

	Understanding Shelter Dogs
	What type of shelter is HSSC?
	How does a dog end up in a shelter?
	Where do our dogs come from?
	The Shelter Environment
	How are homed dogs different than shelter dogs?
	What creates stress in a shelter dog?
	What is a dog's strongest sense?
	How do their senses contribute to their shelter stress?
	What do we mean by a stress cup?
	What creates stress in a shelter dog?
	What is a hyper-social animal?
	What does it mean for a hyper-social being to live in a shelter?
	What Can We Do?
	Why is the title Dog Walker a misnomer?
	What does canine care mean to you?
	What behavior will get a dog adopted?
Goals	Explain the four CCV goals:
	1. Show them that people and their hands are safe.
	2. Reinforce calm behavior for the dogs and for ourselves.
	3. Respect their space.
	4. Provide opportunities for agency.
Ethics	What are our methods?
	What is the difference between training and behavior?
	What is the Academy of Dog (AOD)?
	Explain (LIMA) Least Intrusive Minimally Aversive.
	Be Humane Train Without Pain
	Why do we not use prongs, communicators, choke chains, flexi-leads or head halters?
Dogs POV	Five Rules of Engagement
	Explain Ignore, Ignore, Ignore.
	Explain Sideways is the Best Way.
	Explain Keep Your Hands to Yourself.

	Explain Don't Be the Creep in the White Van.
	Explain Follow the 3-second Rule.
Behavior	What is behavior?
	Behavior is neither bad nor good. True or false?
	Behavior is an evolved tool to control outcomes. True or False?
	Environment not emotions drive behavior. True or False?
	Reinforcement drives behavior. True or False?
	Give an example of how we apply human characteristics to dogs.
	Why is it harmful to attribute human reasoning to a dog's behavior?
	What is a construct?
	Give an example of a human construct that people use for dogs?
Calm Behavior	Paint a word picture of calm dog behavior.
	Explain why rewarding calm behavior is vital in a shelter.
R+	What does it mean to be Force Free?
	What is Fear Free?
	What is Positive Reinforcement Dog Training?
	What is a reinforcer?
	Why do we use food for reinforcement?
	What is the R+ training sequence?
	What is the difference between a mark and a click?
	Why are volunteers and staff asked not to cue a dog to Sit?
	Why do we ask volunteers and staff not to train a dog?
Language	Why do we not say dogs are stubborn?
	Why "cue" instead of "command?"
	What is wrong with using Dominance and Alpha and Pack?
	Why do we not say NO or EGH to dogs?

	Why do we not train dogs to be obedient?
Observations	What is the difference between subjective and objective?
	Why are logging notes important to the dogs?
	What are First Look notes?
	What do highlighted or red notes mean?
	Why is it important to read the file notes before walking a dog?
Colors	What are the six color rankings?
	Why would a dog be Staff Only?
	What happens if you walk a dog out of your approved color rank?
	How do you move up in the color rank?
	Dress Code
	Can we wear hats?
	How we introduce dogs to sunglasses?
	Why are long sleeves recommended?
	What are arm protectors and bite sleeves?
	Is it better to wear long pants or shorts?
	Why wear closed-toed slip resistant shoes?
	Why no baggy clothes or hanging strings?
	Why is it important to wear a radio?
	Where do I get keys?
	Why do I need to wear a name tag?
Treat bag	Where can I get a treat bag?
	What type of treats can I give?
	Where are treats located?
	Where are poop bags located?
	Why do I need a pen?
Continuing Education	Where can I get more education?
	How can I become a Classroom Training Assistant?

	Emergency Awareness
Dog Fight	What should you <i>do</i> if there is a dog fight?
	What should you <i>not</i> do during a dog fight?
Dog Bite	How do you define a dog bite?
	When do you report a dog bite?
	What do you do if you are bit?
Incident	What qualifies as an incident?
	What do you do if you observe an incident?
Lost Dog	What should you do if a dog gets away from you?
	Where are the gates?
Natural Disaster	Where do you go during an evacuation?
	What do you do if you are walking a dog?
	Do you take dogs out of the shelter?
	Shelter Medicine for Canines
Heartworm	Explain the Heartworm Protocol.
Exercise Restriction	Explain what a short walk means.
Puppy Protocol	Explain why we have a Puppy Protocol.
	Explain what PPE is worn for puppies
Kennel Cough	Explain what Kennel Cough is and isn't.
	Explain the Kennel Cough Protocol.
Door Notes	What type of information will be on a dog's door?
	Why is logging pee and poop important?
	What if I don't have a pen?
Food Restrictions	Explain what a dog on a restricted diet can and can't eat.
	Where can I find chicken?
Clinic Slip	What should I do if I see a medical concern?
	Where are feces and vomit charts located?

	How to prepare the dog for a safe walk.
Advocate	What does it mean to be responsible for a dog?
	How do you respond to a question from the public?
	What do you do if someone from the public wants to pet the dog you are handling?
Situational awareness	What are the campus boundaries for dog walking?
	What is the Dog! Protocol?
	Why do we avoid other dogs?
	What events happen on campus that should be avoided?
	Where are the other tricky places?
	What exits and hallway should you avoid?
Equipment	Name the three main types of equipment we use.
Collars	Why do we never ever walk a dog on a flat collar?
	How should a collar fit?
Martingales	What is a Martingale?
	Who should not use a Martingale?
	Why would we use a Martingale on a dog?
	How should a Martingale fit?
	When is it time to stop using a MG?
“Y” harness	Why do we use a “Y” harness?
	Demonstrate how to place a “Y” harness on a dog.
	Demonstrate two ways to pair treats with placing equipment.
	How long should it take to place a harness on a dog?
	What do you do if you have equipment questions?
	What do you do if you can’t find the dog’s equipment?
Slip Leads	What are two reasons that justify using a slip?
	When do we recommend using a slip wrap?
	Why do we not take a dog on a walk using a slip?
	Demonstrate how to use a slip.
Leashes	What are the four types of leashes we use?
	Why do we recommend bringing your own leash?
	What is a double-clip leash?
Leash Skills	What is the worst way to hold a leash?
	Demonstrate the best way to hold a leash.
	Explain why using two hands is mandatory.
	Demonstrate how to use and wear a treat bag.

	Demonstrate how to shorten and lengthen a leash.
	Demonstrate a Park-it.
	Demonstrate how to use a double-clip leash.
Long line	Explain when, where and why we would use a long line.
	Demonstrate how to use a long line.
	Where can you find a long line?
	Essential Dog Handling Skills
	Why is silence golden?
	Demonstrate how to use a flat hand.
	Demonstrate how to toss a Find-it.
	Demonstrate how to lure a dog.
	Demonstrate Mark and Reward.
	Demonstrate how to pair treats with handling.
	Demonstrate how to reinforce Four on the Floor.
	Demonstrate how to get in and out of a room.
	Demonstrate how to redirect a dog.
	Explain what to do with a jumpy and mouthy dog.
	Explain what to do with a dog that becomes over-aroused.
	Walking
Sniffing	Why do we encourage dogs to sniff?
	Explain a decompression walk.
	Demonstrate how to stand when a dog is sniffing.
Connected Walking	Explain why we never “pop” the leash.
	Explain connected leash walking.
	Demonstrate Part A- leash tension and body language.
	Demonstrate Part B – the dog looks, cue Let’s Go, reinforce with a run
Tips	Explain what to do if a dog stalls or “pancakes.”
	Explain what to do if a dog pulls.
	Explain what is “practicing pulling”
	Explain alternatives to walking.
White Board	Explain the various symbols on the whiteboard.
	Who is allowed to write on the whiteboard?

	What do the smiles mean?
	How do we prioritize what dogs to take out?
DW notes	Give an example of a subjective observation and then change it into an objective observation.
	Where are the dog walking notes located?
Habitat Safety	How do we practice the five steps of a Dog's POV when entering a dog's room?
	Name three reasons why it is important to read the signage on a door before entering a room or taking a dog out.
	When should a room not be entered?
	Why do we always enter and exit rooms only off the soc rooms?
	How do we safely enter and exit rooms without a soc room?
Defensive Handling	What items in a room can be used for defensive handling?
	Why do we not turn our back on a dog?
	When is it not appropriate to kneel with a dog?
	When is it not appropriate to sit on the floor with a dog?
	Why do we always back out of a room?
	Why do we always keep our backs to the door?
	Name two things to check before entering a dog's room.
Equipment	Where is the equipment located for habitats 1-13?
	Where is the equipment stored for habitats 14-24?
	What do you do if you can't locate the dog's equipment?
Jumpy and Mouthy	Explain what not to do with a jumpy dog.
	Demonstrate three tips for room jumpers.
Cautious Canines	Explain what not to do with a Cautious Canine.
	Demonstrate three tips for cautious canines

Yard Safety	Explain why a particular yard is selected for a dog.
	Sanctuary yard pros and cons
	Lower yard pros and cons
	Upper yard pros and cons
	Old Agility yard pros and cons
	Courtyard pros and cons
	Explain the Courtyard Rules.
	Explain the Play Yard's Flag Protocol.
	Why is it important to pick up all toys?
	Why is it important to pick up poop?
	Why is it important to empty the pools and bowls?
	Why is it important to leave it cleaner than when you entered?
Cleaning	Demonstrate how to pick up feces and wipe up urine in rooms.
	Where are clean towels located?
	If a room is very dirty, who can you ask for help?
	Where do we throw poop?
	Where do we put dirty towels?
	When is it appropriate to throw away towels?
	Explain where to place dirty food bowls and toys.
General info	Who do I contact if I have questions about dog walking?
	What is the best way to contact BnT?
	Can I carry my phone while dog walking?
	Can I take photos and videos?
Glossary	BnT
	ACT
	DW
	CTA
	LIMA
	Canine U
	Positive Reinforcement

