

This Canine Ladder of Aggression is just one example of the sequence of warning signals/characteristics displayed prior to a bite.

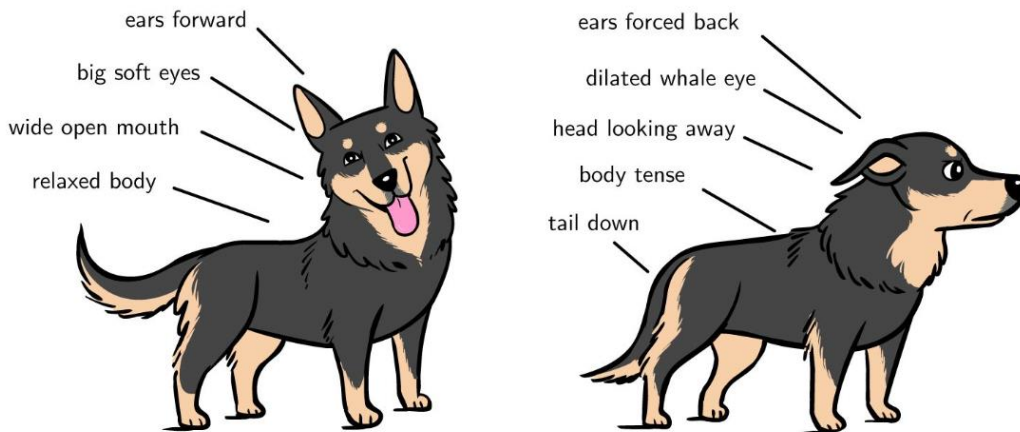
The Canine Ladder of Aggression



As stated above, a dog that is stressed or scared may display all or only a few warning signals. It is important to recognize warning behaviors of a stressed dog before it gets to the bite stage. If you see a dog display any of these warning signs or hear the dog growling,

immediately remove the dog from the current situation, and if the Team Leader instructs, remove the dog from the location.

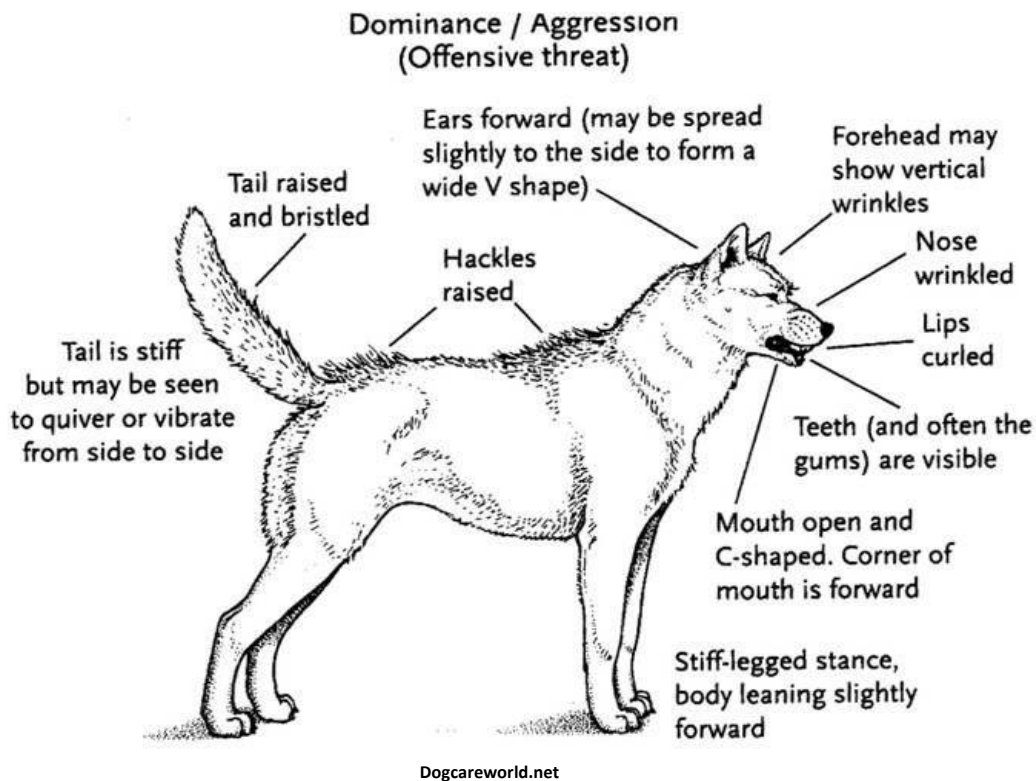
Smiling vs Warning



doggonesafe.com

The Outreach team has experienced dogs giving warning signals, including a warning snap, during an event. The volunteers recognized the situation and averted an incident.

Fortunately, most team members have not experienced a dog display full aggression at an event. However, please remember in many cases a dog's background or previous behavior is unknown, so you must always be prepared to react. If a dog displays warning signals are missed or a dog's behavior is disrupted quickly, immediately remove the dog from the location.



How to safely approach and pet a dog

- Hold your fist out towards the dog's nose. Do not offer an open hand as a dog may bite your fingers, thinking they are a treat.
 - If the dog walks up to your fist and its tail is wagging (or shows no signs of stress/aggression), let him sniff your fist. The dog sniffing a fist is evaluating it, not asking to be pet.) If the dog does not show signs of stress, you may then assume it is safe to pet the dog.
 - If the dog does not approach and/or shows signs of stress/aggression, do not pet the dog. Slowly and quietly back away.
- Pet the dog GENTLY on the chest or shoulder. It is safest to reach in from the side, not over a dog's head. A dog may become scared or nervous if reaching over its head because it cannot see your hand. Make sure to keep your face away from the dog's face.



How to read a cat's body language

Understanding a cat is simply a matter of paying attention, watching the cat's body language and responding accordingly. Cats use a variety of ways to communicate their feelings, needs and desires. Watching a cat's tail, ears and eyes will provide clues to the mood of a cat. Although cats will remain crated for the most part at events, it is still handy information to know when handling cats.

THE TAIL

- *Tail up:* This is a happy, cheerful cat who is most likely approachable.
- *Tail down:* May indicate a cat who is scared or threatened.
- *Tail moving rapidly back and forth:* A cat's wagging tail isn't the same as a dog's happy tail wagging gesture. A fast-thumping tail is a good indicator that a cat is agitated and should be left alone.
- *Tail moving slowly back and forth:* If a cat is trying to decipher the situation, he may move his tail back and forth slowly as he makes up his mind about how he feels.
- *Halloween-cat tail:* A cat in this stance is not in a good mood and is trying to appear larger and scarier than he is.

THE EARS

- *Ears forward:* A cat with ears slightly forward is likely feeling content or even playful.
- *Ears straight up:* When a cat is alert, his ears are likely standing at attention as well.
- *Ears turned back:* Watch out for this kitty! He might feel irritated over stimulated, so it's probably a good idea to leave him alone.
- *Ears turned sideways or back:* This cat is feeling nervous or anxious about something. Use caution around a cat whose ears are in this position.
- *Ears back and flat against head:* This is a sure sign a cat is scared and feeling defensive. Ears flat against the head may also indicate an angry or aggressive cat. Either way, ears against the head means don't mess with him!

THE EYES

- Dilated pupils: A cat's pupils may dilate when a cat is surprised, scared or stimulated.
- Constricted pupils: Might indicate the cat is tense or possibly feeling aggressive.
- Stare: A stare down is likely a challenge from your cat.
- Slow Blinking: The cat feels safe, comfortable and trusts you.
- Half Closed: Droopy lids indicate a relaxed and trusting kitty.

Often a cat will use several forms of body language to display his feelings.

Cat Talk: A Guide to Cat Body Language/Petfinder



How to pick up and hold a (friendly) cat

- Place one hand under the cat's body, behind its front legs.
- Place the other hand under the cat's back legs, giving plenty of support to its legs and bottom. Once both hands are in position, slowly and lift the cat.
- Hold the cat against your chest. This will help the cat feel secure.

Of course, some cats like to be held differently. Some are perfectly fine being cradled like babies while others even like being placed over your shoulder. Although a veterinarian may occasionally need to, you should never scruff a cat.

- To put the cat down, gently lower the cat until all four of its paws are on the ground before releasing it.



How to prepare a dog or cat crate

- Crates are located on a shelf in the Training Hall. Assemble the crate by erecting the walls and clipping the front and back panels to secure.
- Place the plastic pan inside on the bottom of the crate.
- Add clean, comfortable linen to the bottom of the crate and a comfortable cat bed, or dog bed if desired.

GENERAL INFORMATION

During events the outreach team is frequently asked questions about the shelter and the animals. This section provides answers to the most frequently asked questions, and explains other shelter procedures.

How long has Heartland been around?

Dr. Herbert Preiser, DVM and founder of Heartland Animal Shelter, wanted to make a difference by saving the lives of pets who might otherwise be euthanized due to not having a home. Driven to make a change, Dr. Preiser opened Heartland Animal Shelter in October of 2002.

Does Heartland euthanize animals?

Heartland is a no-kill shelter which means that it places all healthy and treatable animals continue to be advocates for homeless pets until no more adoptable dogs and cats are euthanized.

Heartland's mission is to provide a no-kill shelter for the care, humane treatment, and adoption of lost, stray, and abandoned animals and to find permanent, loving homes for homeless animals and promote responsible pet ownership through education, community outreach, and collaboration while maintaining respect and compassion for all creatures.

Where do the animals in the shelter come from?

Heartland rescues animals from various sources including owner surrenders, stray and feral animals brought to the shelter, local and out-of-state open-intake, high-kill shelters. The past year, Heartland has focused on rescuing more local animals from Chicago's two open-intake, municipal shelters and other Chicagoland rescue organizations.

How many animals are at the shelter?

The number of animals in Heartland's care constantly fluctuates, but on average, Heartland's cat/kitten rooms house 70 cats and the kennel holds approximately 50 dogs. Also, Heartland is fortunate to have many great foster homes which allow Heartland to rescue even more animals because they are housed and cared for off-site in a person's home. The animals currently in foster care are indicated on Heartland's website and profiles are posted in the shelter.

Where does Heartland get money to pay for the animals?

Heartland Animal Shelter is a registered 501(c)(3) non-profit shelter. Heartland does not receive government funding so it relies on grants and donations to feed, house and provide medical treatment to the animals.

Why does Heartland charge an adoption fee?

Heartland charges an adoption fee to help cover some of the animal's expenses. Puppies and kittens' adoption fees are higher because they usually require more medical treatment than an adult animal. Heartland never makes a profit off of an adoption fee. The adoption fees cover:

- Age-appropriate vaccinations
- Deworming
- Heartworm test (dogs over 6 months) and preventative
- Flea/tick preventative
- FeLV test (cats)
- FIV test (cats and kittens over six months)
- Microchip
- Spay/neuter
- A free veterinary examination at Preiser Animal Hospital within two weeks after adoption



Heartland's adoption process

Heartland's adoption procedures are designed to find the best possible matches between animals and people. This takes into account the needs of the animal and adopter, whether the adopter is allowed to have pets in their home, and if proper care can be provided, all which help determine whether a pet will be well cared for during the remainder of its life.

Potential adopters must complete an application. They may choose to complete it online or they may print it and complete. Applications may be submitted prior to them visiting the shelter and choosing a pet, or it may be submitted after they met and decided on a pet. Heartland requires every person in the household to meet the chosen animal prior to the application being approved. Assuming references are easily contacted, the approval process usually takes 48-72 hours.

Once an application is approved, an appointment is scheduled to finalize paperwork, collect the adoption fee and pick up their new pet.



Team Leader – Items to remember when preparing for an event

- Contact the location to obtain event details, including parking instructions, number of cats and/or dogs they wish for you to bring, whether table/chairs are provided or you need to bring, timeframe they want you there, etc. Please note that unless an exception is granted by the Executive Director, cats must be limited to indoor events.
- Recruit volunteers by posting in the Outreach Team Facebook group. Whenever possible, there must be one more volunteer than animal at an event.
- To determine which animals are appropriate to take to the event, consult the Shelter Manager about dogs and the Programs Supervisor about cats.

- Pack the outreach bag with the following contents: New table cloth (with logo), 'Adopt Me' bandannas, donation jar, brochures, volunteer recruitment fliers, blank incident reports, water bowls, treats, toys, towels, poop bags, litter box and clean-up materials, cat harness and leash, animal profiles and rabies certificate copies. The animal profiles and rabies certificates are in each animal's file located in the front office cabinet or medical room. Under no circumstance should an animal be taken to an event without a current rabies certificate.
- Place an "Animal Out at Adoption Event" card on the cages of dogs or cats taken. They are kept in the outreach mailbox in the front office.
- Crates are recommended for transporting dogs and are mandatory for cats, but some dogs ride fine unrestrained in the car. Check with the Shelter Manager about each dog's preference.
- When you arrive at the event, introduce yourself and the team to the manager/event contact person.
- After the event, make sure to clean up the area and thank the manager/event contact person for including Heartland at their event.
- Monetary donations collected should be placed in an envelope with the amount, event name and event location written on the front. Give the envelope to the Office Manager or Shelter Manager.

I have read and understand the contents in the Outreach Team Member Reference Guide.

Name: _____

Signature: _____

Date: _____