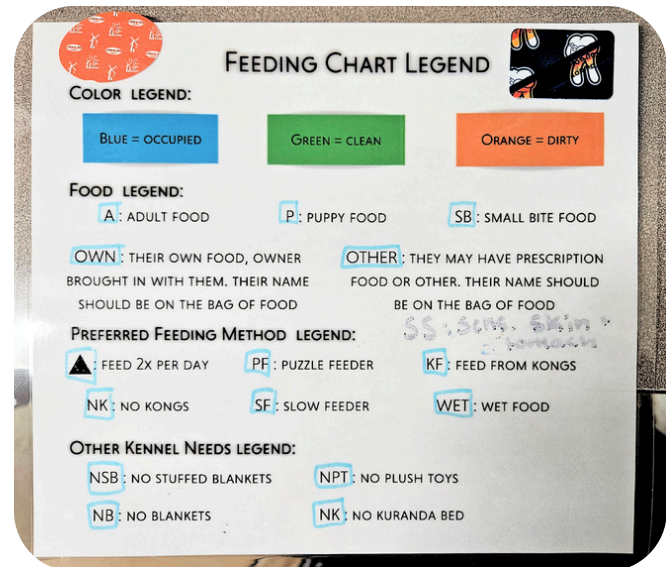
Feeding Chart

Because every dog at Heartland is unique, please read the dog feeding chart before providing toys or treats.

For help understanding the feeding chart, use the feeding chart legend or ask a staff member for help.

The feeding chart will tell you:

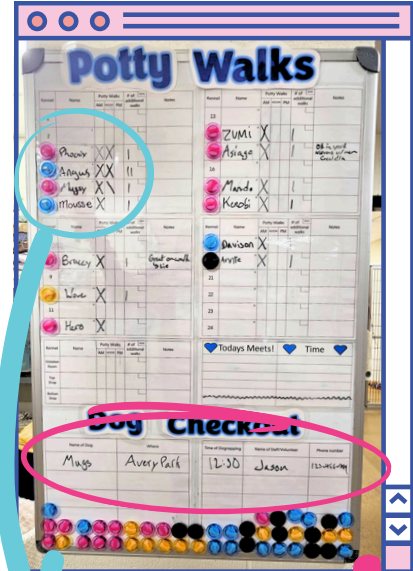
- Which kennel each dog is in
- If a kennel is occupied, clean, or dirty
- What type and how much food each dog gets for breakfast and dinner
- What size kong each dog gets for lunch
- How they should be fed
- Other kennel needs such as
 - If they can receive toys
 - If they can have a blanket
- Any other information staff would like you to know about each dog's kennel



Potty Walk Chart

The potty walk chart is how we guarantee that each dog receives their minimum level of enrichment. With volunteer help, we are able to provide more!

Before taking a dog into the yard, on a walk, or anywhere outside of their kennel, please update the Potty Walk Chart. If you are taking them anywhere that isn't a yard, please fill out the dog checkout board as well.



Kennel	Name	Walks		# of additional walks	GOAL	Notes
		AM	PM			
1	Phoenix	X	X			Any additional information staff would like you to know can be found here
2	Angus	X	X			
3	Mugsy	X	X			
4	Mugsy	X	X			

An X means they have received their potty walk for that time

Any additional information staff would like you to know can be found here

A tally of the number of walks received beyond their potty walks

You only need to check them out when you are taking them somewhere besides a yard

Half an X means they are currently on a potty walk

Name of Dog	Where	Time of Dognapping	Name of Staff/Volunteer	Phone number
Mugsy	Avery Park	12:30	Jason	541-757-9000

The Potty Walk Chart and the Dog Checkout board say that right now, Mugs is going on his afternoon potty walk with Jason at Avery Park.

Our dogs are guaranteed a minimum of three potty walks in the yard. With volunteers, we are able to provide much more! Any dog volunteer may oversee potty walks for dogs they are qualified for.

Before letting a dog into the yard, please complete these steps:

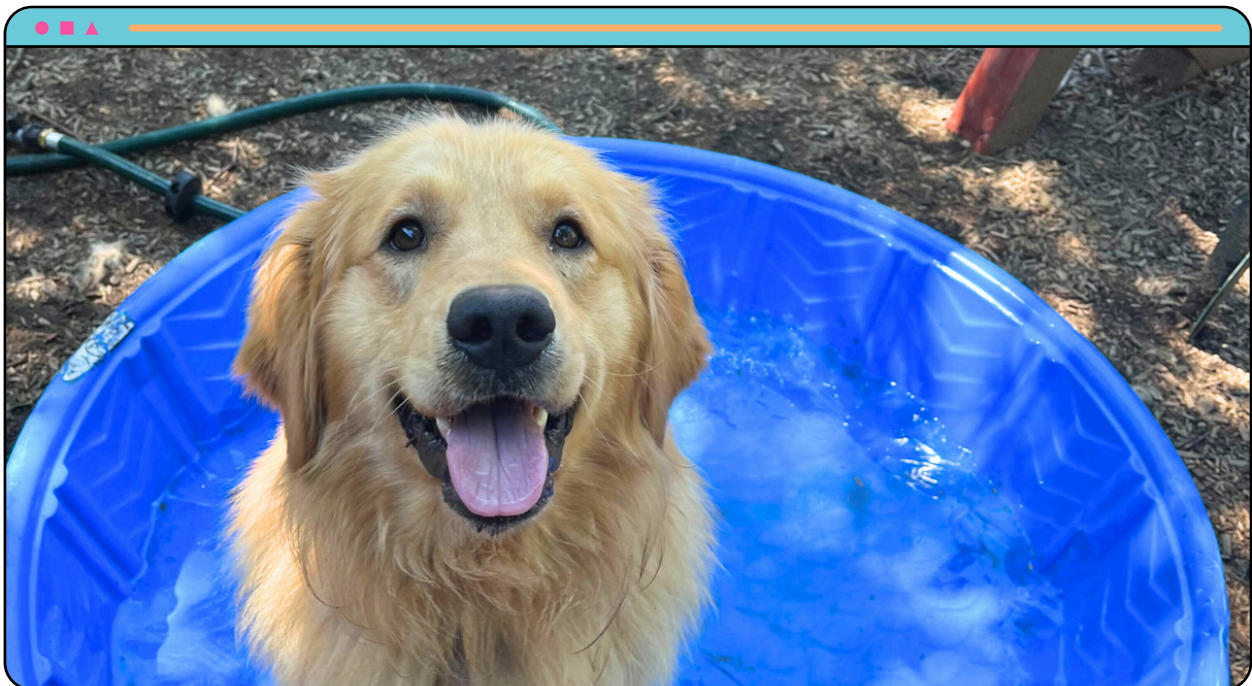
- 1. Sign out the dog on the potty walk chart.**
- 2. Check the yard before letting a dog into its outdoor kennel.**
 - Multiple dogs may be in their outdoor kennel at a time, but there should be no dogs in their outdoor kennel if there is a dog in the yard off leash.
- 3. Check adjacent yards before letting a dog into your yard.**
 - If there is a dog in a yard adjacent to yours, do not let a dog out into your yard.
- 4. Observe the dog within their kennel.**
 - If you see any concerning behaviors that you are not comfortable working with, do not let that dog out. Once they appear more calm than aroused, you may let them out.

Unlike indoor kennels, you may enter a dog's outdoor kennel while they are in it. This may be necessary for putting on a harness or lead.



Once you have a dog in the yard, remember these guidelines:

- **When moving between yards, make sure to fully close the door behind you.**
- **Do not take toys from a dog.**
 - If you choose to play with toys in our yard, its important to bring several.
 - You may ask them to drop it or you may trade with them for a treat.
 - Throw a new toy or a treat rather than picking up a toy from a dog near you.
- **Avoid leaving dogs unattended in the yard.**
 - Given that a lot of our dogs come in as strays, we tend to get a lot of escape artists.





When you are ready to let them back in, please complete these steps:

1. Avoid pulling and never force them to do something they don't want to.

- If they don't want to return to their kennel, try tossing a treat into the back of their kennel to see if they will go in.
- If you are struggling to return a dog to its kennel, call for a staff person.

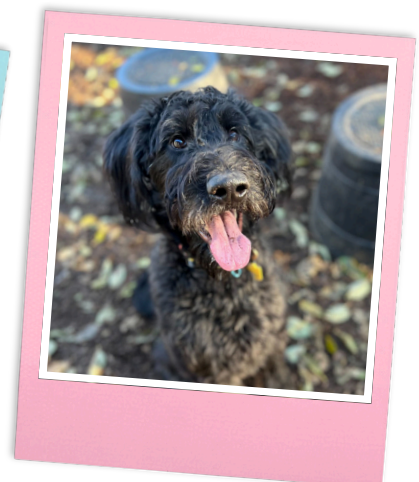
2. Remember to re-lock the kennel when we are open to the public

- Leaving kennels unlocked may cause people visiting Heartland to assume it is ok to enter a dog's kennel or let them into the yard.

3. Open the guillotine door and toss them a couple of treats.

4. Update the potty walk chart

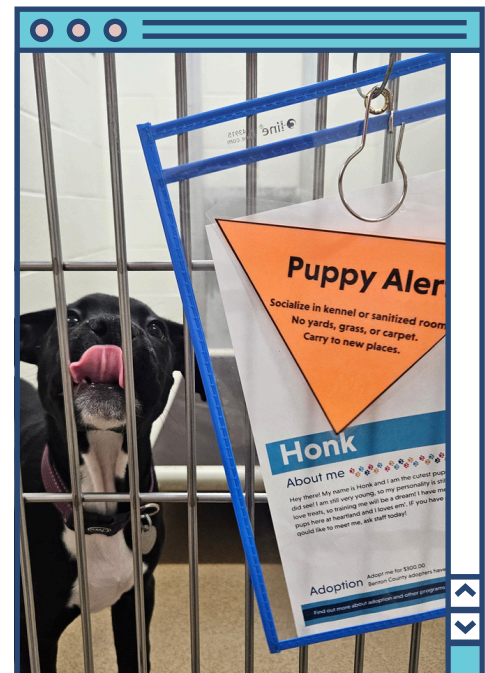
- This way staff will know that the dog has received it's potty walk and is no longer in the yard! Inform staff of any concerns or great things you have experienced on your walk.



Different precautions are used with puppies who have not received all their vaccines to ensure they remain healthy while in our care. As much as we enjoy our time with puppies and socializing them is important, remember that our puppies have a very short length of stay, as they are immediately placed in foster or quickly adopted. While socialization for puppies is desirable, socializing for adult dogs is where we need the most volunteer help in kennels.

Guidelines for puppies in kennels at HHSC

- **Do NOT let any puppies out of their kennel without staff approval**
- Puppies may not go outside onto grassy areas, bark mulch, or for walks.
- Puppies may not go onto carpet or surfaces that cannot be sanitized.
- Puppies should be cleaned/socialized before working with other dogs in the shelter.
- Areas where puppies are visiting must be sanitized before and after the puppies are in contact with the area.
- **Ask staff before socializing with puppies. Including if you would like to take them out of their kennel to another room such as the volunteer room.**



Because we spay/neuter every dog at Heartland, you will often see signs for dogs that are scheduled for surgery, or who are recovering from surgery.

To prevent complications during or after surgery, follow the guidelines listed below if you see these signs:



Scheduled for Surgery

- Must not be given food or water prior to surgery.

Recovering from Surgery

- Do not take on a walk until staff gives approval.
- While in the yard, keep them on a leash to prevent them from overworking themselves.

If you see what you think is a complication, let staff know immediately

Zoonosis Definition:

Zoonosis, or zoonotic diseases, are diseases and infections that can be transmitted between species, including animals to humans.

Common Zoonosis in Kennels:

- **Giardia**
 - An intestinal parasite which can cause stomach cramps, bloating, nausea, and bouts of watery diarrhea.
- **Coccidia**
 - An intestinal parasite which can cause diarrhea, weight loss, vomiting, signs of abdominal pain, and anorexia.

To avoid contracting or spreading zoonosis in the kennels, please follow these guidelines:

- **Wash your hands after handling infected dogs.**
- **Closely monitor infected dogs in the yard.**
 - Immediately pick up their poop.
 - Remove any toys that they play with for cleaning once they are back inside.
- **Read their kennel card for additional information**





DOG-ON-DOG ALTERCATION

If a dog-to-dog altercation is to occur, DO NOT try to separate the dogs. Never put yourself between the dogs. Call for staff IMMEDIATELY.

- You may try to stop the altercation with loud noises, yelling, banging bowls, or by throwing a blanket over the dog's head

DOG-ON-HUMAN ALTERCATION

Your safety is our priority. If you are feeling uneasy with a dog, please return them to their kennel immediately and let staff know what happened. If you are unable to do so:

- DO NOT run, try to remain calm and move slowly.
- Avert your eyes and turn your body. Do not stare at the dog.
- Take a fistful of treats and slowly toss them away from you
- Toss your leash, coat or article of clothing to the dog
- If the dog is on leash, you may wrap and tie the leash around something such as a tree or through a gate.
- Call for a staff member

Animal bites are always a risk while working with animals. With caution and proper training most bites are preventable.

If a bite does occur and breaks skin, it is required by law to follow these guidelines below:

1. Report the bite immediately to a staff member.

- The animal must be placed on a 10 day bite hold as required by Benton County, OR law.

2. Clean the wound.

- Staff can help you by providing access to a first aid kit.
- Please seek additional medical care if necessary.

3. Fill out a bite report and a CHUBB form (insurance).

- The bite report will be filed with the Benton County.
- The CHUBB report will be kept on hand in case any additional medical treatment is needed.



Personal Protection Equipment

We use a variety of cleaning products that are designed to eliminate common zoonosis, such as giardia, while also being safe for animals. While it is safe for animals once cleaning is done, it can be hazardous during the cleaning procedure if it makes contact with your skin, eyes, or it is inhaled.

In kennels, we commonly use:

- Rescue
- Virkon
- Kennelsol
- Degreaser

When cleaning, volunteers are required to wear personal protection equipment (PPE) according to this chart: →

Volunteers should never be handling concentrated cleaning materials. This is a staff only task.

Required PPE		
Disinfectant	PPE for Deep Cleaning	PPE for Spot Cleaning
Rescue	Eye Protection, Gloves	Gloves
Virkon	Mask, Eye Protection, and Gloves	Gloves
Kennelsol	Eye Protection and Gloves	Gloves
Degreaser	Eye Protection and Gloves	Gloves

Volunteers should never be handling concentrated Rescue, Virkon, Kennelsol or Degreaser

Rescue

Virkon

Kennelsol

Degreaser

Scan for
the Safety
Data Sheet:



Staff Only Tasks

You may see some staff-only tasks being performed by a select few volunteers. These are volunteers who have demonstrated advanced understanding of heartland protocols and have been trained to perform these roles.

Below is a list of some tasks you should not perform unless you have received proper certification and have been given approval by staff.

- When new dogs arrive for an intake or surrender, do not approach and attempt to pet these animals. This is a difficult time and space must be given.
- Meet and greets with potential adopters.
- Walking animals that are post-surgery or with any special sign on their kennel card.
- Handling concentrated cleaners such as Rescue, Virkon, Kennelsol, and Degreaser.





Heartland Humane
shelter & care

How Dogs Communicate



Knowledge of basic dog body language will help you meet the dogs we have in the shelter. The ability to read dog body language will help you understand if dogs are feeling uncomfortable or if they are ready to be your friend. First impressions are especially important. Not only will a bad first impression hurt your relationship with the dog, but it makes it harder for the dog to get comfortable when meeting potential adoptees.

Here are a few tips to help!

- Always allow the dog to walk up to you!
- Approach them from an angle.
- Turning sideways and bending at the knees.
- Never lean over the dog. This allows the dogs to feel like you are not being overbearing or threatening.
- Please do not sit on the ground with dogs that are new to you.
- Looming may be intimidating to a fearful dog. Sometime it is best to gently toss a treat into their kennel and move on.
- Stay relaxed as dogs can read your body language.
- Do not stare the dog in the face; keep a soft gentle gaze. Offer a low, soft voice when greeting or giving praise.
- Do not take a dog's food or other high value items (toys, raw hides, treats).





**Heartland
Humane**
shelter & care

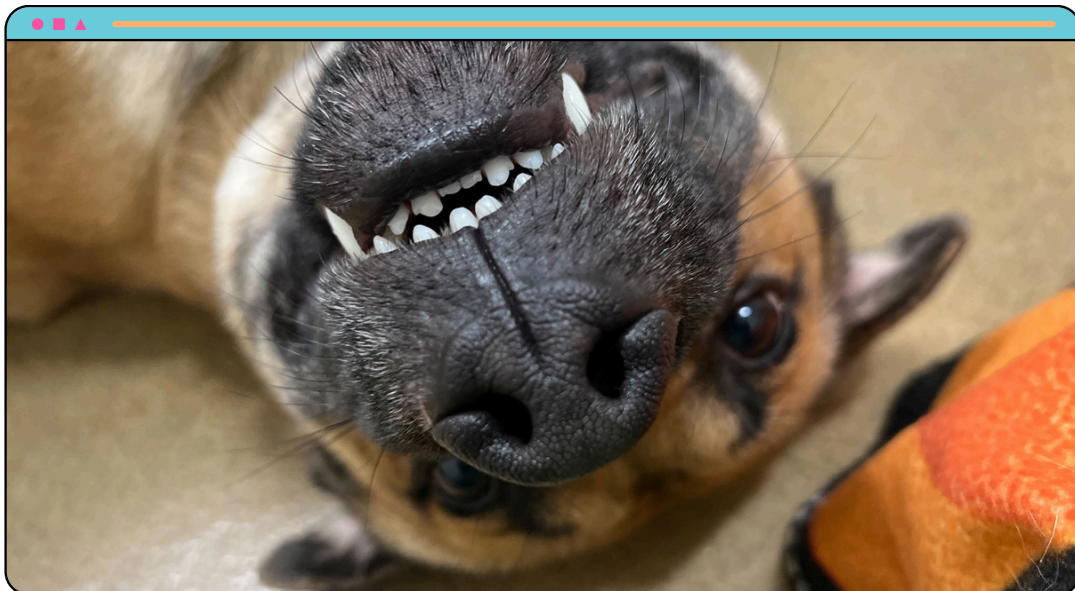
Introduction to Body Language

Just because a dog is wagging their tail, it does not mean they are being friendly. It's important to understand what our dog's are telling us, ensuring our interactions are safe and enjoyable for the dogs.

Take the time to observe each dog before interacting with them. Understanding their individual personalities and needs will make the time spent with them better for all parties involved. Your handling skills will grow with practice!

Be sure to observe the whole dog. Study the ears, mouth, and tension in the face. Look at the body position and tail together. This will help to give you the most accurate reading of their body language.

If at any time you are unsure of the dog's behavior, return the dog to the kennel and inform a staff member. They can help you interpret what the dog is trying to tell you.





Heartland Body Language of





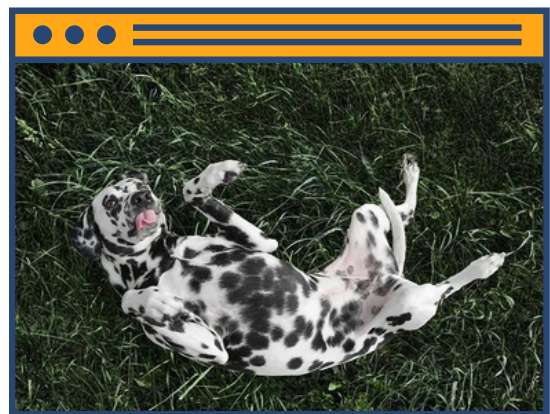
Body Language of Fearful Dogs

Body language of a fearful dog may appear differently depending on the dog. Remember that all dogs are individuals, they may display one or more of these signs. Please allow these dogs to have their space, these are dogs that staff will handle.

- Head: Averted gaze or whale eyes, lower or turned head, furrowed brow.
- Mouth: Panting, barking, excessively salivating, yawning, lip licking.
- Ears: Ears flattened back; for flopped ears look at the base near the head.
- Body: Lowered body, slumping, rolling over, urinating.
- Tail: Tail tucked between legs, low tail wag.

Remember that dogs do not want to be comforted the way a friend would.

Hugs, overcrowding, or lingering in front of a kennel may make the dog more uncomfortable. Give a fearful dog its space.



Is this dog soliciting a belly rub? She is not!

To learn more about reading dog behavior, and how to reduce stress in our dogs, take the Fear Free Shelter online course. This program is required in order to advance from a **BLUE** to a **PINK** dog volunteer.



The goal of the Fear Free Shelter Program is to improve the experiences of animals by educating shelter, rescue, and animal welfare employees and volunteers like you about their emotional needs.

Fear free aims to empower you to apply key strategies and techniques designed to reduce the negative emotional states that are commonly experienced by shelter and rescue animals—including fear, anxiety, stress (FAS), and frustration—and increase their enrichment opportunities.



The Fear Free Shelter Program provides training suitable for all of the individuals involved in the care and oversight of shelter and rescue animals—from medical and behavioral staff to intake, reception, kennel, and cattery staff to animal control officers, adoption counselors, foster caregivers, and shelter volunteers.

Scan this code to get started!





Heartland Humane
shelter & care

Walking Dogs Offsite



In order to walk our dogs unsupervised, you must meet these qualifications:

- Must be 18 or older
 - Youth volunteers 16 and older may volunteer without parent or guardian supervision, but they are not allowed off the premises without adult supervision.
- Must be **PINK** dog volunteer certified or higher

Walking shelter dogs has multiple benefits

- Good for the mental well being of our dogs.
- Provides exercise for improved health and weight management.
- Enables socializing while promoting positive experiences with new people, other animals, and new places.
- Gives time to work on basic training skills like loose leash walking which helps with pet retention after adoption.
- Walking dogs provides relief from the stress of being in the shelter. This allows for better meets during adoption hours.



Before taking a dog on a walk, you should know how to properly fit and use the various dog walking equipment that we have available.

- **Flat Collar**

- All dogs must have a flat collar with an ID tag while in the shelter.



- **Slip Lead**

- A lead without a clasp. It tightens and loosens based on how hard a dog pulls on the lead.



- **Clip Lead**

- These traditional leashes are used while walking. This lead attaches to a harness or martingale.



- **Weiss Walkie Lead**

- This lead enables the walker to create a quick harness with some "no pull" properties. Not the best option for strong dogs with a heavy pull.



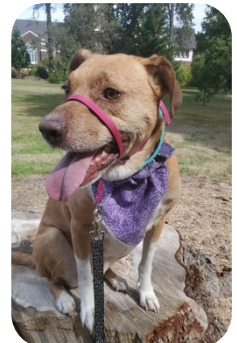
- **Harness**

- We have a variety of harnesses. Some are used for their "no pull" properties. As well as front clip, back clip and double clip harnesses.



- **Gentle Leader**

- Gentle leaders work well for dogs who are more reactive or may not respond to harnesses. They help with pulling and help redirect the dogs attention when needed. Please ask staff if you think a dog may need one. We're happy to show you how they work!



Which equipment should I use?

When on walks, our dogs are often being walked by someone they are unfamiliar with, in a place they don't know very well. This leads to high reactivity and unpredictability on walks. Because of this, we require all volunteers walk our dogs using specific equipment.

Dogs over 20 pounds require two leads: A slip lead, and a harness or harness alternative.

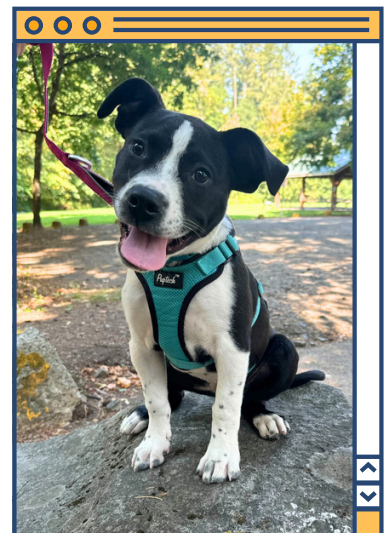
We require volunteers use a harness as opposed to clipping directly to the collar. A collar is easier for a dog to slip out of. The harness requirement can be met by using a harness and clip lead, using a weiss leash, or a gentle lead. The slip lead is there in case you need a back up.



Dogs under 20 pounds only require a harness.

We are less concerned about smaller dogs pulling out of their harness. However, a collar is still easy for them to escape from, so clip to a harness instead of their collar. If you are concerned that they may escape, you can walk them with a slip lead in addition to the harness.

Ask a staff member to help size and choose the proper harness if you are not sure!



Before taking a dog for a walk, please complete these steps:

1. Sign out the dog on the dog checkout chart.

2. Check the yard before letting a dog into its outdoor kennel.

- Always remove dogs from their outside kennel, never inside unless otherwise instructed by staff.
- Ideally, there should be no other dogs in their outdoor kennel when preparing for a walk, but this is not always possible.

3. Observe the dog within their kennel.

- If you see any concerning behaviors that you are not comfortable working with, do not walk that dog. Once they appear more calm than aroused, you may let them out.

4. Enter their outdoor kennel to prepare for the walk

- Unlike their indoor kennel, you may enter their outdoor one.
- Fit the dog with a harness or harness alternative. Ensure a tight but comfortable fit. Then place the slip lead around their neck.
- If you are not confident in your ability to prepare a dog for a walk, or if this dog is not comfortable with you yet, ask a staff member for help.

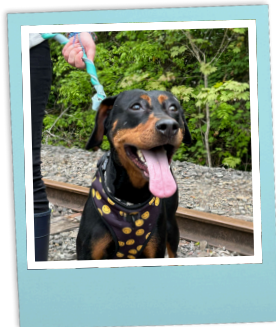
5. Begin the walk!

- Be mindful of the dogs in nearby cages. Keep moving to leave the high arousal area as quickly as possible.
- Leave the yard through one of the gates, ensure the gate closes behind you, and enjoy!



Once you have a dog in the yard, remember these guidelines:

- **Keep a tight grip on the leads and keep your balance**
 - You never know when a dog may try to “bolt” away.
- **Avoid distractions such as using your phone or headphones.**
 - In case of an emergency, keep your phone on you.
- **Avoid other dogs**
 - Do not allow our dogs to interact with dogs the shelter is not familiar with.
 - Avoid interacting with other dogs from the shelter as well.
- **NEVER take our dogs off leash when on a walk**
 - Dogs can enjoy off-leash play time in our yards exclusively.
- **Avoid excessive enrichment time**
 - A walk may be between 15 minutes to an hour.
 - Watch for signs of fatigue, overheating, or becoming too cold.
- **Ensure that they will be seen by potential adoptees**
 - Check with staff to make sure the dog will be at the shelter for any pre-scheduled adoption meets.
 - During the peak adoption times, 12PM-6PM on Fridays and Saturdays, please limit a dog’s walk to 15 - 20 minutes.



When returning to the shelter, please complete these steps:

1. Check the yard before entering.

- Ensure that there are no loose dogs in the yard before you and your dog come back in.

2. Place the dog back in its appropriate kennel.

3. In their kennel, remove their harness and other equipment.

- Do not remove their collar.
- Clip their leads and harness on the outside kennel gate.

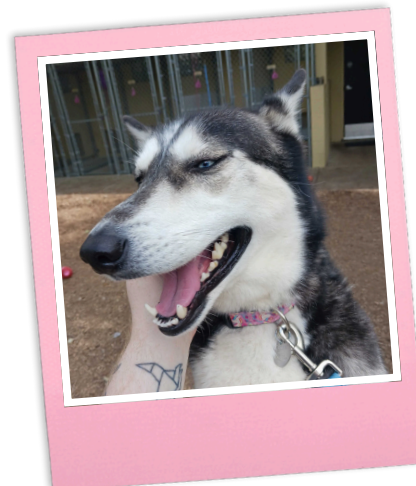
4. Remember to re-lock the kennel when we are open to the public.

- Leaving kennels unlocked may cause people visiting Heartland to assume it is ok to enter a dog's kennel or let them into the yard.

5. Open the guillotine door and toss them a couple of treats.

6. Update the potty walk chart and dog checkout chart

- This way staff and other volunteers will know where the dog is and how many walks it has received today.





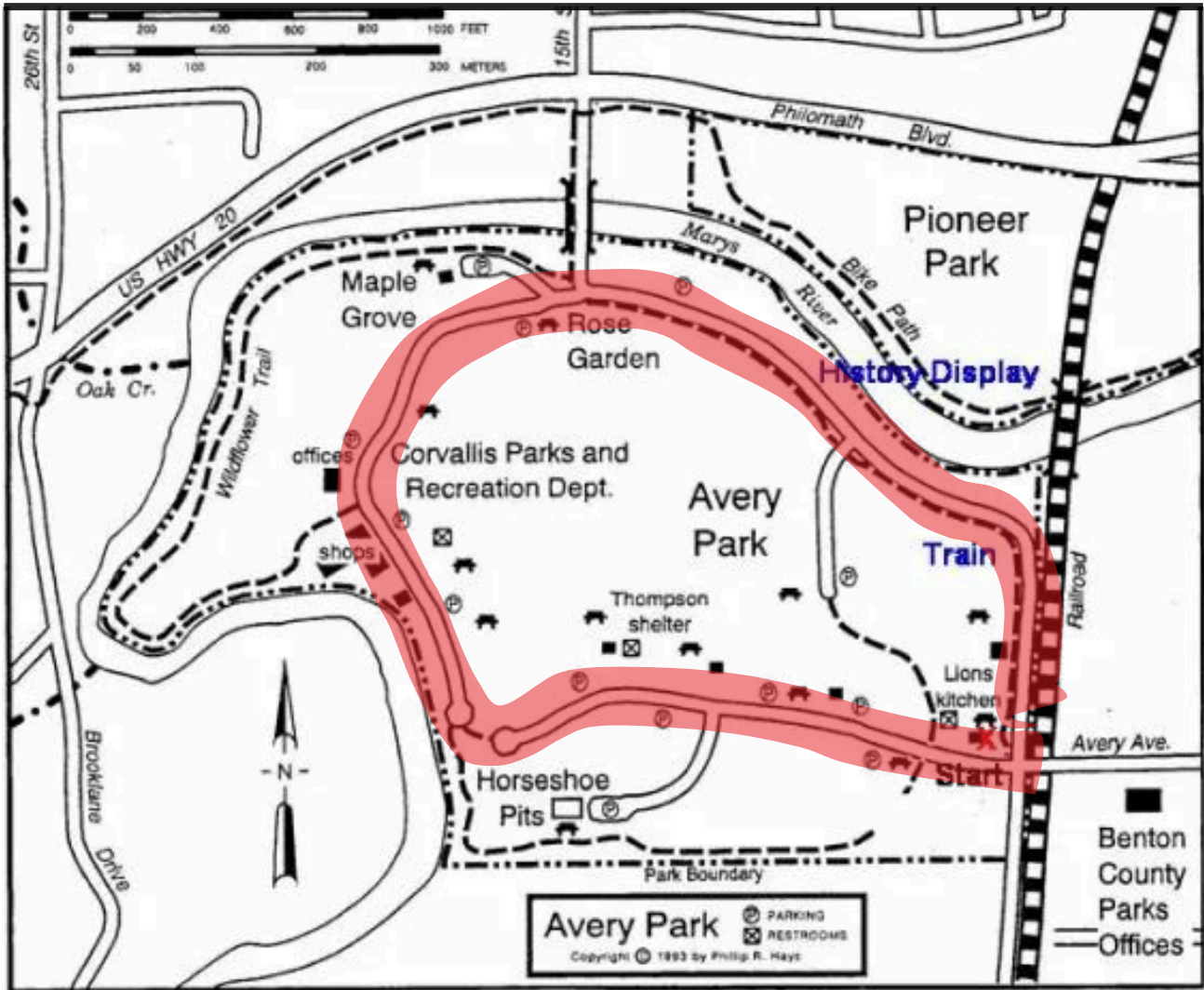
**Heartland
Humane**
shelter & care

How to get to Avery Park





Avery Park Walks



If you are familiar with other Avery Park trails, you are welcome to walk them. We do not recommend trying new trails while walking one of our dogs.