Taking the "pet" out of petrified one shelter at a time

Reduce stress in shelter pets with Fear Free. All shelter, rescue, and animal welfare employees and volunteers can register for FREE.

BTE Bootcamp - April/May 2022

Week 2 - Program and Practice Worksheet and Checklists

Fear Free and Humane Handling and Team Training

General Training Related

1. What animal shelter behavior and handling training is required for kennel and related animal care staff?

2. Behavior/Training Staff?

3. Adoption Staff

4. Rescue and Foster Program Staff?

5. Field staff?

6. Medical Staff?

7. Front Office/Customer Service and Similar Staff?

8. Volunteers?

9. Fosters?

FEAR FREE SHELTERS BASIC PROGRAM

FEAR FREE SHELTERS MODULE 1 REVIEW

Module 1 - Knowledge and Understanding

What percent of staff and volunteers interacting with animals have a solid and demonstrated understanding of:

1. That emotional health is as important for shelter animals as physical health?

2. Looking for and recognizing fear, anxiety, stress, and frustration (FAS/S) in dogs?

3. Looking for and recognizing fear, anxiety, stress, and frustration in cats?

4. How animals learn and the importance of using positive reinforcement training techniques?

5. Adjusting their approach to accommodate an animal expressing fear, anxiety, stress, and frustration without worsening the situation?

6. The negative impacts of fear, anxiety, stress, and frustration on animals, not only during their shelter stay but also by decreasing their chances of a positive outcome and making it less likely they will succeed in a new home.

7. The fact that each day an animal is in a shelter can have a negative impact on them both short and long term.

8. All of an animal's senses are involved in experiencing fear, anxiety, stress, and frustration - sight, sound, scent, taste, and touch.

9. Decreasing the negative impact of stressors on any of the animal's senses can reduce their FAS/S.

Module 1 - Action items

☐ Avoid fast or sudden movements

☐ Avoid loud or unexpected sounds

☐ Reduce concerning sounds like dogs barking, cats growling/hissing, etc.

☐ Dampen noises in general in animal housing and use areas

- ☐ Use quiet and soothing sounds - white noise or classical music

- ☐ Provide an option for a visual barrier on cages, kennels, and play yards.

- ☐ Cover an animal's head gently with a towel during procedures

- ☐ Provide a barrier when walking through a worrisome area

- ☐ Avoid threatening postures or gestures - leaning over, invading personal space

- ☐ Avoid strong and noxious smells

- ☐ Provide light and pleasant/calming scents

- ☐ Consider the use of pheromones

- ☐ Avoid things that taste bad - mask bad tastes with pleasant

- ☐ Be aware touch is not always welcome - read the animal

- ☐ Calm, slow, soothing touch without breaking contact

FEAR FREE SHELTERS MODULE 2 REVIEW

What percent of staff/volunteers interacting with animals have a solid and demonstrated understanding of:

1. The importance of recognizing emotions in the shelter.

2. The emotional impact the shelter has on cats' and dogs' lives while in the shelter.

3. The links between emotions and behavior

4. Active forms of communication vs passive forms of communication.

5. What drives/influences behavior.

6. What it means for animals to experience fear, anxiety frustration, and emotional conflict.

7. Types of behaviors associated with FAS and frustration using the 4F's.

8. Key points of observing body language in both dogs and cats.

9. Common body language and behavior that tells you if a cat is relaxed and content or if she is experiencing FAS + F

10. How to reduce FAS + F in cats

11. Common body language and behavior that tells you if a dog is relaxed and content or if she is experiencing FAS + F

12. How to reduce FAS + F in dogs

Module 2 - Action items

☐ Avoid long-term housing (more than 1-2 weeks) of animals in the shelter.

☐ Try to keep a predictable routine for shelter animals.

☐ Track behavior, what is the animal doing.

☐ Track lack of behavior, what is the animal not doing.

☐ Provide all cats with a hiding spot.

☐ Provide visual barriers for dogs.

☐ Reading cats' active and passive body language

☐ Approach and handle cats based on the cat's body language

☐ Reading dogs' active and passive body language

☐ Approach and handle dogs based on the dog's body language.

☐ Using slow, steady pressure during everyday handling and exam.

FEAR FREE SHELTERS MODULE 3 - covered in Week 5

FEAR FREE SHELTERS MODULE 4 REVIEW

Module 4 - Knowledge and Understanding

What percent of staff/volunteers interacting with animals have a solid and demonstrated understanding of:

1. The importance of the Fear Free communication in the shelter.

2. Fear Free handling techniques.

3. Four core communication skills for shelter team members.

4. How to use an Emotional Medical Record for shelter animals.

5. That FAS + F are serious problems that must be recognized and treated.

6. Fear free communication techniques must be used with people as well as animals.

7. What it means to use a considerate approach when working with animals.

8. How animals are likely to perceive your action and the environment around them.

9. Why restraint is stressful to animals.

10. What it means to use Gentle Control when working with animals.

11. How to use towels and carriers as Gentle Control tools.

12. The 3-second rule for dogs and the 2-second rule for cats.

Module 4 - Action items

☐ Use Fear free communication when communicating with animals and people

☐ Use a considerate approach in all interactions with animals.

☐ Always use Gentle control when interacting with animals

☐ Avoid restraint

☐ Apply the 2-second rule for cats

☐ Apply the 3-second rule for dogs

☐ Keep an emotional record for all animals

☐ Use open-ended questions when interacting with the public

☐ Practice reflective listening

☐ Show empathy and understanding

☐ Make the environment feel as calm and safe as possible (for animals and people)

☐ Speak softly

☐ Play calm music

☐ Minimize odors and chemical smells

☐ Use slow, smooth, purposeful movement

☐ Always read a dog's body language before interacting