

# ON-SITE PET SUPPORT VOLUNTEER TRAINING





# AGENDA

- Introductions
- Friends for Life Update
- On-Site Support Services
- Dog Handling Best Practices
- Client Service Best Practices
- Lurie Terrace
- Timeline and Scheduling
- Q&A





# HELLO!

**Karen Patterson**

Vice President of Volunteers and  
Humane Education

**Alicia Curley**

Friends for Life  
Program Coordinator







# FRIENDS FOR LIFE

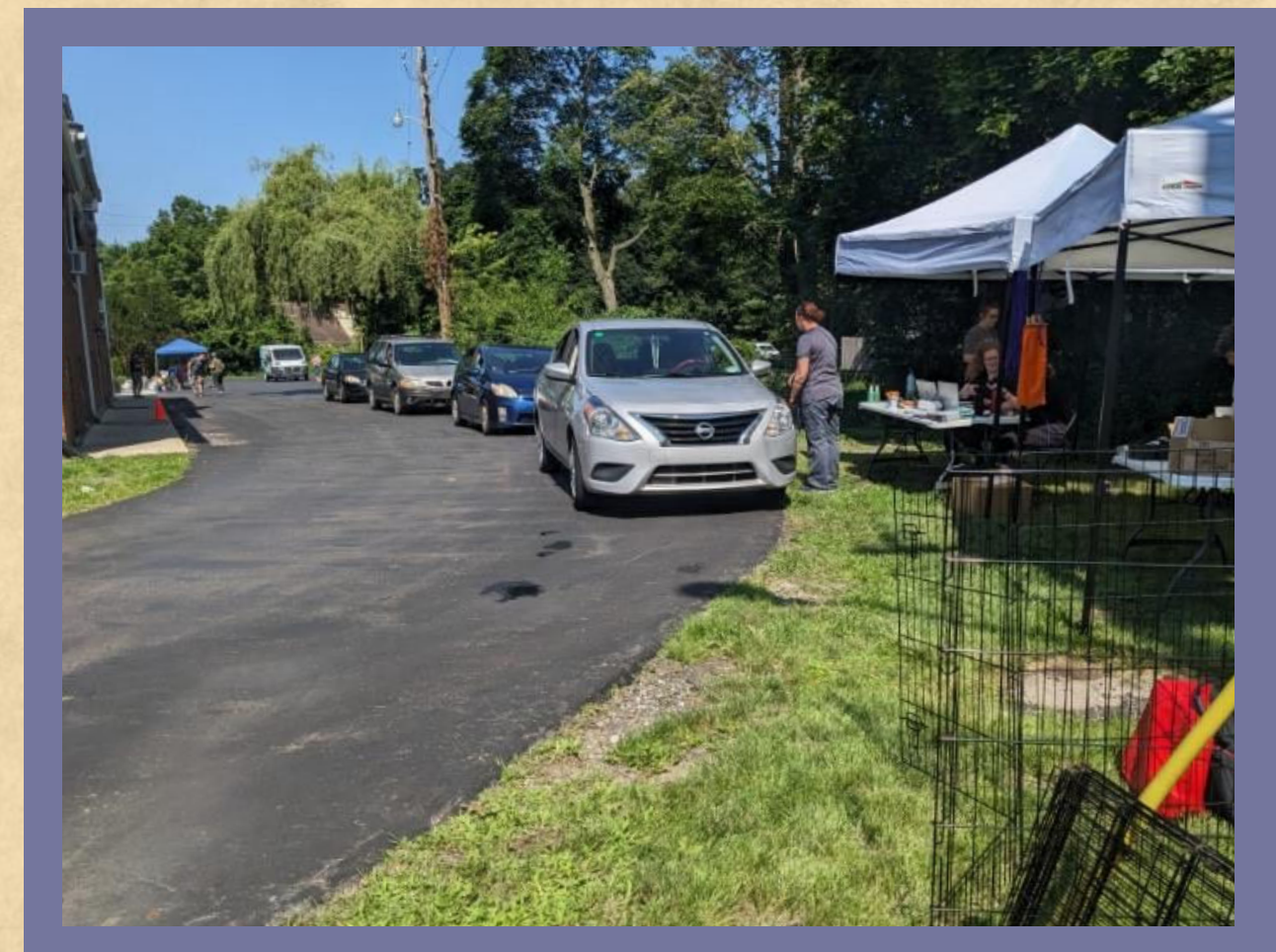


48 dogs vaccinated, 30 microchipped at the first FFL Vaccine Clinic

600lbs of dog food provided to the Pet Pals Mutual Aid community

\$21k in Free Vet Care Provided to Date

**Looking Ahead:** Fall health fairs, continued outreach and another vaccine clinic in December – with cats!





# ON-SITE SUPPORT SERVICES\*



Supplemental Dog and Cat Food



Dog Walking



Cat Care Supplies



# DOG AND CAT FOOD

- During pilot: Monthly Delivery by FFL Volunteers
  - Dry Food
- After pilot: Bountiful Bowls Sign-Up

Food will be dropped off at resident's door



# DOG WALKING

- 15-20 min 1x/week\*
- Dog must be collared and on leash\*
- Resident hands-off dog to volunteer
- Resident must be home to receive services



# DOG WALKING

## For each shift...

- **Start:** Check-in with Alicia
  - Receive client list
  - Review client and dog information/notes
  - Gather supplies
- **End:** Check-in with Alicia
  - Log walking notes
  - Complete volunteer survey
  - Return supplies



# DOG WALKING

Sample client notes

Client Name \_\_\_\_\_ Apt # \_\_\_\_\_ Phone # \_\_\_\_\_

**Pet Information:**

Name	Species	Age	Male/ Female	Sterilized?	Breed and/or Coloring

Medical Issues or Concerns (example: dietary restrictions, current medications, etc.):

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Behavior Issues or Concerns (example: are they shy or stressed around new people, other animals, etc.):

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Other Important Notes (example: does your dog like being picked up, do they do well in elevators, etc.):

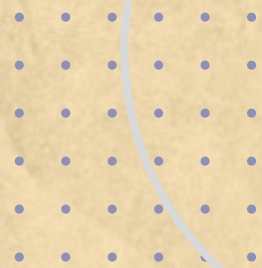
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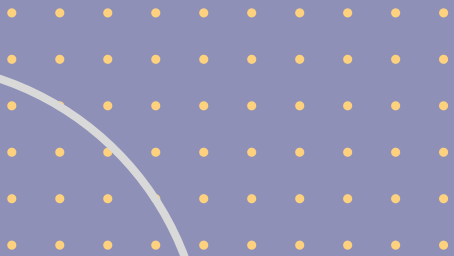


# DOG WALKING



## Sample Dog Walking Log

Date/Time	
Walker	
Date/Time	Notes:
Walker	





# CAT CARE SUPPLIES

- One time delivery
  - New litter box, scooper, clumping litter, cardboard scratcher
- Bi-weekly litter delivery/drop-off to resident's door

One per household to start



# DOG HANDLING





# SAFETY TIPS

- Dress for success
  - Weather appropriate layers
  - Closed toe shoes with good traction
  - Avoid having anything dangling from your body (no leashes around neck, scarves, harness dangling from hand)
- Wash/sanitize hands
- No distractions (use of cell phones, friends, family)
  - Keep walkies handy for emergencies
- Shorten leash while walking through the building
- One dog in an elevator at a time
- No dog or human introductions
  - Keep distance - 20 feet!



# INTRODUCTIONS

- Knock first, then call if needed
- Introduce and identify
  - "Hi, I'm so-and-so, a volunteer from the Humane Society of Huron Valley. I'm with the Friends for Life program and I'm here to take DOG NAME out for a walk."
- Ask if there's anything you may need to know that might impact the day's walk
- Give time frame for when you'll return



# INTRODUCTIONS

- Introduce yourself to dog
  - Allow dog to sniff
  - Toss treat on floor - do not "lure" towards you
  - Give dog choice to interact
- Observe body language
  - What are they telling you?
  - What are YOU telling them?
- We can mimic their calming signals to help them feel comfortable:
  - Approaching sideways, not head on
  - Turning head/body away, looking away with eyes
  - Relaxed breathing



# BODY LANGUAGE

## Happy and content dog that is ready for a walk

I'm ready! See my ears and tail?



My head is up in a normal position. My tail is wagging.

I'm being playful.  
Look at my play bow.





# BODY LANGUAGE

**Go slow: nervous/stressed dog needs more time**



I'm nervous and unsure. I am using the wall to feel safe.



See my ears and tongue? I'm feeling stressed.





# BODY LANGUAGE



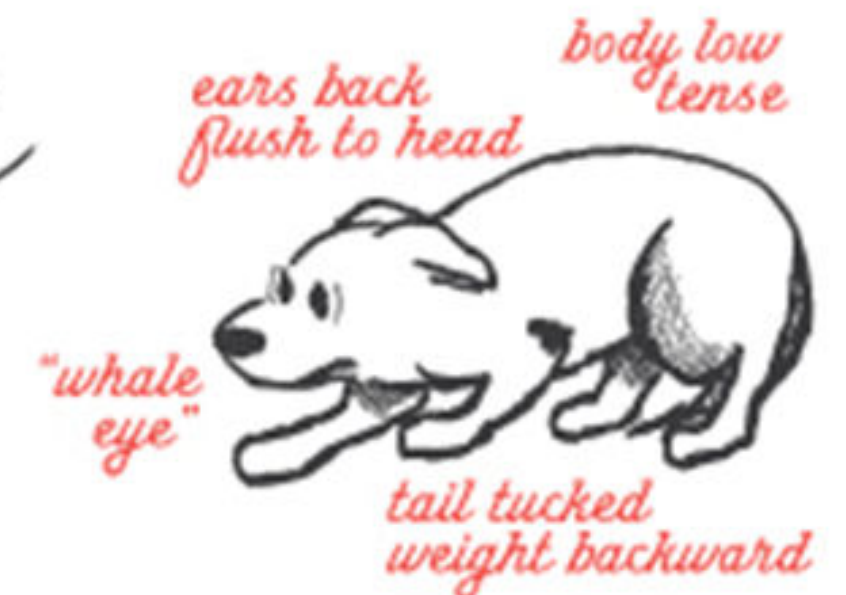
**PLAYFUL**



**ALERT/AROUSED**



**APPEASING**



**FEARFUL**

*illustrations by* ©DESIGN LAB CREATIVE STUDIO



# BODY LANGUAGE

## SIGNALS featuring Tano the pitbull



SUSPICIOUS



SCARED



PLEASE...



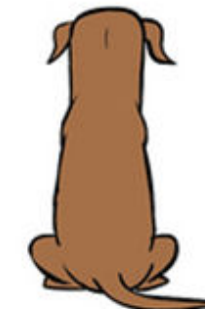
PEACE



PEACE



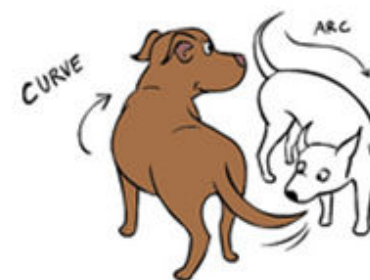
CONFLICTED



I'LL BE NO THREAT



I'LL BE NO THREAT



BEING FRIENDLY



LET'S PLAY!



HAPPY



HAPPY



# AGGRESSION LADDER



**Fig. 2.6** BSAVA Manual of Canine and Feline Behavioural Medicine chapter 2 by Kendal Shepherd.



# WALKING TOOLS

- Standard Leash
  - Can step on the leash as needed
- Metal Leash
  - For leash biters
- Treats
  - Provided by HSHV unless dog has special dietary needs



# LEASH HOLDING

**Two hands on leash. Do not wrap around arm.**



**One hand on handle, the other further down.**



# WALKING TIPS

- Keep 20 feet between dogs or humans. Pay attention to others while walking.
- Dogs are strong! Don't tug backwards, turn your body.
- This is not a training exercise.
  - Goal is to get the dog out and help the client.
  - No need to modify behavior.



# TROUBLESHOOTING

- **If a dog is mouthing....**
  - Offer a stuffed toy
- **If a dog is jumping....**
  - Step on leash and wait for the dog to calm down, no eye contact or talking
- **If a dog is pulling....**
  - Turn body in opposite direction
- **If a dog is pancaking...**
  - Toss treats, offer a stuffed/squeaky toy
  - Amp up your excitement

**It is always OKAY to bring the dog back to owner!**



# DOG RETURN

- Knock first, then call if needed
- Let client know how it went
  - Objective observations and details
    - "We took this route..."
    - "Dog Name had successful eliminations..."
    - "Walked well on leash..."
- Exiting the conversation...
  - "Have to get going to my next client... can't wait to see you and Dog Name again."



# CLIENT CARE





# CLIENT CARE

**HSHV values compassion and respect for people, too!**

To provide great client service, it's important to be sensitive and non-judgmental to:

- Physical Ailments
- Resource/Function Limitations
- Residence Conditions (smells, hoarding, messes)
- Resident Privacy





# CLIENT CARE

## What to do if...

- There's a (human) medical emergency
  - Call for help - DO NOT ASSIST
- There's concern for animal welfare/well being
  - Discuss with Alicia and/or Karen
- Someone is concerned we'll take their animal away
  - Reassure we're here to provide help and resources
- Someone asks, "what are you doing here?!"
  - Calmly explain you're with HSHV and are helping residents with pet care
  - Point to your name tag as identification



# CLIENT TERMS

Please confirm by checking the boxes:

- ☐ I understand this On-Site Pet Support program is a free, once-a-week service that is intended as supplemental care only. It should not be used as a replacement for the daily care of companion animals.
- ☐ To receive hands-on assistance with my animal (such as dog walking), I understand that I must be home at the time of service. If I am not home at the agreed upon time, my pet will not receive hands-on assistance that day.
- ☐ If HSHV (Humane Society of Huron Valley) is unable to provide assistance on a scheduled day, I understand they will do their best to contact me per the information I provided on this form. I also understand that should I be unavailable for services on the scheduled day, I will inform the Friends for Life Program (FFL@hshv.org) as soon as I'm able.
- ☐ I understand that if my animal displays aggression or an HSHV staff member or volunteer is not able to handle my animal safely, services will not be provided.
- ☐ If am receiving chemical treatments for infestations in my residence, I understand that I must disclose this information to the Friends for Life Program (FFL@hshv.org) and I will not be able to receive support while treatment is in progress.
- ☐ I understand HSHV reserves the right to end services at any time.
- ☐ I understand the planned date range for services provided starts the week of September 25<sup>th</sup> and ends the week of November 10<sup>th</sup> 2023.



# CLIENT TERMS

☐ If am receiving chemical treatments for infestations in my residence, I understand that I must disclose this information to the Friends for Life Program (FFL@hshv.org) and I will not be able to receive support while treatment is in progress.

- Bed bug inspections every 6 weeks
- WE ARE NOT ENTERING RESIDENT'S HOMES
- Reliance on residents to self-disclose any related treatments



# LURIE TERRACE

- 600 W Huron St, Ann Arbor
- Ann Arbor Housing Commission Property
- Senior Housing (tenants must be 62+)
- Lots of senior cats and dogs
- Pet waste station in parking lot





# LURIE TERRACE

## Parking

- Park in the service area, down by the trash bins (staff parking)
  - Make sure placard is displayed on your dashboard
  - Will have to walk up to the building entrance
- Do not park in covered or surface spots
- Adjacent West Park lot
  - 2 and 1/2 minute walk – warning: staircase!

## Building Access

- Buzz the front office (call button)



# PARKING

- Park in the service area, down by the trash bins (staff parking)
  - Make sure placard is displayed on your dashboard
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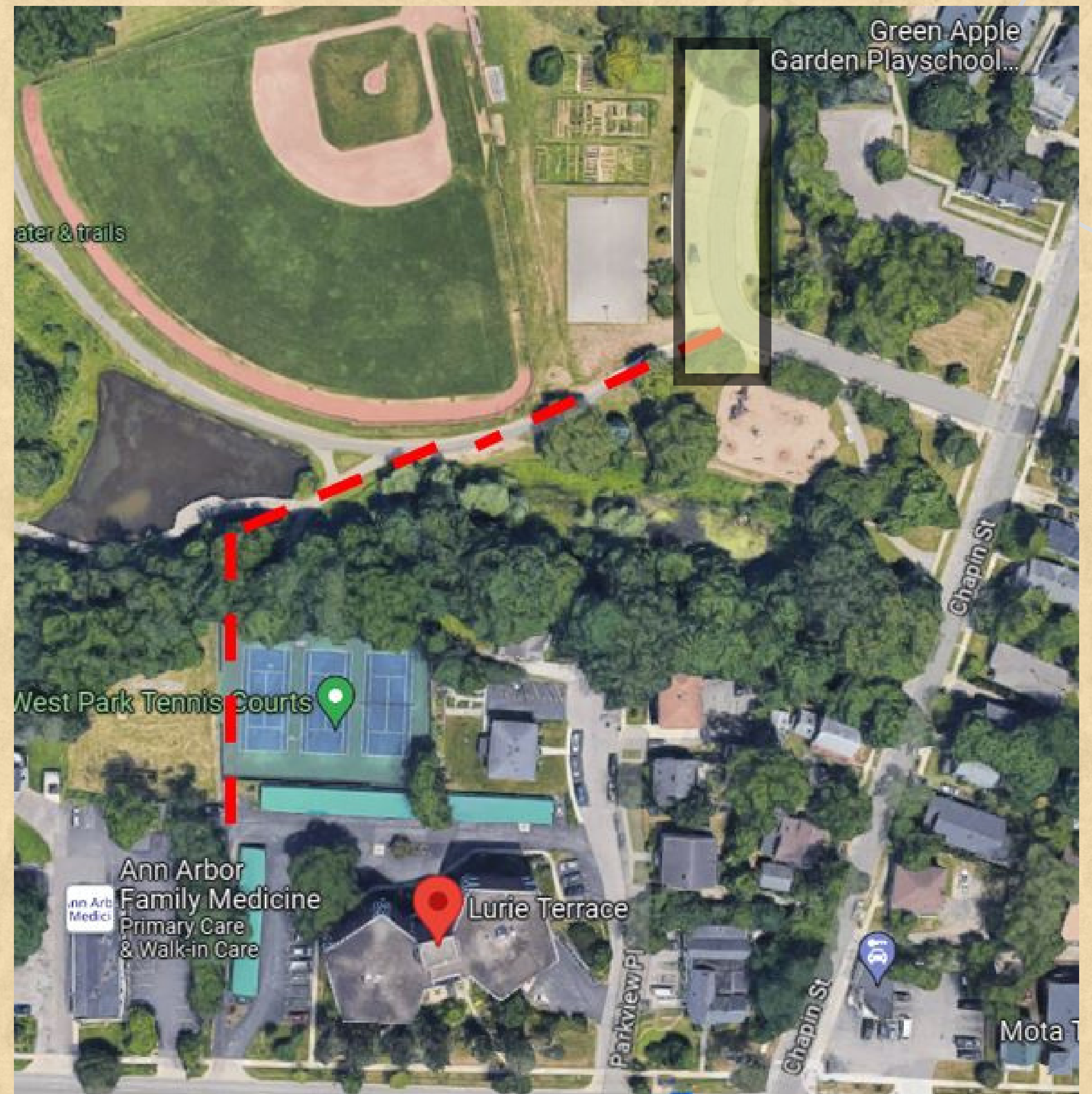




# PARKING



Staircase from West Park to Lurie  
Terrace parking lot





# WALKING MAPS

- Multiple suggested routes
  - .54 miles to 1 mile
- West Park good option for more mobile dogs







# WEST PARK

- Paved trails – may not be maintained in winter.
- Trash cans throughout but no waste dispensers.
- Lots of wildlife – be alert and keep a short lead.
- Residential area – be mindful.
- Lots of grass – watch for pesticide warnings.
- Benches throughout.
- Limited shade.





# TIMELINE

- September 19th, 2pm – Resident Orientation at Lurie Terrace
  - FFL Volunteers welcome and encouraged to attend
    - Sign-up in VIC
- October 2nd – November 10th – Support Services Trial Period
- Day and Time of Service \* TBD





# SCHEDULING

- Sign-Up in VIC
- 1-3 volunteers/shift, up to 2 shifts/week \*\*
- Alicia or Karen will be on-site

## COMMUNICATION

- Walkies used by all during shifts
- Cancelling shifts (volunteers)
- Updates to clients
- Updates to volunteers (if a client is unavailable)



# PRE-VISIT

- Reminder phone calls to clients the day before
  - Sign-up in VIC for volunteer assignment
- Start of shift: Alicia will have client assignments and supplies on-site



# POST-VISIT

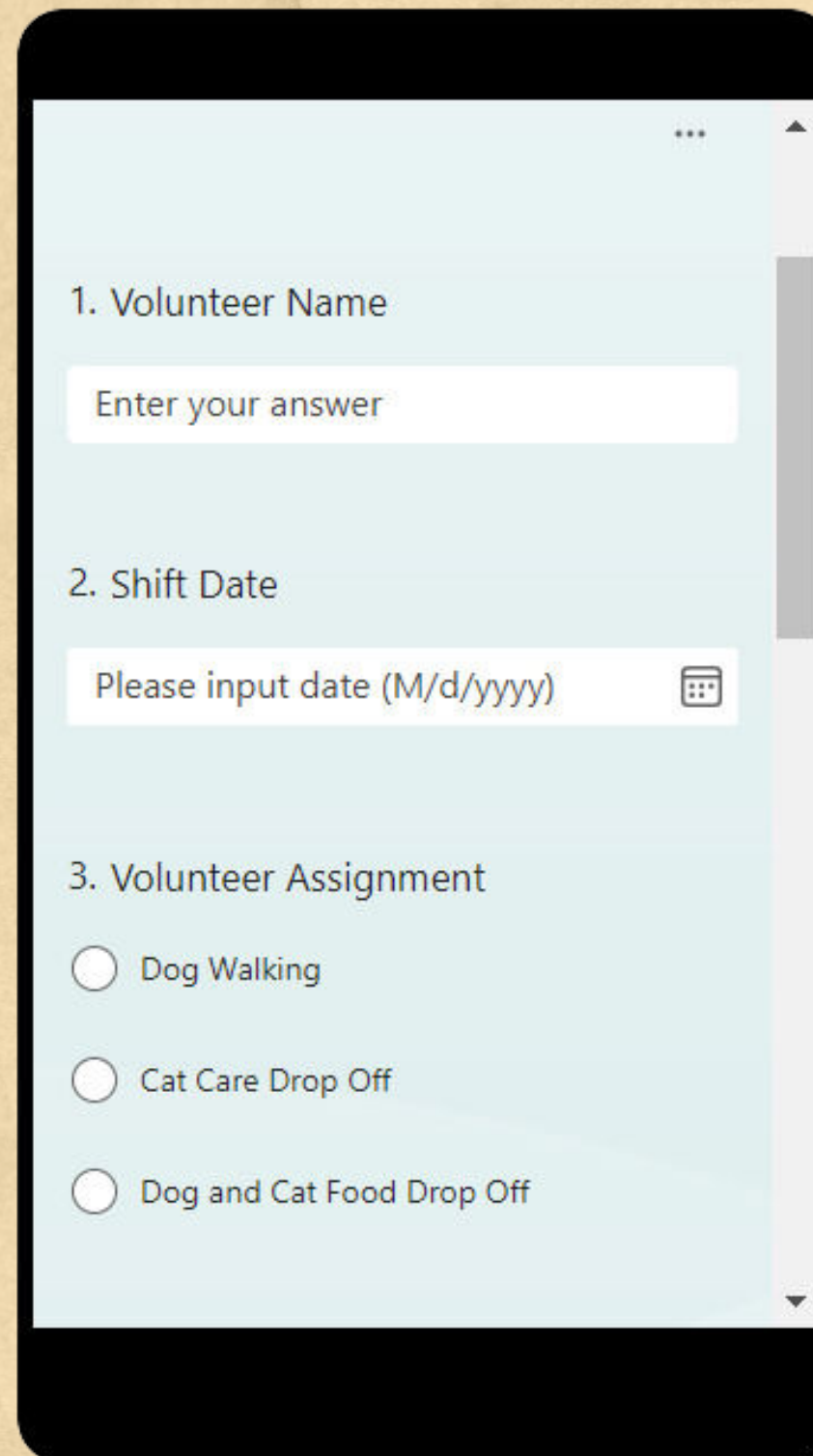
- Check-in with Alicia
- Return supplies
- Complete volunteer survey and/or dog walking log

Friends for Life On-Site Support  
Post Visit Survey (Lurie Terrace)





# POST-VISIT SURVEY



1. Volunteer Name

Enter your answer

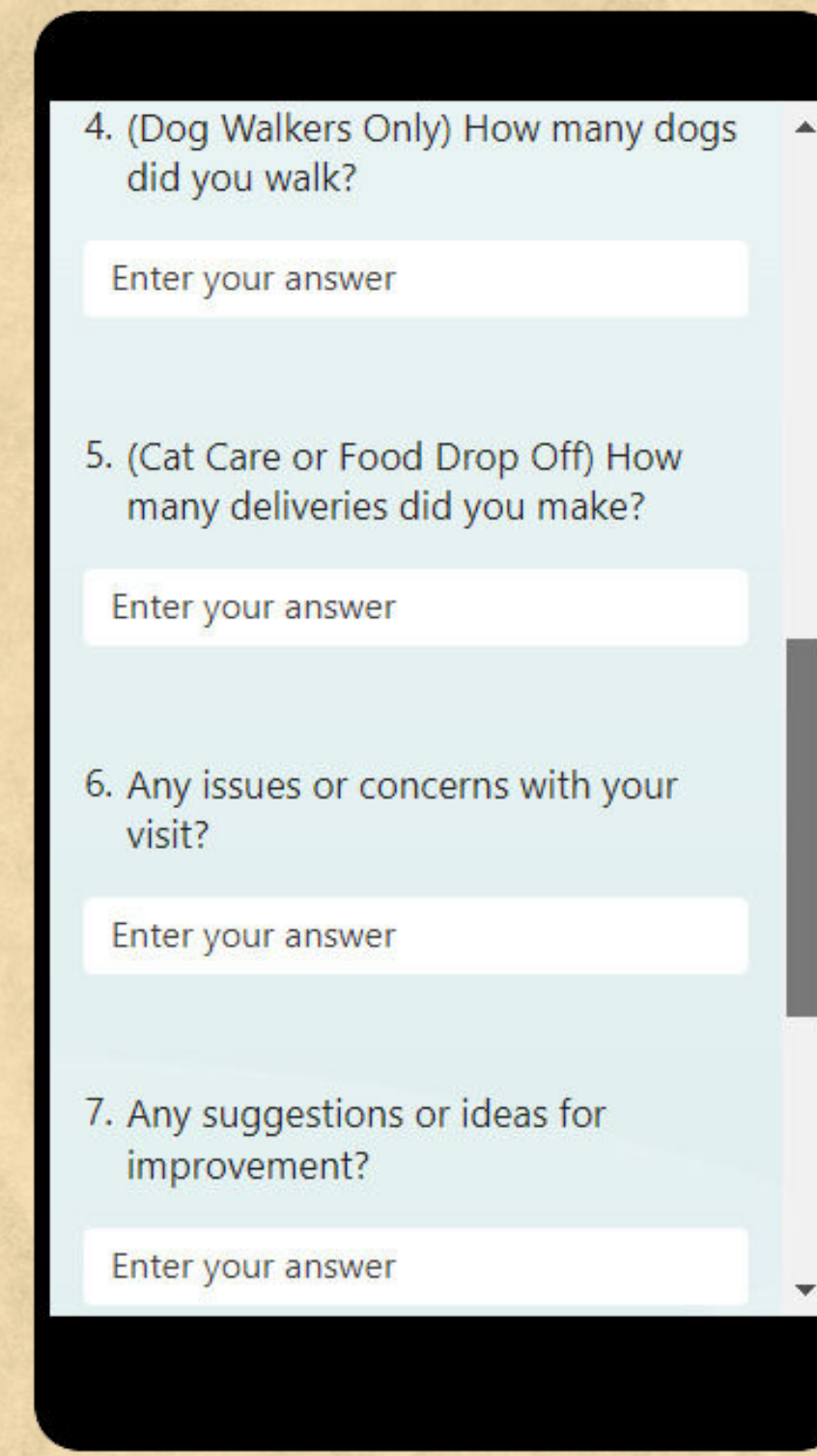
2. Shift Date

Please input date (M/d/yyyy)

3. Volunteer Assignment

- ☐ Dog Walking
- ☐ Cat Care Drop Off
- ☐ Dog and Cat Food Drop Off

The first mobile app screen displays three questions. Question 1 is 'Volunteer Name' with a text input field. Question 2 is 'Shift Date' with a date picker input field. Question 3 is 'Volunteer Assignment' with three radio button options: 'Dog Walking', 'Cat Care Drop Off', and 'Dog and Cat Food Drop Off'.



4. (Dog Walkers Only) How many dogs did you walk?

Enter your answer

5. (Cat Care or Food Drop Off) How many deliveries did you make?

Enter your answer

6. Any issues or concerns with your visit?

Enter your answer

7. Any suggestions or ideas for improvement?

Enter your answer

The second mobile app screen displays three more questions. Question 4 is '(Dog Walkers Only) How many dogs did you walk?' with a text input field. Question 5 is '(Cat Care or Food Drop Off) How many deliveries did you make?' with a text input field. Question 6 is 'Any issues or concerns with your visit?' with a text input field. Question 7 is 'Any suggestions or ideas for improvement?' with a text input field.





# QUESTIONS?

