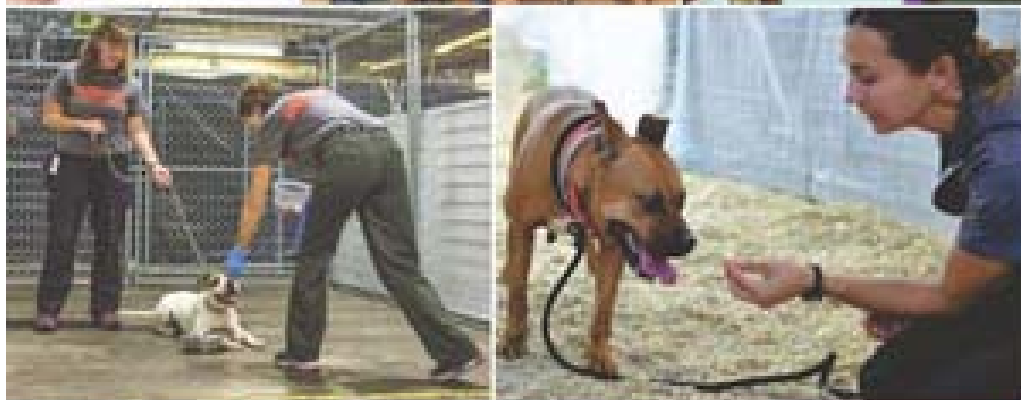


# Animal Behavior

## for Shelter Veterinarians and Staff



Emily Weiss • Heather Mohan-Gibbons • Stephen Zawistowski

**ASPCA**  
HEARST FOUNDATION

**WILEY** Blackwell

[ASPCApro.org/animalbehavior](http://ASPCApro.org/animalbehavior)

**ASPCA**  
ASPCApro.org

# Sections of the Book



# Other Webinars for Behavior Help

[Canine body language and handling series](#)

[Canine behavior and acoustical environment](#)

Enrichment webinars:

- [Cat enrichment](#)
- [Dog enrichment](#)
- [Cat and dog enrichment](#)

Search [ASPCAPro.org/webinars](https://www.aspcapro.org/webinars) for even more!

# Section 1

Pets in the  
Community

# Section 1: Pets in the Community

## Introduction to Dog Behavior

*Julie Hecht and Alexandra Horowitz*

## Introduction to Cat Behavior

*Steve Zawistowski*

## Behavior Risks for Relinquishment

*Heather Mohan-Gibbons and Emily Weiss*

## Relationship between Physiology and Behavior

*Valerie Tynes et al.*

## Behavioral Ecology of Free-Roaming/Community Cats

*Margaret Slater*

**WHO IS AT RISK OF  
ENTERING SHELTERS? AND...  
WHO IS LESS LIKELY TO  
LEAVE ALIVE?**



Demographics:  
**Dogs who are relinquished are  
more likely to be:**





# Demographics of Relinquished Dogs: Between 5 Months and 2 years of age



# Demographics of Relinquished Dogs Not receive vet care



# Demographics of Relinquished dogs: Intact



# Demographics of Relinquished Dogs: Outside more than in



# Demographics of Relinquished Dogs: Untrained

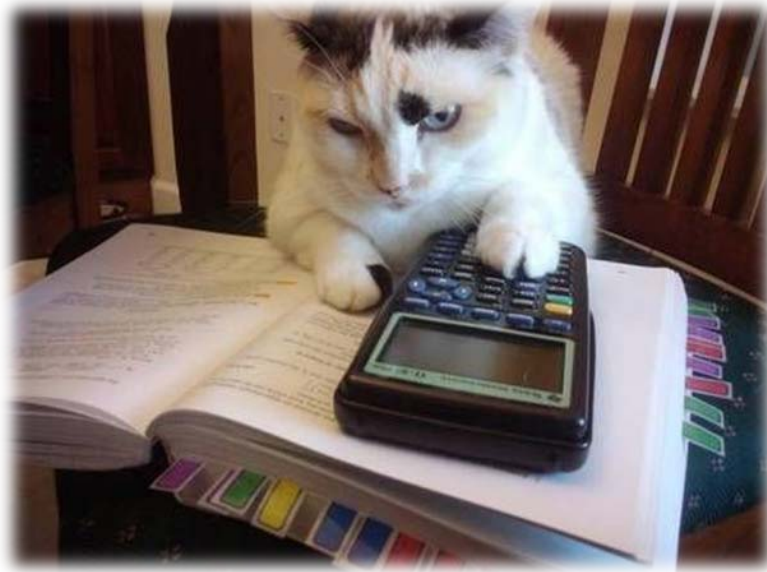


# Demographics of Relinquished Dogs: Sick or Injured



# Demographics

**Cats who are relinquished are more likely to be:**



# Demographics of Relinquished Cats: Intact





# Demographics of Relinquished Cats: Under 3 years of age



# Demographics of Relinquished Cats: Allowed Outside



# Demographics of Relinquished Cats: Not Receiving Veterinary Care



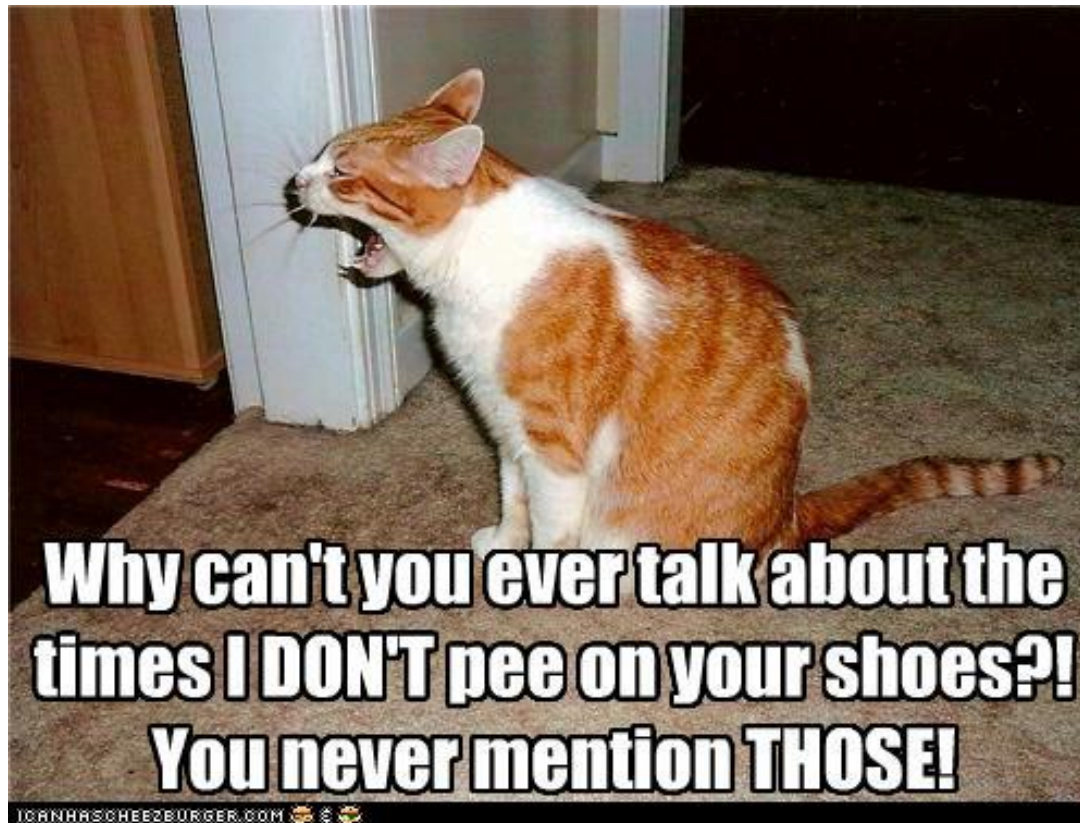
# The Impact of Behavior on Relinquishment: Behavior is relative!



# Aggression is a Driver for Dogs...



The most consistently reported in the literature behavioral challenge resulting in relinquishment is...



# Increasing Retention Through Elimination Training

Develop a Potty Brigade or Poop Troop...

Pair a word with the act (Park, Hurry...Potty)

Minimum of 3 short (short short) potty breaks per day

Show and tell for adopters

# Housoiling Protocols:

## Ch 3 Appendix



relinquish. Relinquishment can be decreased when owners have training guidelines to support their pet in the daily situations that they

### Other interventions to decrease relinquishment to keep pets in homes

There are a few proven “in-shelter” interventions that can be implemented to help reduce relinquishment. Relinquishment by appointment is one strategy first employed, to our knowledge, by the Richmond SPCA. This program is most often, but not exclusively, implemented at facilities that have limited admission (not required to take all animals entering their doors). The individual relinquishing often needs to keep the animal longer than they might have originally anticipated as they wait for the appointment. This gives the organization a window to potentially support the person and find solutions to keep their pet or rehome on their own. When the SPCA Serving Erie County made this change for cats, they found that 8% of the people who had an appointment to relinquish never showed, another 8% of cat owners kept their cat due to the resources they were offered, and another 12%...

One focus is to increase intervention programs for those relinquishing pets right at the time of intake. While these programs are still young, there is already some rich data starting to emerge. The Downtown Dog Rescue in Los Angeles implemented a program where they offered resources at the intake door at a large municipal city shelter. With mandatory spay/neuter and licensing laws strictly enforced, many people relinquish simply because they are unable to afford the surgery fees. In many cases, by providing them with resources for low- or no-cost surgery, people are able to keep their pet (Personal communication with Downtown Dog Rescue President Lori Weise 2013, <http://www.downtowndogrescue.org>). In other communities, the reasons can be more complex. Weiss *et al.* (2014) found in Washington, DC, and New York City that low-income housing programs often prohibit large dogs and there are few low-cost, pet-friendly options available. This highlights the importance of learning the true reasons for relinquishment in your community before implementing interventions.

The authors have highlighted the many ways in which the veterinary community and other animal professionals in the community can both increase the bond and be the first defense against relinquishment. We suggest sharing this publication with the professionals in the local community as it may be a way to open the doors for a partnership toward keeping pets in homes.

### Appendix 3.1

#### Behavioral resource list

Find a behavior professional near you:

- Certified Professional Dog Trainer (CPDT), <http://www.ccpdt.org>
- Certified Behavior Consultant Canine, <http://www.ccpdt.org>
- Certified Applied Animal Behaviorist (CAAB), <http://www.animalbehaviorsociety.org/web/applied-behavior-caab-directory.php>
- Diplomate of the American College of Veterinary Behaviorists (DACVB), <http://avsabonline.org/resources/find-consult>

### Appendix 3.2

**ASPCA® Virtual pet behaviorist resources**  
**ASPCA® Virtual Pet Behaviorist Resources** for those experiencing house-soiling problems in dogs or cats. These tips can be copied and given to owners as a way to provide behavioral support to reduce relinquishment for house-soiling issues.

#### First, rule out medical problems for house soiling

If your dog soils indoors or at inappropriate times, it is important to visit her veterinarian to rule out medical causes before doing anything else. Some common medical reasons for inappropriate urination and defecation follow.

- **Gastrointestinal upset:** If your dog was house trained but now defecates loose stools or diarrhea in your house, she may have gastrointestinal upset.
- **Change in diet:** If you have recently changed the amount or type of food you give your dog, she may develop a house-soiling problem. Often, after a diet change, a dog will defecate loose stools or diarrhea. She might also need to eliminate more frequently or on a different schedule than before the change.
- **Incontinence caused by medical problems:** Some dogs' house soiling is caused by incontinence, a medical condition in which a dog “leaks” or voids her bladder. Dogs with incontinence problems often seem unaware that they have soiled. Sometimes, they void urine while asleep. A number of medical issues—including a urinary tract infection (UTI), a weak sphincter, hormone-related problems after spay surgery, bladder stones, diabetes, kidney disease, Cushing's disease, neurological problems, and abnormalities of the genitalia—can cause urinary incontinence. Before attempting to resolve your dog's house-soiling problems through training, please see your dog's veterinarian to rule out medical issues.
- **Medications:** There are a number of medications that can cause frequent urination and house soiling. If your dog takes any medications, please contact his veterinarian to find out whether or not they might contribute to her house-soiling problems.
- **Age-related incontinence/cognitive dysfunction:** Some older





# Using the Five Freedoms (Appendix 3)

## 1. FREEDOM FROM HUNGER AND THIRST

by ready access to fresh water and diet to maintain health and vigor.

## 2. FREEDOM FROM DISCOMFORT

by providing an appropriate environment including shelter and a comfortable resting area.

## 3. FREEDOM FROM PAIN, INJURY OR DISEASE

by prevention or rapid diagnosis and treatment.

## 4. FREEDOM TO EXPRESS NORMAL BEHAVIOR

by providing sufficient space, proper facilities and company of the animal's own kind.

## 5. FREEDOM FROM FEAR AND DISTRESS

by ensuring conditions and treatment which avoid mental suffering.

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[Download Five Freedom posters](#)

# Section 2 and 3

Dogs and Cats in  
The Shelter

# Pets In Shelter

Section 2: Dogs

Section 3: Cats

Intake and Assessment

*Amy Marder; Stephanie Janesczko*

Housing

*Lila Miller & Steve Zawistowski; Sandra Newbury*

Enrichment

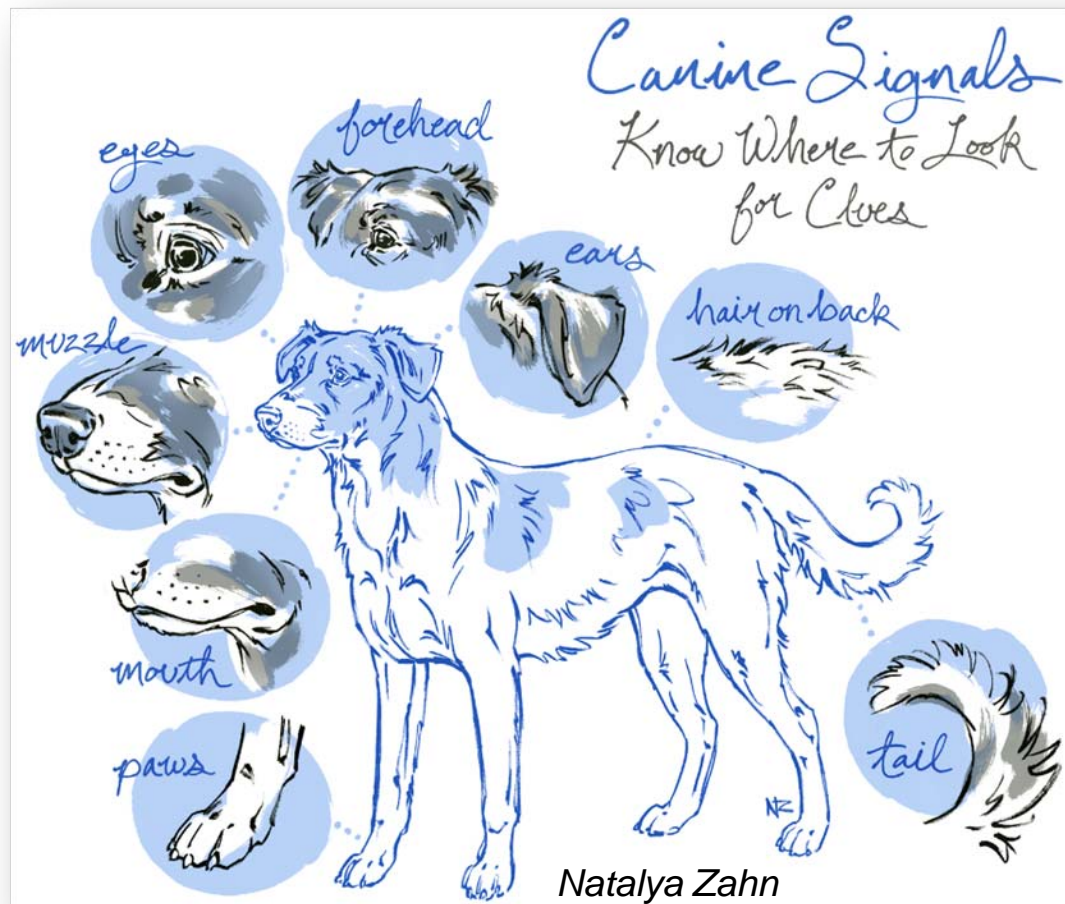
*Sandra McCune; Katherine Miller & Kate Watts*

Training and Behavior Modification

*Pam Reid & Kirsten Collins; Kelley Bollen*

# Defining Stress

the biological response when an individual perceives a threat to its homeostasis (consequence to a stressor)



# Stress is Individual

Own specific behavior patterns with varying degrees of flexibility



# Measuring Stress

Objective ways to measure stress (cortisol and other stress hormones, heart rate, bioacoustics, other physiologic responses, Cat-Stress-Score)

Greater knowledge of species-specific patterns



# Function of Stress

Evolved for short-term stress

Long term stress alters immune system, metabolism, digestion, respiratory function, abnormal growth patterns, skin problems... (Dreschel, 2012)

Need enrichment!



# Sustained Stress

Stereotypical behavior, increased reactivity and arousal, eventually cognitive and emotional impairment (Mazur, 2006)

**Sustained Stress + Lack of Control = Learned Helplessness**

*“How can we expect animals to be mentally healthy if nothing they do matters?”*

-Frank McMillian





**What is a source of stress  
for dogs or cats in a shelter?**

# Source of Stress

From intake to adoption, we impact every animal

- slippery floors, vet exams, smells, sounds, different food, isolation, mixed species areas, minimal soft substrates.



# Stress Leaves a Footprint

## Sensitive periods

- Puppies 3-12 weeks
- Kittens 2-7 weeks

## Environmental enrichment protects (McCune 1995)

- Complex, variable, interactive environment
- When lacking, deficient in social skills, learning, and increased anxiety (Guyot 1980, Turner 2000)
- Kitten neonates, few minutes a day (Bradshaw, 2008)

# Be Proactive



## WATCH

- Train staff/vols to ID stress signs
- Intervene early

## PLAN

- Provide choice to improve welfare
- Modify stressors to reduce behavior problems
- Develop protocols (just like disease)
- Enrichment



# Enrichment Defined:

A dynamic process in which changes are made to:

- *increase behavioral choice* for animals
- draw out their *species appropriate* behaviors and abilities, thus enhancing animal welfare



CatWisdom101.com



# Enrichment

Engage the senses

If not engaging, then it is art



**off the mark** by Mark Parisi  
www.offthemark.com



# Broad Categories

## Social:

- Same Species
- Human

## Environmental:

- Foraging, toys
- Kennel and housing design
- Sensory (visual, auditory, olfactory, pheromones, tactile)



**\*\*Can add or take away something to reduce stress\*\***

# Study of One

Preferences of individual!





# Ways to Enrich: Toys

Exploratory and foraging behavior increases public perception of adoptability

Novel, one-time use or easy to reuse & clean

Consider context and individual play/chew styles



# Ways to Enrich: Toys

Hands-free toys (facilitate adoptions)

Laser pointers (Isolation)

Ping pong balls in water bowl

Catnip in baby socks

Big paper bags or boxes



# Tailored Cat Enrichment

**Table 12.4**

**Common Shelter Behaviors and Tips for Tailored Enrichment**

Fearful	Highly Active	Sedate
<ul style="list-style-type: none"><li>• Hand targeting</li><li>• Hiding box</li><li>• Double cage</li><li>• Cage covering</li><li>• Interactive playtime from cage</li><li>• Reading to cats</li><li>• Frozen treat toys placed at front of cage</li><li>• <u>Feliway</u>**</li></ul>	<ul style="list-style-type: none"><li>• Agility</li><li>• Cohousing with other cats</li><li>• Placement of cage in busy area</li><li>• Office fostering</li><li>• Interactive play</li><li>• Leash training</li><li>• Automated toys (Undercover <u>Mouse</u><sup>TM</sup>)</li></ul>	<ul style="list-style-type: none"><li>• Clicker training</li><li>• Bedding at front of cage</li><li>• Catnip</li><li>• Scent enrichment (cinnamon, prey scent, etc.)</li><li>• Perches</li><li>• Hidden food in cage</li><li>• Window access</li></ul>

# Ways to Enrich: Social (Humans)

Human contact reduces cortisol levels & promotes social behavior

- 25 min play sessions decreased salivary cortisol (Menor-Campos, 2011)
- 15 min walking/wk, 6wks, increased social behavior at front of kennel (Normando, 2009)



Natalya Zahn

# Ways to Enrich: Social (Humans)

Pick behaviors desired by adopters; ease of care while in shelter and first few days at home  
(Luescher and Medlock 2009)



# Ways to Enrich: Social (Humans)

Provide toys for hands-free play

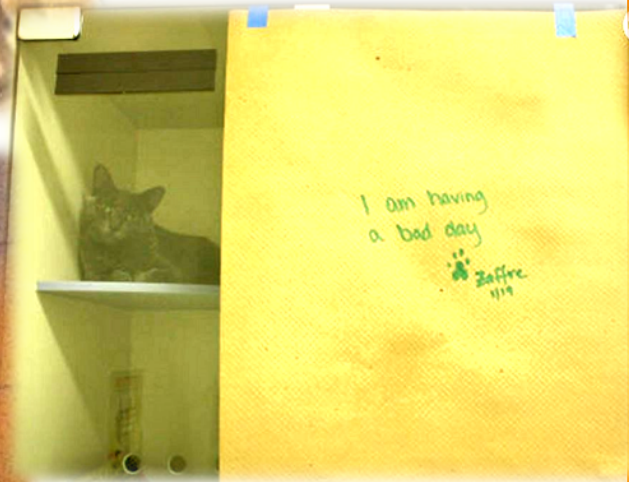
Read N' Relax

Treat cups at front of cage

Adopters prefer cats who approach them (Fantuzzi, 2010)



# Enrichment Outside and Inside Housing



# Create Enrichment! Dogs & Cats

Using these categories:

- ❖ Social: same species interaction or with human
- ❖ Environmental: foraging, toys
- ❖ Sensory: visual, auditory, olfactory, tactile
- ❖ In-kennel/cage ideas

Place one idea into chat!



# Who to Enrich?

# EVERYONE!

Enrichment is as essential as veterinary care, food/water, and keeping kennels clean.

# Remove Obstacles

Requires resources! Raises concerns of disease, cleaning.

Mitigated when thoughtfully implemented and monitored.

- Use vols to ease staff time
- Focus on disposable or easily cleaned items
- Non-material items (bubbles, lasers, sound)
- Use donated or recycled items, email manufacturers for irregulars

# Evaluation Process

Are you being impactful?

- Identify stressors
- Develop protocols: measure objective behavior change (Martin & Bateson's 2007)
- Efficiency: central place for materials
- Create team: implement and monitor efficacy (Young 2003)



# Evaluation Process



Provide structure to your program

Establish best practices for your agency

<b>SOUTH EAST</b>	<b>Sunday</b> <i>Coconut</i> Paper Rolls	<b>Monday</b> <i>Almond</i> E.F. Bag, R.H.	<b>Tuesday</b> <i>Peppermint</i> Frozen Kong	<b>Wednesday</b> <i>Vanilla</i> E.F. Kong, P.S.	<b>Thursday</b> <i>Lavender</i> Paper Roll	<b>Friday</b> <i>Cinnamon</i> E.F. Bag, R.H.	<b>Saturday</b> <i>Raspberry</i> Frozen Kong
<b>SCOUT</b>	S. Rubber <i>No P.R.</i>	Plushy <i>No R.H.</i>	Large Ball <i>Sp. Kong</i>	Air Dog <i>No P.S.</i>	Rope <i>No P.R.</i>	H. Rubber <i>No R.H.</i>	Tennis Ball <i>Sp. Kong</i>
<b>Zyhah</b>	Plushy	Hard Rubber	Tennis Ball	Rope	Soft Rubber	Frisbee	Large Ball
<b>SWEET PEA</b>	Saucer	Nylabone	Bone Kong	Nylabone	Saucer	Bone Kong	Frisbee
<b>BUTTER CUP</b>	Rope	Frisbee	Tennis Ball	S. Rubber	Large Ball	H. Rubber	Saucer
<b>MAGNOLIA</b>	Rope	Tennis Ball	Large Ball	S. Rubber	Rope	Frisbee	Large Ball
<b>Marley</b>	Large Ball	Frisbee	H. Rubber	Large Ball	Bone Kong	H. Rubber	Frisbee
<b>Keno</b>	Rope	H. Rubber	Rope	Frisbee	S. Rubber	Large Ball	Air Kong
<b>POPPY</b>	Blk. Kong	Dental Bone	Blk. Kong	Nylabone	Dental Bone	Blk. Kong	Nylabone
<b>SMOKEY</b>	<i>2 Frozen cube</i>	<i>2 Frozen cube</i>	<i>2 Frozen cube</i>	<i>2 Frozen cube</i>	<i>2 Frozen cube</i>	<i>2 Frozen cube</i>	<i>2 Frozen cube</i>
<b>Spencer</b>	Plushy	S. Rubber	Frisbee	Tennis Ball	Rope	H. Rubber	Large Ball
<b>BUCK</b>	Jolly Ball	Blk. Kong	Dental Bone	Blk. Kong	Jolly Ball	Nylabone	Blk. Kong
<b>HARMON &amp; TURNER</b>	Plushy	H. Rubber <i>No R.H.</i>	Plushy	Rope	Plushy	Tennis Ball <i>No R.H.</i>	S. Rubber
<b>STANLEY</b>	Rope	H. Rubber	Rope	Frisbee	S. Rubber	Large Ball	Air Kong
<b>SCOOTER</b>	Large Ball	Frisbee	H. Rubber	Large Ball	Bone Kong	H. Rubber	Frisbee
<b>ARIEL</b>	Plushy	S. Rubber	Frisbee	Tennis Ball	Rope	H. Rubber	Large Ball

S. Rubber: Soft Rubber / H. Rubber: Hard Rubber / Sp. Rubber Ball: Special Rubber Ball / Air Kong: Air Dog Kong  
 E.F.: Enrichment Feeding / R.H.: Raw Hide / P.S.: Paper Scrunchie / P.R.: Paper Roll / Low: Low Residue / P.B.: Peanut Butter Kong

# Section 4

From Shelter to  
Home

# Section 4: Shelter to Home

The Adoption Process: Interface with Human Animal  
*Bert Troughton*

Safety Nets/Support Pets Coming to Shelter  
*Emily Weiss*

Adopter Support: Maximize Adoption Success  
*Linda Reider*

Lost and Found  
*Linda Lord*

# SAFETY NETS



**Don't ask**

**But yes, I could use some help**

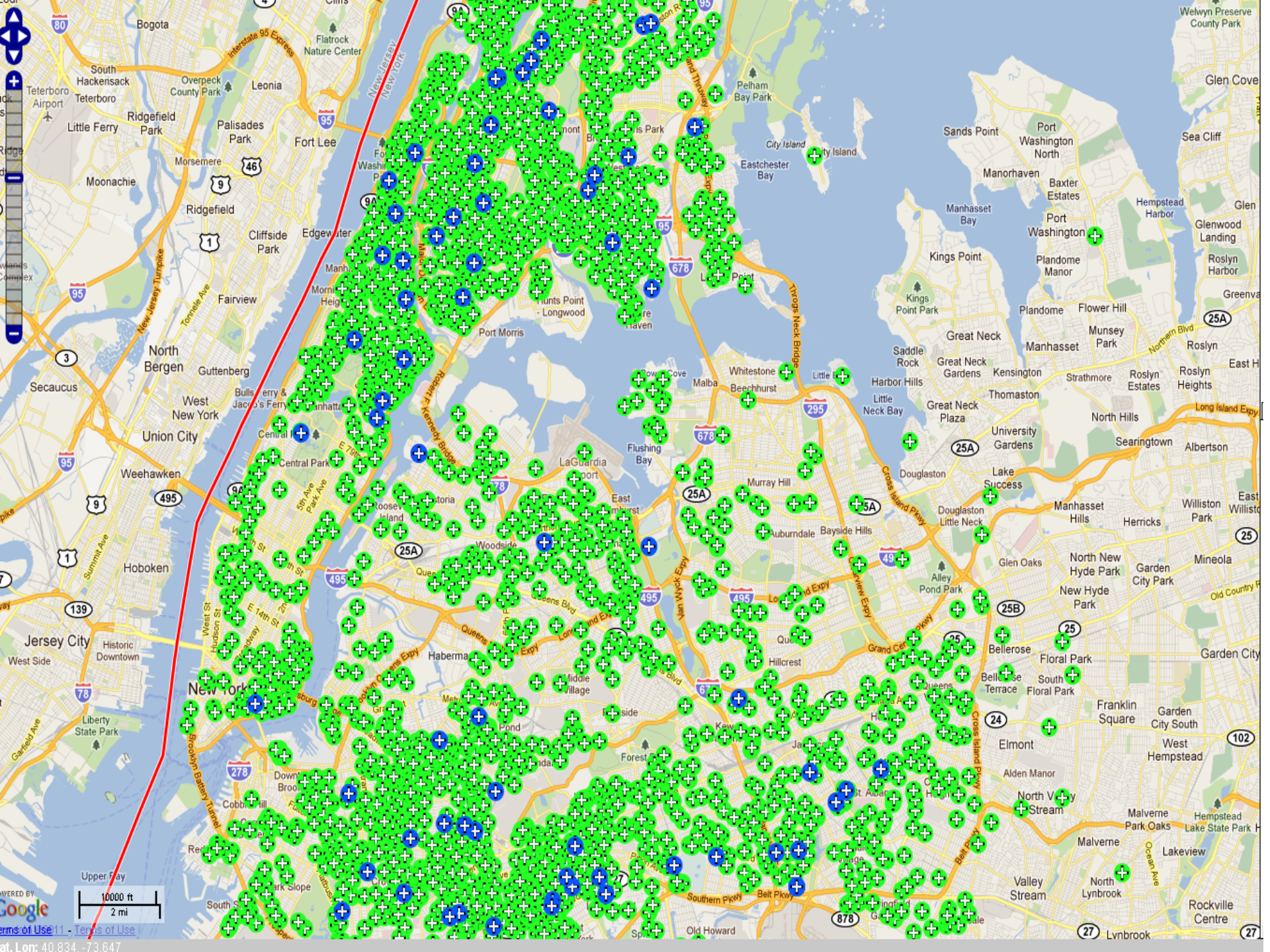
# Who Needs Sheltering vs. Who Just Needs a Hand...





# Why are big dogs relinquished?





# WHY?



# Big Dog Relinquishment Survey

Survey developed by Dr.'s Slater, Zawistowski, Scarlett and Weiss

One on one interview to delve into the reasons for relinquishment and what could have allowed them to keep the dog in the home

Published in Animals (4) 2014

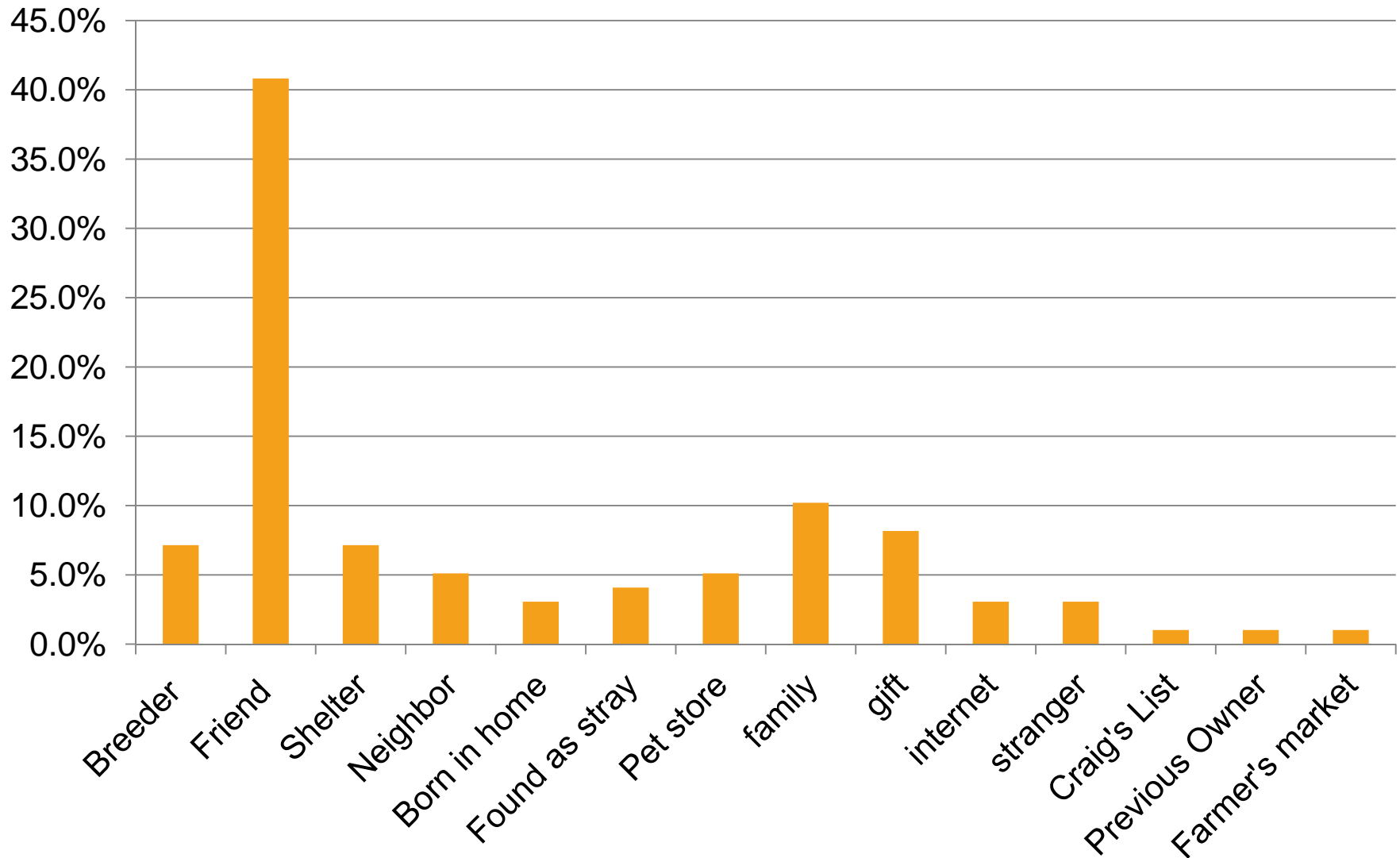


# Washington DC – the First Data Set

Data collected late summer 2012

- 88 dogs in the sample
- 51% are reported as or appear to be 'bully type' dogs
- 60% of the dogs were obtained for free while 15% were bought for between \$100-\$200
- 5 dogs in the sample were reported to be purebred

# Where did you obtain the dog?



# What they said...

Loveable

Loves to be hugged



# What they said...

Loves kids

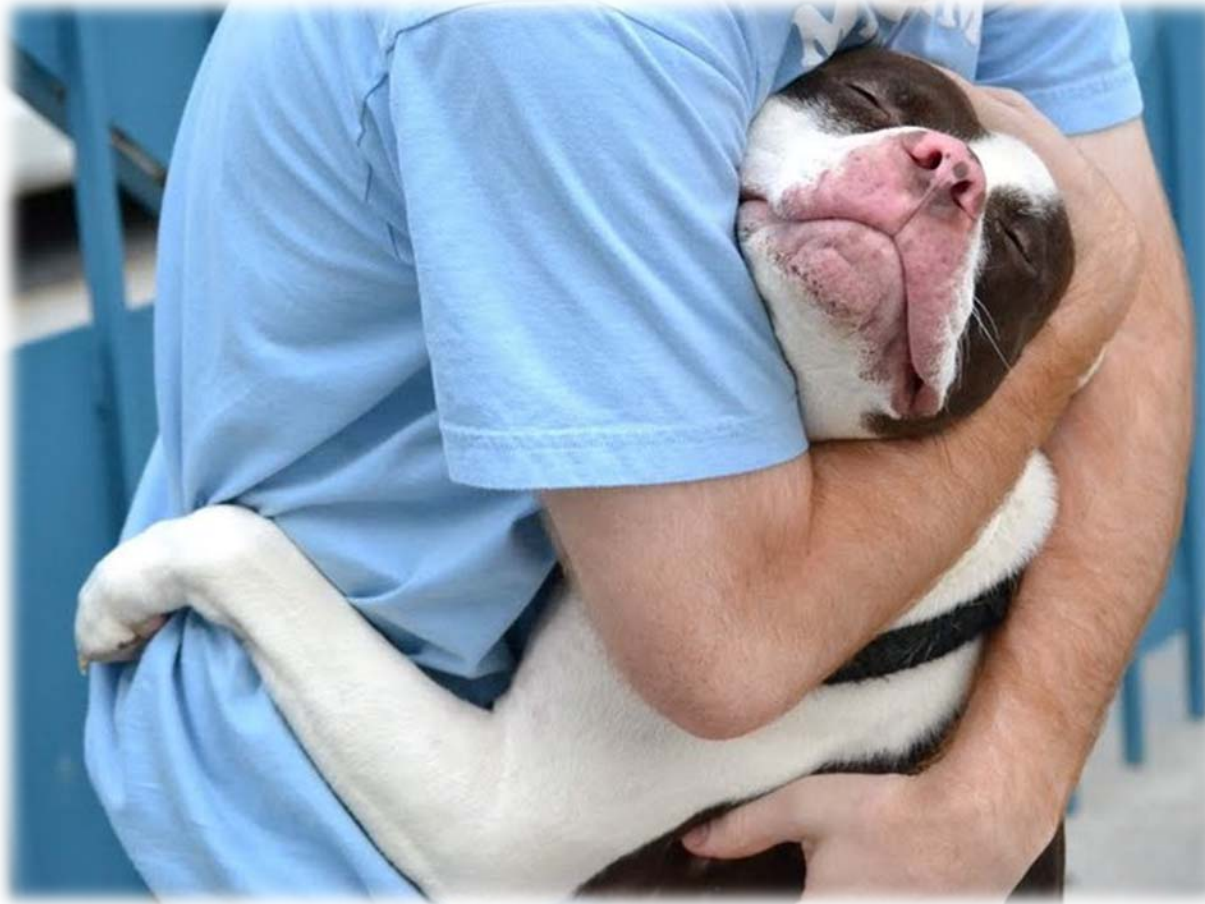
Loves to play



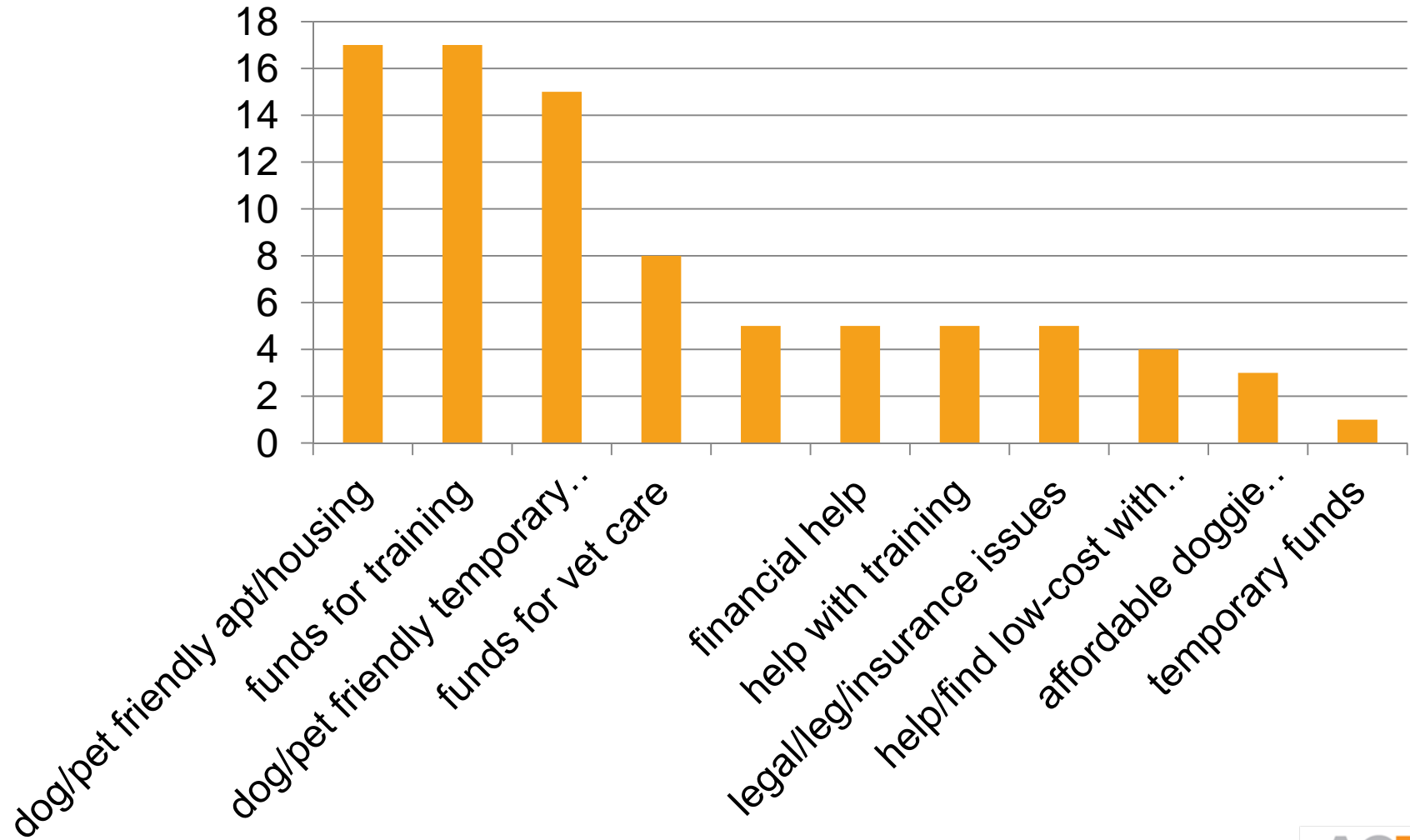


# What they said...

He loves to have his belly rubbed



# What could have helped?



# Are our policies and assumptions increasing homelessness?





# Peticaid



# How will you support the dogs and cats that need to stay home....



# “Do It!”

## In the next month:

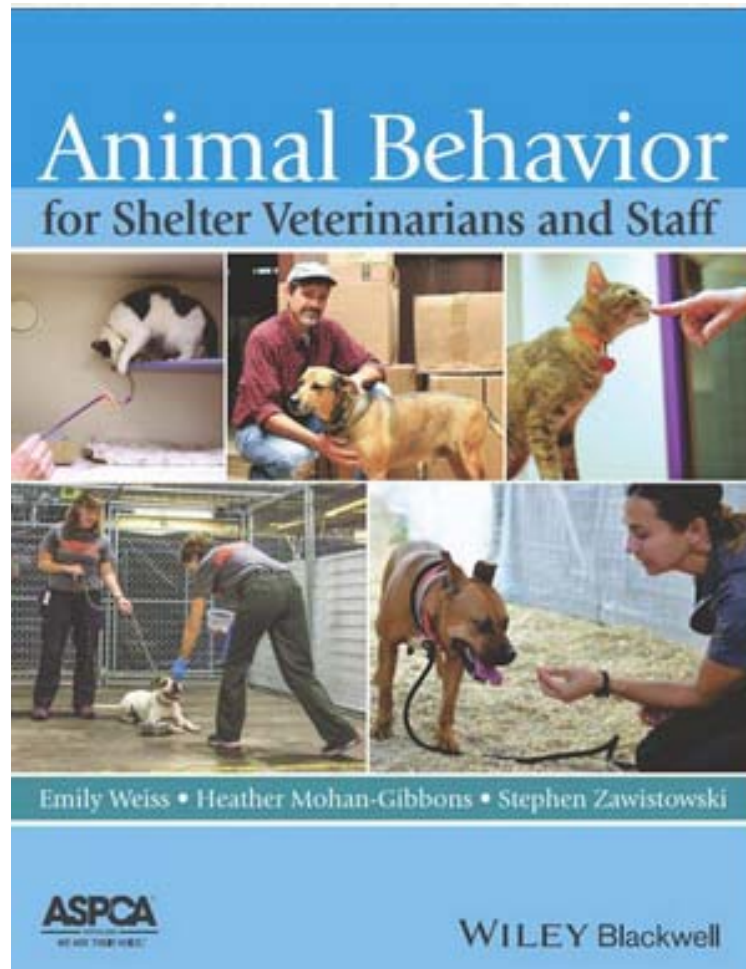
- 1) Develop a process for potty training in your facility
- 2) Discover 2 ways to enrich dogs or cats
- 3) Investigate ways you can support owners to keep their pets

Visit **ASPCA**pro.org!



Book Website:

<http://www.aspcapro.org/animalbehavior>





# Other Webinars for Behavior Help

[Canine body language and handling series](#)

[Canine behavior and acoustical environment](#)

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