



# DOG WALKER ORIENTATION & TRAINING

HSNB is open 7 days/week  
10:30 am – 4:30 pm  
by appointment only  
**Volunteers are welcome  
from 9 am – 4 pm daily**

1121 Sonoma Blvd., Vallejo, CA 94590

707.645.7905 | [HSNB.org](http://HSNB.org)





## **Welcome New Volunteers!**

Thank you for joining our program! Dog walkers are vital to the health and well-being of our dogs and work year round, rain or shine. The goal is to provide exercise, comfort, companionship, and socialization to the dogs at the shelter.

# About HSNB

The Humane Society of the North Bay was established in 1986 as the Vallejo-Benicia Humane Society to offer shelter and adoption services for homeless animals.

We are a private, nonprofit (501c3) corporation – not a city shelter, nor are we affiliated with any county, state or national organizations. We do not receive ongoing funding from outside organizations, so our financial support comes almost entirely from donations by generous individuals and local businesses.

We ADOPT animals into loving, permanent homes and provide FOSTER homes for animals too young, sick or injured, or too scared or stressed to be in a shelter environment. We MICROCHIP and LICENSE dogs and cats for the public.

Our mission is to provide shelter and compassionate care to our community's animals in need, offer programs that improve their lives, and strengthen the lifelong commitment between animals and people.





# About our Animals

## How do animals come to HSNB?

Pets are surrendered by their owners, found as strays or sometimes rescued from abusive or neglectful situations. When stray pets arrive, they are checked for a microchip, vaccinated, photographed and placed in an “AC” (*animal control*) kennel while they wait for their owners to claim them. If we are lucky, there is a microchip so we can contact the owner. We post photos of all stray pets on Facebook to help reunite them with their owners. If the pet hasn't been claimed after the hold period is up, they will most likely enter our adoption program. HSNB accepts as many animals as possible into our adoption program.

## How does HSNB evaluate animals for adoption potential?

We assess temperament and general health. We take in animals of all ages and those with treatable medical issues.

## Does HSNB keep animals with serious medical conditions?

Occasionally we keep animals with permanent disabilities or longer-term medical conditions because we have available space or foster homes willing to care for them. The number of “special needs” animals we're able to keep is wholly dependent upon donations for the costly medical care required.

# About our Animals

## How long do we keep animals available for adoption?

There is no time limit. Pets in our adoption program stay at HSNB until we find them homes, unless they become seriously ill, or develop extreme behavioral problems. If one of our pets becomes seriously ill or develops extreme behavioral problems, we try to find a foster or rescue organization willing to rehabilitate. Pets that are suffering due to serious illness, may be humanely euthanized by a licensed veterinarian.

## What happens to pets that aren't chosen to stay at HSNB?

It's a sad fact that not enough people spay/neuter their pets. These extra pets result in an overwhelming number of homeless animals. In addition, some pet owners don't honor their commitment to their pets and abandon them or surrender them to the shelter.

HSNB faces continual financial challenges and space limitations. Hundreds of animals arrive at HSNB each month, especially during kitten season, and there are many times when we simply don't have kennel or cage space available. In those times we look for rescue and shelter partners to pull them into their program, or foster families for temporary housing. If no options are available, the animals are sent to the Solano County shelter, which has its own adoption program.





# Volunteer Opportunities

We rely on volunteers to help us keep our animals happy and healthy! We welcome anyone 14 and older (*under 16 must be with a parent*) and offer the following volunteer opportunities:

- Dog walking\* & socializing
- Cat care & socializing
- Humane Helper (laundry, dishes, cleaning)
- Clerical & office work
- Foster care
- Transport
- Outreach / adoption events
- Facilities & grounds maintenance
- Fundraising
- Photography and video

*\*Dog walkers must be 16 years old.*

# Dog Walking

Walking shelter dogs has multiple benefits:

- Relieves kennel stress and is good for mental health
- Allows the opportunity to explore sights and sounds
- Good for health and weight control
- Socializing with new people provides continuous positive experiences
- One-on-one time allows work on basic manners, leash training
- Encourages house-training



# Dog Walker Requirements

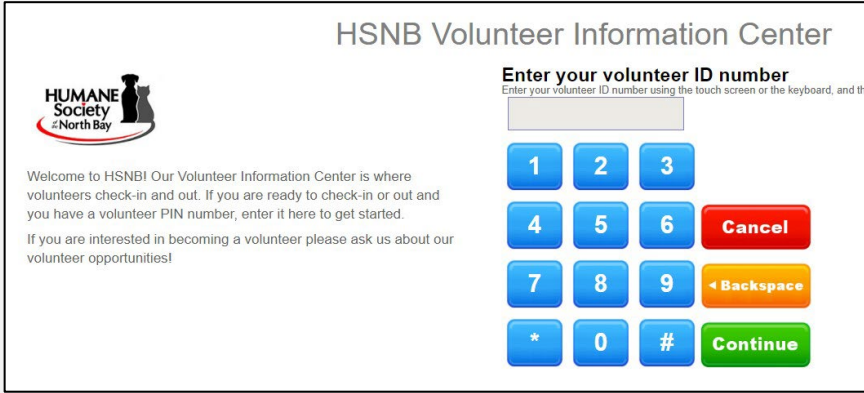
- 16 years old or older
- Completed online orientation/dog walker training and hands-on mentor training
- Ability to walk dogs varying in strength and size
- “Uniform”:
  - Volunteer apron or HSNB t-shirt
  - Name tag
  - Close-toed, rubber-soled shoes
  - Long pants
  - No long earrings/jewelry that can get caught



Redford

# Volunteer sign in / sign out

Please go to the Adoption Center to begin your volunteer shift. Sign in and out at the kiosk using your ID # (generally the last 4 digits of your cell phone). Then check in with the receptionist in the Adoption Center and exchange your car keys for a set of kennel keys. (Note: Our kiosk is not currently active. Please sign in and out on the notepad found on the volunteer sign-in table in the Volunteer Center.)

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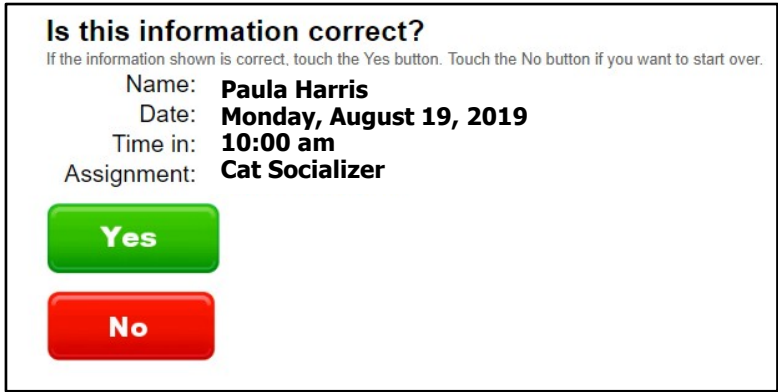
1. **HSNB Volunteer Information Center**

**HUMANE Society of North Bay**

Welcome to HSNB! Our Volunteer Information Center is where volunteers check-in and out. If you are ready to check-in or out and you have a volunteer PIN number, enter it here to get started.

If you are interested in becoming a volunteer please ask us about our volunteer opportunities!

**Enter your volunteer ID number**  
Enter your volunteer ID number using the touch screen or the keyboard, and then


1 2 3  
4 5 6 **Cancel**  
7 8 9 **< Backspace**  
\* 0 # **Continue**
- 

2. **Is this information correct?**

If the information shown is correct, touch the Yes button. Touch the No button if you want to start over.

Name: **Paula Harris**  
Date: **Monday, August 19, 2019**  
Time in: **10:00 am**  
Assignment: **Cat Socializer**

**Yes**

**No**
- 

3. **Thank you!**

You are now signed-in. Please remember to sign-out when you leave today.

**Ok**

# News and Important Updates

## Stay Informed:

- Read notices posted on Volunteer Center door, volunteer information board and/or volunteer sign-in desk.
- Check for signs on kennels and gates before taking dogs out. (*Signs may indicate it's too hot to walk, or a dog may be injured and unable to walk.*)
- **Never walk dogs with special signage indicating they are staff only, quarantined or recovering from surgery.** Also, be aware that dogs who have been adopted can **ONLY** be walked on HSNB property or brought into the play yard.

## Medical/Behavior Concerns:

- For any non-emergency observations, write comments on the Volunteer Observation Log (*near the dog walking board*).
- Emergency/health concerns; notify staff member **AND** note on Volunteer Observation Log.



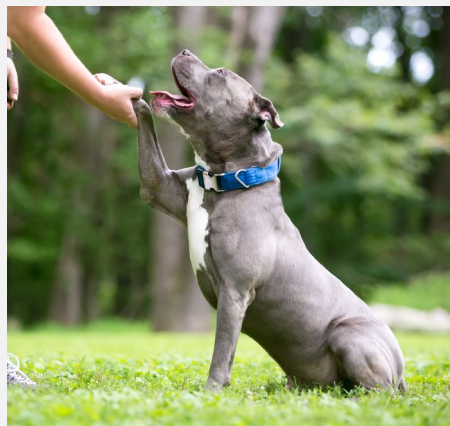
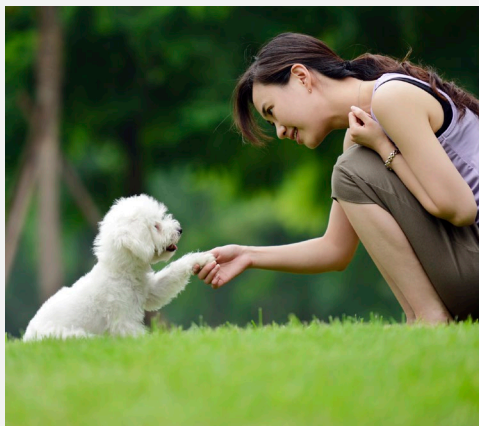
# Do's and Don'ts in Dog Handling

**OBSERVE:** Always start with observing the dog within the kennel. If there are any concerning behaviors that you are not comfortable with, do not take that dog out.

**GET ACQUAINTED:** Let the dog get used to your presence, smell, voice, and give the dog a treat. Once the dog appears more calm than aroused, you may begin the process of taking the dog out. Approach from an angle slowly or allow the dog to approach.

**REWARD GOOD BEHAVIOR:** HSNB uses positive reinforcement only. Ignore or redirect bad behavior. At no time are you to strike an animal. Never correct a dog by jerking the leash. No independent training methods (*prong collars, squirt bottles, etc.*)

**NEVER CORNER A DOG:** At any time for any reason. If a dog will not approach the front of the kennel for its walk, s/he most likely does not want to go with you. If you have time, you can quietly sit with a dog until s/he is comfortable enough to come to you. Or move on to another dog – a mentor will walk the dog at a later time when s/he is more comfortable. Never lean over a dog or take a dog's food or other high value items (*toys, treats*).



# Pay Attention to Body Language

Pay attention – moods can change when a trigger (other dogs, cats) are introduced to the scene.

## Reading Canine Body Language: T-E-M-P.

(with Tickle the Pit Bull)

Tail, Ears & Eyes, Mouth, Posture



Relaxed (down)



Relaxed



Submissive / Happy  
I'm Not A Threat



Happy



Ready To Play



Submissive  
Deferential



Please Leave  
Me Alone



Anxious  
Stressed



Terrified



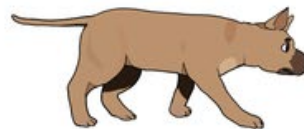
Fearful: Ready  
To Fight



Alert



Wary / Unsure  
Suspicious



Stalking



Defensive  
Territorial



Angry: Ready  
To Fight

# Big Dogs

## 5 items a dog walker needs:

1. Martingale collar (*with the loop*)
2. Easy Walk harness (*odd color strap on bottom*)
3. Nylon or Leather Leash (*no expandable leashes*)
4. Treats\*
5. Waste bags

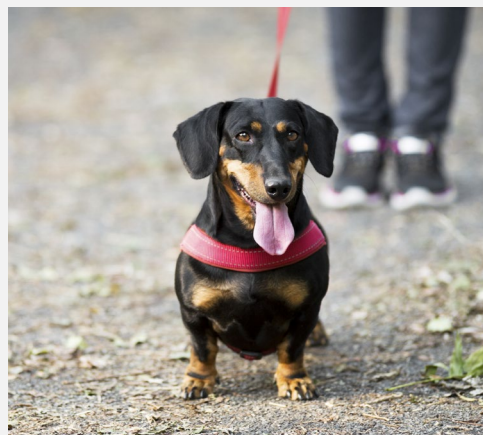


*\* Our dogs are on a special feeding program and are only allowed approved, limited-ingredient treats. Help us keep the dogs safe by throwing away any rawhides and do not feed anything not approved by the Animal Care Team.*

Honcho (adopted)

# Dog Levels / Volunteer Training

Dog Level	Volunteer Requirement
<b>Green</b> = <i>Low / medium energy, walks well on leash</i>	Orientation & Dog Volunteer Training
<b>Yellow</b> = <i>May pull, jump, be powerful, possibly reactive to cats/dogs</i>	Minimum ten hours walking, Mentor approval
<b>Red</b> = <i>Behavior modification plan in place, fearful/aggressive and/or very powerful</i>	Fifty hours walking, Mentor training and approval



**Only take out a dog marked the appropriate color(s) for your training level.**

# Get Familiar with the Equipment:

It's important to make sure that each dog is fitted correctly before going out on walks.

## Flat Collar (NO loop)

Dogs should be wearing a flat collar at **ALL** times while in the shelter. *This is for the safety of the dogs.*



**Martingale Collar (with loop)** Must be used for **EVERY** walk. Should be snug-fitting with room for no more than two fingers between the collar and the dog's body). *Remove after walks for safety.*



**Easy Walk Harness** Use for big/strong dogs. Connects with Martingale to leash. *Provides extra support. Odd color strap goes behind legs. Watch how to fit an Easy Walk Harness [HERE](#)*



**Slip Lead** A rope leash that is useful to quickly catch a loose dog to move a dog from one place to another. *Slip leads are available in the hallway of the dog building. Carrying a slip lead on walks is recommended.*



Please remember to put the Martingale and harness back in kennel basket after walk.



# Going for a Walk

- Go to the Dog Walking Board and choose a level-appropriate dog: **green**, **yellow** or **red**. Check comments/notes before choosing a dog to make sure s/he is clear to walk. Look for **\*\*Potty trained\*\*** in the a.m. and take those dogs first.
- Gather supplies: leash, treats, waste bags.
- Before you approach kennel gate, make sure “All 4 Paws are on the ground”. Check for signage on kennel gate (*surgery / injury / adopted / special diet, etc.*) before going out to walk or play yard.
- Have the dog sit before opening gate (*wait it out*). Once in the kennel, close the latch behind you securely.
- Take the Martingale collar and Easy Walk harness from basket. (*IF they are not in basket, go to volunteer room and get them from bins, then fit them to dog.*) Fasten the collar to the leash and if needed, step on the leash to keep the dog from jumping while you put on the harness. Then attach both harness ring on chest and collar ring to the leash.
- Hold leash securely, look around and make sure the area is secure before exiting the kennel. Head out and enjoy your walk!





## Small Dogs

- Dog Walking Board: choose your dog.
- Gather supplies in small dog room: leash, harness, treats, waste bag.
- Close door to room before opening kennel gate. Hold dogs in upper kennels to avoid falls/injuries.
- Put on harness and leash.
- Look around the area before exiting room / building.
- Keep a large space (at least 20') between yourself and any big dog.
- Close baby gate to small dog greeting area when putting on sweaters/harnesses or if letting dogs run around a little before leashing them up.

# Coming Back from your Walk

It's a bummer when a new friend has to go. Make it as pleasant as possible:

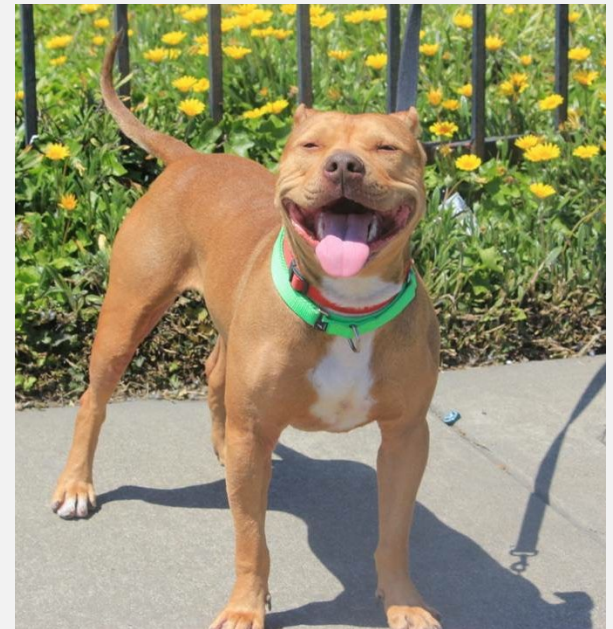
- Spend a few minutes with them in the kennel if possible
- Take off Martingale & harness and put in kennel basket
- Make sure the kennel is clean and in cold weather: **bedding is dry and adequate**
- Throw some treats toward the back of the kennel to distract when you're leaving
- Mark the Dog Walking Board with the time the dog is back in the kennel.

**WK = walk**

**PT = play time**

**KT = kennel time**

\* If they're not already wearing a flat collar, please fit them with one from the volunteer room.\*



# Weather Warning

Be cautious on hot days. The play area is a good option to cool off – fill up the pool or turn on the hose and spray some water on the turf to cool it down. (Note: Never let dog play with the hose or in spray. Doing so can lead to aspiration, as well as trigger unwanted behavioral issues.) Look for these signs when it's too hot to walk:

**Volunteers:**  
**DO NOT WALK DOGS**  
**TODAY DUE TO HEAT.**

*Thank you!*

## HOT ASPHALT AWARENESS



Air Temp	Concrete	Asphalt
78°	95°	114°
85°	105°	130°
91°	125°	140°

Press the back of your hand against the asphalt for 7 seconds.  
If it's too hot for your hand, it's too hot for a dog's paws.

# Interacting with Visitors

- Green dogs are allowed to be introduced to potential adopters while out on walks. Other levels need to be introduced on shelter property. Meet and greets with other dogs need to be supervised by staff or a Mentor.
- Share information you know about the dog (good on leash, barks at cats, etc.).
- If someone asks you a question and you don't know the answer, don't guess... refer them to a staff member.
- If you see something, say something! We want our dogs going to the RIGHT home.



Bertha (adopted)

# Play Yard

- Play ball! Or frisbee or tug-of-war. Dogs love free time off leash. Play time is great bonding time for the dogs. You can also work on basic training commands.
- Toys are in the green bag or the grey supply box. (Note: Pick up all toys and place in red “dirty toy” bucket when exiting.)
- Close all gates before removing leash.
- Dispose of all dog waste (**Rescue Disinfectant Spray** is available in all play yards and must be used to spot-treat each soiled area after you have rinsed it with hose.)
- Remove toys and Never leave dogs alone, unless in an emergency
- NEVER leave dogs alone in the play yard
- NEVER leave dogs alone with with visitors
- Play groups of 2 or more dogs are allowed if supervised by a Mentor or staff.

Back play areas: Do not place a dog next to another – keep a space open between you and the next group.



Aurora (adopted)



# It's all about the Dog

- NO phone calls or texting while you are spending time with a dog. Phones should only be used to take photos and videos of the dogs. Make sure to only do this in a safe place, like play yards.
- Photos & videos = ADOPTIONS! Send your adorable pics & videos to: HSNB Social Media at [socialmedia@hsnb.org](mailto:socialmedia@hsnb.org).
- Stay focused on your dog – they've waited all day for this time with you. Talk, recite poetry or sing – we promise they will not judge!
- Allow time for sniffing, rolling in grass, etc.
- Pick up after your dog – on and off HSNB property. (Our neighbors DO judge!)

# Doggie's Day Out

Day trips are allowed after 10+ hours walking and/or permission from Staff/Mentors. Trips can last anywhere from an hour to all day. Go to fun places that will make for great pictures. It may be helpful to bring a friend to take pictures while you handle the dog.

## Benefits:

- Provide enrichment/break from the shelter
- Gain exposure to potential adopters
- Learn valuable information about behavior
- Encourage community involvement
- Generate community support for pet/HSNB

## You'll need:

- Seat belt with harness clip or kennel
- Water & Bowl
- "Adopt me" vest or bandanna
- Treats
- Dog waste bags
- Flat collar w/ ID tag, Martingale collar, Easy Walk harness & leash



Only take a dog in your vehicle after you've received permission from staff or a Mentor. Be sure to check out with staff and write "day out" along with your name and time on the Dog Walking Board. **Dogs must be secured using seat-belt harness clip or be in kennels during car rides. NO DOG PARKS or OFF-LEASH ACTIVITY allowed.**

# Enrichment

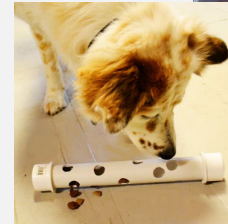
*An enriched environment is one in which an animal has variety, choice and control over daily activities.*

## Enrichment within the kennels:

When a dog has to work for food/reward, it's good mental stimulation. Food games keeps their minds stimulated making their time in the kennel more enjoyable. Other kennel enrichment includes sounds and scents: music and spray scents like lavender and rosemary.

You can help with enrichment by preparing and distributing:

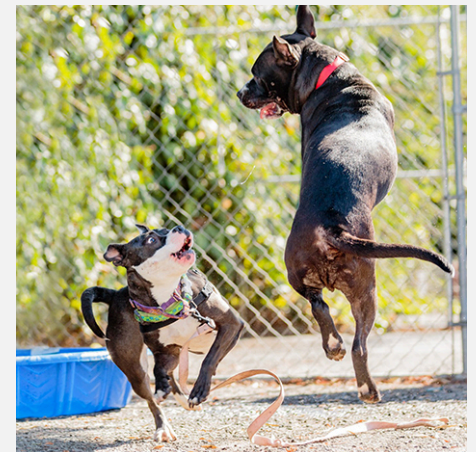
- Kongs, Frisbees, Apple kongs or PVC toys

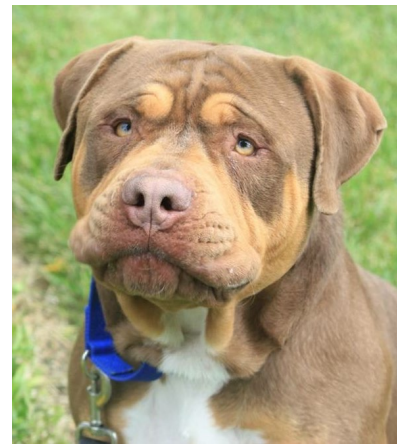
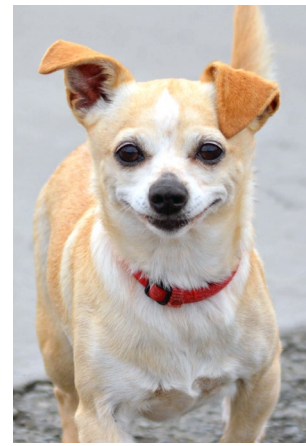


You can also take dogs to the play yard for enrichment:

- “Find it” games in the play yard
- Blow bubbles so they can jump/chase them
- Work on training basics

**PLAY GROUPS: (With Mentors Only)** Organized play groups are great for dog enrichment. Play groups are always led by a mentor. Volunteers should not conduct play groups at any time without mentor or staff present.





Find us on 

**Social media = adoptions!** Send your photos, videos and stories to [\*\*socialmedia@hsnb.org\*\*](mailto:socialmedia@hsnb.org) for us to share with our devoted followers.

Join our **Facebook Volunteer Group** to get the scoop on the latest adoptions, upcoming events and HSNB info and join the **Alumni Group** to see all of our pets' Happy Tails!

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# Dog Walker Training Program

You've just completed the first step of the Dog Walker Training!

1. Review Dog Walker Orientation & Training ✓
2. Complete Volunteer Application
3. Dog Walking Class & Shelter Tour (60-90 min.)  
*Individual or small group class (less than 4) taught by a Mentor. This hands-on class will show you how to walk dogs using the protocols you learned in this presentation.*
4. Mentor Shadow Walk (30 min.)

If you have any questions, email [volunteer@hsnb.org](mailto:volunteer@hsnb.org). Thank you!



King  
(Adopted)