



Pennsylvania Society for the Prevention of Cruelty to Animals

Beginner (Green Level) Dog Walking Manual for Erie Ave.

Walking dogs is simple stuff, right? Not quite. While walking your own dog may be simple, walking dogs in a shelter environment can be very different. This is a guide to help keep you, the animals, and the public safe while you are interacting with the dogs.

Schedule: Volunteers may be in the shelter during Adoption Center hours (1pm - 8pm on weekdays and 10am - 5pm on weekends). All dogs must be back in their kennels 30 minutes before the adoption center closes.

Step One: Sign In

- Sign into the binder located at the front desk any time you come to the shelter to volunteer. Be sure to sign in to the current date and to have someone at the front desk initial you in.
- Take an orange “I am being walked by...” card (located in the sign-in binder) and write your name on it. You may reuse this many times.

Step Two: Get Your Equipment/Uniform

You will bring these with you or they will be in the kitchen

- Name Badge (bring with you or use sticker name tag)
- Volunteer T-shirt (bring with you) or apron (hanging in kitchen)
- Leash (bring with you). You may purchase a better leash from me.
- Orange “I am being walked by...” card.
- Bags for pick up (hanging near the door)
- Treats (please use the treats from buckets hanging in the Greenhouse- please do not continue to give treats to dogs that do not eat them)
- Pen/pencil

Step Three: Determine which dogs you may walk and choose your dog

First take a walk through the room to get an idea of who is there and who has not been walked yet. Take note of any empty (no paperwork) kennels. Dogs in dirty kennels may be placed in an empty kennel during cleaning.

- **You are only permitted to walk dogs with the following characteristics:**
 - *Room Location:* Greenhouse (dog adoption room).
 - *Stage:* Available, Special Available, or On Hold – for an event only. This information is found on the dog’s cage card. Reason for Hold is located in the Hold Info section.
 - *Kennel Type:* 4 foot kennels (B-G rows). Dogs in 4 foot covered kennels (jumpers) may be walked after your 2nd visit to the shelter. You must remember to securely close the top of the kennel. Additional training is **required** to walk the dogs in the 6 foot kennels (A and H rows).
 - *Sociability:* Solicits and enjoys your attention. You want soft wiggly dogs. Report any aggressive behavior immediately. Do not handle aggressive or excessively shy dogs.

- *Health*: Clear eyes and nose, absence of coughing or lethargy. Dog's currently receiving medical treatment will have medication location card. Avoid walking dogs with conditions that can be spread or would cause pain to the dog. To report medical conditions, complete green medical card obtained at the adoption counter and leave with adoption staff.
 - *Age*: Puppies must have at least two DHPP shots before they can be walked outside. This information can be obtained from the cage card, green shot card or by asking a counselor.
 - *Walk History*: Try to walk dogs that have not been walked for awhile. Dogs that have been walked at least once will have the card on their kennel flipped to the "Thank you for walking me side". You can check the dog's walk sheet to determine the time of the dog's last walk. The first dog volunteer in for the day should reset the flip cards.
- Meet and Greet Your Dog (you are outside of the kennel):
 - Turn your body so it is sideways to the kennel door. A frontal approach can be intimidating.
 - Slowly put your hand up to the cage door to allow the dog to sniff you. Averting your eyes and avoiding a stare will also help put the dog at ease. You are looking for sociability- the dog approaches in a friendly manner.
 - If the dog seems friendly (i.e. solicits your attention) slowly reach your hand over the cage to let the dog sniff you and pet him/her. Keep yourself calm and friendly. Immediately report any aggressive behavior. Leave the shy dogs to more experienced handlers. You may toss treat to shy dogs to help create a positive association of people.
 - Check the kennel and water bowl for cleanliness. If the kennel is dirty you must clean it before replacing the dog. You may clean before or after the walk. Cleaning supplies are located in room.
 - Be aware of the dog's arousal level as well as that of the room in general. Stop petting dogs when they react to other dogs or people in the area. You may become injured if the dog's frustration and excitement are redirected toward you. Distance yourself and/or dog from any arousing situation.

All kennels have a "Please Walk me/ Thank You for Walking me" card hanging on their kennel. Only walk the dogs that meet the criteria posted above and only walk dogs that you can handle and are 100% comfortable with.

Step Four: Walk Your Dog

- Place your orange "I am being walked by ..." card in the dogs kennel file. This card lets everyone know who the dog is with and makes it easier for you to identify your dog's kennel. If you cannot recall which kennel your dog belongs to, ask staff for assistance.
- To remove the dog from the kennel, take your leash and slide the clip through the handle to make a slip or noose-like leash. **Do not** attach the leash to the collar since these collars are not very strong. (You may purchase a comfortable slip leash from Stacey. This leash is much more comfortable for the walker and the dog). **Before** opening the kennel door, slip the loop securely over the dog's head and look around to make sure no other dogs or small children are nearby. Also look to outside Greenhouse windows to make sure the area is not crowded with walkers. When the coast is clear, remove the dog from his/her kennel and head toward the clearest exit. The preferred exits are the doors going directly outside. Look through the window before you open the door to be sure there the coast is clear. You cannot get back into the building through these doors.

- If the dog is too much to handle, stay calm and either knock on the Greenhouse door for assistance or immediately walk the dog back into the building via the adoption center hallway door. Do not hesitate to ask for assistance.
- Dogs may be walked anywhere in the rear parking lot (behind the gate).
- Clean up after your dog wherever he/she goes (inside or outside). Fecal matter must be deposited in the trash cans located throughout the parking lot. If blood or worms are in the stool or the stool is very watery, please notify the staff so that a stool sample can be obtained.
- There is no set time limit for how long a dog should be walked. However, it should be long enough to give ample time to potty, but short enough that several dogs are walked during your time. Do not allow male dogs to urinate on the poles.
- Enter the building through the door at the end of the adoption hallway. Always look through the door to see if another dog is nearby before you walk through. If a dog is being walked past you in a hallway, hold your dog close to you and walk by quickly or stop and wait for the other dog to go by. Do not allow dogs near each other, even if one is in a kennel. Be very careful while walking the dogs through a crowd of people at the adoption counter.

Step Five: Return dog to the kennel.

- As you walk back into the Greenhouse, try to remember the row that your dog was in and quickly walk him/her back to the kennel. Ask a staff member for assistance if you cannot recall your dog's kennel location.
- Examine the kennel for cleanliness. If the kennel is dirty, you must clean it before returning the dog. Cleaning supplies are in the middle closet in the Greenhouse. Ask a staff member if you cannot find cleaning supplies. You may place the dog in an empty kennel or clean "scoop and mop" the kennel with the dog in. Make sure the water bowl is clean and full. If not, dump out the water and refill it with water from the water container.
- Lead the dog into the kennel and close the door **before** you remove the leash. If the dog is too small to get the leash off, open the door while blocking it with your body as you remove the leash. Then flip the purple card to the "Thank You for Walking Me" side, and log the walk on the walk log sheet in the kennel card. Remove your orange "I am being walked by ..." card and greet another dog.

REMEMBER:

1. Never run with the dogs. This may be dangerous and promotes inappropriate behavior.
2. Do not jerk or drag a dog. Always maintain control over the dog and feel free to ask for assistance.
3. Always be aware of your surroundings. Go wide around corners and look through doors before opening them.
4. Move dogs in and out of the rooms quickly. It will lower their stress level.
5. If you do not have experience with a particular dog, stay near the building while you get to know the dog. If the dog is more than you can handle, seek assistance or immediately return to the building.
6. Keep your dog separate from all other animals. Always be aware of other animals and people near you.
7. All dogs must be securely leashed at all times.
8. Never place a dog in a dirty kennel and make sure the dog has clean water.
9. Pick up your dog's waste wherever it is.
10. In the event of an emergency, call for help but remain calm.
11. Report all injuries immediately- regardless of the cause.

Adoptions

Although **volunteers must go through adoptions training to speak with adopters in a ‘meet and greet’ scenario**, you may inform adopters of our adoption procedures and what our adoption fees include.

- Adults (and people under the age of 18 with an accompanying and watchful adult) may peruse the adoption center at any point during adoption hours.
- All canines and felines must be sterilized before they go home.
- All animals are as companions. We do not adopt out animals that will be used primarily as guard dogs, mouser cats or outdoor animals. Discreetly report any suspicions to the adoption counselors.
- We do not perform declawing surgery or cosmetic surgeries such as ear cropping and tail docking.
- Special Application animals cannot go home the same day. Applications for these animals are more extensive and often require a home visit before the best adopter is chosen.

Procedure

1. Walk through the adoption center rooms to see what is available. (Steps 1 and 2 are reversible).
2. Complete the adoption application located at the adoption counter.
3. Receive a yellow “Adoption in Process” card (and the animal info slip if for cats).
4. Choose an animal they are interested in and speak with an adoption counselor or kennel attendant.
5. With assistance from a staff member or trained volunteer, applicant will meet and greet the animal outside of its kennel in the adoption room (for cats only), yard (dogs only) or living room. Adoption in Process card must go into that animal’s kennel file.
6. If not interested in adopting that particular animal, remove the card to look at another adoptable animal. If interested in adopting, staff or trained volunteer completes the animal information slip and keeps the Adoption in Process card in the kennel file.
7. Adopter takes the animal information slip to the adoption counter and signs the sign in sheet. Information slip is given the counselor.
8. Adoption counselor makes a decision and counsels the adopter.

Adoption fee:

Cats (over 6 months) = \$50.00	Small animals, birds, reptiles, horses, pigs = vary
Kittens and adult dogs- \$75.00	Seniors 60+ One cat, two years or older = Free
Puppies (under 6 months) = \$125.00	Seniors 65+ One dog, two years or older = Free

Adoption fee includes:

- Spay/Neuter Surgery (mandatory before animal goes home)
- Collar with Keystone ID tag
- FeLV/FIV test (for cats), Heartworm test (for dogs)
- Inoculations for first year (3-in-1 for cats, 5-in-1 for dogs)
- 45 day ShelterCare Pet Insurance
- 3 weeks of free medical care in the PSPCA veterinary hospital
- Microchipping
- Access to adoption counselors and director of behavior.

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