



# From Shelter to Service Dog Training Tips Manual

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## Safety Tip Reminders

- Please remove all equipment, other than a buckle collar when the dog is in the home.
- Do not let your dog sit on your lap while driving the car. If your vehicle has passenger side air bags, your dog should ride in the back. Air bags can cause serious damage if deployed.
- **Never put your dog in the back of an open truck.** While it may seem to be lots of fun for your dog, this could be a very dangerous situation for your dog if you were involved in an accident or had to stop suddenly. Your dog can easily be thrown from the vehicle. Even if you use a tie down, your dog can lose their footing and slip over the edge and choke or break their neck if unattended.
- Prepare for an emergency or natural disaster. It is important to put together a kit or backpack of food, water, first aid kit, towel or blanket, leash, extra ID tag, copy of rabies. Please contact Our shelter partner and Dogs for Better Lives at the earliest convenience to let us know that you and your dog are safe.
- Do not let your dog get close to escalators or moving walkways! Your dog's toenails could get stuck in the edge, and they might lose a toenail. When you come across escalators or moving walkways, either pick your dog up or use an elevator or stairs.
- **NEVER** leave your dog alone in the car unattended no matter what the temperature is outside. Dog theft is always a possibility.
- When driving, NEVER allow your dog to stick their head out the window. Some items might fly into the dog's eye and cause injury or infection.
- Always supervise children when they are around your dog.
- If you have a swimming pool or are near one, be certain your dog knows how to swim out of the pool, or the dog may drown. Do not leave your dog near a pool unattended.
- Should you have a recliner chair in your home, be very careful when lowering the footrest. We have had some dogs trapped under the footrest so, before lowering your footrest, look for your dog!
- Never leave your dog alone with soft squeaky toys. The dog may swallow a piece of the toy without your knowledge.
- Remember always have plenty of water available for your dog.
- When out in public, *a/ways* have your dog on leash unless in a securely fenced area, **no exceptions**.
- Be sure to secure all electrical cords in your home. A dog may chew a cord and be electrocuted. Your dog may also get tangled in a cord and pull electrical devices down on top of themselves.
- Please remember that certain events may frighten your dog or make them nervous. Often times the sounds at sporting events (such as basketball games), concerts, and parades are very loud and can frighten dogs. When you attend these events, watch your dog carefully. How is your dog

reacting to these sounds? Does the dog appear to be nervous? Shaking? Tail tucked? Ears down? Panting when it is not hot? If your dog is uncomfortable, you should leave the event. You may contact the Shelter Dog Program Coordinator or Trainer and ask for advice on how to deal with these situations.

- *Do not* take your dog to firework displays, Halloween parties or zoos.

***If you have questions reach out to the Shelter Dog Program Coordinator or Trainer.***

## Basics of Training

At Dogs for Better Lives, we train all our dogs using positive reinforcement. We utilize rewards such as treats, toys, play, and other things the dog will work to earn, to reinforce their good behavior.

Reinforcing a dog for good behavior teaches them what we like and what behaviors we want to see more of. Rewarding good behavior teaches the dog that working with us pays off and helps the dog enjoy and become a willing participant in the work. When you get a new dog, it is always good practice to recognize the good behaviors and choices your dog makes and acknowledge and reinforce them as much as possible.

To prevent unwanted behaviors from forming, you will want to set your dog up for success and manage their environment so that they don't have the opportunity to practice unwanted behaviors, and they have plenty of opportunity to engage in good choices that you can reinforce.

## Types of Reinforcement

Food and treats are the easiest and most common reward and can be carried around with you in a fanny pack or treat pouch for easy access when you need them.

Some dogs prefer toys and play, and the Shelter Dog Program Coordinator or Trainer can show you how to implement toys as rewards in training.

Some dogs enjoy petting and praise and it's a great tool to have when you are wanting to use less food and toy rewards, or if those rewards aren't available when you need to reinforce your dog. Each dog is different when it comes to what they enjoy, so experimenting with your touch and tone when interacting with them will help you find what they enjoy most.

Another way to reinforce our dogs for their good behavior is to utilize what we call Life Rewards. Life Rewards are things the dog does in everyday life that can be used to reinforce obedience behaviors. Things like getting to go outside, eating their dinner, and getting to go sniff. Each of these things can be used to reinforce behaviors. e.g. Have dog sit and wait before being let outside. Have dog go to place before being released to eat their dinner. Heel nicely and then allow dog to sniff to reinforce the nice heeling.

## Behavior Problems

DBL's training philosophy is reinforcement based, therefore we do not resort to physical punishment, because there are better, more effective ways to deal with behavior problems.

Whether it's the dog not responding to a command, or misbehaving, there is always a reason, or something reinforcing the problem behavior.

How we suggest dealing with a behavior problem depends on the issue and what is safest and most effective. Please contact the Shelter Dog Program Coordinator or Trainer for help dealing with behavior problems.

## Why is My Dog Not Listening to Me?

Dogs are not stubborn. They just do what works for them. Utilizing positive reinforcement properly will prevent your dog from displaying behaviors that may be labeled as stubborn. Dogs are learning to work with us throughout their lives, so situations may pop up where your dog is just confused or can't handle it. That just means they have more learning to do in those situations. It doesn't mean that they are defying you or not listening just to get their way.

**Some reasons why a dog may not be listening to you are.**

- They may be stressed, anxious, tired, or fearful.
- The behavior isn't generalized well enough, and the dog is confused in that environment.
- There are too many or too difficult of distractions in the environment. They are over-stimulated.
- The bank account for that behavior is empty. It doesn't pay to do that behavior.
- They may have physical discomfort, pain, or illness. (If a dog's behavior changes suddenly, always contact our shelter partner's vet for a physical exam before proceeding on with training through the behavior problem.)
- Over-excitement about something in the environment.
- Something punishing happened previously when performing that behavior.

**To determine why your dog may not be listening and contact the Shelter Dog Program Coordinator or trainer for assistance.**

How they recommend working through "not listening" will depend on a variety of factors.

- If this is a new behavior for your dog, a vet check is the first thing to do to make sure there are no health concerns affecting their behavior.
- Figure out why your dog isn't listening, what is the cause?
- What can be changed to get success?

## Boundaries

A boundary is an imaginary line your dog cannot cross without your permission. You should teach your dog to hold boundaries at places he could escape from such as outside doors, gates, and car doors. These boundaries are important for the safety of your dog, to prevent them from running out the door and possibly getting hit by a car.

The command "wait" can be used but is not necessary for boundaries. The training process teaches your dog that they cannot move forward through a doorway (or gate, etc.) until they are given the release command, "free". The training process will require a lot of repetition, so be patient with your dog as they are learning.

Have your dog on a leash at the door and put your hand on the doorknob. If they move forward at all, take your hand off the doorknob to indicate that is not what you want. Repeat until they don't move forward when you put your hand on the doorknob. Praise your dog for not moving forward and start to open the door. Gradually open the door and if they stay in place, praise, and reward them. If they move forward, shut the door. Repeat until you can fully open the door without your dog trying to

move through it. Give them praise and a treat for holding the boundary. When you are ready give them the release command “free” and let them pass through the door.

When you want your dog to pass through the boundary, give the command “free.” Remember to always give this release command before your dog walks through a boundary.

If your dog crosses the boundary without permission, bring your dog back and try again. Holding to your training criteria is the only way to have this behavior be reliable.

Every new distraction at doorways and boundaries will provide a new training opportunity. Be prepared to work through the boundary training several times to show your dog that even if friends are outside or the delivery guy is here, boundaries are an expectation.

Additionally, you can use the command “Wait” to signal for the dog to not cross a boundary. Always release the dog with Free once they are allowed to cross the boundary.

## Separation

Dogs for Better Lives recommends planning some time, every week, when your dog can have some time alone. There are two reasons for this suggestion.

First, having some time home alone allows the dog to get some much needed “time off” from their job. Having time separate from you provides an opportunity for your dog to rest “off the clock.”

Second, having time away from your dog on a regular basis helps the dog understand that separation is something that will occur and helps them learn to cope with being alone on occasion. This is important to help prevent the dog from becoming anxious if a situation comes up when you have to leave them home alone for any reason.

The Shelter Dog Program Coordinator or Trainer will discuss in more detail how to practice separation with your dog.

***Contact the Shelter Dog Program Coordinator or Trainer with any questions or concerns.***

## Crate Training

All dogs are to be crate trained during their training at Dogs for Better Lives time in foster. Crate training should always be positive. By teaching your dog to accept and enjoy the crate, it can become a very valuable tool. There is no reason not to crate train your dog. The crate becomes a comfortable, secure spot for your dog no matter where you are, and it should never be used as punishment.

### **Crates can be used:**

- For housetraining
- To keep pets safe while traveling in a vehicle
- When you must leave your pet in a hotel or unfamiliar place unattended
- At the veterinarian’s clinic or at the groomer (By teaching your pet to accept and enjoy the crate, you will alleviate an enormous amount of stress for them during those times.)
- When they are home alone to prevent unwanted behaviors
- To prevent them from becoming confused when a sound occurs and no one is home to alert

- To give your foster dog a place for some alone/rest time

It is important to remember that crates are to be used for short-term confinement. The only things that should be in there are the dog's bed or blanket, a Nylabone, and hollow toys stuffed with goodies to occupy their mind. If your dog is prone to shred or ingest soft toys or bedding, do not leave them unaccompanied with those items in their crate.

Crates are supposed to be enjoyable places for your dog. Never use them as a source of punishment. They also require adequate exercise before and after being crated. Going into the crate and being released from the crate should be calm, relaxed, and unemotional. All hellos and goodbyes should be even keel and not emotionally charged.

If you are having problems with crate training your dog, **the Shelter Dog Program Coordinator or Trainer** for assistance. When done properly, crate training is a positive experience for you and your dog.

## Barking

There are many reasons why dogs bark. It is unrealistic to expect a dog to never bark. Barking can be the result of built-up energy that needs to be released through exercise and mental stimulation or can be due to fear. Do not yell at your dog when they bark.

Try to identify what your dog is barking at, and then contact the Shelter Dog Program Coordinator or Trainer. The sooner you begin working on the problem the easier it will be to solve.

## Staying Off Counters and Out of the Garbage

The only method 100% effective for dealing with these problems is to prevent your dog from having access to the areas when you are not present to control the situation.

- Remove trash cans and put them somewhere the dog cannot get into them.
- Remove tempting items from tables, counters, etc.
- Use baby gates and close doors to prevent access.
- Crating your dog is an option.

***For more specific ideas on how to work these issues with your dog please contact the Shelter Dog Program Coordinator or Trainer.***

## Jumping On People

Dogs jump on people to gain attention or when excited. Whether it's positive or negative attention, the dog will continually receive reinforcement when someone tries to push them off or speaks to them.

When your dog is doing a behavior that isn't acceptable such as jumping on people, it is best to approach the problem by preventing it from happening and then creating a plan to teach the dog what to do instead. (e.g. teach the dog to sit and stay seated when people approach instead of jumping up.)

This behavior is best dealt with gradually and in practice sessions, with the help of friends/helpers that will listen to your instructions.

The first step is to prevent the jumping from happening. Don't allow the dog to greet people if you know they might practice poor behaviors. Utilize distance, management, or incompatible behaviors to prevent unwanted jumping. Once your dog gains more control, you can then gradually allow the dog to interact more with unknown people.

### **Jumping on people in the house – off leash:**

If your dog's jumping problem is due to over-excitement when people enter the house, you can teach your dog an incompatible behavior such as Place when visitors enter.

This alternative behavior should first be taught in a non-distracting environment, then gradually be introduced in more distracting and difficult situations e.g. First teach go to and stay on Place with no distractions, then introduce practice sessions where a helper enters and exits the house in different manners and your dog stays on Place, then eventually practicing someone approaching, knocking and doing the whole visitor routine.

Once the dog is solid in practice sessions, start using the behavior when strangers come to the house. Remember to always be consistent and if your dog gets up from their Place or breaks their other incompatible behavior, put them back into position.

### **Jumping on people in public – on leash:**

If your problem is that your dog gets too excited when people pet them in public, you can refuse to allow petting, or you can teach your dog an incompatible behavior such as staying in a sit or down while being pet. Either way, you will need to refuse petting until you are confident your dog can stay in position.

To teach them an incompatible behavior such as sit when greeted, you will need to coordinate training sessions with helpers.

Start with your helper at a distance where your dog can sit and remain in a sit. Have your helper approach and reward the dog for staying in a sit as they approach. Each time you mark and reward your dog, the helper should retreat to begin a new repetition.

If at any point your dog gets up or moves towards the helper, ask the helper to walk away (It's a good idea to instruct the helper to turn around and walk away if they see the dog move out of position, and when you mark and reward the dog). Get your dog back into a sit and try again, this time rewarding your dog a little sooner, before they get out of position.

After each successful repetition, the helper can approach and get a little bit closer to the next rep. The goal is that you are rewarding the sit before the dog has a chance to get up.

If you are constantly having to reset because the dog got up, your helper is coming too close for your dog in that session, make it easier.

Eventually the helper will be able to come right up to the dog and pet them in different manners and your dog will stay sitting. Once you have worked through this with multiple helpers, you can then start to allow the public to greet if you want. Making sure that your dog is successful and asking them to stop petting if your dog gets out of position.



***Contact the Shelter Dog Program Coordinator or Trainer with any questions.***

## **Leave It and Sniffing While Heeling**

Ongoing sniffing and/or going for food or other items on the ground while heeling is unacceptable.

### **The first few things you should do are:**

- Make sure food is given to your dog in their bowl or from your hand.
- Prevent your dog from lunging at food or items on the floor. Steer their head away if necessary.
- Make sure your dog knows the “LEAVE IT” command.

Your dog was taught Leave it with their trainer, and they understand that their trainer doesn't allow them to scavenge food off the ground. But you do not have that same record with your dog yet. They are going to test you to see what they can get away with.

Be proactive and keep a lookout for things in the environment that may distract your dog or catch their attention. Utilize Leave it if you notice a distraction and are sure you can prevent your dog from getting to it or are certain they will listen to the Leave it command. Be careful not to use the Leave it command if your dog is going to end up ignoring the command and enjoying the distraction or food they were supposed to be leaving alone. If you and your dog notice a distraction and your dog ignores it or leaves it alone, praise and reward your dog for their good behavior. The more they are rewarded for this, the more they will choose to leave things alone without you asking for it.

**If you are struggling with distractions with your dog, here are some steps to work on it.**

### **Teach Leave it (Eye Contact):**

- Step 1—Place food in an open hand and hold it out and away from the dog. When the dog gives you eye contact, praise and reward your dog.
- Step 2—Increase criteria by placing your open hand closer to the dog's nose. When the dog gives eye contact, praise, and reward. If dog moves towards the food, move your hand away from the dog, or close your fist.
- Step 3—When dog is consistently making eye contact at the sight of food in your hand, start placing the food on the ground a few feet in front of the dog. Praise and reward eye contact. If the dog lunges at the food, cover it and wait for the dog to offer eye contact and praise and reward. As the dog is successful, start dropping or tossing the food in front of them. Careful not to allow the dog to obtain the food.
- Step 4—Once the dog is successful on steps 1-3 with food, repeat steps 1-3 with toys and other objects.
- Step 5—When the dog is offering eye contact consistently at the sight of a distraction, begin to add the command of Leave it as you present the distraction, praising and rewarding successful repetitions.

\*Dogs should not be reliant on a command to ignore a distraction. The sight of food or objects on the ground should start becoming a cue for your dog to leave it and look to you. Always reward them when they choose to ignore distractions on their own.

- Step 6—Generalize the behavior. Start heeling past distractions on the ground and rewarding the dog for ignoring them and giving you eye contact. If your dog goes for the food, don't go quite as close to it until they reliably leave it from a few steps away. Gradually get closer and closer as they improve.

Use Leave it when your dog is looking at something and praise and reward them for turning back to you for eye contact. Use in gradually more distracting situations.

Continue working with your dog on the command Leave it with all sorts of distraction, foods, wrappers, people, dogs, and objects, in many different environments. Be sure to always watch your dog! If your dog just looks at the distraction and then looks back at you, praise and reward your dog.

Remember that consistency is the key, and with practice, you should be able to accomplish this. Prevent them from practicing the scavenging/sniffing behavior as much as possible and reward them for doing the correct thing. Your dog did not learn this bad habit overnight; it will not change overnight.

This training can also be useful if your dog is distracted by other dogs or people. Rewarding eye contact in the presence of other dogs/people can be very helpful in teaching your dog what behavior to do instead of staring or lunging at dogs and people.

***If you have any questions or if you are still having problems after working through this protocol, contact the Shelter Dog Program Coordinator or Trainer for help.***

## Dealing with Unwanted Behaviors

**Some of our solutions may include:**

**Ignoring the problem behavior** – Most problem behaviors are a continuous problem because they are getting reinforced somehow. Ignoring certain behaviors can lead to the behavior decreasing, and eventually fading away. Ignoring is only applied if it is safe to do so, and the factor that is reinforcing the behavior is your attention. If ignoring the behavior doesn't make it decrease after a few sessions, a different technique will need to be applied.

e.g. Your dog is trying to get your attention by whining and staring at you, and they have no reason besides being bored to be trying to get your attention. Ignoring this behavior will let them know that whining and staring are not the correct behaviors to do when they are bored. Adding in reinforcement for the correct behavior (settling and laying down) will make ignoring the poor choices even more effective.

**Environmental management** – Managing your dog's environment is the surest way to prevent them from doing something you don't want. Prevent them from practicing the problem behavior by restricting access to the thing causing the behavior.

e.g. Put away items you don't want them to play with, gate them off from rooms you don't want them in, crate them when you are away to prevent poor choices.

**Verbal Interrupter “Nope”** – Utilizing Nope to interrupt behavior and tell the dog that what they are doing is incorrect. Nope should always be followed by redirecting and showing the dog what you do want them to be doing and reinforcing that good behavior.

At Dogs for Better Lives, we **DO NOT** allow our dogs to be trained using physical punishment such as electronic shock collars, prong collars or physical corrections.

***If you are having trouble with a behavior problem, please contact the Shelter Dog Program Coordinator or Trainer for advice before the problem gets out of control.***

## Housetraining

When your new dog comes home, keep an eye on them. The dogs from Our shelter partner's may or may not be housebroken. When you pick up your dog, more detailed information will be provided, if we have it. You will need to learn your dog's schedule and mannerisms that indicate they need to go outside. Some dogs pace back and forth, some whine, some sniff around in circles and corners of the house, some stop and stare at you, and others will go and sit by a door. If you notice irregular behavior, then take them outside.

Be sure to take your dog outside regularly to avoid accidents. It is best to take your dog out every couple of hours until you learn their schedule. Keep track of how often your dog relieves itself, and gradually increase the amount of time between outings.

Once inside, watch them carefully, and if you see them start to go to the bathroom in the house, make a noise to distract them (hand clap, “ah ah”) and carry or lead them outside. Stay outside with them until they go to the bathroom and praise them for going outside.

If you find an accident, but did not catch your dog in the act, ***do not scold them***. Your dog won't understand why they are being scolded if they are punished after the fact. Punishment may cause them to be afraid of pottying in front of you when you need them to outside. Clean the mess with a product that will eliminate the scent. Many dogs will continue to go to the bathroom where they smell previous scents.

Be sure to stay outside with your dog on potty breaks until they are completely potty trained. You need to know for certain that they have gone outside so that you know there is less chance of an accident in the house, and you will have the opportunity to praise and reward them for going in the correct place.

**If your dog is not yet housetrained, you will need to take your dog outside:**

- The first thing in the morning, every morning. By first thing, we mean before you do anything else.
- Approximately ½ an hour after they eat.
- Immediately after they awaken from a nap.
- The last thing before going to bed at night.
- Before you leave them alone for any length of time.
- When you first return home.

**If your dog is unable to sleep through the night without going to the bathroom, consider limiting water intake a few hours before bed. Limit access to other areas of your home utilizing baby gates.**

**If your dog was housetrained, and then starts to go to the bathroom in the house, you should consider the following possibilities:**

- Is your dog ill? You should consult With our shelter partner to make a veterinary appointment for an examination.
- Was there a change in diet? This could upset their stomach.
- Was there a change in the household? New pets, new people, new home? These could be causing your dog stress and he may need some special attention.

***If your dog is continually eliminating in the house, and you are unable to correct it with conventional housetraining methods, consult the Shelter Dog Program Coordinator or Trainer ASAP for further instruction.***

## Summary

- Watch your dog.
- Learn your dog's potty schedule and potty cues.
- Be consistent. Pay attention.

## Fear, Stress, and Body Language

*If your dog shows a fear of something, contact **the Shelter Dog Program Coordinator or Trainer** for advice.*

### Fear

At some moment in time, an incident may occur where you notice that your dog is afraid. Look around. It is important to determine what your dog is afraid of. Is it someone approaching, someone wearing a hat, or is it a specific area, or a string of events? You need to determine what caused the fear in your dog so that you can be prepared to deal with your dog's reaction in the future.

How **you** react to your dog during these times is most important. By showing your dog a calm, positive demeanor, this will help your dog relax and overcome fear and anxiety. Your dog depends on your reactions. If you are calm and cool and laugh the situation away, then your dog will feel that, and it may help them overcome their fear. If you are tense or show fear, your dog will also feel that and it may escalate their fear.

It is best not to force your dog to face their fears as this may do the opposite and increase their avoidance or cause fear reactions. Allowing your dog to move away from the thing that they are fearful of and not forcing them or luring them to face it will help them learn to trust you. Knowing they are in control can be empowering for your dog and help them overcome fears and challenges quicker.

Signs your dog may be fearful include them moving away from or avoiding something or someone, lowering their body posture, tucking their tail, showing their teeth or growling. This is not aggression. Fearful behavior and aggressive behavior look similar, but the underlying emotion is what differentiates

it. Most dogs showing signs that look like aggression are most often actually fearful and just want to escape, and not confront, what is causing their concern.

Never punish or ignore your dog for showing you fear or stress signs. Doing so may cause your dog to escalate their reaction.

***If your dog is showing a consistent fear of something, contact the Shelter Dog Program Coordinator or Trainer for advice.***

## **Stress**

There are many things in your dog's daily life that they may find stressful.

Like humans, dogs can tolerate some stress in their lives, but also like humans, once one too many stressful events happen in a certain period of time, the dog may become overly stressed and react in ways that are outside of their normal behavior.

Each dog has their own stress tolerance, so it is your job to pay attention to your dog and their environment, to determine if they need a break. Stressed dogs show it in many different ways. Some dogs become shut down. Other dogs may growl, bark, or even bite if overly stressed or afraid.

**Here are some signs your dog may be fearful, stressed or something else is wrong:**

- Loss of appetite
- Appeasement signals: Yawning, licking, exposing belly, tucked tail
- Lowered body posture
- Mouthing/hard mouth when taking treats
- Excessive panting when not hot
- Excessive shedding
- Digestive disturbances
- Increased sleeping
- Sweaty paws
- Increased sniffing
- Destructive behavior
- Hyperactivity
- Constantly pinned back ears
- Potty accidents
- Clinging
- Excessive vocalization
- Displacement behaviors
- Avoidance
- Excessive grooming
- Physical symptoms
- Unable to focus on handler, avoiding eye contact

## Stress Management

We are asking a lot of our dogs when we take them out into public and to new places and expect them to be on their best behavior at all times. It is your job to make sure your dog is not stressed or overwhelmed, and to manage it as much as possible.

### **Some ways to reduce stress in our dogs are:**

- Keep things predictable as much as possible.
- Be clear in what you want and don't want from your dog.
- Focus more on rewarding what you like instead of punishing what you don't like. Set the dog up for success.
- Vet checks, if needed, to address any health issues the dog may have.
- Feed a nutritious diet and always have fresh water available to them.
- Provide regular enrichment such as puzzle toys, play and sniffing on fun walks.
- Practice separation and alone time often to reduce the chance of separation anxiety.

### **Here are some ways to help your dog destress everyday:**

- Regular Exercise and play – Time to be a dog by running, sniffing and exploring, tires them out and releases endorphins to ease stress. For most dogs, scenting and sniffing is the most beneficial part of a walk. Allowing your dog a harness walk where they are allowed to sniff and explore or allowing your dog to have access to new fenced areas to explore, is a great way to destress and calm your dog's mind.
- Allow some alone time – Have a space with a bed or crate where the dog can go to if they need some down time or alone time. Most dogs need an average of 12 hours of sleep in a 24-hour period so allowing the dog to be able to rest can help them tolerate stress.
- Time off from stressful events – After a stressful event, it can take up to 2 days for stress levels to return to normal. If your dog experiences a very stressful event, or a series of stressful events, allow them some time to recover by keeping them on a routine with as little stress as possible.
- Enrichment such as puzzle toys, stuffed Kongs, and new toys, can give your dog some variety in their day and allow them to engage in behaviors that are natural to them, in ways that we humans find appropriate. Mental stimulation is just as important as physical exercise for dogs.

## Body Language

Paying attention to your foster dog's body language will help you be more in tune with your dog and their state of mind. Knowing what they look and act like when they are comfortable will help you notice more easily if they are anxious, fearful, stressed, and even if they are in pain.



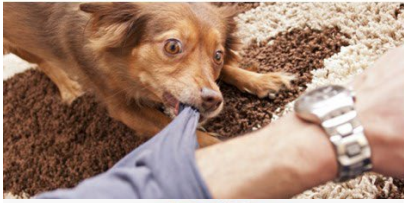


## DOGS AREN'T HUMANS

- Dogs communicate between themselves differently than humans do between each other
- No spoken language between dogs
- Dogs must utilize their body language to get a message across
- Dogs make decisions based on what is safe versus what's not safe
  - No moral decision making
  - Based on 'what works?'

## RELAXED/PLAYFUL DOG

- Mouth open, tail lolling to one side
  - Play bow
- Leaning into contact
- Loose wagging tail
  - Soft eyes
  - Relaxed ears
  - Wiggling body



## OVER-AROUSSED DOG

- Jumping up
- Perked up ears
- Hard staring
- Mouthing at leash, clothing, hands, etc.
  - Barking
  - High tail
- Fast tail wagging
  - Hackles
- Pacing/spinning
- Mounting

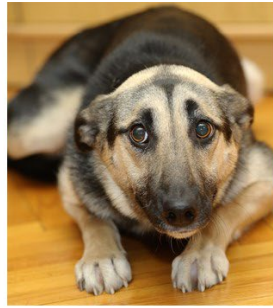


## DOG STRESS/CALMING SIGNALS

- Yawning (out of context)
- Tense face (eyebrows furrowed)
- Lip licking/tongue flicking
  - Head turn
  - Ears pushed back
    - Low tail
    - Panting
    - Paw raise
    - Shake off
- Low body position
- Scratching (out of context/excessive)







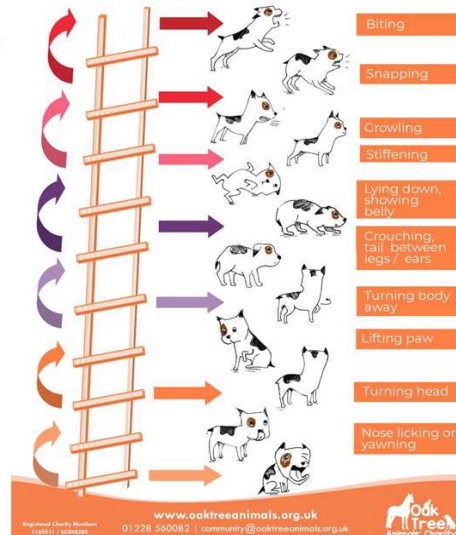
## FEARFUL DOG

- Avoidance
- Low body position
- Ears pushed back
- Tucked tail
- Panting
- Shaking
- Whale eye
- Submissive Urination
- Cowering



### Ladder of Communication

The ladder of communication will help you to understand signs a dog will display when they wish to be left alone.



## EXTREMELY FEARFUL DOG

- Logical thought is gone.
  - fight, flight, freeze.
- There is a ladder of escalation or communication for dogs
  - Tense body language, freeze, teeth display, growl, air snap, inhibited bite, non-inhibited bite
- If you notice and acknowledge the earlier warning signs, there's no reason it'll ever escalate past that

# KEY POINTS FOR A FULL PICTURE

- Take in the whole picture of the dog **WITH** context whenever possible
  - Consider the dogs ears, eyes, mouth, back, tail, and body position
    - Frequency
    - Environment
- The more you know a dog, the more you will understand their quirks and ways they express themselves
- Recognize how your dog is communicating with you and respect their response

A circular inset image showing a Dalmatian dog running happily in a grassy field. The dog's mouth is open, eyes are soft, and its tail is loose. The background is a lush green field with small white flowers.

## EXAMPLE

- Open mouth
- Soft eyes
- Loose tail
- Ears relaxed
- Moving towards object/person



## EXAMPLE

- Lowered ears
- Body position pushed backwards
- Tail low/tucked
- Mouth/jaw tight
- Eye focused on stimulus



## EXAMPLE

- Low tail
- Lowered body position
- Whale eye
- Watching/focused





- Acknowledge the emotion
  - Remember, we can't control how something feels to another living being
  - Rational vs. irrational
- Provide distance/leave the environment if possible
- Evaluate
  - Is the reaction consistent or an extreme response?
- Reach out to your field representative!

## WHAT CAN WE DO?

Take a look at the graphic below, looking at these different body parts, to see what they could mean. Consider the whole picture when trying to determine how a dog is feeling.

### DOGGIE LANGUAGE

starring Boogie the Boston Terrier



© 2011 Lili Chin [www.doggiedrawings.net](http://www.doggiedrawings.net) *ali*

## Summary

- Learn your dog's unique body language signals and what they are communicating to you.
- Keep in mind your dog's comfort and stress level when taking them to new places.
- If your dog is fearful or stressed, attempt to determine what the cause of their distress is and contact the Shelter Dog Program Coordinator or Trainer.
- Overcome your dog's fear at their pace. Do not rush your dog to overcome their fear instantly.
- Your reaction is critical.

**Contact the Shelter Dog Program Coordinator or Trainer if you notice fear in your dog. Your trainer can help you come up with a specific plan for dealing with some common fears.**

## Marker Signals

To be able to communicate precisely and consistently with our dogs, we utilize what is called a 'marker signal'.

The marker signal/word we use is 'YES'. 'YES' is used to communicate to the dog that what you just did was correct, and a reward is on its way. 'YES' is always followed by some type of reinforcement.

It's important to time your marker signal just right so the dog understands what exactly they are doing that you like, so they know what to do again in the future to earn reinforcement. Imagine you are using 'YES' like a camera, to capture exactly what you like that the dog did. If you're late with your mark, then you won't capture the picture (behavior) that you wanted to.

## Practice

Your foster dog is learning many different behaviors for them to hopefully become a Service Dog. If you are interested in helping maintain these behaviors please let the **Shelter Dog Program Coordinator or Trainer know.**

We suggest taking your dog out and about 2-5 times per week to practice each of their behaviors. If your dog is struggling with a certain behavior, practice that behavior in a less distracting environment and then as they are successful, gradually work in more difficult/busier environments.

Initially, you will be reinforcing your dog for each behavior they perform correctly. This continuous reinforcement schedule allows your dog to learn about what you want and expect from them. Once the dog is solidly performing the behavior for you in many different environments, you can then move to an intermittent schedule of reinforcement. This means you will no longer be reinforcing every time the behavior occurs.

To move from a continuous schedule to an intermittent schedule, you can start by variably asking more from the dog before they earn reinforcement; Variably increasing the number of times the dog must perform the behavior before they are reinforced.

Start by rewarding every other time the behavior is executed correctly and build from there. Don't always ask for more, occasionally reinforce for something easy.

Another way to reinforce intermittently is to reinforce the best of the best executed behaviors with high value reinforcement such as food and toys, and utilizing praise, petting, and life rewards for correctly executed, but not outstanding behaviors. As your intermittent ratio begins to increase, be sure the dog is still consistently performing the behavior. If the dog is struggling with a behavior, go back a step and reinforce more frequently.

Thinking about each behavior as having a bank account (behavior account) can help you realize how much reinforcement your dog may need to keep each behavior reliable. Building up that behavior account and not allowing it to get to zero will keep your dog motivated to perform each behavior for you.

Think about it like this; When you reward your dog for a behavior performed, with food, toys, or something else they find valuable, you are depositing currency into that behaviors account. If you don't reward for a behavior, or reward the dog with something they don't want, you are taking money out of the behavior account.

It is a good idea to build that behavior account up from the beginning (reinforce behaviors as much as possible) so that you have a reserve to fall back on once you start fading out rewards. You never want to fully empty the account and have an unmotivated dog, so making sure to keep reinforcing behaviors whenever possible will keep your dog motivated to work with you.

### When you are training, keep in mind the following:

- Maintain a calm attitude. Do not train if you are in a bad mood. Dogs pick up on our emotions, good and bad.
- Practice obedience and task work daily to keep your dog's skills sharp.
- Utilize life rewards to your advantage, using your dog's daily needs and desires to reinforce behaviors when possible.
- Create practice sessions outside of your everyday routine. Pick behaviors that need work and figure out how you can strengthen them, and work on them for 5-10 reps a day to build your dogs understanding and fluency. Practice sessions are to build and strengthen behavior.
- Practice obedience during your everyday routine. Can you ask for a Stay while you go around the corner to get something? Or practice Place while you're cooking dinner? Incorporating obedience in everyday life is a great way to get practice in outside of training sessions and keep the dog working consistently in real life situations. And it may also show you areas that need improvement that can be worked on in your next training sessions.
- Be consistent with what you ask of the dog during your everyday routine. Wait at doors, stay in proper heel position, sit when being greeted. Consistently upholding the training standards will keep you and your dog solidly working as a team and prevent stress and frustration on both ends of the leash. Being inconsistent can lead to unwanted behaviors that may require extensive re-training.

- Vary your rewards, practice environment and behaviors that you work on during practice sessions. Mix it up so your dog is not anticipating or becoming bored.
- During practice sessions where you are challenging your dog and working on the 3 D's (Distance, Duration, Distraction), always reward the dog for correct repetitions of the behavior so they stay motivated to meet your challenges.

## Creating Stronger Behaviors

When practicing, to strengthen your dog's obedience and task work, you will need to increase the difficulty as the dog meets the challenge. **The different ways to add difficulty are through adding Duration, Distance and Distractions (The 3 D's).**

Each practice session is essentially asking your dog "Can you do \_X\_, if I do \_X\_?" e.g. Can you stay in a down while I walk out to the mailbox and back? If the answer is yes, reward the behavior. Then you can continue to increase the challenge, rewarding each successful repetition. If the answer is no, you need to go back a step to where they are successful and gradually build from there.

- **Duration** is the amount of time a behavior is performed.
  - Example: A stay, or place, is held for a certain duration of time.
- **Distance** is the distance a behavior is performed.

Examples: Your dog heels for 50 steps between rewards. Your dog stays while you walk 100' away and back.

- **Distraction** is everything else that may cause a dog to be distracted when asked to perform a behavior. Which distractions are practiced most often will be determined by what your dog is most distracted by.

Examples: Heeling past other dogs. Staying on Place while guests come into the house.

When working on strengthening a behavior, you should progress one category at a time while making the other categories a bit easier. You can't expect your dog to remain in a down while you walk away, three bikes pass by, and two dogs run by after only a few days of training. It is important to set you and your dog up for success by slowly increasing the duration, distance, and distractions one at a time. Only after each of those is sufficiently trained do we combine categories to create more difficult training situations.

To increase your dog's understanding of each behavior, you will need to gradually challenge them. To do this you will plan out training sessions that begin with a challenge your dog can succeed at, and work gradually towards the goal you have for that behavior.

### ***A practice session may look like this:***

- **Goal behavior** – Dog walks over food on ground without lunging or sniffing food.
- **Current behavior** – When heeling within 3' of food on ground, dog lunges to sniff or grab food, but can successfully walk by at 4'.

- **What to work on this session:** *Distance* – Heeling closer to pieces of food and distractions on ground.
- **Where can dog be successful, where to start the session?** 4' from food and gradually decrease distance after each successful repetition.

\*Remember: Always reward correct behavior when working through challenges.

***Example session:***

- Repetition 1: Can dog heel past food at 4'? Yes!
- Rep 2: Can dog heel past food at 3'? Yes! But with leave it cue.
- Rep 3: Can dog heel past at 3' without leave it cue? Yes!
- Rep 4: Can dog heel past food at 2'? No. Prevent them from practicing poor choices and try again or back up a step.
- Rep 5: They almost did it last time, so... Can dog heel past food at 2'? No, again. Find a smaller step to graduate to between 3'-2' to try to get success.
- Rep 6: Can dog heel past food at 2 1/2'? Yes! Success. Do that one more time before making it harder to make sure they really understand.
- Rep 7: Can dog heel past at 2 1/2'? Yes!
- Rep 8: Can dog heel past food at 2'? Yes!
- End of session. Improvement was made, but don't expect the dog to be able to start exactly where the session ended, next time. Expect some decrease in understanding from where you left off, between sessions, and always start the next session where you are certain they will succeed.

**Difficulty** is added when we start combining the categories.

e.g. If your dog can sit/stay for 30 seconds, while separately being able to sit/stay while you walk out of sight for short duration, you can start to work up to a sit/stay of 30 seconds out of sight.

To start, you would lessen each criteria enough that the dog will be successful.

**You might start with...**

- Can you sit/stay for 5 seconds while I am out of the room? Yes? Good.
- Can you sit/stay for 10 seconds while I am out of the room? Yes? Good.
- Can you sit/stay for 20 seconds while I am out of the room? No? Ok, what about 15 seconds? And so on until you get to your goal behavior. Be variable and sometimes reinforce the dog for an easier behavior while progressing behaviors.

***If you want to learn more or need help working through a behavior, contact the Shelter Dog Program Coordinator or Trainer.***



## Obedience Commands

These videos and descriptions are intended to show you what the foster dog will be learning. It is a simple and basic reminder, not a thorough instruction manual. Contact the Shelter Dog Program Coordinator or Trainer for more detailed instructions if you would like to be a part of the training process for the foster dog.

Remember: Say your dog's name first, then the command (voice, hand signal, or both). Once the dog has executed the correct behavior, mark with 'YES' and reward the dog.

### Obedience List & Video

To view a video demonstration of each behavior:

- Click on the behavior name underlined in blue.
- It will ask you for a password.
- The password is: Obedience CC

*Please Note: Once in, you have the option to activate closed captions.*

**Nope** - No Video available. Your placement trainer will demonstrate how and when to use "nope."  
Interrupts a behavior the dog is doing in the movement.

**Yes** - Demonstrated in each video below.

Marks behavior. Communicates to the dog they did something right.

### Leave It

Tells the dog to immediately redirect away from distraction and give handler eye contact. Leave it is not used as a form of correction.

### Drop

Tells the dog to let go of whatever is in their mouth.

### Sit

Tells the dog to immediately put its rear on the ground. Sit has an implied stay so a dog will remain in a sit until given another command or release.

### Down

Tells the dog to immediately put its belly on the ground. Down has an implied stay the dog should maintain its down through various distraction including a person stepping over the dog.

### Heel – Moving

Tells the dog to walk beside you on a loose leash, the dog's ear or shoulder should be in line with the handler's leg. Therefore, the dog should not be forging or sniffing the ground. When you stop, the dog should stop with you, maintaining heel position in either a sit or down, and not be wandering out of position or sniffing the ground. Heel as a default the dog is on the left side of the handler.

### Side

Tells the dog to come in close to the handler's left side with an implied sit. The dog's shoulder even with the handler's knee sitting facing forward. Side is trained with the dog on the left of the handler.

### Free

Tells the dog that it is free to move out of the commanded position.

### **Off - Video found of off is found on client portal under task work.**

Tells the dog to remove itself from something or someone. This is NOT a correction. It is used after giving the dog a command that requires them to be on a raised surface or on someone.

### Wait

Tells dog not to cross a threshold or barrier. Places a dog should wait include, inside a car, on a raised surface, at a doorway, etc. It is NOT a stay

### Dog's Name

Used to get the dog's attention, dog should turn its attention or gaze towards you but should not move towards you.

### Kennel

Tells the dog to go into its kennel and calmly stay until commanded to exit. Dog should wait to enter and exit the kennel, therefore, should not bolt into kennel or bolt out of kennel when door is open. Kennel has an implied stay.

### Come

Tells the dog to come in close to the handler with an automatic sit. Come has an implied stay until another command is given or released.

### **Stay**

#### Sit – Stay

#### Down – Stay

Tells the dog to remain in position until given another command or released. Dog should maintain position when handler goes out of site and have a minimum duration of 1-minute sit stay and a 3-minute down stay.

### Fix

When the leash is wrapped under/around their paw, they lift the paw up on cue to untangle themselves.

### Car

Tells the dog to get into a vehicle.

### Go Potty

Tells the dog to toilet. Dog should be able to toilet on any surface.

### Place

Tells the dog to go to a mat or bed and lay down. Place has an implied stay.

### Under

Tells the dog to crawl under a small space or table lie down facing their handler. Dog should not scavenge, sniff, or lick the floor. Under has an implied stay.

## Dress

Tells the dog to remain in position or calmly place its head through their equipment such as collar, vest, or harness. The dog should not move away or shy its head away.

***To access all videos in a showcase you can use the following link:***

**<https://vimeo.com/showcase/8751656>**

***Using password: Obedience CC***

## Grooming

Grooming your dog has many physical and emotional benefits for your dog and yourself. If you are interested in being a part of the dogs grooming routines, please let the Shelter Dog Program Coordinator or Trainer know. Each of these grooming routines will require approval and training for the foster to do at home.

### Benefits

- Healthy skin and coat.
- No painful tangles and mats.
- Less shedding.
- Pleasant smell and appearance for public.
- Proper nail length helps reinforce healthy foot structure and posture.
- Early detection of abnormalities of the skin and body such as fleas, abrasions or lumps.
- Cooperative grooming promotes calmness and bonding.
- A healthy dog is a happy dog.

## Bathing

Because your foster dog is often in a public setting, bathing should be done when the dog is dirty or starts to smell unpleasant. A bath every 4-6 weeks is usually a good routine. But this may vary depending on weather and activity. Bathing too frequently can cause irritation and dryness.

The Shelter Dog Program Coordinator or Trainer will be responsible for maintaining needed bathing. If your foster dog gets dirty in between these baths a quick wash should suffice.

\*Non/low shedding breeds will require a cut at the groomer every 4-6 weeks with a bath. This includes poodle mixes and purebreds.

Brushing your dog regularly will help get the dirt off and help reduce the amount of bathing necessary.

- Your dog can be bathed at home in your bathtub, at a self-serve dog wash or at the groomers. Choose whichever you feel comfortable with.
- Brush your dog prior to the bath. Or a rubber brush can be used during the bath.
- Only bathe your dog with dog-specific shampoo (we recommend oatmeal-based shampoos).
- Lukewarm to slightly warm water is ideal.

- Dry with a towel or low heat blow dryer (if your dog tolerates it). A forced air dryer that is found at most self-serve bathing facilities will help blow loose hair from your dog's coat and can help tremendously with shedding, but only use if your dog is comfortable with it.

## Brushing

Regular brushing removes excess hair from your dog's coat and cuts down on the amount of hair you have to deal with on your furniture, car and clothes. It also helps distribute the natural oils in your dog's fur and skin, keeping their coat healthy and shiny. This is good for shedding and non-shedding breeds.

Non or low shedding breeds such as poodle mixes, Maltese, Bichon, etc. benefit from regular brushing with a comb and a slicker. Make certain you are combing all the way to the skin to prevent mats, then going over with a soft slicker brush.

Shedding breeds can be single or double coat, and both need a brush to loosen hair/dirt, and one to collect the hair.

**Short-haired dogs:** Brush at least weekly. Daily is recommended.

Regular brushing helps keep the coat free of dirt, lessening the amount of bathing needed.

- A de-shedding brush such as a FURminator and/or a rubber curry brush will help remove loose hair from a short coat, reducing shedding.
- A slicker brush can be used on a thicker, short coat to remove undercoat.
- A rake or comb can be used to gather loose hair after de-shedding.
- A soft brush should be used on face, ears, and legs.
- Always brush in the direction of hair growth.

**Long-haired dogs:** Brush 2-3 days a week, or more frequently depending on how tangle-prone the hair is.

Regular brushing allows you to catch any tangles before the coat becomes matted.

- Pin or slicker brush will help grip the undercoat and remove loose hairs.
- Always brush away from the dog's skin and in the direction of hair growth.
- Be gentle, especially when detangling.
- Contact a groomer for help with severe tangles and mats.

## Nails

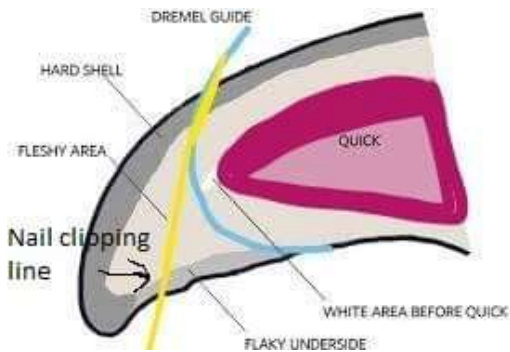
Nails should be trimmed every 2-4 weeks. A dog's nail consists of two major parts: The quick and the outer shell. The Shelter Dog Program Coordinator or Trainer will maintain trimming the dogs nails.

- The quick is a blood vessel comprised of nerves within the nail. The quick will bleed if cut into.
- The hard outer shell protects the tissue inside the nail.

## Light-colored nails

In light-colored nails, when looking from the side of the nail, you will see the soft, pink tissue in the center of the nail. From the tip of the nail you will see a pink dot begin to appear when you are near the quick.

When cutting, gauge from the side of the nail how far you can cut. You will see the pink begin to show on the tip when you are near the quick. Stop cutting when the pink of the quick appears. Cutting in to the quick will cause discomfort and bleeding.



## Black or dark-colored nails

In dark-colored nails you will not be able to see the quick from the side of the nail. From the tip of the nail you will see a black dot within the white flesh when you are near the quick.

When cutting black nails, start by slicing small slivers of the nail. You will notice the freshly cut tip will look white. When you get to the quick, it will show as a black dot in the center of the nail. Stop cutting when you see the black dot appear. Cutting in to the quick will cause discomfort and bleeding.

If a nail is quicked and is bleeding, apply pressure to the tip and/or dip it into Styptic powder or cornstarch.



Consistent weekly trimming will help keep the nails at an ideal length and make trimming them easier. Ideally the dog's nails do not touch the ground when standing still, but that is not always possible. The more often they are clipped, the more the quick will recede and allow them to be clipped shorter. If the nail is left to grow long, the quick will also begin to grow, leaving the nail longer overall.

Nails that are too long can cause discomfort while walking and can cause injury to the tendons of the paws.

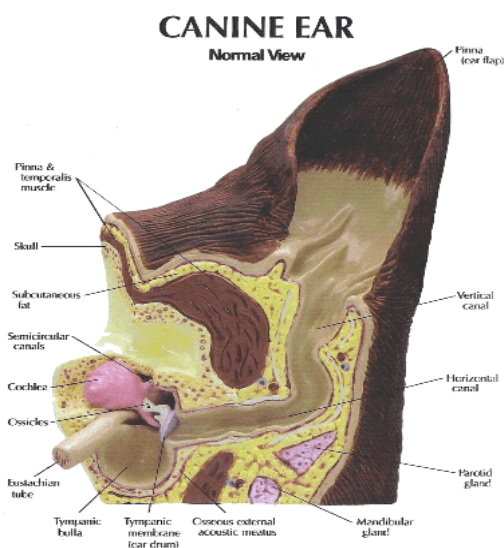
Some dogs have dew claws on the side of their feet, so if your dog does, don't forget to keep those trimmed to prevent them from catching on things.

While clipping your dog's nails, also inspect their paw pads to make sure they are healthy and not dry or cracking.

## Teeth

Brushing your dog's teeth will help prevent tartar and bad breath and reduce the chance of your dog developing decayed teeth and gum disease. Brushing daily is recommended but even brushing 1-3 times a week is helpful.

- Use a soft bristled toothbrush or a rubber finger brush.
- Only use dog toothpaste.
- Do not force your dog. If they are uncomfortable, start slowly by brushing a little bit at a time until they are comfortable with you handling their mouth.
- Non-rawhide chews and bones are a natural way to keep your dog's teeth clean. Bones and chews should be soft enough that your fingernail can make an indent, too hard of a bone may break a tooth. C.E.T chews are a good dental option.
- If you notice extra plaque, redness, or swelling, consult with your veterinarian.



## Ears

Inspect your dog's ears once a week to make sure they are clean, healthy and free from debris. Some dogs rarely need their ears cleaned, while some may attract debris more frequently.

A little bit of dirt or a slight smell means that they could use an at-home cleaning. Use cotton balls or gauze, and a vet-approved ear cleaner, if necessary, to remove dirt and debris from the ear.

Ear cleaner can be used to flush the inner part of the ear canal, but only gently wipe the visible portion of the ear canal and outer ear with a cotton ball or gauze. Do not attempt to wipe portions of the ear canal that aren't visible. Doing so may accidentally push debris deeper into the ear canal.



- Keep the ear canals dry to prevent infections.
- Only use a vet-approved ear cleaner if the ear is dirty. Cleaning them too frequently may result in an infection or irritation.
- Use a cotton ball or gauze when cleaning out the ear. Using a Q-tip could accidentally push debris further into the canal causing more problems.
- Consult your veterinarian if you are unsure about the condition of your dog's ears.
- Signs of a problem that may require a vet visit include: shaking the head or scratching the ears frequently, inflamed, yeasty smelling or painful ears.

### ***Making handling and grooming pleasant for your dog***

We want to make grooming and handling as pleasant and stress-free as possible, and here are some tips.

- Handle your dog's different body parts daily. Whether you're grooming or not, make pleasant petting and handling a normal part of daily life.
- If the dog seems uncomfortable with any handling, take it slow and reward the successes with treats and praise. Slow progress will get you there quicker than forcing them to tolerate it. Contact **the Shelter Dog Program Coordinator or Trainer** for help getting your dog more comfortable with grooming.
- If you feel uncomfortable performing any of these tasks, you are not required to perform them.

## **Public Access Procedures**

**Your foster dog may or not be in training for public access. Please do not take your foster dog out into public places where dogs are not permitted without explicit permission and guidelines given to you by the Shelter Dog Program Coordinator or Trainer.**

### **Escalators/Moving Sidewalks**

Due to safety concerns DBL does not train our dogs for these types of transportation methods. The largest risk is getting the dog on/off since those are the times the belt goes inside of the entry/exit point and dogs have had toenails and toes caught in this with dangerous consequences. Other options for transport need to be found when out with your foster dog.

### **Procedures for Stairs**

Keeping safety in mind, a Service Dog in training should never pull on their leash at any time, extra care needs to be taken with stairs. Additionally, the dog should never be at any leash length that they may interfere with others utilizing the stairs. The biggest risk is entering and exiting the stairs as the dog may get excited and pull on the lead. If the dog shows any excitement, ask for a "sit" at the bottom and top of the staircase, and on any platform in the middle. Going "up" the dog should be slightly behind the handler and in a tight "heel" position. Going "down" the dog should be next to the handler with their shoulders even with the handler's legs or hips. Stairs should be with few people. If

needed, the dog can be taught to do one step at a time for a client who has balance concerns or is physically weaker.

## Procedures for Elevators

Elevators represent another safety hazard when traveling with a Service Dog in training and should always be approached with caution. The dog should never pull when entering or exiting and should be in a tight “heel” position at all times. As the team enters and exits the handler should keep an active awareness of the doors and use their body to block them should they start to close. While controlling sniffing, the team should ideally head to the rear right corner of the elevator, pivoting to put the dog in the corner to best protect the dog’s feet and tail. In this position the dog can “sit”, only if the tail is protected. However, generally a “stand” is recommended in elevators. If the elevator is full, any place near a wall and with a stand to protect the dog is recommended. Never travel on an elevator with another dog as the space is too tight for safety.

## Restroom Procedures (Urinals and Stalls)

Service Dogs in training should always accompany handlers into the restroom with them unless there is a safety or health concern. If there is someone to hold your dog, DBL does not recommend taking your dog into a porta potty for sanitary reasons. If using a urinal you should position the dog behind you on a down-stay at the end of the leash if you are alone, or on a stand or sit stay directly behind you if there are other users. If using a stall, the dog should always enter first, and be positioned in a stand or sit directly in front of you. As your dog exits, be aware if there is a person they might surprise. Always keep sanitation and safety in mind. Never leave your dog outside of a stall or in a position to “interrupt” anyone else using the facilities. This includes sniffing, soliciting attention, or crawling into another stall. Having your dog in a standing position is recommended for cleanliness of the dog.

## Service Dog Etiquette

When encountering any dog in public, you will want to avoid any greetings with the dogs. With other Service Dog teams, you will want to avoid them as much as possible and stay completely out of their space. When you encounter a visually impaired individual, you will want to always turn and go the other way, but if their dog has seen your dog, you should also let them know what is happening by telling them, “There is another Service Dog in training here, we will go in the other direction.” This includes verbally alerting them if they are getting on an elevator with you, or especially a tight space such as a dressing room or on a bus. Otherwise, they might misunderstand if their dog responds incorrectly to a command and could compromise their safety or yours. Not all Service Dogs are trained to the same level, and sometimes dogs react in unexpected ways. Keep in mind that it is never acceptable to allow your dog to greet another dog while working.

## “Accidents” in Public

At some point your dog may make a mess in public. This includes urine, feces, vomit, or even diarrhea. When it is something that you can clean up and sanitize that is great, yet if the mess is anywhere around food (restaurant or grocery) or if near an area of a mall/store where kids might crawl, ALWAYS report the mess to management so they may take their own additional sanitation procedures. If it is a mess that you need assistance with, using your cell phone to call for assistance is the best choice. If the mess is in an area where people walk, using a shopping cart to cover it is



recommended. If your dog is continuing to be sick and you need to rush them out, do your best to block the area and report it. Don't get too embarrassed. Remember that kids make messes too – stores are used to it – and they will always appreciate your responsible actions more than running. Be sure to apologize, taking a sick dog straight home or to the vet and do not continue shopping.

## Extras

Do not take them with you to places that aren't necessary if they may cause fear or additional stress. Places such as loud events/concerts, events with many uncontrolled pet dogs, and extreme heat or cold weather, can cause unnecessary stress on your Service Dog in training.

## Toxic Substances

### Human Medications/Drugs/Vitamins

#### NEVER to be administered to pets:

<u>Drug</u>	<u>Symptom</u>
Acetaminophen	Vomiting, pain, dark urine
Amphetamines	Heart rate or rhythm change, seizures
Tricyclic Antidepressants	Vomiting, behavior changes, disorientation
Imodium A/D, Ex-Lax	Depression, heart rate/respiratory depression
Ibuprofen/Naproxen Sodium	Diarrhea (maybe bloody), staggering, listless, seizures
Tobacco	Vomiting, diarrhea, tremors, staggering, seizures, dilated pupils, drooling, hyperactivity

#### Medications to be given under Veterinarian Direction Only:

<u>Drug</u>	<u>Symptom of Overdose</u>
Antihistamine/Decongestants	Vomiting, hyperactive, seizures
Aspirin	Vomiting, stomach pain, depression, Increased respiration, coma
Pepto Bismol	Vomiting, pain, depression, increased respiration, coma
Iron	Vomiting, diarrhea (possible bloody), dark urine
Non-steroidal anti-inflammatory (NSAIDs)	Vomiting, diarrhea, pain, staggering, shock
Fleet Enema	Vomiting, diarrhea, staggering, seizures
Vitamin D	Vomiting, diarrhea, increased thirst and urine

## Human Foods

### Never Feed for Any Reason:

<b><u>Food</u></b>	<b><u>Symptoms that May Be Seen</u></b>
Alcoholic Beverage	Drunk behavior, coma
Avocado (fruit, pit, plant)	Difficulty breathing
Chocolate	Vomiting, diarrhea, excitability, increase heart rate, staggering, seizures, muscle tremors
Coffee/Caffeinated Beverages	Vomiting, diarrhea, increased heart rate, difficulty breathing, muscle tremors, seizures
Macadamia Nuts	Vomiting, lethargy, pale gums, staggering, tremors, paralysis
Moldy/Spoiled Food (esp. dairy)	Vomiting, diarrhea (puss/bloody), fever, shock, seizures
Onion/Powder	Vomiting, diarrhea, bloody urine, weakness
Grapes/Raisins	Vomiting, diarrhea, stomach pain, lethargy
Yeast Dough	Gas, pain, GI rupture
Xylitol (sweetener)	Vomiting, weakness, staggering, seizures
Raw Fish	Reduced appetite, seizures
Salmon (raw)	Vomiting, diarrhea, fever, weakness

### Large Amounts Need to Be Ingested for Toxic Effect:

Garlic/Powder	Vomiting, diarrhea, bloody urine, weakness
Salt	Vomiting, diarrhea, tremors, seizures
Pepper	GI upset
Nutmeg/Mace	Vomiting, stomach pain, excitability
Spices	Skin irritation, GI irritation
Broccoli	Vomiting, diarrhea, stomach upset/pain, staggering, seizures
Pits from Apples, Cherries, Peaches, Plums, Almonds	Abnormal behavior, excitement, seizures, bright red mucus membranes

## Household Products

Seek medical attention **immediately** if any exposure is suspected.

Toxin	Products Found In	Symptoms That May Be Seen
Ethylene Glycol	Antifreeze	Vomiting, diarrhea, staggering, drooling, seizures, hyperactivity
Propylene Glycol	Antifreeze	Incoordination, seizures
Methanol	Antifreeze	GI upset, seizures
Arsenic	Insecticides, herbicides, insulation	Vomiting, restless, drooling, staggering, pain
Borate, Boric Acid, Boron	Bait, cleaning compounds, lens & denture cleansers	Vomiting, diarrhea, coma, bloody urine, seizures
Bleach		Vomiting, coughing, burns to skin, mucus membranes
Batteries		Vomiting, drooling, burns, pain
Acids		Burns to affected areas
Citrus Oil Extract	Dip, spray, shampoo	Drooling, drop in body temp, staggering, falling
Detergent	Laundry/dish soap, shampoo	Vomiting, diarrhea, GI Upset, irritation of eyes by mucus membranes
Fabric Softener, Sanitizers, Disinfectants		Vomiting, collapse, burns
Isopropyl Alcohol	Lotions, perfumes, solvents, window cleaner	“Drunk” appearance/behavior, vomiting, Coma
Kerosene/Gasoline		Vomiting, diarrhea, coma, drooling, staggering, difficulty breathing
Metaldehyde	Slug & snail bait, Rodenticides, eating poisoned animal	Staggering, over-reaction to stimulus, tremors, seizures, drooling
Naphthalene	Mothballs	Vomiting, diarrhea, weakness, lethargy, seizures, stomach pain
Organophosphates	Rose food, older flea	Diarrhea, drooling, pinpoint pupils,

	products (over the counter)	slow heart rate
Warfarin	Rodenticide	Bleeding from eyes, ears, mucus membranes, rectum
Cholecalciferol	Rodenticide	Increased water consumption, increased urine output, depression
Strychnine	Rodenticide	Convulsions, seizures, paralysis, oversensitive to stimulus

## Toxic Plants

The following appendix provides some of the signs/symptoms that may result from ingesting some types of plants. This section is intended to be a source of information to enable better communication with the veterinarian should a toxicity occur.

Most people have many of these plants in their home and/or yard and never have any problems. If your dog tends to be a chewer or gets into things, more management may be required.

Please contact your trainer if you have any concerns and/or questions.

### **Plants that cause mainly vomiting, irritation/burning of the mouth/ tongue/lips, drooling and difficulty swallowing:**

Caladium	Lacy Tree
Calla Lily	Marble Queen
Ceriman	Mexican Bread Fruit
Charming Dieffenbachia	Mother-in-Law
Chinese Evergreen	Nephthytis
Chrysanthemum	Panda
Creeping Fig	Peace Lily
Cordatum	Philodendron Pertusum
Devils Ivy	Poinsettia
Dumbcane	Pot Mum
Elephant Ears	Red Princess
Fiddle Leaf Philodendron	Saddle Leaf Philodendron
Flamingo Plant	Satin Pathos
Fruit Salad Plant	Schefflera
Gold Dieffenbachia	Spider Mum

Golden Pathos	Swiss Cheese Plant
Green Gold Nephthysis	Taro Vine
Heart Leaf Philodendron	Variable Dieffenbachia
Horse Lead Philodendron	Variegated Philodendron
Hurricane Plant	

**Plants that cause various symptoms, including more serious ones like CNS depression, seizures, coma, cardiovascular collapse, hallucinogens, convulsions, hypersensitivity to stimulus, delirium/behavior changes, respiratory congestion or failure, shock, and death:**

Loco Weed	Periwinkle	Heavenly Bamboo
Yew	Peyote	Coriaria
Jerusalem Cherry	Moonweed	Lily of the Valley
Nux Vomica	Mistletoe	Hemlock
Morning Glory	Andromeda Japonica	Narcissus
Autumn Crocus	Oleander	Azalea
Precatory Bean	Buckeye	Rhododendron
Castor Bean	Sago Palm	Chinaberry Tree (berries)
Christmas Rose	Yucca	Yesterday/Today/Tomorrow
Cycads	Daffodil	Foxglove
Glacier Ivy		

**Plants causing a variety of symptoms, including but not limited to: vomiting, diarrhea, depression, tremors, muscle spasms, salivation, lethargy, anorexia, stomach, body pain, drooling, weakness, incoordination, dermatitis, increased heart rate, hyperthermia, stiffness, and dilated pupils:**

Angels Trumpet	Cornstalk Plant	Buttercup
Cyclamen	Dologeton	Florida Beauty
Jasmine	Gladiolas	Jimson Weed
Glory Lily	Lupine	Gold Dust Dracaena
Holly	Matrimony Vine	Dutchman's Breeches
Hyacinth	May Apple	Hydrangea
Mescal Bean	Iris	Mushrooms
Kalanchoe	Pig Weed	Madagascar Dragon Tree
Aloe	Dracaena ( <i>most types</i> )	Asparagus Fern

Tulip

Bird of Paradise

Plumosa Fern

All Types of Ivy

Bittersweet

Emerald Feather/Fern

Buddist Pine

Clematis

Austrian Nut

Amaryllis

## Emergency/Disaster Evacuation Kit Suggestions

- Crate and blanket
- Several days' supply of dog food
- A supply of water
- Dog bowls
- Copy of medical and vaccination records
- Medications (if needed)
- Collar and leash
- First aid kit
- Current picture of dog