



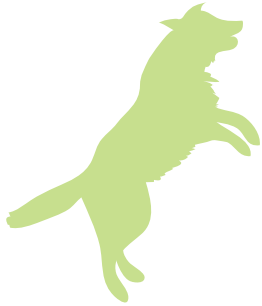
# MYM

## MEET YOUR MATCH<sup>®</sup>

canine-ality<sup>™</sup> and puppy-ality<sup>™</sup>  
manual and training guide

ASPCA<sup>®</sup>

# meet the canine-alties



## life of the party

I think everything is fun, interesting and meant for play, especially you. Anything you do, I'll want to do too. With my own brand of surprises, life with me will keep you constantly on your toes, and the fun is guaranteed.

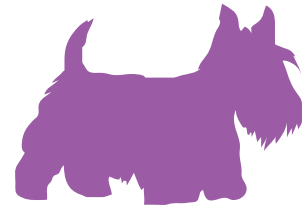
***socially motivated***



## goofball

I'm a fun-loving, happy-all-the-time, glass-is-half-full kind of dog looking for someone who loves to laugh and play around. Must have a great sense of humor and some time to spend with me. I'm on a mission to please you.

***socially motivated***



## constant companion

Looking for an emotionally secure, mutually satisfying, low-maintenance relationship? I am all you need. Let me sit at your feet, walk by your side, and I'll be your devoted companion forever.

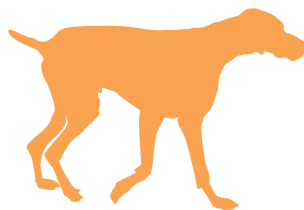
***socially motivated***



## free spirit

Intelligent, independent, confident and clever, I prefer making my own decisions but will listen to you if you make a good case. We're partners in this adventure. Treat me like one and we'll both live happily ever after.

***internally motivated***



## wallflower

Shy yet charming canine searching for patient owner with relaxed lifestyle. Looking for gentle guidance to help me come out of my shell. Treat me sweet and kind and I'll blossom.

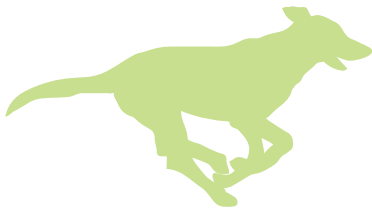
***internally motivated***



## couch potato

Like the easy life? Then I'm the perfect match for you. I'm a relaxed, laid-back kind of dog who enjoys long naps, watching movies, curling up on laps, and walking very short distances from the couch to the food bowl and back.

***internally motivated***



## go-getter

Want to get more exercise? Action is my middle name. My "Let's GO!" lifestyle will keep you motivated to get outside and move. I've got tons of energy; and just like the sun, I'm burning and working 24 hours a day, seven days a week. I'll run for miles, chase a ball for hours, and still want to play at the end of the day.

***externally motivated***



## busy bee

I'm a naturally playful, curious, and trusting canine. Take me for a big walk every day; give me something to do. After my job's done, I'll curl up in front of the fire with you in the evenings.

***externally motivated***



## teacher's pet

I've got the whole package – smart, fuzzy, four legs, love to learn and live to please. Go ahead, teach me anything. Sit, stay, balance your checkbook, I can do it all. Keep me entertained and I'll be yours forever.

***externally motivated***

# thanks to you!

On behalf of all shelter dogs throughout the nation and their soon-to-be Meet Your Match™ adopters, the ASPCA® is very grateful to the **Animal Refuge League of Greater Portland** (Westbrook, ME) and the **Humane Society of Boulder Valley** (Boulder, CO) for the tremendous assistance they provided us in the data collection process.

Additionally, we'd like to thank the **Kansas Humane Society** (Wichita, KS) for its invaluable participation during the research and development of Canine-ality™. Kansas Humane provided countless hours of data collection – and along the way contributed amazing insights, observations, and creative input.

We would also like thank the following shelters who provided important data collection material:

**Animal Protective Foundation** (Schenectady, NY)

**Animal Welfare Association of New Jersey** (Voorhees, NJ)

**Austin Humane Society** (Austin, TX)

**Capital Area Humane Society** (Columbus, OH)

**Fairfax County Animal Shelter** (Fairfax, VA)

**Hamilton/Burlington SPCA** (Hamilton, Canada)

**Humane Society of Greater Dayton** (Dayton, OH)

**Humane Society for Tacoma and Pierce County** (Tacoma, WA)

**Monadnock Humane Society** (W. Swanzey, NH)

**PAWS Chicago** (Chicago, IL)



## sponsorship

Last but certainly not least, special thanks go to Iams® for recognizing the value of Meet Your Match™ and its impact on creating adoptions for life. Thanks to Iams®, our plans for this program became actions. The result is what you hold in your hands – the opportunity to save more lives.



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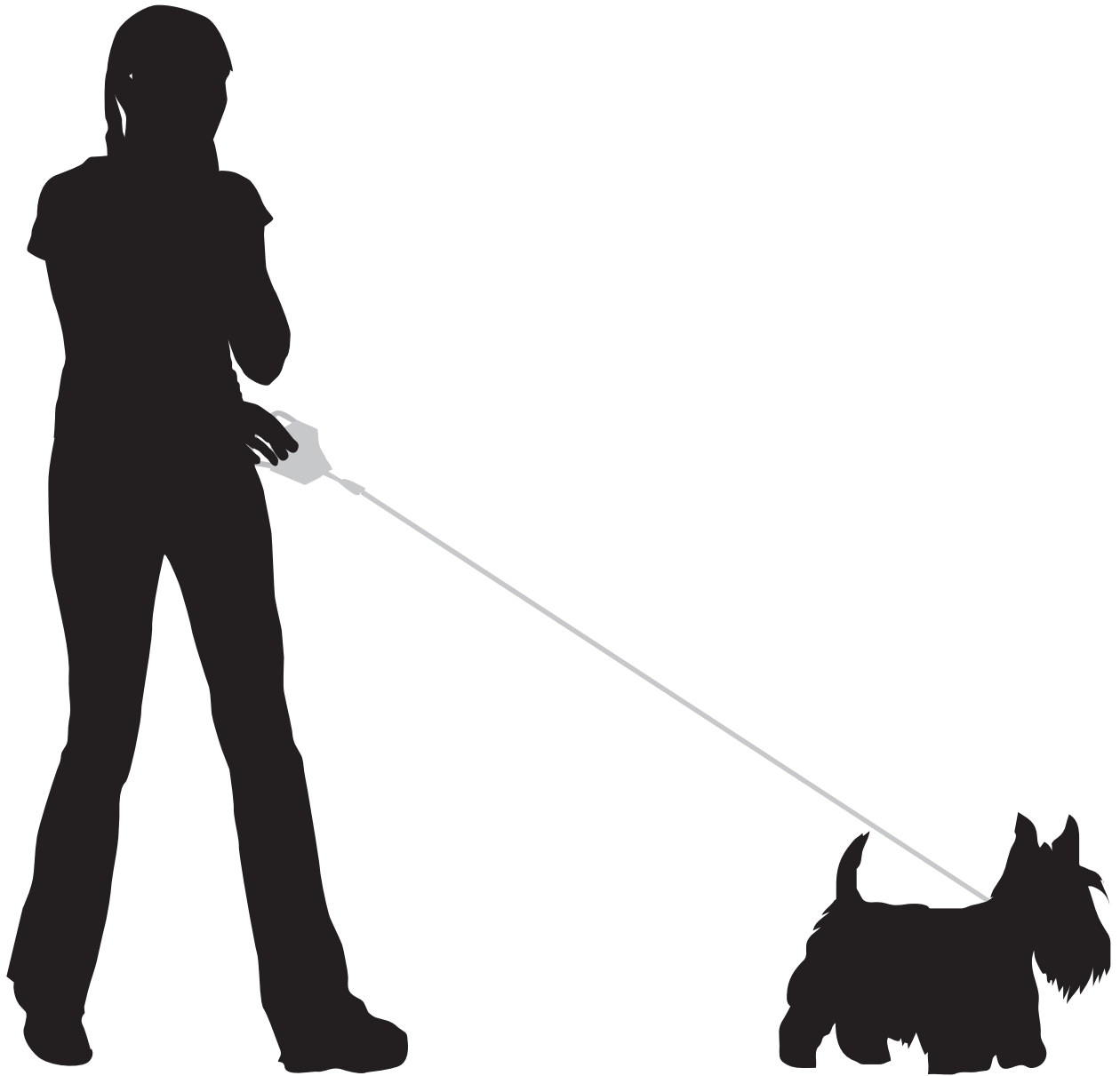
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Research and development of Canine-ality™ and Puppy-ality™ was conducted by Emily Weiss, Ph.D., Certified Applied Animal Behaviorist (CAAB), Senior Director of Shelter Behavior Programs for the ASPCA®'s National Outreach Department. Funding for the research and development was provided by The Iams Company.

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**chapter one**  
**research and  
development**

# about the Meet Your Match™ adoption program

The Meet Your Match™ (“MYM”) Canine-ality™ and Puppy-ality™ Adoption Program is a multifaceted approach designed to increase the likelihood that shelter dogs will be accepted into their new homes as welcome members of the family. Matching the “Canine-ality™” or “Puppy-ality™” of the dogs in your shelter with the type of dog your adopters are looking for lays the foundation for the human/canine bond to develop, increasing the potential for a successful, permanent placement.

Both the MYM Canine-ality™ and Puppy-ality™ Adoption Programs are comprised of two parts:

**Part 1, the Canine-ality™ and Puppy-ality™ Assessments**, go beyond behavior aggression evaluations by providing you with information about the individual needs of each dog that are most important to potential adopters. The Canine-ality™ Assessment is administered to dogs six months and older and consists of six items:

- Left Alone Item
- Greeting Item
- Crate Item
- Play Item
- Food Motivation Item
- Manners Item

These tests work together to determine the dog's general Canine-ality™ and help gauge his:

- Friendliness
- Playfulness
- Energy level
- Motivation or drive

**The Meet Your Match™ Adoption Program is comprised of two parts: Assessment and Survey.**

The Puppy-ality™ Assessment is administered to dogs up to six months of age and contains seven items:

- Explore Item
- Greeting Item
- Wrap Item
- Paw Hold Item
- Up-Down Item
- Food Motivation Item
- Food Guarding Item

These tests create an objective assessment of the puppy's:

- Ease of handling
- Frustration
- Arousal
- Play
- Sociability
- Confidence
- Exploratory behavior

In both cases, each dog is scored and then categorized as either mild, moderate or high-persistence. These categories are color-coded purple, orange, and green, respectively. Within each category are three descriptions to describe the dog's Canine-ality™ / Puppy-ality™ in terms your adopters can relate to. These color-coded descriptions are used as the dog's cage card.

**Part 2, the Dog Adopter Survey**, goes beyond just determining the experience level of potential adopters by focusing on how adopters envision their new dogs fitting into their home and family. The survey is completed by potential adopters to help determine what kind of Canine-ality™ they're looking for. It consists of 18 questions to help determine which Canine-ality™ best matches their expectations, experience, lifestyle and home environment. The adopter survey is also scored, matching adopters with either mild, moderate or high-persistence dogs. Adopters receive either purple, orange, or green Guest Passes and are directed to the dogs with cage cards that match the color of their Guest Passes, ensuring the best match for both adopters and shelter dogs.

# why was Meet Your Match™ developed?

Meet Your Match™ is designed to increase bonds — not based on a cute pair of eyes or the color of the dog's coat, but based on the dog's behavior and the adopter's expectations. Knowing that expectations have a strong impact on bonds, it's important guardians to go home with the type of dog they always dreamed of having.

The process focuses on promoting your dogs and the matches you can make. This positive approach increases adoptions, improves interactions with your clients, and decreases returns.

## **Shelters often battle image issues.**

Many inadvertently pit themselves against potential adopters, making the adoption process far from pleasant. The MYM program moves away from traditional adoption methods and moves the process towards a matchmaking experience. Adopters better understand why Buster, the young, exuberant, “no manners” 95-lb mix is not the best match for Linda, the petite, single mother with three young children — not because the shelter staff said so, but because Linda herself told us this in her Adopter Survey.

## **MYM makes educating adopters much easier and much more fun.**

Adoption counselors have so much knowledge to share with adopters, and often that information goes to waste. MYM helps adoption counselors share that knowledge in a relevant and effective way. Keeping in mind that the average person retains only 20 percent of what they hear, the information needs to be relevant to the person's current life and be able to be put to use almost immediately. With MYM, adoption counselors have the information about the adopter's lifestyle and expectations and information about the dog's Canine-ality™ that allows them to spend time on the areas where the two might not be a 100 percent match, making the information relevant to that particular adopter regarding that particular dog. The adopter will leave your facility and immediately use the information you gave them about that dog, and the information will stick in their minds, rather than be lost.



**Meet Your Match™  
increases adoptions,  
improves interactions  
with your clients and  
decreases returns to  
your shelter.**

## **Most shelters are always in need of more adopters.**

The MYM program is designed to be a fun way to help adopters make the match of a lifetime. If your adopters have a positive experience, they're likely to tell their friends and family about your shelter. This, in turn, brings more folks to your facility.

## **Shelters consistently battle return rates.**

When dogs are returned post-adoption, it can be difficult to know why they're coming back. Why haven't adopters and their new companions established strong bonds? With MYM, returns are defined as dogs or puppies returned to the shelter within 30 days of adoption. These returns are often based on unrealistic expectations regarding the dog's behavior, the adopter's lifestyle, or some combination of the two. MYM is specifically designed to manage those expectations.

# how was Meet Your Match™ developed?

In 2001, the Kansas Humane Society expressed a desire for this program, and Dr. Emily Weiss was already working on the science behind the tool. Through an ASPCA®/Iams® Lifelong Friends Grant, the program was tested with great results.

The first hurdle was to gauge how guardians perceived their dog's behavior, or Canine-ality™. A test group of 50 dogs and their guardians was used at Chisholm Creek Pet Resort, a boarding kennel located in the Wichita area. The guardians filled out a survey about their pet's behavior, and the dogs were given a series of assessments during their stay at the boarding facility.

The assessment items and survey results were correlated, and the most predictive items became the Canine-ality™ Assessment. These items predicted manners issues, need for

interaction, independence, and activity levels. Questions on the guardian survey that proved to be predictive became part of the Adopter Survey. The Canine-ality™ Assessment does not necessarily predict what the dog is to become, but rather what the dog is like now and likely to be for the weeks ahead. The goal is to create the bond. Once the bond is established, very little can break it.

In 2003, the ASPCA® acquired the program for further development and national distribution through its National Outreach Department. Iams® has provided ongoing sponsorship for continued expansion of Meet Your Match™, including Puppy-ality™, regional trainings, and development of the ASPCA® Meet Your Match™ Feline-ality™ Adoption Program, released in 2007.

## does Meet Your Match™ work?

Meet Your Match™ is designed to facilitate a bond between canine and adopter. Many returns in shelters across the country occur within the first month of adoption. Reasons such as “too big”, “too active” and “not what I was looking for” are often given. By matching based on Canine-ality™ and personality, instead of color and breed, you can help adopters focus on behavioral traits that meet their lifestyle and expectations.

The **Kansas Humane Society** had a high return rate. Within the first month of instituting MYM, returns were reduced by half. After implementing the program, their staff reported that they felt more comfortable about the matches they were making. They felt they knew the dogs better and had a greater understanding and rapport with potential adopters.

Further, the number of dogs that potential adopters felt they needed to visit while looking for a match decreased. Staff were able to focus their counseling on issues that related to the particular match, as opposed to discussing a wide variety of potential issues with a wide variety of dogs that would probably

be inappropriate. Other shelters that have implemented the program are experiencing similar results. For example:

Before implementing MYM, the **Capital Area Humane Society (Hilliard, OH)** had a 14 percent return-to-shelter rate. After implementing the program, their return rate dropped to nine percent. They've also experienced a 14.7 percent increase in adoptions.

After bringing MYM to their shelter, the **Bay Area Humane Society and Animal Shelter's (Green Bay, WI)** return rates are now between one and two percent.

The **Marquette Humane Society (Negaunee, MI)** experienced a 37.5 percent increase in their adoptions after they brought MYM to their shelter.

Adoptions at the **Humane Society of Willamette Valley (Salem, OR)** went up 20 percent after implementing MYM.

At the **Animal Refuge League of Greater Portland (Westbrook, ME)**, adoptions went up 14.2 percent once MYM arrived at their shelter.



**chapter two**

# **benefits of the program**

# the benefits of Meet Your Match™

The Meet Your Match™ Canine-ality™ Adoption Program increases the likelihood of adopting dogs into homes best suited to their needs. It also facilitates superior customer relations and bridges the information gap between the staff who work with the animals and the staff who work with the public.

## Superior Customer Relations

When used correctly, the Meet Your Match™ Adopter Survey greatly increases the likelihood your potential adopters will leave with a positive impression of your organization, even if they don't adopt a new dog from you. The survey questions are structured in a manner that elicits the information your organization needs, while also conveying respect for the adopter, their perspective, and level of experience. It is also structured to initiate dialogue about the adopter's expectations, providing the opportunity to educate potential pet guardians without appearing judgmental about their level of experience or knowledge of pet care. Right from the beginning, the two components of Meet Your Match™ — the Canine-ality™ Assessment and the Adopter Survey — steer adopters to the dogs most appropriate for their home, circumventing uncomfortable situations when adopters choose dogs the adoption counselor feels are inappropriate pets for their situations.

## Bridging the Information Gap

One of the most important aspects of the Meet Your Match™ Canine-ality™ Adoption Program is that it helps bridge the gap between animal care staff who often have the most animal handling experience and adoption staff who have the most interactions with potential adopters. This program is designed to give adoption counselors consistent, reliable information about each dog made available for adoption without requiring the same level of animal handling skills and experience needed of animal handling staff. Adoption counselors are given the tools they need to facilitate adoptions that are more likely to work for both the dog and the adopter.

## The following are quotes from staff members at MYM shelters:

"Using Canine-ality™ allows adoption counselors to focus on an individual dog and their tendencies rather than using broad breed stereotypes. It is fun for adopters to hear what 'their' dog did on the Assessment. The antics are sometimes endearing or hilarious, and help to get adopters excited about their new family member."

**Susan Britt**  
**Animal Refuge League**  
**(Westbrook, ME)**

"The program has been great. We changed our adoption process from a strict application process to a more open-adoption/matching process about six months prior to implementing Meet Your Match™. That change in procedure took a lot of media heat. The program has been great; it's really shown the public what the adoption matching process is all about. All of the criticism has ceased. The nay-say'ers complained that our return rates would shoot up... they couldn't be more wrong. I've been in sheltering for seven years and I've never seen return rates this low! Thank you for all of the work you've done with these programs! We appreciate Meet Your Match™!"

**Becky Buffo**  
**Bay Area Humane Society**  
**(Green Bay, WI)**

"We were using a very long, two-page application that made the adopter feel like the enemy. We required background checks, personal references, and we often made people go home empty handed while we did our research. After...going to a training, we learned to see the adopter as a friend. We also found that the Meet Your Match™ survey was a better guide to adoptions and fostered better dialogue and discussion."

**Martha Kalina**  
**Humane Society of Knox County**  
**(Thomaston, ME)**



**chapter three**  
**before you begin**

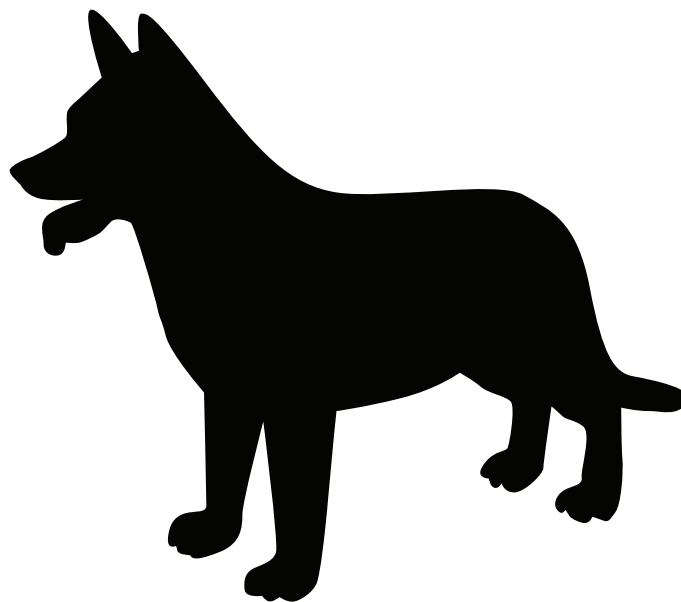
# before you implement Meet your Match™

## Your shelter should be using the Meet Your Match™ SAFER™ Aggression Assessment Tool

The Meet Your Match™ Canine-ality™ Adoption Program is an innovative, adopter-friendly program designed to facilitate the best match possible between shelter dogs available for adoption and their potential adopters. Since the Canine-ality™ Assessment involves close contact with the dog and high-energy play and interaction, it is crucial that an aggression assessment FIRST be performed on each dog six months or older, before the Canine-ality™ Assessment is administered.

Meet Your Match™ and the Canine-ality™ Assessment are NOT designed or intended to replace an aggression assessment. The ASPCA® asks that you begin (or that you continue) using the Meet Your Match™ SAFER™ aggression assessment tool with dogs six months and older prior to implementing the Canine-ality™ Assessment. MYM SAFER™ was originally created by Emily Weiss, Ph.D., CAAB and was acquired by the ASPCA® in 2007 as part of the Meet Your Match™ program. MYM SAFER™ is a vital first step toward helping you determine which dogs are ready for immediate adoption, and which dogs may need behavior modification.

Aggression assessments should be conducted by staff with humane dog handling skills and who are trained to perform these assessments consistently and safely. The Canine-ality™ Assessment, alternatively, should whenever possible be performed by staff members responsible for working with the public and facilitating adoptions. The Canine-ality™ Assessment gives you additional information about the dog's energy level, motivation, sociability, and playfulness, helping you to discuss with the adopter how the dog will likely behave when he first gets home.



### note

#### What if we're already using an aggression assessment tool other than MYM SAFER™?

The ASPCA® recognizes the Assess-A-Pet™ aggression assessment tool, developed by Sue Sternberg (Rondout Valley Animals for Adoption). However, while Assess-A-Pet™ does have some supporting data, it has not been tested with MYM Canine-ality™ specifically.

The MYM Canine-ality™ Assessment was specifically designed to work with MYM SAFER™ and is therefore recommended as the precursor to MYM Canine-ality™. In any case, whichever aggression assessment tool you use, it's important that there is reliable data to support it.

The Puppy-ality™ Assessment does not require an aggression assessment.





**chapter four**  
**facility requirements**

# what your shelter needs

## facility requirements and equipment

- ☐ Get-Acquainted room
- ☐ Outside fenced play area/yard
- ☐ High-value dog treats (hot dogs, soft chewy treats)
- ☐ Variety of dog toys (tennis balls, tug toys, and plush squeaky toys)
- ☐ Six-foot leash with clasp (kennel ropes and slip leads are not appropriate for any parts of the Assessment)
- ☐ Watch, stopwatch, or clock with a second hand



### TV/audio monitor

We recommend the X10 security camera system, which has a built-in wireless transmitter that sends video up to 100 feet through walls and floors to any television. Approximately \$80. Available at [www.x10.com](http://www.x10.com).

## props for get-acquainted room

- ☐ Comfortable but easy to clean chair
- ☐ Trash can
- ☐ Dog toy
- ☐ Dog bed or blanket
- ☐ Large crate



# canine-ality™ assessment



## about the dog

<input type="text"/>		<input type="text"/>	
shelter		evaluator	
date	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/>	time	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="checkbox"/> a.m. <input type="checkbox"/> p.m.
		sex	<input type="radio"/> M <input type="radio"/> MX <input type="radio"/> F <input type="radio"/> FX
<input type="text"/>		<input type="text"/>	
dog's name		age	
<input type="text"/>	<input type="text"/>	<input type="text"/>	
ID #	breed	canine-ality™ color	
<input type="text"/>	<input type="text"/>		
total points	canine-ality™ description		

## before you begin

The Canine-ality™ Assessment should be done within three to four days of the dog's arrival at your shelter. A minimum of four hours should separate the two assessments.\* The Canine-ality™ Assessment consists of five Items administered to shelter dogs — **after** an MYM SAFER™ aggression assessment and **before** they've been made available for adoption. The dog receives a numeric score for each Item, and the total score is tallied to determine the dog's Canine-ality™. When a dog receives a score leading to a "Supervisor Alert", refer to Chapter 12 of the Canine-ality™ Guide for information on behavior modification and other resources for these dogs.

An optional third Item, the Crate Item, is also available to gather information about the dog's acceptance of and tolerance for crating. This is for information-gathering purposes only and does not affect the dog's Canine-ality™ score. However, if you recommend crating to your adopters, the ASPCA® strongly recommends conducting this optional Item.

\* For more information about how soon to conduct the MYM SAFER™ aggression assessment after a dog arrives at your shelter, please refer to the MYM SAFER™ Guide.

## equipment

- **TV/audio monitor**  
We recommend the X10 security camera system, which has a built-in wireless transmitter that sends video up to 100 feet through walls and floors to any television. Approximately \$80 and is available at [www.x10.com](http://www.x10.com).
- **High-value dog treats (hot dogs, soft chewy treats)**
- **Six-foot leash with clasp**  
(kennel ropes and slip leads are not appropriate for any parts of the Assessment)
- **Watch, stopwatch, or clock with a second hand**

## props for get-acquainted room

- **Comfortable but easy to clean chair**
- **Trash can**
- **Dog toy**
- **Dog bed or blanket**
- **Large dog crate**

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# chapter five the canine-ality™ assessment

# the canine-ality assessment

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The Assessment Items are simple to perform by one staff member and are designed to help gauge each dog's friendliness, playfulness, energy level, and motivation.

*\* For more information about how soon to conduct the MYM SAFER™ aggression assessment after a dog arrives at your shelter, please refer to the MYM SAFER™ Guide.*

## item #1: left alone

The Left Alone Item is designed to determine the dog's energy level and "house manners." It is comprised of two parts: *duration* of behavior and *type* of behavior. You will need a TV/audio monitor (may be the X10 security camera system) for this Item. The camera can be plugged into an electrical outlet and taped or hung close to the ceiling in the Get-Acquainted room and angled to provide as broad a view of the room as possible. The monitor can be plugged into an outlet at the reception desk where the evaluator can watch the dog's behavior without being detected by the dog.

Bring a leash (and collar if the dog is not already wearing one) to retrieve the dog from his kennel. **Do not greet or interact with the dog.** Simply take him outside to give him an opportunity to relieve himself and record whether or not he urinated or defecated outside. Bring the dog into a Get-Acquainted room furnished with a trash can, blanket or dog bed, chair, large dog crate, and table or counter. Leave the dog alone in the room and observe the dog's behavior on the TV/audio monitor for four minutes.

As soon as you are in front of the monitor, click one of the stopwatches. This stopwatch will be used to keep track of time – so that the Item ends promptly at four minutes, but not before.

To keep track of the amount of time the dog spends sitting or lying down in the room, you will use the second stopwatch. The moment the dog sits or lies down, start the stopwatch. When he gets up, stop it. Click the stopwatch on any time the dog sits or lies down. This will allow you to keep a running total of sitting and lying during the four minutes.



## item #1: left alone

Choose one of the following responses:

1A ) Duration - The dog moves about the room:

	One minute or less	0 pts	
	Between 1 and 2 minutes	add 1 pt	
	Between 2 and 3 minutes	add 2 pts	
	Remains active for more than 3 minutes	add 3 pts	
total points for item #1A			

1B ) Behavior - The dog does the following (check all that apply):

- |   |  |
|---|--|
| <input type="checkbox"/> Dog jumps on chair                                 | <input type="checkbox"/> Dog stands on hind legs to jump on wall     |
| <input type="checkbox"/> Dog stands on hind legs to reach counter or table  | <input type="checkbox"/> Dog scratches door                          |
| <input type="checkbox"/> Dog urinates or defecates                          | <input type="checkbox"/> Dog sniffs or tries to tip over garbage can |
| <input type="checkbox"/> Dog exhibits questionable behavior Describe: _____ |  |

Dogs that spend the vast majority of the assessment within two feet of the door, panting, whining, scratching on the door or jumping on the door have a higher likelihood of separation anxiety than dogs that do not display these behaviors.

- ☐ Dog focuses on door, whining, scratching door, barking until you return.

**ALERT SUPERVISOR!**

**Possible separation anxiety. Behavior modification strongly recommended prior to and after adoption. Be sure to perform the optional Crate Item.**

- ☐ The dog freezes, hides under furniture or in corner.

**ALERT SUPERVISOR!**

**This dog may need behavior modification and will need socialization before being placed for adoption.**

	None of the above behaviors checked. (Dog <b>only</b> sniffs about the room)	0 pts	
	Only one of the above behaviors checked	add 2 pts	
	Two or more of the above behaviors checked	add 3 pts	
total points for item #1B			
total points (add points from item #1A and item #1B)			

notes:



### things to avoid: item #1

**Evaluator does not take the dog out to urinate and defecate prior to this item.**

Many dogs are housetrained and will need to relieve themselves once they leave the kennel. Be sure to give them the opportunity to do so.

**Evaluator talks loudly or allows others to talk by the door of the Get-Acquainted room.** It is important that the area around the door stays quiet. If employees must walk past the Get-Acquainted room, they should remain quiet while doing so.

**Evaluator does not watch the dog on the monitor for the full four minutes.**

## item #2: greeting

The Greeting Item is designed to determine the dog's level of sociability and arousal. After the Left Alone Item, enter the Get-Acquainted room and shut the door behind you. Greet the dog with patting and a high-pitched, happy voice while standing as straight as possible. (This Item is done off-leash.) Continue for 20 seconds.



### item #2: greeting

Choose one of the following responses:

	The dog gleefully jumps and pounces <b>on</b> you. <i>This dog is easily aroused, social, and is likely to have some manners issues.</i>	add 3 pts	
	The dog jumps on you but ceases quickly. <i>This dog is easily aroused, social and may have some manners issues.</i>	add 2 pts	
	The dog jumps and pounces <b>around</b> you, but does not place his paws on you. <i>This dog is easily aroused and social.</i>	add 2 pts	
	The dog keeps all four feet on the ground but is still exuberant. <i>Social response, likely to settle quickly.</i>	add 1 pt	
	The dog gives a low tail wag, puts his ears back and seems to enjoy the greeting. <i>Dog is likely to be good with younger children and the elderly.</i>	0 pts	
	The dog moves to the back of the room and avoids you. <b>ALERT SUPERVISOR!</b> This dog may need behavior modification and will need socialization before being placed for adoption.		
total points for item #2			
notes:			



### things to avoid: item #2

**Evaluator ceases the greeting before the full 20 seconds have elapsed.**

**Evaluator pets the dog too much, invites the dog to jump up, etc.**

**Evaluator corrects the dog when he jumps up.** While this is absolutely the appropriate response any other time a dog jumps up on someone, during this Item you want to gauge the dog's arousal level and his need to continue interactions with you throughout the item. If the dog jumps up on you, let him.

**Evaluator is quiet during this Item.** Be sure to keep your voice high-pitched and happy. Remember, you are gauging arousal and need to be sure you're providing arousal stimulus.

## item #3: crate

The Crate Item does not affect the dog's Canine-ality™ score. However, if you recommend crating to your adopters, the ASPCA® strongly advises conducting this optional Item. The Crate Item is designed to assess the dog's tolerance for being crated and left alone. It is comprised of two parts: *ease* and *acceptance*.

After the Greeting Item, wait 30 seconds and proceed with 3A. Place the dog inside a crate with a rawhide chewy or toy. If the dog does not enter willingly, attempt to guide the dog into the crate using the chewy or toy. If the dog will not enter the crate with guidance, gently attempt to put the dog in the crate, close the crate door and proceed to Item 3B. However, if the dog struggles or panics and will not go into the crate, stop and choose from the following responses and move to Item #4.

For dogs that do not panic, leave the dog alone in the crate and exit the room. Using your TV/audio monitor, observe the dog for three minutes and choose a response from 3B. If the dog does panic, move to Item #4.

### item #3: crate (optional)

Choose one of the following responses:

#### 3A ) Ease

<input type="checkbox"/>	Dog enters willingly.
<input type="checkbox"/>	Dog enters with guidance.
<input type="checkbox"/>	Dog has to be placed inside.
<input type="checkbox"/>	Dog panics, struggles, and is very difficult to get inside.
<input type="checkbox"/>	Cannot get dog inside crate.

#### 3B ) Acceptance

<input type="checkbox"/>	Dog circles, investigates crate, then sits or lies down.
<input type="checkbox"/>	Dog barks, whines, circles, may paw at crate but eventually settles.
<input type="checkbox"/>	Dog barks, whines, continues to circle or paw at crate and does NOT settle.
<input type="checkbox"/>	Dog panics, barks, whines, bites at crate, drools, and pants heavily.
<input type="checkbox"/>	Other:



Enter the room, leash the dog, and take the dog to your play area.

## item #4: play

The Play Item is designed to determine the dog's interest in play, focus, and sociability and to see how easily he is aroused.

You'll need to have three size-appropriate toys of varying textures and shapes. A tennis ball, tug toy, and plush squeaky toy provide good variety. Once you have the dog inside the play area, remove the leash and give the dog up to 90 seconds to investigate the play area. If he comes to you, give him a smile and a small pat, but otherwise ignore him. If the dog is actively soliciting you to play, then begin play and do not wait the full 90 seconds.

If the dog does not solicit play after 90 seconds, attempt to engage him with a high-pitched voice, play body language, and a fun toy. Make sure you are active and move around the play area.

Take the tennis ball and throw it several times to see if the dog plays fetch. Next take the tug toy and see if the dog plays tug. Lastly, take the plush squeaky and see how he responds to it.



### item #4: play

Choose one of the following responses:

	Dog engages in the game with enthusiasm and continues to play for at least two minutes. <i>This dog is an easily aroused, high-energy dog — but he comes with a good way to help release that energy — he loves to play fetch.</i>	add 2 pts	
	Dog engages in the game with enthusiasm but then changes the game to something else such as keep-away, tug, chase, etc. <i>This dog is an easily aroused, high-energy dog who might test the novice dog guardian with inventive games of his own.</i>	add 2 pts	
	Dog engages in the game but quickly loses interest in toy. Dog then chooses to play nicely with evaluator instead of toy. <i>This dog is a high-energy dog who is very social.</i>	add 2 pts	
	Dog immediately engages in the game but quickly loses interest. Dog chooses to sniff the ground or engage in some other activity not related to the toy or the evaluator. <i>This dog is likely to have a lower energy level and be content to "do his own thing."</i>	add 1 pt	
	Dog wags his tail and is interactive with the evaluator, but does not engage in play at all. <i>This dog is likely to have a lower energy level and is a good candidate for a novice adopter or family with children.</i>	0 pts	
	Dog is fearful. If dog does not recover, <b>ALERT SUPERVISOR!</b> This dog may need behavior modification and will need socialization before being placed for adoption.		

total points for item #4

Toy Preference:

	Tennis Ball
	Tug Toy
	Plush Squeaky Toy
	None
	Other:

notes: Use this section to record any other behaviors observed.





## things to avoid: item #4

**Evaluator insists that the dog take the toy.** Remember, this Item helps gauge both the dog's interest in you and his arousal level. You're interested in all play behavior, even if the game becomes a game of tag.

**Evaluator is not animated.** It is important to act like a puppy in this Item. Keep a high-pitched voice, move in bursts and work to engage the dog.

**Evaluator does not wait the full 90 seconds before attempting to engage the dog.** This is especially important for dogs who need to sniff out their environment.

**Evaluator waits the full 90 seconds with a dog who is already trying to engage the evaluator in play.** You want to give the dog an opportunity to investigate the surroundings before assessing him in order to get an accurate reading of behavior. However, if a dog is not investigating the yard, you do not need to wait the full 90 seconds.

**Evaluator does not use three toys of varying shapes and texture.**

## item #5: food motivation

The Food Motivation Item is designed to examine how hard the dog will work for something he really wants. It is not important for the dog to necessarily learn the cue. Rather, it is an opportunity to gauge how persistent he is once he understands how to get the food reward. The dog must first understand the rules of the game, i.e. "follow the food with my nose = get the food."

Place the dog on a six-foot leash. Holding a highly-desirable food lure between your thumb and fingers, place your hand in front of the dog's nose and then move your hand six inches to the left. If the dog follows, release the food into the dog's mouth and then repeat to the right and again to the left. Now you're ready to determine if, and how hard, the dog will work for the food reward. You can attempt to turn him in a circle.



### item #5: food motivation

Choose one of the following responses:

	Dog follows the food lure and after a few repetitions learns the behavior. The dog is focused and responsive. <i>A dog who is so motivated and quick to learn is much more likely to learn how to get what he wants in a variety of situations. This dog is likely to be the dog who trains his adopter! This dog might make a good agility or obedience partner.</i>	add 3 pts	
	Dog follows the food lure and is enthusiastic, but gets distracted and needs to be redirected several times. <i>This is a higher-energy dog who is likely to learn quickly, but may easily lose his concentration. He might need a little help staying focused.</i>	add 2 pts	
	Dog follows the food lure once or twice but then quickly "zones out". <i>This dog might take a bit longer to learn the behavior, but he will learn quickly enough, and will likely be a contented partner.</i>	add 1 pt	
	Dog does not follow food lure but stays near you and wants to interact. <i>This dog is likely to have a lower energy level and be content to relax by your side.</i>	0 pts	
	Dog does not follow food lure, nor does he stay near you. <i>This dog is highly independent and may be a challenge to train.</i>	0 pts	

total points for item #5

Now, **without** using any food lures, determine if the dog already knows any of the following verbal cues. Check the ones the dog seems to already know. This dog appears to know the following behaviors:

	SIT
	STAY
	DOWN
	COME

notes: Use this section to record any other behaviors observed.



## things to avoid: item #5

**Evaluator holds the food incorrectly.** It is important to hold the treat between your thumb, index and middle fingers and close to the dog's nose.

**Evaluator begins by asking for the full behavior.** Remember, you want the dog to first understand the game ("I move my head = I get food") before you train the verbal prompt "sit" or "down."

**Evaluator uses a type of food item that is not highly desired.**

## item #6: manners

The Manners Item is designed to determine the dog's overall behavior and awareness of desirable behavior when interacting with people. The evaluator makes this assessment based on the dog's overall behavior throughout the previous four Items.

### item #6: manners

During assessment, the dog (Check all that apply):

<input type="checkbox"/>	Jumped on me at times <b>other</b> than during the Greeting Item.	add 2 pts	<input type="checkbox"/>
<input type="checkbox"/>	Pulled on the leash a lot.	add 2 pts	<input type="checkbox"/>
<input type="checkbox"/>	Was rough and a bit difficult to handle, including mouthing using pressure; grabbing at clothing; body slamming; using forelegs to hit, scratch or hug; or other similar behaviors.	add 3 pts	<input type="checkbox"/>
<input type="checkbox"/>	Was calm and well-mannered.	0 pts	<input type="checkbox"/>
<input type="checkbox"/>	Had lots of energy yet was well-mannered.	add 1 pt	<input type="checkbox"/>
total points for item #6			<input type="text"/>
notes: Use this section to record any other behaviors observed.			



## things to avoid: item #6










**Evaluator does not keep track of jumping or other manners issues during the tests.**

**Evaluator is prejudiced for or against the dog, for example ignoring small dogs who jump.**

# scoring

## overall score

item #1 (a + b)	
item #2	
item #3	
item #4	
item #5	
item #6	
total score	

21	20	19	18	17	16	15	14	13	12	11	10	9	8	7	6	5	4	3	2	1	0
green							orange							purple							
																					
life of the party							goofball							constant companion							
																					
free spirit							wallflower							couch potato							
																					
go-getter							busy bee							teacher's pet							

# interpreting the assessment

Once all five parts of the Canine-ality™ Assessment are administered, the dog's score can be tallied. The scoring range is 0 to 21 and is divided into three categories representing the level of training and attention, or persistence, required of dogs scoring in that category. The three categories are “High”, “Moderate”, and “Mild-Persistence”. Each category is also color-coded green, orange, and purple, respectively.

**High-persistence dogs score between 15 and 21, and are color-coded green.** These dogs are likely to work very hard for things they want. Green dogs like to be kept busy and need stimulating outlets for their energy. They'll do well with adopters who also have plenty of persistence and can offer training, exercise, and creative activities to occupy these lively dogs.

**Moderate-persistence dogs score between 7 and 14, and are color-coded orange.** Orange dogs will work for what they want, but are not as firmly committed to pursuing their own agenda. Though they may require some training, these dogs are responsive, and thrive on regular interaction and activity in their lives.

**Mild-persistence dogs score between 0 and 6, and are color-coded purple.** When they pursue something of interest, purple dogs are likely to give up the pursuit quickly if they encounter obstacles or a diverting alternative. They are ideal dogs for novice dog owners because they are relaxed, tolerant, and well-mannered.



## supervisor alerts

In the event a dog's response to a particular Item indicates he needs behavior modification or socialization, he receives no points for that Item and should be withdrawn from the Meet Your Match™ Adoption Program until his behavioral issues have been resolved. All five Canine-ality™ Assessment Items should be conducted in order to obtain as much information about the dog as possible.

See Chapter 12 on Enrichment, Management, and Behavior Modification.





**chapter six**

# **selecting a canine-ality<sup>TM</sup> description**

# how to select a canine-ality™ description

After adding up the dog's Assessment score and determining which color category the dog belongs in, the evaluator then chooses the appropriate Canine-ality™ description. Each color category has three Canine-ality™ descriptions to choose from. Determining which description to use is done by reviewing the dog's Canine-ality™ Assessment to find out what motivates him. There are three motivation types: social, internal, and external.

**Most dogs will exhibit behaviors that reflect two of the three motivation types. One type will be predominant.**

## socially-motivated dogs



**life of the party**  
green  
socially motivated



**goofball**  
orange  
socially motivated



**constant companion**  
purple  
socially motivated

Socially-motivated dogs are most motivated by human contact and attention. They perceive human attention to be very important and will work hard for it, often making training fun and easy because praise works as a simple and effective reward for this dog. Keep in mind that also means he might work hard to get any attention, and will be easy to teach inappropriate behavior as well. For example, he is likely to learn quickly that a whine or low bark will turn the head of the guardian — which can quickly become loud barking for attention.

During his Canine-ality™ Assessment, the socially-motivated dog chooses to spend time engaging the evaluator. Socially-motivated responses during the Assessment include:

### Greeting Item

- Either jumps on or around you;
- Keeps all four paws on the floor but remains exuberant;
- Gives a low tail wag, puts his ears back and enjoys the greeting.

### Play Item

- Engages in the game for the full two minutes;
- Switches the game to something else (such as keep-away, tug or chase);
- Engages in the game, but loses interest in the toy quickly and then chooses instead to play nicely with the evaluator;
- Wags his tail and interacts with the evaluator but chooses not to engage in the game at all.

### Food Motivation Item

Does not follow the food lure, but rather stays near the evaluator and wants to interact.

In each of these instances, the dog is choosing social interaction. When presented with the option of interacting with toys, food, or the evaluator, socially-motivated dogs tend to choose the evaluator, demonstrating that social contact and attention are their prime motivators.

If the dog scored green and is socially motivated, he'll get the Life of the Party cage card. If the dog scored orange and is socially motivated, he'll get the Goofball cage card. And if the dog scored purple and is socially motivated, he'll get the Constant Companion cage card.



## internally-motivated dogs



**free spirit**  
green  
internally motivated

**wallflower**  
orange  
internally motivated



**couch potato**  
purple  
internally motivated

The internally-motivated dog is often motivated by stimuli that are difficult for most people to control, such as smells, visual and auditory stimuli, and the dog's hormones. This type of dog may be referred to as independent, and is not highly motivated by social contact, toys or food. This is not to say internally-motivated dogs won't respond to any of those items; rather they usually will not hold their attention for long — something that can't be controlled will distract them. There are many training tips that help minimize the chances of the dog becoming distracted, such as conducting training before mealtime, when the dog is hungry and more likely to work hard for food. Again, in order to determine the dog's motivation type, review his Assessment. Internally-motivated responses during the Assessment include:

### Greeting Item

May jump on you, but usually ceases quickly.

### Play Item

Might initially engage in the game, but loses interest quickly and chooses instead to sniff the ground or engage in some other activity that does not involve the toy or the evaluator.

### Food Motivation Item

Will either follow the food lure once or twice (but quickly “zones out,”) or he won't follow the food lure nor will he stay near the evaluator.

In each of these instances, the dog may initially respond to stimuli offered during the Assessment, and then become distracted by something else — something that can't be easily controlled or even identified.

If the dog scored green and is internally motivated, he'll get the Free Spirit cage card. If the dog scored orange and is internally motivated, he'll get the Wallflower cage card. And if the dog scored purple and is internally motivated, he'll get the Couch Potato cage card.

## externally-motivated dogs



**go-getter**  
green  
externally motivated

**busy bee**  
orange  
externally motivated



**teacher's pet**  
purple  
externally motivated

Externally-motivated dogs are motivated by a variety of stimuli. While it's possible to control some of those stimuli, such as human contact, food and toys, other stimuli can't be controlled, such as sounds and smells. Despite these stimuli, the externally-motivated dog will still work hard for those things that can be controlled, making training fun and full of laughs. Externally-motivated responses during the Assessment include:

### Play Item

Will immediately engage in the game and continue to play for the full two minutes. May change the game to keep-away or tug, but the toy will keep him moving the entire time.

### Food Motivation Item

Will be quick to learn. Will either follow the food lure and after a few repetitions learn the behavior, or will follow the food lure and is enthusiastic but gets distracted and need to be redirected several times.

The best way to differentiate between the socially-motivated and the externally-motivated dog is to

look at the Play and Food Motivation Items. The socially-motivated dog reacts primarily to attention or contact with the evaluator. The externally-motivated dog reacts positively to the toy and the food in addition to the social contact, making human contact only one of many stimuli that motivate the externally-motivated dog.

If the dog scored green and is externally motivated, he'll get a Go-Getter cage card. If the dog scored orange and is externally motivated, he'll get the Busy Bee cage card. And if the dog scored purple and is externally motivated, he'll get the Teacher's Pet cage card.

## using the cage card

The evaluator has now reviewed the Canine-ality™ Assessment and determined which Canine-ality™ description best fits the dog's motivation type. The dog's Canine-ality™ description, printed on the appropriate color paper, becomes the dog's cage card, and is prominently placed on the dog's kennel door. This cage card is the method by which adopters find the dog who is their best match.

Any other information available about the dog, such as owner relinquishment information and aggression assessment results, should either be kept with the rest of his profile in the adoptions area, or in a plastic sleeve behind the Canine-ality™ cage card. This information is certainly important, and should be shared with the adopter during adoption counseling. However, to avoid overloading adopters with too much information all at once, this additional should remain out of sight until after the adopters have first had a chance to look for the dogs who are a match for them.

**The Canine-ality™ descriptions are intentionally written in the first person, using language adopters can relate to, and are brief, positive and upbeat.** They are designed to help adopters think beyond size, age, gender, breed, coat length and color – focusing instead of the dog's needs and whether the dog is a match for their lifestyle and expectations.

### I'm a Constant Companion.

Hi! My name is \_\_\_\_\_.

Looking for an emotionally secure, mutually satisfying, low-maintenance relationship? I am all you need. Let me sit at your feet, walk by your side, and I'll be your devoted companion forever.

ID #  age  M F  breed

ASPCA

**MYM**  
MEET YOUR MATCH™

CO-FOUNDER OF  
**IAMS®**

CANINE-ALITY™ CAGE CARD Copyright © 2007 The American Society for the Prevention of Cruelty to Animals®. Reprinted with permission of the ASPCA®.

## the cage card

The Canine-ality™ description, printed on either green, orange or purple paper, is placed on the dog's kennel door for adopters to see. Black and white templates (and color samples) are provided in the appendix of this Guide for you to photocopy onto colored paper. They can be laminated and used multiple times, or they can be inserted into a clear plastic page protector so they are clearly visible to the public. Any additional paperwork can be slipped behind the Canine-ality™ description cage card.

## high-persistence dogs



### free spirit

Intelligent, independent, confident and clever, I prefer making my own decisions but will listen to you if you make a good case. We're partners in this adventure. Treat me like one and we'll both live happily ever after. **internally motivated**



### go-getter

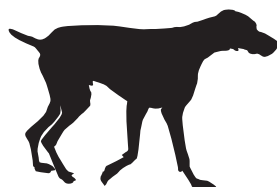
Want to get more exercise? Action is my middle name. My "Let's GO!" lifestyle will keep you motivated to get outside and move. I've got tons of energy; and just like the sun, I'm burning and working 24 hours a day, seven days a week. I'll run for miles, chase a ball for hours, and still want to play at the end of the day. **externally motivated**



### life of the party

I think everything is fun, interesting and meant for play, especially you. Anything you do, I'll want to do too. With my own brand of surprises, life with me will keep you constantly on your toes, and the fun is guaranteed. **socially motivated**

## moderate-persistence dogs



### wallflower

Shy yet charming canine searching for patient owner with relaxed lifestyle. Looking for gentle guidance to help me come out of my shell. Treat me sweet and kind and I'll blossom. **internally motivated**



### busy bee

I'm a naturally playful, curious, and trusting canine. Take me for a big walk every day; give me something to do. After my job's done, I'll curl up in front of the fire with you in the evenings. **externally motivated**



### goofball

I'm a fun-loving, happy-all-the-time, glass-is-half-full kind of dog looking for someone who loves to laugh and play around. Must have a great sense of humor and some time to spend with me. I'm on a mission to please you. **socially motivated**

## mild-persistence dogs



### couch potato

Like the easy life? Then I'm the perfect match for you. I'm a relaxed, laid-back kind of dog who enjoys long naps, watching movies, curling up on laps, and walking very short distances from the couch to the food bowl and back. **internally motivated**



### teacher's pet

I've got the whole package – smart, fuzzy, four legs, love to learn and live to please. Go ahead, teach me anything. Sit, stay, balance your checkbook, I can do it all. Keep me entertained and I'll be yours forever. **externally motivated**



### constant companion

Looking for an emotionally secure, mutually satisfying, low-maintenance relationship? I am all you need. Let me sit at your feet, walk by your side, and I'll be your devoted companion forever. **socially motivated**



# puppy-ality™ assessment



## about the pup

<input type="text"/>	<input type="text"/>
shelter	evaluator
date <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/>	time <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="checkbox"/> a.m. <input type="checkbox"/> p.m.
	sex <input type="radio"/> M <input type="radio"/> MX <input type="radio"/> F <input type="radio"/> R
<input type="text"/>	<input type="text"/>
puppy's name	age
<input type="text"/>	<input type="text"/>
ID #	breed
<input type="text"/>	<input type="text"/>
	puppy-ality™ color
<input type="text"/>	<input type="text"/>
total points	puppy-ality™ description

## before you begin

The window of predictive value for the Puppy-ality™ Assessment is much shorter, given that behavior in dogs less than six months of age is difficult to predict. The Puppy-ality™ Assessment is not meant to predict behavior for more than seven to ten days. Rather, it's designed to take an accurate "snapshot" of the puppy's current behavior.

A puppy's behavior changes very quickly. Consequently, shelters should ideally re-assess puppies at least once a week, and no longer than every ten days. If a puppy is not assessed frequently, the reliability of his Assessment greatly decreases as a means of matching the pup with the right guardian. Each Item is simple to perform by one staff member.

## equipment

Get-Acquainted room — "puppy proofed," and large enough for a desk or counter, chair, and room to play

Buckle collar and six-foot leash with clasp

Stopwatch, watch, or clock with second hand

Assess-a-Hand™

Rope or other tug toy

Hot dogs

Bowl of dry kibble mixed with canned food

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## chapter seven

# the puppy-ality™ assessment

# conducting the puppy-ality™ assessment

Puppy-ality™ is comprised of the same components as the Meet Your Match™ Canine-ality™ Adoption Program:

- Assessment
- Cage Cards
- Adopter Survey
- Adopter Guest Pass

The same Adopter Survey and Guest Passes are used for both Canine-ality™ and Puppy-ality™. However, Puppy-ality™ uses a different Assessment and corresponding Cage Cards. The Puppy-ality™ Assessment is designed for dogs **up to** six months of age, and the nine Puppy-ality™ Cage Cards are created specifically for puppies.

## why six months?

The predictive value of aggression assessments and behavior assessments is greatly influenced by the dog's age at the time each Item is administered. Research shows that behavior in dogs becomes more predictive as they approach six months of age. In order for shelters to make educated decisions about placing dogs for adoption, the ASPCA® recommends using the Meet Your Match™ SAFER™ canine aggression assessment tool with dogs six months of age and older.

The Meet Your Match™ Canine-ality™ Assessment was developed to identify a dog's behavior characteristics that are important to adopters, such as playfulness, sociability, and motivation, **after** an initial aggression assessment has been administered (specifically Meet Your Match™ SAFER™). The Canine-ality™ Assessment is for dogs six months of age and older. The results of that Assessment are predictive for about two to four weeks in the new home, at which point the dog's new environment and human interactions begin to affect his behavior.

The window of predictive value for the Puppy-ality™ Assessment is much shorter, given that behavior in dogs less than six months of age is difficult to predict. The Puppy-ality™ Assessment is not meant

to predict behavior for more than seven to ten days. Rather, it's designed to take an accurate "snapshot" of the puppy's current behavior. It has been developed as part of Meet Your Match™ in order to 1) identify current behavior patterns and potential areas for behavior modification based on what the puppy is like now, and 2) provide a consistent adoption process for clients visiting shelters using Meet Your Match™ — regardless of whether they are interested in adopting a dog or a puppy.

## how often should puppies be assessed?

A puppy's behavior changes very quickly. Consequently, shelters should ideally re-assess puppies at least once a week, and no longer than every ten days. If a puppy is not assessed frequently, the reliability of his Assessment greatly decreases as a means of matching the pup with the right guardian. Each Item is simple to perform by one staff member.

## requirements

In order to conduct the Puppy-ality™ Assessment, you will need:

- Get-Acquainted room — "puppy proofed," and large enough for a desk or counter, chair, and room to play
- Buckle collar and six-foot leash with clasp
- Stopwatch, watch, or clock with second hand
- Assess-a-Hand™
- Rope or other tug toy
- Hot dogs
- Bowl of dry kibble mixed with canned food

The Puppy-ality™ Assessment is comprised of seven Items: Explore Item, Greeting Item, Wrap Item, Paw Hold Item, Up-Down Item, Food Motivation Item, and Food Guarding Item. These items create an objective assessment of the puppy's ease of handling, frustration, arousal, play, sociability, confidence, and exploratory behavior.

# item #1: explore

The Explore Item is designed to assess the puppy's level of confidence in a new and unfamiliar environment and how he chooses to explore new or novel settings.

First, if the puppy has been vaccinated and there is little risk of exposure to contagions, place a collar and leash on him and take him outside for an opportunity to urinate and defecate.

Bring the puppy to a puppy-proofed Get-Acquainted room or other room that is large enough for the puppy to play and move around freely, and that is equipped with a desk or countertop, chair, and toys and blankets on the floor. Sit quietly in a chair and do not interact with the pup. (If the pup approaches you, quietly give one pat.) Carefully observe his behavior in the room for three minutes.



## item #1: explore

Choose one of the following responses:

	Puppy stays still and does not move for 90 seconds. <b>SUPERVISOR ALERT!</b> If the pup is frozen in place, socialization should be considered.		
	Puppy stays still at first, and then slowly begins to investigate the room in a crouched posture. <i>This pup is likely to be a bit reactive to stimuli. The adopter should slowly introduce this puppy to several new environments — paired with treats and fun toys.</i>	add 1 pt	
	Puppy begins to move about the room, body soft and low. <i>This pup is curious and interactive, and is likely to quickly learn what is appropriate.</i>	add 1.5 pts	
	Puppy begins to investigate room, body posture flashing from low to tall. <i>This puppy is likely to be quite confident and bold, and will need patience, enrichment and consistency.</i>	add 2 pts	
	Puppy immediately begins to investigate room, body tall, tail high. <i>Confident and bold, the adopter should expect an adventurous pup who will keep them on their toes.</i>	add 3 pts	
		total points for item #1	
other behaviors observed:			



## things to avoid: item #1

Evaluator gets distracted and does not observe pup's behavior during the entire three minutes.

Evaluator engages the puppy.

There is noise and distraction outside the room.



## item #2: greeting

The Greeting Item is designed to assess the puppy's social response and arousal. At the end of the three-minute Explore Item, leave the room. Wait two minutes and then re-enter the room. Crouch or kneel down and greet the puppy using a happy, animated tone of voice. Continue greeting for 20 seconds.



### item #2: greeting

Choose one of the following responses:

	Puppy runs to back of room in fearful posture. <b>SUPERVISOR ALERT!</b> This puppy is going to need some socialization work prior to adoption.		
	Puppy approaches in a timid manner, with tail between legs and wagging. Pup slowly warms during greeting. <i>This pup is a bit submissive and will need some socialization. The adopter should be patient and willing to help this puppy come out of his shell.</i>	0 pts	
	Puppy lumbers over and greets quietly. <i>This is a good social response. This pup might be appropriate with younger children.</i>	add 1 pt	
	Puppy approaches exuberantly, tail at or below spine level. <i>This is a moderately confident, social pup and is likely to be social with most people.</i>	add 2 pts	
	Puppy approaches exuberantly, tail above spine level, body communication flashing between confident and submissive. <i>This puppy is likely to be easily aroused, and is learning how to best interact with people. The adopter should work on reinforcing an appropriate social approach</i>	add 2.5 pts	
	Puppy approaches exuberantly, tail above spine level, body communication confident. <i>A confident puppy with people, this pup will benefit from a consistent adopter</i>	add 2.5 pts	
		total points for item #2	
other behaviors observed:			



### things to avoid: item #2

**Evaluator is not animated.** Remember, you are gauging arousal and need to be sure you're providing appropriate arousal stimulus.

**Evaluator is too loud.** If the evaluator is overwhelmingly loud, the puppy does not interpret it as a greeting.

**Evaluator assesses pup in small cage.** The Greeting Item should be conducted in a puppy-proofed Get-Acquainted room in order to provide the puppy with a variety of choices on how he will respond.

**Evaluator remains standing,** bending at the waist and looming over puppy.



## item #3: wrap

The Wrap Item is designed to assess a variety of characteristics, including the puppy's sociability, how quickly the puppy becomes frustrated, how the puppy responds when frustrated, and how easy the puppy is to handle.

Begin by squatting or kneeling on the floor and interacting calmly with the puppy for a few seconds. Pat and scratch the puppy around his head and shoulders. Next, turn the puppy so he is between your knees, facing away from you. Then wrap your hands around the puppy's chest and gently lift the puppy up so that his front legs are about two inches off the floor. The puppy's back legs should remain on the floor. The puppy's head should be facing away from your body, and the puppy's back end should **not** be resting on you. Hold the puppy in this elevated position for up to two minutes, or until the pup relaxes, whichever occurs first.



### item #3: wrap

Choose one of the following responses:

	Puppy remains calm and rests loosely in your hands. <i>This puppy does not frustrate easily, is likely to accept most handling, and might be a good fit for young children.</i>	0 pts	
	Puppy struggles occasionally, but for the majority of the Item, settles in your hands. <i>This puppy is not likely to become very emotional when frustrated. This puppy is likely to quickly learn to accept most handling.</i>	add 1 pt	
	Puppy is stiff and fearful, but struggles little or not at all. <i>This puppy is likely to be a bit under-socialized. Positive handling will help this pup relax. He is likely to be accepting of touch.</i>	0 pts	
	Puppy struggles for at least half of the Item. <i>This puppy frustrates and sustains this frustration for a significant time. This puppy is likely to need more positive reinforcement training to learn that all handling feels good.</i>	add 2 pts	
	Puppy struggles almost constantly, may vocalize, and is difficult, if not impossible, to hold. <i>This puppy is quick to become emotional and unable to control that emotion. Learning patience – or delayed gratification – is important for this puppy. He will need to learn that “carrying on” is not reinforced. This puppy will do best with a patient, consistent adopter.</i>	add 3 pts	
total points for item #3			
other behaviors observed:			



### things to avoid: item #3

Evaluator talks to or otherwise tries to soothe the puppy during the Wrap Item.

Evaluator releases the puppy when the puppy struggles.

Evaluator elevates the puppy too high so that the puppy's back feet are not on the floor.

Evaluator allows the puppy's back end to rest on the evaluator's legs.

## item #4: paw hold

The Paw Hold Item is designed to assess the puppy's ease of handling and how he responds when frustrated. Begin by kneeling or squatting on the floor with the puppy slightly to the side and to the front of you. Lift the puppy's paw in the palm of your hand and gently wrap your fingers around the paw. Hold for one second and release. Do NOT apply any pressure. If the puppy struggles, count to one then release. Repeat three times.



### item #4: paw hold

Choose one of the following responses:

	Puppy calmly allows paw to be held. <i>This puppy is comfortable with touch and is likely to be easy to handle for veterinary care, grooming, etc.</i>	0 pts	
	Puppy puts his ears back, may squint eyes, and tries to pull back paw. <i>Touch might be a bit uncomfortable for this puppy, but he chooses to accept the handling. This puppy is trying his best to cooperate, and with positive reinforcement is likely to be a willing partner.</i>	0 pts	
	Puppy lightly mouths and pulls back paw. <i>The puppy perceives the touch as a bit uncomfortable, but responds in an appropriate manner. With positive reinforcement, this puppy is also likely to be a willing partner.</i>	add 1 pt	
	Puppy struggles to get away from evaluator, but does not put ears back, squint eyes, or use his mouth. <i>This puppy is a bit more independent and self-assured. Pairing paw touch with a tasty food treat would help this puppy accept touch and perceive it as desirable.</i>	add 1.5 pts	
	Puppy puts mouth on handler the first time, then increases pressure when paw is picked up again. <i>This puppy becomes a bit aroused when uncomfortable. Patient and fun handling would be beneficial for this puppy.</i>	add 2 pts	
	Puppy allows evaluator to pick up his paw the first time, but then struggles and strongly mouths the other times. The puppy's tail is above spine level and he is very animated. <i>This is likely to be a confident puppy who is easily aroused. Short sessions teaching the puppy to relax and to hold a toy will help decrease this type of response.</i>	add 3 pts	

total points for item #4

other behaviors observed:



### things to avoid: item #4

Evaluator picks up and holds the paw fewer than three times.

Evaluator does not let go when the puppy struggles.

Evaluator holds the paw for longer than one second.

Evaluator applies pressure when holding the paw.

## item #5: up-down

The Up-Down Item is designed to assess the puppy's interest in play and how aroused the puppy becomes.

Using a rope toy, try to engage the pup in a game of tug. If the puppy will not play tug, attempt to arouse him with another game such as chase the toy in a circle, or a bit of rough and tumble play with a stuffed animal. If the pup does not arouse within 60 seconds, stop the game. The idea here is to see how quickly the pup arouses (up), and more importantly how quickly he settles (down).

When the puppy is aroused, end the game. Look directly at the pup, remain quiet, and stop pulling back on the toy. Continue holding the toy, and move with it if the puppy continues to pull.



### item #5: up-down

Choose one of the following responses:

	Puppy will not engage in tug, chase, or tumble games. <i>This pup might not be easily visually aroused. This puppy might be appropriate for someone looking for a low-arousal puppy.</i>	0 pts	
	Puppy tugs back lightly, but repeatedly lets go of the toy when evaluator tugs back. Or, puppy follows toy or otherwise engages in the chase game with moderate effort, ceasing on his own before the evaluator ends the game. <i>This puppy is not easily aroused, but still enjoys a bit of play. This puppy is likely to do well with smaller children.</i>	add 1 pt	
	Puppy eagerly engages in tug game, but ceases as soon as evaluator ends the game. <i>This puppy is likely to be quite social and aware of the people around him. The adopter should play with toys often with this pup and continue to reinforce this response.</i>	add 1.5 pts	
	Puppy engages eagerly in tug game and continues to engage even when evaluator stops. <i>This easily aroused puppy has lots of energy and will need an outlet for his exuberance.</i>	add 3 pts	
	Puppy does not engage in tug, but chases with zeal, is aroused, and may be vocal. Pup ceases when evaluator stops. <i>It is possible that this pup will fetch and play with the best of them, and is likely to be aware of the people around him.</i>	add 2 pts	
	Puppy does not tug toy, but chases with zeal and continues to try to engage in play even when evaluator stops. <i>This puppy is easily aroused and is likely to be a busy puppy. This puppy would do well in an active but consistent home.</i>	add 3 pts	
total points for item #5			
other behaviors observed:			



### things to avoid: item #5

Evaluator is not enthusiastic.

Evaluator does not use a toy appropriate for tug.

Evaluator uses a toy that is too large.

## item #6: food motivation

The Food Motivation Item is designed to assess how hard the puppy will work for something he really wants. It is not important for the puppy to learn the cue. Rather, the purpose of the test is to observe how persistent the puppy is once he learns the rules of the game (i.e., follow the food= get the food).

Using a high-value food lure such as a piece of hot dog or balls of canned food, first attempt to teach the pup the rules of the game. Next attempt to rock the pup back in a sit position (or, if the puppy knows sit, try down, or spin in a circle).



### item #6: food motivation

Choose one of the following responses:

	Puppy follows the food lure and after a few repetitions learns the behavior. The dog is very focused and responsive. <i>A puppy who is so motivated and quick to learn is much more likely to learn how to get what he wants in a variety of situations. This puppy is likely to be the pup who trains his adopter!</i>	add 3 pts	
	Puppy follows the food lure and is enthusiastic, but needs to be redirected several times. Redirection includes calling the puppy's name, having to lure back into position with food lure, or making noises to get pup's attention. <i>This is a high-energy puppy who is likely to learn quickly, but is not as focused or determined. This fun pup might cause a bit of havoc as he is easily on to the next fun activity!</i>	add 2 pts	
	Puppy follows the food lure once or twice but then quickly "zones out" as the challenge increases. <i>This puppy might take a bit longer to learn a behavior, but he will learn quickly enough for all basic home purposes. He will likely be a contented partner.</i>	add 1 pt	
	Puppy does not follow food but stays near you and wants to interact. <i>This pup is likely to have a lower energy level and be content to "do his own thing."</i>	0 pts	
	Puppy does not follow food nor does he stay near you. <i>This puppy might be quite independent, making him a bit of a challenge when it comes to training.</i>	0 pts	
		total points for item #6	

This puppy appears to know the following behaviors:

	SIT
	STAY
	DOWN
	COME

other behaviors observed:



### things to avoid: item #6

Evaluator asks for full behavior before giving the puppy an opportunity to learn the game.  
Evaluator does not use a high-value food item.



## item #7: food guarding

The purpose of the Food Guarding Item is to determine if the puppy displays potential food-guarding behaviors and whether behavior modification is needed prior to placement for adoption. Since puppy behavior is often (but not always) easily modifiable, it is recommended that the shelter conduct the food guarding behavior modification protocol. See Food Guarding Protocol on page 69.

There are no points for this Item and it does not affect the puppy's overall score.

To conduct this item, use an Assess-a-Hand™ (available at [www.suesternberg.com](http://www.suesternberg.com)), and a bowl of food containing dry kibble mixed with canned food. With the puppy on a loose leash, place the bowl on the floor, keeping the Assess-a-Hand™ tucked under your arm or behind your back. Allow the puppy to begin eating. Give the puppy a few seconds to become invested in the food. Using the Assess-a-Hand™, begin by stroking the puppy's face. Then place the Hand in the food bowl. Pull the bowl toward you. Next, using the Hand, move the puppy's head away from the food bowl. Observe the puppy's reaction.



### item #7: food guarding

Choose from the following responses:

<input type="checkbox"/>	Pup lifts head and ceases eating.
<input type="checkbox"/>	Pup calmly allows the food to be moved, follows the dish, but does not interfere with the dish's movement. The puppy's tail is low and wagging.
<input type="checkbox"/>	Pup follows the dish with his ears back, tail down but not tucked between his legs.
<input type="checkbox"/>	Pup follows the dish, ears forward, and his tail between his legs.
<input type="checkbox"/>	Pup growls.*
<input type="checkbox"/>	Pup is stiff with hard eyes.*
<input type="checkbox"/>	Pup tries to bite.*

#### SUPERVISOR ALERT!

If any of these three behaviors are exhibited, behavior modification is recommended.

other behaviors observed:



### things to avoid: item #7

Evaluator does not allow puppy to become invested in the food.

Evaluator pushes bowl toward puppy or in random directions rather than toward the evaluator.

# scoring

Once all seven parts of the Puppy-ality™ Assessment are administered, the puppy’s score can be tallied. The scoring range is 0 - 17.5. Like the Canine-ality™ Assessment, this range is divided into three categories, “High Persistence,” “Moderate Persistence,” and “Mild Persistence”, representing the level of training and attention required. Each category is also color-coded green, orange, and purple respectively.

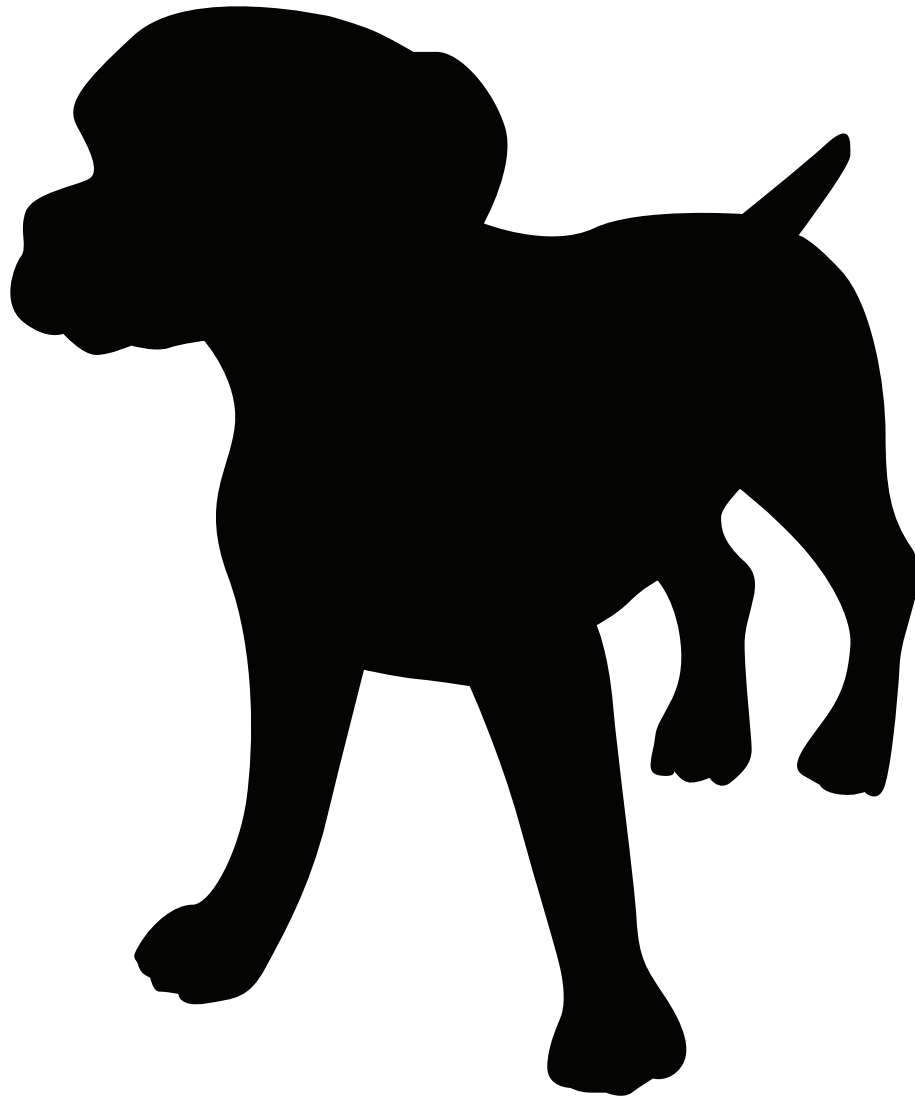
“Mild Persistence” puppies score between 0 and 6.5 and are color-coded purple. Relaxed and tolerant, they are less likely to engage in unacceptable behaviors.

Puppies who score between 7 and 12.5 are categorized as “Moderate Persistence” puppies and are color-coded orange. These puppies require training and are willing to learn and please.

Puppies who score between 13 and 17.5 are categorized as “High Persistence” puppies and are color-coded green. They are curious, confident, like having lots of things to do and require the most training. Adopters with previous puppy experience, interest in puppy socialization and training would be great matches for these pups.

overall score	
item #1	
item #2	
item #3	
item #4	
item #5	
item #6	
item #7	
total score	

0 - 6.5	7 - 12.5	13 - 17.5
mild/purple	moderate/orange	high/green
<p>Day Dreamer</p> <p>The Detective</p> <p>Kindergartner</p>	<p>Bashful Tourist</p> <p>Class Clown</p> <p>The Rookie</p>	<p>King of the Mountain</p> <p>Superhero</p> <p>Thrill-Seeker</p>



## **chapter eight**

# **selecting a puppy-ality<sup>™</sup> description**

As with Canine-ality<sup>™</sup>, Puppy-ality<sup>™</sup> also includes nine descriptions in the form of cage cards — three in each color category. After determining the puppy's persistence level and color category, choose a cage card from one of the three designated for that color. Each description represents either an internally, externally, or socially-motivated puppy.

For a more detailed explanation of types of motivation, refer to page 26 in this Guide.

## **the purple puppy-alties**

**mild persistence**

### **day dreamer** internally motivated

Easy-going, relaxed pup seeks laid-back human for mutually low stress relationship. Must see the bowl as half-full, enjoy leisurely games of fetch followed by a quick snack and two-hour nap, and be willing to explore the joys of relaxing together.

### **kindergartner** socially motivated

It's the first day of school and, boy oh boy, am I nervous! I'm not sure where to sit, when we eat or even where the bathroom is. All I need is a person I can trust to show me the ropes. Will you be my mentor and show me around?

### **the detective** externally motivated

It's elementary, my dear assistant ... let's unravel the mysteries of the world together. I simply use my trusty nose and my natural taste for details. You simply offer any leads you might have. Together we'll solve every mystery that comes our way.

## **the orange puppy-alties**

**moderate persistence**

### **bashful tourist** internally motivated

So this is my first time on my own and, jeez, did you know the world is a really big and kind of scary place (especially when you don't speak the language)? With the right translator, I know I can learn my way around. Until I get familiar with the place, let me stay right by your side...or maybe just a little behind you.

### **class clown** socially motivated

Class clown seeks good-humored soul mate ready to let the good times roll. My playful jokes, love of all things chewable and slapstick comedy will keep you and your friends doubled over laughing for hours. When I hog the spotlight, just let me know the joke's over and I'll settle down.

### **the rookie** externally motivated

Young self-starter looking for an inspirational coach to take us to the top. I've got the whole package — brains, good looks, and loads of raw talent — and I'm ready to use them. Teach me, praise me and I guarantee I'll make you proud at home, on walks, or competing in the field.

## **the green puppy-alties**

**high persistence**

### **king of the mountain** internally motivated

I'm self-educated with a splash of ambition. As canine royalty, I like to set the rules. Explain a better way though, and I'll give you due consideration. I'm really looking to share my throne with a hard-working, confident, and full-of-pep human.

### **superhero** socially motivated

I'm an all-purpose pup ready to commit 110 percent. When there's a crumb dropped, I'll be there to pick it up for you. When there's a hole that needs to be dug, I'll be there with all four feet. When someone needs a buddy to run miles with, I'll be there with leash in tow. Commit 110 percent to me, and I'll be yours forever.

### **thrill-seeker** externally motivated

WOO-HOO! This is so cool! Have you tried this ride called LIFE yet? It's got all these great twists and turns and so many neat things to play with like balls, fleece toys, rawhides, socks, pant legs, fingers — and so many neat people to meet — you, your friends, your friends' friends and the friends of your friends' friends. Jump on board and we'll have a blast together!



# dog adopter survey



first name	last name	date
address	city	state zip
home phone ( ) -	work phone ( ) -	email

1	I have owned a dog before.	YES	NO			Currently own dog(s)
2	The last time had a dog was...	2-10 years ago	10 years +			Not currently, but within the past year
3	My dog needs to get along with other dogs.	NO				YES
	If yes, list names, ages, genders and breeds: _____					
4	My dog needs to be good with: (circle all that apply)	Children over 8 years old	Children under 8 years old			Cats
			Elderly People			Animals other than dogs and cats
5	My dog will primarily be an...	Inside dog				Outside dog
6	How many hours will your dog spend outside per day?					_____ hours
7	My dog needs to be able to be alone (per day)...	4 hours or less	8-10 hours		2 hours or less	12 hours
			4-8 hours			
8	When I'm at home, I want my dog to be by my side...		All of the time	Some of the time	Little of the time	
9	When I'm not at home, my dog will spend her time...	In the garage				Loose in the house
		In a crate in the house		In the yard		Confined to one room in the house
10	I want a guard dog.	NO				YES
11	I want my dog to hunt or herd with me.	NO				YES
12	I want my dog to be the type that is very enthusiastic in the way she shows she loves people.		Not at all	Somewhat	Very	
13	I want my dog to be playful.		Not at all	Somewhat	Very	
14	I want my dog to be laid back.		Very	Somewhat	Not at all	
15	I am comfortable doing some training with my dog improve manners such as jumping, stealing food, and pulling on the leash.		No training	Some training	A lot of training	
16	I (or my children) want to participate in Agility, Flyball or Obedience with our dog.		NO		YES	
17	I am interested in a dog with "special needs" (medical or behavioral)		NO		YES	
18	It's most important to me that my dog _____					
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## chapter nine

# the adopter survey

# what does the adopter survey tell you?

The Adopter Survey is designed to provide information about the adopter's:

- expectations for energy level and social interaction
- preferences regarding certain activities, such as Agility and Flyball
- home environment
- experience with dogs
- best color match

## about the survey

Using the term “survey” is integral to Meet Your Match™. It conveys the importance of the adopter's expectations about their new dog, as well as their perspective and experience in the matching process.

The term “survey” also conveys that there are no “right” or “wrong” answers to the questions being asked. By contrast, the term “application” is associated with “pass/fail”.

The 18-question Adopter Survey is completed by potential dog adopters and then scored. Survey questions are designed to elicit information about the adopter's level of experience, and more importantly, their expectations and lifestyle.

1	I have owned a dog before.	YES	NO		Currently own dog(s)
2	The last time had a dog was...	2-10 years ago	10 years +		Not currently, but within the past year
3	My dog needs to get along with other dogs.	NO If yes, list names, ages, genders and breeds: _____			YES
4	My dog needs to be good with: (circle all that apply)	Children over 8 years old	Children under 8 years old	Elderly People	Cats Animals other than dogs and cats

**Questions 1 and 2** provide information about the adopter's experience with dogs while **Questions 3 and 4** provide information about other people and animals in the household with whom the dog will need to be compatible.

5	My dog will primarily be an....	Inside dog			Outside dog
6	How many hours will your dog spend outside per day?	_____ hours			
7	My dog needs to be able to be alone (per day)...	4 hours or less	8-10 hours	2 hours or less	12 hours
			4-8 hours		
9	When I'm not at home, my dog will spend her time...	In the garage	In the yard		Loose in the house
		In a crate in the house			Confined to one room in the house

**Questions 5, 6, 7 and 9** provide information while encouraging adopters to think about where and how the dog will be housed and the environment in which he will spend most of his time.

8	When I'm at home, I want my dog to be by my side....		All of the time	Some of the time	Little of the time	
10	I want a guard dog.	NO				YES
11	I want my dog to hunt or herd with me.	NO				YES
12	I want my dog to be the type that is very enthusiastic in the way she shows she loves people.		Not at all	Somewhat	Very	
13	I want my dog to be playful.		Not at all	Somewhat	Very	
14	I want my dog to be laid back.		Very	Somewhat	Not at all	

Questions 8, 10, 11, 12, 13 and 14 provide information and encourage adopters to think about how they expect their new dog to interact with them and other members of his new “pack.”

15	I am comfortable doing some training with my dog improve manners such as jumping, stealing food, and pulling on the leash.		No training	Some training	A lot of training	
16	I (or my children) want to participate in Agility, Flyball or Obedience with our dog.		NO		YES	
17	I am interested in a dog with “special needs” (medical or behavioral)		NO		YES	

Questions 15, 16 and 17 help adopters decide on their level of commitment to training and medical care.

## ? discussion questions

While the entire survey was designed to facilitate conversation, questions 2, 3, 4, 5, 6, 7, 9, 10, 11 and 18 are discussion questions. If the potential adopter has circled a response or filled in an answer for any of these questions the adoption counselor should review those particular responses. Depending on the response and the individual dog the adopter is interested in, further dialogue about the adopter’s expectations may be necessary.

## question 18

When answering Question 18 the adopter must first imagine what their ideal dog or puppy would be like and then prioritize their criteria.

18	It's most important to me that my dog <u>is a small dog.</u>
----	--

**Example:** “It’s most important that my dog is a **small dog**.” In this example, the counselor should ask some follow-up questions such as whether their request is due to a landlord restriction, personal preference, or other reason, and based on this additional information, guide the adopter to dogs that fit this criteria.

**Question 18 gives the adoption counselor critical information about what characteristics will most likely create a strong bond between the adopter and their new canine companion.**

18 It's most important to me that my dog is already housebroken.

**Example:** "It's most important that my dog is **already housebroken**." In this example, the adoption counselor should pay special attention to the dog's Left Alone Item and whether the dog urinated or defecated in the room and/or outside during the Assessment, and steer the adopter to dogs that are likely already housebroken, as well as provide information on training techniques and how to reinforce their good behavior. Making sure the adopter leaves with a dog who meets their most important criteria will help them establish a strong and lasting bond.

**Question 18 is an open-ended question that helps the counselor start the conversation with a positive and success-oriented tone.**

18 It's most important to me that my dog is good with kids.

**Example:** "It's most important that my dog is **good with kids**." The adoption counselor should begin the conversation by first paraphrasing to confirm they understand what the adopter means by "good with kids". The counselor might ask, "I understand it's important your dog is kid-friendly. Can you describe what you mean for me?", and asking additional follow-up questions such as, "How old are the kids?" and "Tell me about your kids' previous experience with dogs". In this example, the counselor should be sure to share the Greeting, Play, and Food Motivation Assessment responses for each dog being considered by the adopter.

By acknowledging and confirming what is most important to the adopter, the counselor is sending the message that they share the goal of finding the adopter's perfect match.

**When considering several potential matches, Question 18 guides the counselor and adopter as they compare the needs of both the adopter and the dog.**

18 It's most important to me that my dog doesn't pull on the leash.

**Example:** "It's most important that my dog **doesn't pull on the leash**." In this case, the adoption counselor should pay special attention to the Manners Item for each dog being considered. If an adopter is particularly interested in a dog who doesn't walk well on a leash, the counselor can provide training tips, demonstrate some tools to use to decrease pulling, ask the adopter if this is something they want to work on, and allow the adopter to make the best decision based on that information.

By using Question 18 as a starting point for comparing the needs of the adopter and each dog they're interested in, both the adopter and counselor save time by staying focused on what's most important.

**Sometimes the adopter's response to Question 18 can help narrow down whether they are looking for a socially, internally, or externally-motivated dog.**

18 It's most important to me that my dog is friendly

**Example:** "It's most important that my dog is **friendly**." In this example, the counselor will want to share the responses during the Greeting, Play, and Food Motivation Items for each dog the adopter is considering.

The decision to adopt a dog can be overwhelming for some potential adopters. If the adopter's response to Question 18 indicates motivation type is most important, then the counselor can focus on Assessment Item responses that indicate the dog's motivation type, and suggest which dogs will be most compatible.

If an adopter falls in love with a dog outside their color category, how they answered Question 18 can help them make a thoughtful, educated decision about whether this is their best match.

18	It's most important to me that my dog _____ <i>likes to play fetch</i> _____
----	--

**Example:** "It's most important that my dog *likes to play fetch*." If an adopter who is most compatible with purple dogs writes that it's important their dog plays fetch and falls in love with an orange or green dog, then the counselor should begin by reviewing this dog's Play Item. If the Assessment indicates the dog is likely to play fetch, the discussion can begin with this compatibility. If not, it is a great starting point for a discussion regarding areas of potential challenges to the match and how those challenges might be accommodated.

By focusing conversations with adopters on the information specific to the dog and the adopter, the counselor helps set up the adopter and dog for success should they choose to adopt a dog outside their color category.

**Question 18 is an open-ended question that guides the adopter and counselor to the best matches possible.**

## scoring the survey

Once a potential adopter has completed the survey, it is scored by the adoption counselor. At the bottom of the survey in the row designated FOR OFFICE USE ONLY, the adoption counselor writes in the total number of responses circled in each of the 3 columns.

FOR OFFICE USE ONLY				
---------------------	--	--	--	--

The column with the highest score indicates the type of dog with whom the adopter is most compatible. The column on the left is the purple column, then the orange column and last the green column.

8	When I'm at home, I want my dog to be by my side...		All of the time	Some of the time		
9	When I'm not at home, my dog will spend her time...	In the garage In a crate in the house	In the yard		Loose in the house Confined to one room in the house	
10	I want a guard dog.	NO			YES	
11	I want my dog to hunt or herd with me.	NO			YES	
12	I want my dog to be the type that is very enthusiastic in the way she shows she loves people.		Not at all	Somewhat	Very	
13	I want my dog to be playful.		Not at all	Somewhat	Very	
14	I want my dog to be laid back.		Very	Somewhat	Not at all	
15	I am comfortable doing some training with my dog improve manners such as jumping, stealing food, and pulling on the leash.		No training	Some training	A lot of training	
16	I (or my children) want to participate in Agility, Flyball or Obedience with our dog.				YES	
17	I am interested in a dog with "special needs" (medical or behavioral)				YES	
18	It's most important to me that my dog _____					
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MS

purple orange green

straddles two columns

discussion column

open-ended question



## questions 1 and 2

1	I have owned a dog before.	YES	NO			Currently own dog(s)
2	The last time had a dog was...	2-10 years ago	10 years +			Not currently, but within the past year

Questions 1 and 2 provide information about the adopter's experience with dogs – do they own a dog currently, when was the last time they owned a dog, etc. When an adopter circles “yes” in question 1, they may also circle “currently own dog(s)” as well. If they circled both, they should skip question 2.

If the adopter circles “yes” in question 1 and does not circle “currently own dog(s)” then they should proceed to question 2 and circle the appropriate response.



## straddling columns

Five of the responses on the Adopter Survey straddle the purple and orange columns because they are included in the score for both columns:

- “Elderly people” in question 4
- “4-8 hours per day” in question 7
- “In the yard” for question 9
- “No” in questions 16 and 17

For example, if an adopter circled Elderly people in Question 4, it is included in both the purple and orange column totals. One response straddles the green and Discussion columns:

- “Yes” in question 11

If an adopter circles “Yes” in question 11, it is included in the total for the green column. It also signals the counselor to discuss with the adopter what type of hunting or herding activities they want to engage in with their dog, and whether any of the dogs at the shelter would be appropriate. (In many parts of the country, hunting and herding breed dogs are relinquished to shelters because they do not perform to the guardian's expectations.)

4	My dog needs to be good with: (circle all that apply)	Children over 8 years old	Children under 8 years old	Elderly People	Cats
5	My dog will primarily be an...	Inside dog			Outside dog
6	How many hours will your dog spend outside per day?				_____ hours
7	My dog needs to be able to be alone (per day)...	4 hours or less	8-10 hours	4-8 hours	2 hours or less 12 hours
8	When I'm at home, I want my dog to be by my side...		All of the time	Some of the time	Little of the time
9	When I'm not at home, my dog will spend her time...	In the garage	In the yard		Loose in the house
10	I want a guard dog.	NO			YES
11	I want my dog to hunt or herd with me.	NO			YES
12	I want my dog to be the type that is very enthusiastic in the way she shows she loves people.		Not at all	Somewhat	Very
13	I want my dog to be playful.		Not at all	Somewhat	Very
14	I want my dog to be laid back.		Very		
15	I am comfortable doing some training with my dog improve manners such as jumping, stealing food, and pulling on the leash.		No training		training
16	I (or my children) want to participate in Agility, Flyball or Obedience with our dog.		NO		YES
17	I am interested in a dog with “special needs” (medical or behavioral)		NO		YES

straddles two columns

straddles two columns

straddles two columns

straddles two columns

straddles two columns

# the guest pass

After the adopter's survey is tallied and talking points discussed, the adoption counselor then provides the adopter with a color-coded Guest Pass matching the category of dog with which they are most compatible. The counselor can show the adopter to the kennel room to meet the dogs with cage cards that are the same color as their Guest Pass. By color coordinating the Canine-ality™ and Puppy-ality™ descriptions and guest passes, adopters and shelter staff focus on the dogs most likely to be the perfect match!



## note

Providing a Guest Pass may seem like an “extra,” however, it is critical visual tool to help adopters focus on the Canine-ality™ or Puppy-ality™ of the dog who is best suited to their lifestyle.

The color-coded pass acts as a physical representation of similarities and differences, helping adopters make the connection between meeting their own needs and those of the dogs at your shelter.

Observe how adopters use the pass. Don't be surprised if you see them holding it up in front of them, looking for that matching piece of the puzzle!

The Adopter Survey is a tool that provides counselors with important information about adopters without making them feel they are being tested, judged or criticized. Instead, adopters feel respected and comfortable with the adoption process, and the staff feel respected for their expertise and the priority they place on finding the right home for the right dog, and the right dog for the right home.

The use of the term **survey** rather than *application* or *questionnaire* is intentional — most people enjoy filling out surveys about themselves. The survey questions are structured to elicit an honest response. There is no right or wrong answer to each question, and the score does not make them



a “good” or “bad” adopter. Instead, it indicates their level of compatibility with high, moderate or mild-persistence dogs — or perhaps no dog at all.

## making the best match

Now that you are familiar with how the Canine-ality™ Assessment and the Adopter Survey work together to find the best match, take a look at how these tools help adoption counselors work with adopters to make educated decisions without making adopters feel they've been denied or creating bad feelings between the adopter, the counselor, and ultimately, the organization.

Say an adopter completes her survey and her answers indicate she is most compatible with a Constant Companion, Couch Potato, or Teacher's Pet (mild/purple). She wants a dog who can be left alone for more than eight hours a day and that is very laid back. She does not want to spend much time training, and she has children under eight years old. However, she has fallen in love with a Life of the Party (high/green) dog in your adoption kennel. How should the adoption counselor handle the situation?

In this instance, the adoption counselor should review the dog's Canine-ality™ Assessment with the adopter. Chances are, the dog gleefully jumped on the evaluator during the Greeting Item, was very active and never settled down during the Left Alone Item, played “keep away” during the Play Item, was interested in the treat during the Food Motivation Item, but became distracted easily, needed to be re-directed multiple times, jumped up a lot, and pulled on the leash throughout the Assessment. By



showing the adopter how the dog behaved during the Canine-ality™ Assessment and comparing the dog's responses with the type of dog the adopter indicated she would prefer, the adopter will most likely agree that this is not the best dog for her family.

If the adopter still has her heart set on this dog, the adoption counselor can then review the adopter's survey and the adjustments the adopter would need to make in her lifestyle to accommodate this match. In this instance, the adoption counselor might ask if the adopter could take the dog for a one-mile walk every morning and evening, and rearrange her schedule so she could also come home during her lunch hour to exercise the dog. If that is not an option, the counselor might suggest hiring a dog walker to come in during the day. The adoption counselor might also ask how she would keep the dog separated from children under eight years of age and if this would be practical. Other questions and suggestions would include attending training and agility classes. When the adoption counselor

asks these questions in a friendly manner, the adopter usually begins to realize this dog is not appropriate for her, without feeling judged.

Providing information to the adopter about the dog's responses during his Canine-ality™ Assessment and comparing this information with the type of Canine-ality™ the adopter indicated she wanted in her survey helps her understand why some dogs are more compatible than others. It does not convey a judgment about her or her qualifications as a pet caregiver.

By comparing the Canine-ality™ Assessment and the Adopter Survey, the counselor also feels more confident about the reasons why a particular dog may not be the best match. Counselors don't have to defend and rely on a nebulous "gut feeling." The Canine-ality™ Assessment and Adopter Survey give them some "science" – objective criteria to support their recommendations. The adoption counselor and the adopter can discuss these issues without conflict or hard feelings.





**chapter ten**

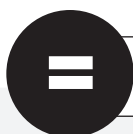
# **canine-ality<sup>TM</sup> and puppy-ality<sup>TM</sup> in action**

**matches, mismatches and talking tips**

# Meet Your Match™ in action

The Meet Your Match™ Canine-ality™ and Puppy-ality™ Assessments, Cage Cards, Dog Adopter Survey and Guest Passes create a fun, educational environment for your adopters and counselors. Regardless of which dog an adopter is interested in, the adoption counselor has a wealth of information to help the adopter select their best match.

The following case scenarios demonstrate how adoption counselors should combine the information provided by the adopter and the dog to help adopters make educated decisions.



## match

The first scenario, “When Tracy Met Scruffy”, demonstrates how the counselor provides useful information so the adopter knows what to expect right from the first day.



## mismatch

The second scenario, “When Beth Met Scruffy”, demonstrates how information is communicated when an adopter is interested in a dog outside their color category. Compatibilities, challenges, and accommodations are identified to help the adopter reach an informed decision.



## counseling

The third scenario, “When Andrea Met Peanut”, demonstrates counseling tips for Puppy-ality™ adoptions. Because a puppy’s behavior changes rapidly, counseling focuses on how to reinforce the desired behaviors currently observed, to help ensure they continue in the future.

### talking tip


All three scenarios introduce and demonstrate human-to-human communication skills vital to creating an environment in which the adopter is open to learning.

# scenario A

## when Tracy met Scruffy

Tracy has been thinking about adopting a dog and decides to visit her local shelter. She is greeted by Lynn, an adoption counselor, and invited to fill out her Dog Adopter Survey to find out which dogs she's most compatible with.


### dog adopter survey




first name	last name	date	
Tracy	Doglover	08/26/2007	
address	city	state	zip
4 Ridgewood Lane	Holyoke	MA	06410
home phone	work phone	email	
(781) 666 1212	(781) 666 1241	me@tracydoglover.com	

1	I have owned a dog before.	YES	NO		Currently own dog(s)
2	The last time had a dog was...	2-10 years ago	10 years +		Not currently, but within the past year
3	My dog needs to get along with other dogs.	NO			
If yes, list names, ages, genders and breeds: _____					
4	My dog needs to be good with: (circle all that apply)	Children over 8 years old	Children under 8 years old	Elderly People	Cats Animals other than dogs and cats
5	My dog will primarily be an...	Inside dog	Outside dog		
6	How many hours will your dog spend outside per day?				6 hours
7	My dog needs to be able to be alone (per day)...	4 hours or less	8-10 hours	2 hours or less	12 hours
4-8 hours					
8	When I'm at home, I want my dog to be by my side....	All of the time	Some of the time	Little of the time	
9	When I'm not at home, my dog will spend her time...	In the garage In a crate in the house	In the yard	Loose in the house Confined to one room in the house	
10	I want a guard dog.	NO	YES		
11	I want my dog to hunt or herd with me.	NO	YES		
12	I want my dog to be the type that is very enthusiastic in the way she shows she loves people.	Not at all	Somewhat	Very	
13	I want my dog to be playful.	Not at all	Somewhat	Very	
14	I want my dog to be laid back.	Very	Somewhat	Not at all	
15	I am comfortable doing some training with my dog improve manners such as jumping, stealing food, and pulling on the leash.	No training	Some training	A lot of training	
16	I (or my children) want to participate in Agility, Flyball or Obedience with our dog.	NO	YES		
17	I am interested in a dog with "special needs" (medical or behavioral)	NO	YES		
18	It's most important to me that my dog _____ is not too hyper.				
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Tracy's completed Adopter Survey

## talking tip

### Open-ended questions

Tracy is most compatible with orange dogs, and because she answered Question 18 with “isn’t too hyper”, Lynn asks her to describe what she means. Open-Ended Questions require more than a yes or no answer and engage the other person by inviting them to provide more explanation. Open-ended questions also convey that you are interested in what they have to say. Tracy explains she wants a dog who is well-mannered and doesn’t need to be the center of attention all the time.

### subhead

After scoring Tracy’s survey, Lynn provides her with an orange Guest Pass, and suggests Tracy look at the dogs with orange cage cards. Lynn recognizes it’s important that Tracy find the right orange dog – either an internally or externally-motivated dog – so Lynn suggests she look at the orange Busy Bees and Wallflowers. Lynn also lets Tracy know the purple dogs might be too mellow for her, and the green dogs likely too energetic.



### subhead

Tracy walks through the dog adoption kennel looking for dogs with orange cage cards and spots an orange Busy Bee named Scruffy.



### Tracy and Scruffy get acquainted

Tracy and Scruffy spend time in a Get-Acquainted room.... getting acquainted.



### Tracy is interested

Tracy is definitely interested in Scruffy, and talks with Lynn to find out more about him.



# Scruffy's canine-ality™ assessment

## item #1: left alone



**5 points**

Remained active for more than three minutes and jumped on chair.



### Match or Mismatch?

Tracy wants a dog who can be alone eight to 10 hours a day, can be loose in the house during inclement weather, and be out in the yard when the weather is nice. Lynn describes Scruffy's behavior during the Left Alone Item. They discuss having a dog walker come in during the day, providing enrichment devices such as a Tricky Treat™ ball and Kongs® stuffed with applesauce and then frozen. The dog walker would also confine Scruffy in the laundry room when the weather prohibits Scruffy from being outside.

They also discuss Scruffy's grooming needs. Tracy likes his silky coat and doesn't mind brushing him regularly.

### talking tip

Replacing the word “but” with “and” helps two seemingly opposite facts or ideas co-exist. Lynn opens the conversation by asking Tracy, “Scruffy is a busy guy, meaning he likes to have stuff to do, and you would like a dog who can be left alone for extended periods of time. How do you feel about hiring a dog walker to provide some stimulation during the day?”

## item #2: greeting



**1 point**

Kept all four feet on the floor but was still exuberant.



### Match!

Tracy wants a dog who is somewhat enthusiastic in the way he shows he loves people, and wants a dog who will be good with children under eight years of age.

### item #3: play



#### 2 points

Engaged in the game but lost interest quickly. He chose to sniff the ground or engage in some other activity not related to the toy or evaluator.



#### Match!

Tracy wants a dog who is somewhat playful.

### item #4: food motivation



#### 2 points

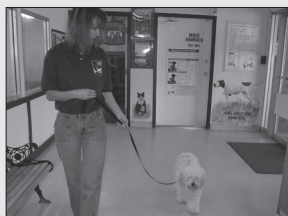
He followed the food lure and is enthusiastic, but got distracted and needed to be redirected several times.



#### Match!

Tracy is interested in some training and Scruffy is willing to work a bit, and isn't likely to need increasingly difficult challenges to keep him happy.

### item #5: manners



#### 1 point

Had lots of energy yet was well-mannered.



#### Match!

Tracy wants a dog who is "not too hyper", which she described as a dog who is not too needy for human attention. She also wants a dog who will be good with children under eight years old, and Scruffy behaved well by keeping all four feet on the floor.



**match!**

**Tracy has met her match!**



# scenario B

## when Beth met Scruffy

Beth has come to her local shelter to find a new canine companion. She fills out her Dog Adopter Survey, and although she is most compatible with purple dogs, she falls in love with an orange Busy Bee named Scruffy.



### dog adopter survey

**MYM**  
MEET YOUR MATCH™

first name	Beth	last name	Caninis	date	08/26/2007
address	10 Rolling St	city	Aranham	state	MA zip 04155
home phone	(781) 555 1212	work phone	(781) 555 1241	email	wc@kethcanis.com

1	I have owned a dog before.	YES	<u>NO</u>		Currently own dog(s)
2	The last time had a dog was...	2-10 years ago	10 years +		Not currently, but within the past year
3	My dog needs to get along with other dogs.	<u>NO</u>			YES
If yes, list names, ages, genders and breeds: _____					
4	My dog needs to be good with: (circle all that apply)	Children over 8 years old	Children under 8 years old	Elderly People	Cats Animals other than dogs and cats
				N/A	
5	My dog will primarily be an....	<u>Inside dog</u>			Outside dog
6	How many hours will your dog spend outside per day?	2-3 hours			
7	My dog needs to be able to be alone (per day)...	4 hours or less	<u>8-10 hours</u>	2 hours or less	12 hours
		4-8 hours			
8	When I'm at home, I want my dog to be by my side....		<u>All of the time</u>	Some of the time	Little of the time
9	When I'm not at home, my dog will spend her time...	In the garage	In the yard		<u>Loose in the house</u>
		In a crate in the house			Confined to one room in the house
10	I want a guard dog.	<u>NO</u>			YES
11	I want my dog to hunt or herd with me.	<u>NO</u>			YES
12	I want my dog to be the type that is very enthusiastic in the way she shows she loves people.		Not at all	<u>Somewhat</u>	Very
13	I want my dog to be playful.		Not at all	<u>Somewhat</u>	Very
14	I want my dog to be laid back.		<u>Very</u>	Somewhat	Not at all
15	I am comfortable doing some training with my dog improve manners such as jumping, stealing food, and pulling on the leash.		<u>No training</u>	Some training	A lot of training
16	I (or my children) want to participate in Agility, Flyball or Obedience with our dog.		<u>NO</u>		YES
17	I am interested in a dog with "special needs" (medical or behavioral)		<u>NO</u>		YES
18	It's most important to me that my dog	<u>likes everyone.</u>			

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**Life's Better**  
**with IAMS**

Beth's completed Adopter Survey

**MYM**  
MEET YOUR MATCH™

canine-ality™ and puppy-ality™ in action



# Scruffy's canine-ality assessment

## item #1: left alone



**5 points**

Remained active for more than three minutes and jumped on chair.



### Mismatch!

Beth wants a very laid-back dog who can be left alone loose in her house eight to 10 hours a day. She would prefer a dog who will be fine without a dog walker and “things to do” while she is away from home.

### talking tip

An **ascending tone of voice** creates an open and friendly environment conducive to learning. An ascending tone occurs when the speaker's voice rises up at the end of a statement, as if asking a question. Lynn uses an ascending tone when suggesting ways to keep Scruffy occupied while Beth isn't home. Lynn offers a suggestion, “Hiring a dog walker would help Scruffy stay occupied while you're at work?” Using an ascending voice conveys a non-judgmental attitude. Consider the difference in how the same statement “feels” when using a descending tone that drops down at the end, “Hiring a dog walker would help Scruffy stay occupied while you're at work.”

## item #2: greeting



**1 point**

Kept all four feet on the floor but was still exuberant.



### Match!

Scruffy was enthusiastic and at the same time kept all four feet on the floor. Beth wants a dog who likes everybody.



### item #3: play



#### 2 points

Engaged in the game but lost interest quickly. He chose to sniff the ground or engage in some other activity not related to the toy or evaluator.



#### Match!

Beth wants a dog somewhat interested in play, and Scruffy enjoyed playing for a bit, and then engaged in other behaviors not involving the evaluator or the toys.

### item #4: food motivation



#### 2 points

He followed the food lure and is enthusiastic, but got distracted and needed to be redirected several times.



#### Match or Mismatch?

Scruffy's responses during his Canine-ality™ Assessment indicates he is both internally and externally motivated. His externally-motivated behaviors were more predominant so the evaluator chose Busy Bee as his cage card. Beth would prefer a more socially-motivated dog than Scruffy who doesn't require much external stimulation other than her.

### item #5: manners



#### 1 point

Had lots of energy yet was well-mannered.



#### Match!

Scruffy is a well-mannered dog, very energetic, and needs external stimulation. Beth envisions her dog being more laid-back and focused on her.



#### mismatch!


Beth decides she and Scruffy are not a match.

## scenario C

# when Andrea met Peanut

Andrea just moved into her first apartment with her best friend from college, and she's excited about getting her first puppy. She goes to her local shelter to adopt her new companion. After she fills out her Dog Adopter Survey, the adoption counselor, Lynn, gives Andrea an orange Guest Pass and shows her to the puppy adoption kennel. Andrea falls in love with a three-month-old puppy named Peanut, an orange Bashful Tourist.


## dog adopter survey




first name <u>Andrea</u>	last name <u>Furball</u>	date <u>08/26/2007</u>
address <u>10 Hairball Street</u>	city <u>Boston</u>	state <u>MA</u> zip <u>04155</u>
home phone <u>(781) 555 1212</u>	work phone <u>(781) 555 1241</u>	email <u>wrc@andrea-furball.com</u>

1 I have owned a dog before.	YES	<input checked="" type="radio"/> NO			Currently own dog(s)
2 The last time had a dog was...	2-10 years ago	10 years +			Not currently, but within the past year
3 My dog needs to get along with other dogs.	<input checked="" type="radio"/> NO	If yes, list names, ages, genders and breeds: _____			YES
4 My dog needs to be good with: (circle all that apply)	<input checked="" type="radio"/> Children over 8 years old	<input type="radio"/> Children under 8 years old	<input type="radio"/> Elderly People		<input type="radio"/> Cats <input type="radio"/> Animals other than dogs and cats
5 My dog will primarily be an....	<input checked="" type="radio"/> Inside dog				<input type="radio"/> Outside dog
6 How many hours will your dog spend outside per day?	<u>4-5</u> hours				
7 My dog needs to be able to be alone (per day)...	<input checked="" type="radio"/> 4 hours or less	<input type="radio"/> 8-10 hours	<input type="radio"/> 4-8 hours	<input type="radio"/> 2 hours or less	<input type="radio"/> 12 hours
8 When I'm at home, I want my dog to be by my side....		<input checked="" type="radio"/> All of the time	<input type="radio"/> Some of the time	<input type="radio"/> Little of the time	
9 When I'm not at home, my dog will spend her time...	<input type="radio"/> In the garage <input type="radio"/> In a crate in the house	<input type="radio"/> In the yard	<input checked="" type="radio"/> Loose in the house <input type="radio"/> Confined to one room in the house		
10 I want a guard dog.	<input checked="" type="radio"/> NO				YES
11 I want my dog to hunt or herd with me.	<input checked="" type="radio"/> NO				YES
12 I want my dog to be the type that is very enthusiastic in the way she shows she loves people.		<input type="radio"/> Not at all	<input checked="" type="radio"/> Somewhat	<input type="radio"/> Very	
13 I want my dog to be playful.		<input type="radio"/> Not at all	<input checked="" type="radio"/> Somewhat	<input type="radio"/> Very	
14 I want my dog to be laid back.		<input type="radio"/> Very	<input checked="" type="radio"/> Somewhat	<input type="radio"/> Not at all	
15 I am comfortable doing some training with my dog improve manners such as jumping, stealing food, and pulling on the leash.		<input type="radio"/> No training	<input checked="" type="radio"/> Some training	<input type="radio"/> A lot of training	
16 I (or my children) want to participate in Agility, Flyball or Obedience with our dog.		<input checked="" type="radio"/> NO		YES	
17 I am interested in a dog with "special needs" (medical or behavioral)		<input checked="" type="radio"/> NO		YES	
18 It's most important to me that my dog	<u>to not chew things up and be housetrained.</u>				
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Andrea's completed Adopter Survey

# Peanut's canine-ality assessment

## item #1: explore



### 2 points

Peanut began to investigate room, body posture flashing from low to tall.



### Match!

Andrea wants a puppy who can be alone four hours or less a day, and who will be confined to her room when she's not at home. Peanut will do well to have human companionship to encourage him to explore his new home, and would likely be fine confined to one puppy-proofed room when no one is home. An alternative to confining Peanut to one room would be to get him a crate. If Andrea is interested in this option, it will be important for Lynn to conduct the Crate Ease and Acceptance Item to learn how Peanut will react when presented with a crate.

Lynn also discusses Andrea's most important criteria – that Peanut not chew things up and also be housetrained. Using an ascending tone, Lynn provides Andrea with suggestions for providing Peanut with appropriate chew items. Lynn also shares housetraining techniques and discuss Andrea's comfort level with working with Peanut to learn not to urinate/defecate indoors.

## item #2: greeting



### 2.5 points

Peanut approached exuberantly, tail above spine level, body communication flashing between confident and submissive.



### Match!

Andrea wants a puppy who is somewhat enthusiastic in the way he greets people and Peanut was just that. He'd do well with a guardian who is comfortable doing some socialization activities with him. Behavior which is positively reinforced is likely to continue, so rewarding his appropriate greetings with treats will help him grow more confident when he meets new people.

## item #3: wrap



### 0 points

Peanut was stiff and fearful, but struggled little or not at all.

#### item #4: paw hold



##### 0 points

Peanut puts his ears back, may have squinted eyes, and tried to pull back paw.



##### Match!

Andrea is interested in doing some training, and it appears from this Assessment Item that Peanut would benefit from some positive association with handling and grooming. Lynn gives Andrea some helpful tips on how to reward Peanut at just the right time so he learns that it's fun when people pick him up or hold his paw. This will be helpful to Andrea when Peanut grows bigger. The veterinarian and groomer will appreciate this as well!

#### item #5: up-down



##### 1 point

Peanut tugged back lightly, but repeatedly let go of the toy when the evaluator tugged back. Or, Peanut followed toy or otherwise engaged in the chase game with moderate effort, ceasing on his own before the evaluator ended the game.



##### Match!

Andrea is interested in a puppy who is somewhat interested in play, and Peanut did not get highly aroused during his Play Item, and ceased tugging before the evaluator ended the game.

#### item #6: food motivation



##### 3 points

Peanut followed the food lure and after a few repetitions learned the behavior. He was focused and responsive.



##### Match or Mismatch?

Andrea indicated on her adopter survey that she was comfortable doing some training. Lynn shares Peanut's response to this Assessment Item, explaining that he'll do very well with training because he's willing to work hard to get something he wants. Lynn adds that while this makes for easy training, Andrea might notice that Peanut may work hard for all sorts of things he wants, such as her attention, the sandwich on the counter, and the squirrel that ran across the yard. Andrea asks what she can do if she notices this happening, and Lynn responds by telling her she'll send her home with some training tips, as well as a list of recommended trainers in the area should these issues come up.

## item #7: food guarding



Peanut calmly allowed the food to be moved, followed the dish, but did not interfere with the dish's movement. His tail was low and wagging.



### Match!

Andrea indicated on her survey that she was not interested in a special needs dog, such as one with food guarding issues, and Peanut was very relaxed around his food.



Andrea and Lynn have thoroughly reviewed Peanut's Puppy-ality™ Assessment so that Andrea knows what to expect. They're both excited about the match.



**match!**

### Andrea has met her match!

Andrea feels she can provide Peanut with the support he'll need to grow up to be a well-adjusted dog. She also knows Lynn has a lot of information for her to take home on dog behavior and training that she can read later should an issue arise. She's confident that she and Peanut will make a great match and knows the shelter is always there for advice when she wants it.







**chapter eleven**

# **enrichment, management and behavior modification**

# enrichment, management and behavior modification

When conducting Canine-ality™ and Puppy-ality™, there is an opportunity to observe and identify behaviors that could be challenging to adopters, and sometimes, challenging for shelter staff. The following is a set of tested behavior protocols to support dogs and puppies through behavior modification, adopter support, and enrichment. The protocols provided here relate to behaviors identified through the Canine-ality™/Puppy-ality™ assessments.

Before conducting behavior modification and management work, three important programs should be in place in your facility. Program One is a general enrichment. Program Two is a standardized program for analyzing progress of animals receiving interventions. Program Three is adoption follow-up.

The ASPCA® strongly recommends that Program One (General Enrichment) and Program Three (Adoption Follow-Up) are put in place before focusing on behavior modification. All four programs help ensure success by supporting the needs of both your dogs and adopters.



## program one general enrichment

One standard definition of enrichment is *additions to an animal's environment with which the animal voluntarily interacts and, as a result, experiences improved physical and/or psychological health*. It is important to support dogs in your care with enrichment opportunities. There is a wealth of research supporting the increase in stress when enrichment is not provided to animals. For shelter animals, behaviors such as hyper-arousal, depression, and obsessive/compulsive behaviors are common when enrichment is absent. Dogs and puppies may display behaviors that make adoptions more challenging simply because they are not given the opportunity to chew, or other similar behaviors. This is especially true for canines with behavior challenges.

General overall enrichment should include:

- Daily walks (controlled and monitored)
- Social interaction
- Food games (using toys such as KONG®, Tug-a-Jug™, etc.)
- Opportunities for sensory stimulation such as sound (classical music), odor (lavender, spices, and even a bit of bedding from the cat area), and tactile (brushes to rub against, bedding, and large Boomer Balls®).

The behavior log introduced in Program Two can be used to monitor enrichment success, particularly for at risk dogs. There are two enrichment protocols supplied in this chapter that are designed for dogs with particular behavior issues. You will find them on pages 75 and 76.






## program two standardized program for tracking progress

A vital part of any management/behavior modification program is monitoring progress of the chosen intervention for the individual dog or puppy. Those providing the intervention should keep a behavior log for each session to help monitor progress.

It is important to remain objective not only when conducting the Canine-ality™/Puppy-ality™ assessments, but also when conducting behavior modification protocols. The ASPCA® strongly recommends keeping a behavior log of each behavior modification session. The template provided is designed to help quickly keep track of the number of sessions, the positive reinforcers used, and progress toward the goal. The template makes it easy to troubleshoot when a program is not moving forward as planned. One can read all of the logs for the animal to find which reinforcers were successful, what time of day is more productive, etc. Review the previous day's logs before beginning each session.

# behavior log



DATE

NUMBER OF SESSIONS TO DATE

YOUR NAME

DOG'S NAME

ANIMAL #

BEHAVIOR FOR MODIFICATION

PRIMARY REINFORCER USED (FOOD, TOUCH, ETC.)

SECONDARY REINFORCER USED (CLICKER, "YES", ETC.)

THE DOG'S BEHAVIOR SINCE THE LAST TRAINING SESSION HAS:  

IMPROVED
STAYED THE SAME
DECLINED

LENGTH OF SESSION

WHICH BEHAVIOR WAS REINFORCED AT BEGINNING OF SESSION?

WHICH BEHAVIOR WAS REINFORCED AT END OF SESSION?

BASED ON YOUR ANSWERS TO THE TWO QUESTIONS ABOVE, WHICH BEHAVIOR SHOULD THE NEXT SESSION BEGIN WITH?

DESCRIBE HOW MOTIVATED THE DOG WAS WHEN TRAINING TODAY

USING A SCALE OF 1 TO 10 (1 BEING LEAST MOTIVATED, 10 BEING MOST MOTIVATED), RATE THIS DOG'S RESPONSE TO TODAY'S TRAINING COMPARED TO THE TIME YOU WORKED WITH HIM. IF TODAY IS YOUR FIRST DAY WITH HIM, MARK N/A.  

12345678910N/A

COMMENTS

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## program three adoption follow-up

It is important to have good support for your adopters post-adoption. This is especially true for more challenging matches, and for dogs and puppies with more challenging behaviors.

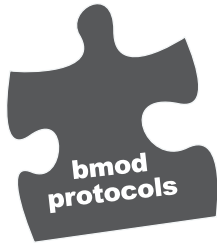
While ideally it's best to follow up with every adopter, if time and resources are in short supply, a great place to start is by following up with:

- Adopters who chose a dog outside their color category
- Adopters who chose a dog with behavioral challenges

Reach out to your adopters the third day after the adoption, the third week after adoption, and the third month after adoption. Be sure to have a list of resources available, such as trainers in your area, in the event an adopter needs assistance with specific issues.

Providing follow-up support is one of the best ways to help keep the bond between adopters and their new family members strong.

Once you have these three programs in place, you are ready to begin working with the following set of protocols.



## program four behavior modification protocols

### Who should be conducting the protocols?

It is strongly recommended that those implementing behavior modification programs have a solid working knowledge of learning theory. Certified Pet Dog Trainers are ideal candidates.

### Supervisor Alert Behavior Modification

Before conducting Supervisor Alert behavior modification and management work, be sure to have programs one, two and three in place in your facility.

In both the Canine-ality™ and Puppy-ality™ assessments, some Items contain responses that are marked as a “Supervisor Alert.” Behavior modification is strongly recommended prior to adoption. The following protocols are specific to these Supervisor Alerts. It is vital to track the dog’s progress when implementing a behavior modification protocol. Use the “Behavior Log” to monitor the protocol’s effectiveness and as a communication tool for staff.

### supervisor alert protocols

Canine-ality™ Assessment		
Item name	Behavior	Protocol
Greeting Item	Dog moves to the back of the room and avoids you	Shy/Fearful
Left Alone Item	Dog freezes, hides under furniture or in corner	Shy/Fearful
Left Alone Item	Dog focuses on door, whining, scratching on door, barking until you return	Potential Separation Anxiety
Play Item	Dog is fearful, does not recover	Shy/Fearful

Puppy-ality™ Assessment		
Item name	Behavior	Protocol
Greeting Item	Puppy runs to back of room in fearful posture	Low Confidence
Explore Item	Puppy stays still and does not move for 90 seconds	Low Confidence
Food Guarding Item	Puppy growls, is stiff with hard eyes, tries to bite	Food Guarding Protocol



## **supervisor alert protocol** **shy or fearful** **(greeting item, left alone item, play item)**

**Goal:** Decrease the dog's fear response.

**Equipment:** Tasty treats, treat cup, a book to read, volunteers and staff

**Be aware of your own body language.**

Always approach the dog, whether he's in or out of the kennel, with your body crouched and turned sideways to the dog, and your eyes averted.

**Reward relaxed behavior.**

It's easy to feel sorry for fearful dogs, but it's important to ignore the dog when he's exhibiting fearful behavior.

Toss a very high-value treat (such as a small piece of hot dog) to him if he begins to relax (i.e. his mouth is open and relaxed with slow breathing, he has soft eyes, decreased body tension, etc.)

Reward him with a tasty treat if he chooses to approach you. Begin by quietly handing him a treat without making eye contact. Exuberantly greeting him upon approach may elicit a fear response.

**Place a treat cup on the kennel door.**

Whenever a staff member or volunteer walks by the kennel, they should toss a treat into the kennel from the treat cup.

If he is crouched in the rear of the kennel, staff members/volunteers should wait for him to relax, then toss in a treat.

**Sit in the kennel and read to the dog.**

Assign volunteers to quietly enter the kennels of your fearful dogs and sit and read to them and ignore them for the duration of their time in the kennel.

If the dog chooses to approach the volunteer in the kennel, they should be quietly greeted or given a tasty treat, but then the volunteer should continue to read aloud.

**Teach him to touch his nose to a "target" on cue to boost his confidence.**

Have the dog establish a bit of trust with at least one person who can facilitate the target training.

Pair a soft verbal reward marker, such as "good", with a tasty food reward, such as pieces of hot dogs.

Smear the hot dog on your hand to make it stinky and extend your hand close enough to the dog so he can smell the hot dog scent. When the dog touches his nose to your hand to sniff the scent, quietly say your reward marker ("good"), followed by a food reward.

Continue this procedure until he appears to consistently come forward to sniff your hand. Then you can pair the behavior with a verbal cue such as "hand" or "target."

As the dog becomes more successful, increase the distance he has to travel to reach out and touch his nose to your hand.

Eventually, expect the dog to replicate the behavior with new people.

Once the dog is on your adoption floor, continue to keep a treat cup on his kennel door. Ideally, you will be able to manage the interactions between the dog and potential adopters. Prior to having the adopters meet the dog or puppy, explain his fearful behavior, show the adopters how they should use their body language (turn sideways to the dog, crouched low, eyes averted), and give the adopters a supply of treats to give to the dog. Ask the adopters to sit on the floor with the dog and reward him for coming to greet them. Provide the following handout to adopters and discuss with them the various activities they can do at home to help the dog/puppy become more confident.



## supervisor alert protocol potential separation anxiety (left alone item)

Dogs who spend the vast majority of the Assessment within two feet of the door, panting, whining, scratching on the door or jumping on the door have a higher likelihood of separation anxiety than dogs who do not display these behaviors. This does not mean the dog will have separation anxiety; it just indicates a higher likelihood.

It is difficult to modify separation anxiety in a shelter environment, but supporting the adopter with the right tools can help

decrease the likelihood that the behavior will occur once the dog is home. The handout on the following page should be discussed during the counseling session pre-adoption, and then revisited during the third day, third week, and third month follow-up with the adopter.

Provide the adopter with the handout, *Tips to Decrease Separation Anxiety* and review it with them during the adoption counseling session.



## supervisor alert protocol low confidence (explore item, greeting item)

**Goal:** Increase the puppy's level of confidence and comfort around new stimuli.

**Equipment:** Variety of toys, tasty and smelly treats, a dog-buddy, leash, and new places to take the puppy.

**1** If the puppy is comfortable in his kennel, begin there. Provide the pup with three to four new toys a day. The toys should all be novel, move in different ways, and make noise too. Quietly observe the puppy's behavior. If he does not interact with the toys, find toys that he will interact with. It's important that he begins to learn that new stimuli can feel good.

**2** Expose the puppy to a variety of new stimuli while pairing the experience with something that feels good. Begin slowly, and be sure to keep the sessions short and light. Take the puppy to three to four new spaces a day, and drop some desirable, smelly treats on the floor for him to eat. If he is relaxed and calm, engage in interaction that he chooses (explore, play, sit quietly), and then return him to his kennel.

**3** If possible, find a canine play partner or two who are a bit bolder (but not dominant) than the pup you are working with. Find a quiet space for the two to interact and explore their environment. Try to choose a new environment for each interaction. It is important to proof the "buddy" first, as a poor interaction would be very detrimental to the puppy's progress. Proofing can be done by observing the buddy with a few different dogs to be sure he or she is not dominant or aggressive.

**4** Finally, be sure to send your adopter home with some good support for their pup. Provide the adopter with the appropriate Meet Your Match™ adopter booklet, filled with information on interacting and socializing with their new family member. Refer adopters to The Ultimate Puppy Tool Kit, a set of step-by-step programs for the new puppy guardian (available at [www.asPCA.org/store](http://www.asPCA.org/store)).



## **supervisor alert protocol** **food guarding** **(food guarding item)**

Developed through research originally conducted at the Wisconsin Humane Society in Milwaukee, WI, this protocol is successful for the majority of dogs and puppies with identified food guarding.

**Goal:** To easily have the puppy lift his head and even back up from his bowl while remaining soft and loose when you approach.

**Equipment:** Regular puppy kibble, bowl, treats.

### **PART A: Identifying dogs for the program**

1 The puppy displayed growling and/or biting behavior during the Food Guarding Item of the Puppy-ality™ Assessment.

2 The puppy was observed interacting with two toys – a squeaky rubber toy and a rope toy – and no possession-type behaviors were noted when the toys were taken away from the puppy. The program will likely be ineffective with puppies who display aggression over non-food items.

3 It's strongly recommended that you run a serum blood chemistry and a thyroid panel to rule out potential physical issues.

### **PART B: Identifying dogs for the program**

Be patient – some puppies might zip through protocol in just a day or two – others may take up to two weeks.

1 All puppies should be on free feed for at least 24 hours before starting this program. This means that they have access to kibble 24 hours a day. While puppies will often gorge in the first couple of hours, they will quickly self-moderate. There is potential for stomach upset so be sure the puppy is clearly marked as participating in the food program.

2 After the initial 24 hours of free feed, take the puppy out of his kennel and bring him to a quiet training area. Give him some mildly valuable food – a dry kibble that is a bit tastier than what he has as free feed, or dry mixed with just a bit of canned. Be sure to make plenty – so that the puppy can eat for several minutes without running out. Prepare some delicious treats – (little balls of a good canned food work well). Approach the food bowl and drop in a treat as long as he is not aggressive (i.e. stiffening, hard stare, guarding bowl.) If he displays those behaviors, stand still (do not retreat) until he ceases. Then back up, wait until he finishes and next time decrease the value of the food in his bowl.

3 After dropping five to seven treats into the bowl, you will now expect him to lift his head when you approach – even just a tiny bit – before dropping the treat.

4 When he is reliably lifting his head for food, begin to bend down – as if to lift his bowl – then drop the treat. Be careful, watch for stiff behavior.

5 Increase your bend.

6 You should now be able to take the bowl and exchange for something better.

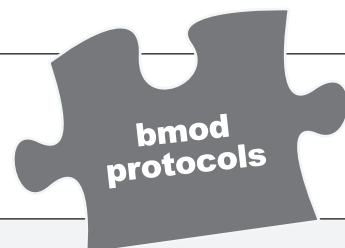
7 Be sure that the behavior is transferred to at least two other handlers, in two other physical spaces before the puppy is placed on the adoption floor. In other words, the puppy should be proofed in at least four different spaces (one being his home kennel) by at least three people total. The puppy should remain completely loose and relaxed around his food bowl.

8 All puppies placed for adoption from this program should be clearly identified as having been part of a behavior modification program, and should go home with the Food Guarding Program – Guide for Adopters (included with this Guide in the template section).

## other protocols: modifying other manners issues to help ensure behavioral success

Some dogs and puppies are at higher risk of developing manners and arousal issues while awaiting adoption. These protocols are specifically designed to support these canines.

### protocol: urination or defecation on cue



When adopters come to a Meet Your Match™ shelter, they are able to learn a lot about what a particular dog or puppy is likely to do in the home. One behavior that can be observed is house training. Did the dog urinate and defecate outside? In the Left Alone Room? Although it's impossible to predict the future behavior of the dog in the home with 100 percent certainty, you can still increase the likelihood of the dog being successful post-adoption. To help your dogs and puppies move in the direction towards becoming housetrained dogs, you can have volunteers train the dogs to urinate and defecate on cue. It is quick and simple and, most importantly, your adopters will be very happy with your hard work!

The following procedure should be consistently followed by ALL your volunteers and staff to successfully train your dogs to urinate and defecate on cue:

The information pertaining to the training handlers have been doing with the dogs should be passed along to the adopters so they can continue the procedure in their home.

**1** Designate two words or verbal cues to pair with the behaviors of urination and defecation. The standard cue in the dog training world for urination is “park” and for defecation is “hurry”; however, you can choose any two verbal cues as long as all your volunteers are consistently using the same cues.

**2** Every time the dog goes on a walk with a volunteer or staff member, he must say the word “park” as the dog assumes the position to urinate and “hurry” as the dog assumes the position to defecate. Repeat this sequence on every walk for one week.

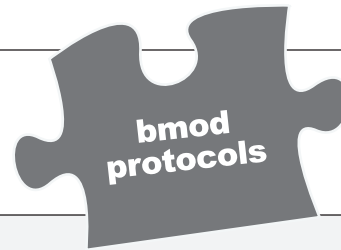
**3** During the first week of training, volunteers and staff should note the ritualistic behavior the dog exhibits prior to urination and defecation in order to best anticipate when to give the verbal cues for the next week of training. A volunteer log to note these behaviors would be a helpful way for volunteers to communicate. Prior to a walk, the handler should read the notes other dog walkers have recorded.

**4** For the second week of training, handlers must say the words “park” and “hurry” as the dogs exhibit their ritualistic behavior prior to urination and defecation.

**5** Finally, for the third week of training the dogs should be able to urinate and defecate on cue. The volunteers should be using the cues and asking the dogs to urinate and defecate. Be sure they ask them to do so soon after arriving outside.

If a dog seems as though he is not pairing the behavior with the respective verbal cue, handlers should note that in the log and return to the procedure for the second week of training.

## protocol: paw touch sensitivity



**PUT IN BOX:** Protocols for puppies: While not specifically identified as SUPERVISOR ALERTS, puppies who exhibit mouthing and escalating arousal during the Puppy-ality™ Assessment will benefit from the following behavior modification protocols.

### **Puppy-ality™ Assessment:**

#### **Paw Hold Item**

- Puppy puts mouth on handler the first time, then increases pressure when paw is picked up again.
- Puppy allows handler to pick up his paw the first time, but then struggles and strongly mouths the other times. The puppy's tail is above spine level and is very animated.

The information pertaining to the training handlers have been doing with the dogs should be passed along to the adopters so they can continue the procedure in their home.

### **Protocol:**

#### **Paw Touch Sensitivity**

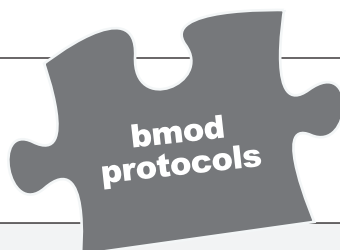
- 1** While the dog is still, reach forward and touch the upper leg, count to one and release. Praise highly and give food reward. If the dog struggles or pulls away, start by simply touching the leg with one finger for just a moment, praise and give the food.
- 2** Reach forward and touch the upper leg - count to three and release. Praise highly and give food reward.
- 3** Now begin the cue "paw" and "hold." When you reach for the leg, give the cue "paw" - then the cue "hold" - which will come to mean "stay still". If the dog moves his leg away, give the cue "no", which simply means incorrect. Then try again. If the dog

moves away three times, end the session, and begin the next session at an easier point. From this step on you will use these cues – you're giving the dog a way to predict when his paw will be touched.

- 4** Repeat step three but hold for eight to ten seconds.
- 5** While the dog is sitting, reach forward and touch the dog at its hock (the joint on the front leg), count to one and release. As before, if the dog moves away, give the cue "no."
- 6** Repeat step five but hold for three seconds.
- 7** Repeat step five but hold for eight to 10 seconds.
- 8** Now it's time to move to the paw. Repeat the exercise with the paw - first for one second, then three, then eight to 10.
- 9** Once the dog is comfortable with your touching his paw for 10 seconds, wrap your hand around the paw and repeat – first for one second, then three, then eight to 10.
- 10** Once the dog allows you to wrap your hand around his paw for 10 seconds, add manipulation to the nails. Slowly touch each nail while your hand is wrapped around the paw. Don't forget your "paw" and "hold" cues.
- 11** Repeat the same 10 Items with the other front paw. Then, repeat the 10 Items with the back paws.



## protocol: over-arousal and mouthing



### **Puppy-ality™ Assessment:** Wrap Item, Paw Hold Item, Up-Down Item

Puppies are fun to have in your shelter and adopters flock to meet them. During the Puppy-ality™ Assessment, however, you see a variety of behaviors – and occasionally you'll encounter a puppy with arousal or frustration issues who needs intervention prior to sending him home with his new family. Arousal issues left untreated can potentially be dangerous as they can escalate into aggression. A puppy with arousal issues will likely exhibit several of the following behaviors during a Puppy-ality™ Assessment:

**Mouths with pressure.** This pressure may leave tooth impressions, scratches, and/or draw blood.

**Displays a lot of vertical behavior in addition to mouthing with pressure.** He may tug at or rip your clothing.

**Growls while he mouths you, displays vertical behavior, and/or tugs on your clothing. Mouths with pressure and vocalizes during the Wrap Item.** At the completion of the test he may mouth you with pressure, growl, and/or tug at your clothing.

**Engages in the Up-Down Item, but then moves up the toy to mouth your hand and/or arm with pressure.**

**Escalates behavior.** When all of the above interactions occur, they escalate or increase in intensity over time.

**Continues the above behaviors even he is ignored.**

### **Throwing a Puppy Party**

A puppy party is the behavior modification program used to help puppies with arousal issues, especially with the mouthy behavior. It teaches them to interact with humans in a whole new way.

### **A puppy party should be conducted as follows:**

Once a day, a group of two to five staff members and the puppy should gather in a spacious room (e.g. the Assessment room) with few distractions.

A wide variety of many toys should be scattered across the floor.

Everyone will stand in a circle and only pet and talk to the puppy when he has a toy in his mouth.

When the puppy does not have a toy in his mouth, everyone stands up, avoids eye contact with the puppy, and does not talk to or touch the puppy.

If the puppy gets too distracted by other stimuli in the room and does not have a toy in his mouth, someone can pick up and toss a toy out to the puppy as a reminder.

When the puppy becomes overly aroused and begins to mouth people in the room with pressure, the game ends and he goes back to his kennel.

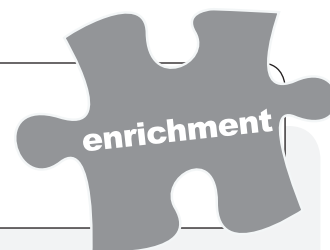
This should be done every day for approximately 10-20 minutes, depending on the success of the puppy.

Once the puppy is showing consistent improvement from day to day and is not becoming aroused during the puppy parties, move the behavior modification to a different room. If the puppy is successful and does not show arousal behavior in that room, he is ready for adoption. If the puppy reverts back to his arousal behavior, continue the puppy parties in that room for a few days until he is successful again and then move to another room.

This behavior modification program teaches the puppy that he will only get attention from humans when he has a toy in his mouth – this makes him unable to mouth people and prevents his arousal behavior from accelerating.



## enrichment protocol #1: reading and relaxation program (R&R)



Developed at the Animal Refuge League of Greater Portland (Westbrook, ME), the Reading and Relaxation volunteer program helps decrease the arousal and stress levels of dogs on the adoption floor as adopters pass through, and helps increase the dog's success in his new home.

Although daily walks are an important part of a shelter dog's life, it is important to limit the number of walks as it can create dogs with Olympic walker stamina! Human contact is the most enriching part of a shelter dog's day – that's why in-kennel human contact is so important.

Dog walkers can be asked to help with this program; however, it is quite helpful to recruit volunteers who will solely have the R&R duty. A simple press release to your local newspaper describing the program and the need for volunteers or a page on your website is likely to generate interest.

### For this program you will need the following materials:

- Folding chairs
- Appropriate books for the public and children (Volunteers can bring their own reading materials to catch up on if they choose to do so)
- Kennel signs briefly describing to the public the interaction taking place in the kennel between volunteer and dog.
- A session log to track the number of sessions per day, who completed the sessions, and for how long.
- A behavior observation log kept out of sight from the public for the volunteers to write notes regarding the dogs' behavior they saw while in the kennels. This log will serve as communication among the volunteers and staff.

### R&R Protocol

Once or twice a day, volunteers will enter the dogs' kennel, sit down on a chair and read to the dogs for 30 minutes.

Volunteers will acknowledge the dog's presence in the kennel by quickly patting his head when the dog approaches with good manners, but then carry on with their own reading.

Upon entering the kennel, the volunteer will post a sign on the door briefly describing to the public the interaction they are viewing in the kennel.

At the completion of each R&R session, the volunteer will fill out the session and behavior observation log accordingly.

### Volunteers should be capable of accomplishing the following additional tasks:

- Enter the dog's kennel only when the dog has four paws on the floor and is waiting quietly.
- Ignore inappropriate behavior the dog is exhibiting, such as barking, jumping, whining, etc.
- Make good judgments as to when to exit the kennel if the dog is continuing inappropriate behavior even when he is being ignored.
- Practice self-restraint in wanting to play with the dogs in the kennel or turn the focus of the R&R session into a highly-interactive time with the dogs.
- Be skillful at politely addressing the public's questions regarding the program or re-directing any other question to the front desk or a staff member.

### The R&R Program will teach your dogs to:

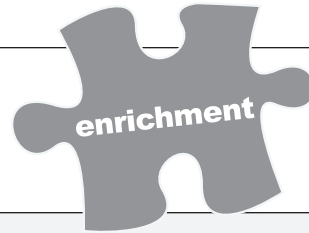
Remain calm as adopters pass through the adoption floor.

Enjoy the presence of a human without having to be the center of attention.

Develop exercise needs that are more manageable for adopters.

Be accustomed to "down" time, a key element for success in the home.

## enrichment protocol #2: mighty mouths kennel enrichment



Shelters occasionally encounter dogs who are heavy chewers or tend to chew and swallow inedible items in their kennels. Often times these dogs don't have the proper kennel enrichment so they resort to chewing and sometimes swallowing parts of objects in their kennel including their bedding, food and water bowls, the kennel door, or toys that do not pass through the digestive tract easily. In addition, bully breed dogs, such as pit bulls, tend to deteriorate quickly; therefore, certain kennel enrichment is needed to occupy and maintain the behavior of these dogs.

**The most important items to provide are those the dog can safely chew and swallow that will safely pass through the digestive tract. These can include:**

- Newspaper or paper towel/toilet paper tubes for ripping and shredding.
- Boomer Balls®, which are large, tough, plastic balls that are difficult to destroy. Many bully breed dogs use these balls to play with and chew roughly in their kennels. Herding dogs often enjoy rolling and chasing the balls in the shelter's outdoor enclosure. Holes can be drilled into the Boomer Ball®, transforming it into a kibble-dispensing device that keeps food-motivated dogs occupied.
- Heavy-duty rubber toys such as the KONG®. For an added challenge, suspend the KONG® by a rope from the top of the dog's kennel.
- Nylabones®
- Tug-a-Jug™
- Large rolled up rawhides
- Cereal box kibble-dispensing device, which provides a food motivator and the ripping and tearing that some dogs enjoy. Collect a bunch of cereal boxes and remove the inside plastic pouch that contains the cereal. Take three to four boxes and layer them, pouring kibble inside the boxes, closing the tops and placing kibble in between each layer of boxes.
- Fresh, crunchy fruits and vegetables such as apples, large carrots and cucumbers.

When providing enrichment for dogs who tend to consume inedible items, be sure that the materials are inert and can safely pass through the dog's digestive tract. In addition, be sure that the dog cannot physically harm himself on sharp edges or damage his teeth on objects that are too hard.

If the shelter identifies enrichment items that are successful in occupying those dogs who tend to chew and swallow inedible objects, be sure to notify the dogs' adopters.

Please visit the following websites for more information about the listed products:

**Boomer Ball®**

[www.boomerball.com](http://www.boomerball.com)

**Nylabone®**

[www.nylabone.com](http://www.nylabone.com)

**Kong®**

[www.kongcompany.com](http://www.kongcompany.com)

**Tug-A-Jug™**

[www.busybuddytoys.com](http://www.busybuddytoys.com)



**chapter twelve**  
**glossary**

# **glossary of terms**

## **page 8**

### **elicit**

*(possible synonyms:*

*evoked, provoke, prompt, draw out)*

To draw, bring out, or bring forth.

## **page 15**

### **freeze**

Dog temporarily stops all movement and becomes stiff. His body is completely still and he may briefly cease respirations.

## **page 16**

### **arousal**

A change in physiological state associated with excitement that can sometimes lead to aggression. Rapid panting, dilated pupils, and active behavior are likely.

### **ceases quickly**

Dog's greeting ends shortly after the initiation. The greeting may end abruptly, for example, when the dog chooses to engage in another behavior such as submissively licking the handler's lip or chin.

### **exuberant**

Dog displays a lot of movement and excitement. His body is loose and wiggly, and his mouth is likely open.

### **sociability**

Interaction specifically related to affiliative behavior toward a human.

## **page 18**

### **fearful**

Dog's ears are back, his body low and his tail is likely low or tucked. He may lie down and not move.

### **does not recover**

Dog becomes fearful during the Item and lies down or moves away from the evaluator and toys. When the Item is completed, he continues to exhibit fearful behavior even when the evaluator coaxes him and encourages social interaction.

## **page 20**

### **cue**

A sensory signal, such as a word or hand movement, that is followed by or paired with a corresponding behavior.

### **focused and responsive**

Dog is alert and attentive to the environmental stimulus (food item) and reacts appropriately to changes or movements in the stimulus.

### **food lure**

A high-value food item held in hand (the dog can see and smell it) that is moved to manipulate the dog into the correct position or behavior and is given to the dog once the behavior is completed.

### **redirected**

Dog's attention needs to be encouraged back to the stimulus – for example, a food item he's asked to focus on.

## **page 21**

### **pulled on the leash "a lot"**

When on leash, the dog pulled more than half of the time.

### **was calm and well-mannered**

Throughout the Assessment the dog was easy to handle and assess.

### **had lots of energy yet was well-mannered**

Dog was quite active, and might have even been aroused for much of the Assessment, but was not difficult to handle and assess.

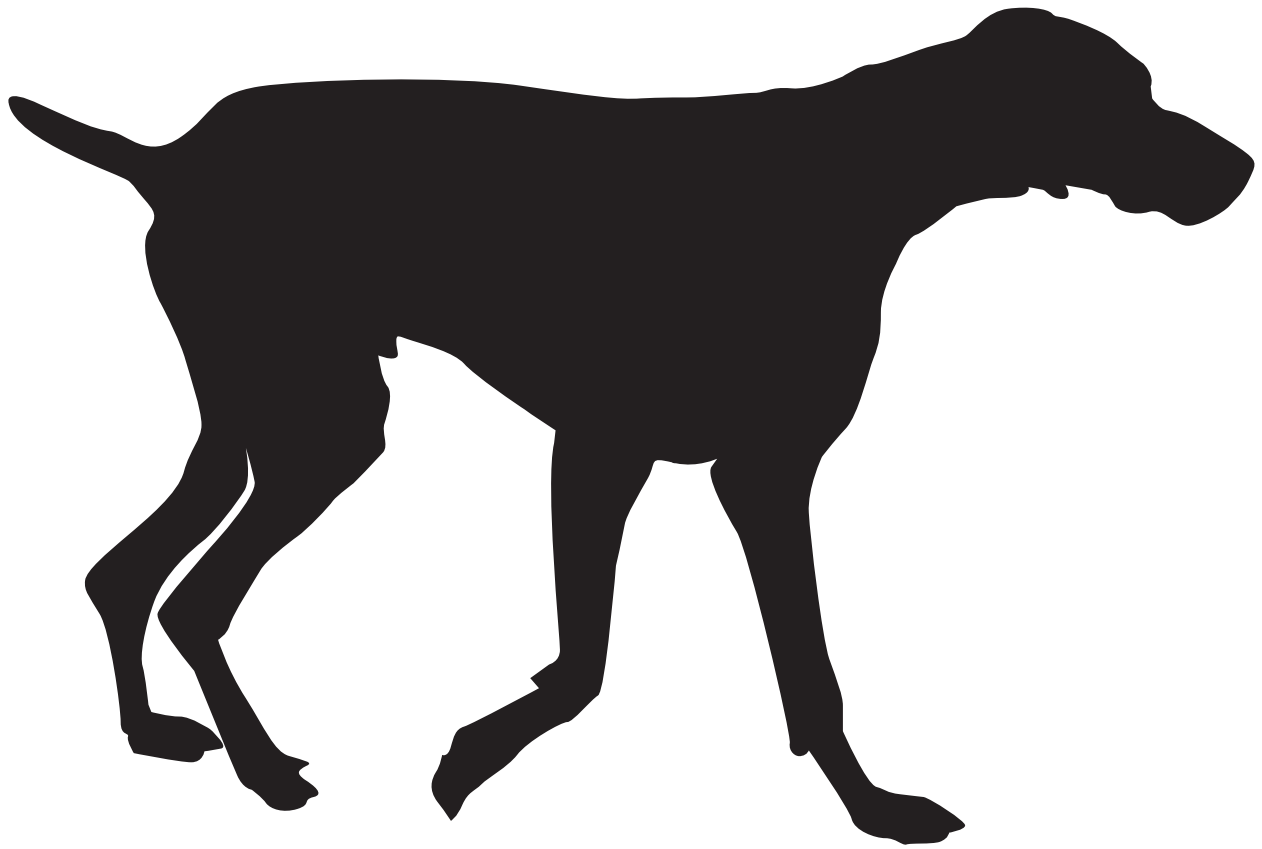
## **page 27**

### **stimuli**

Objects, sounds, odors, etc. in the environment that evoke a physiological response and/or behavior from the dog.

### **zones out**

Dog's attention leaves the stimulus (food lure) and cannot be encouraged back.



**chapter thirteen**  
**trademarks**

# Meet Your Match™ trademarks

So you're ready to implement Meet Your Match™ at your facility. You and your staff have mastered the ins and outs of the program, you've implemented an approved aggression assessment tool if you didn't have one already, and you're excited and raring to go! But, before you begin to paper your shelter in all shades of purple, orange and green, please take a few minutes to learn how to correctly present Meet Your Match™ at your facility to ensure you don't violate the ASPCA®'s trademark or copyrights.

## trademarks, copyrights and registered symbols

So what is a trademark, what is a copyright, and why do they matter? This section of the Canine-ality™ Manual and Program Guide provides a brief overview of trademarks and copyrights and explains why they're both important in terms of Meet Your Match™.

We've all seen the copyright notice in the first few pages of our favorite book, and we've likely noticed the little trademark symbols next to product names, such as Coca-Cola® and Google™. Why is one designation used over another? A copyright protects original work of authorship such as a picture, drawing, graphics, software program, written work, sculpture, song, or photograph. Copyright law prevents someone from copying another's copyrighted work.

Trademark protection, on the other hand, is designed to protect a word, phrase, symbol or design (or a combination of words, phrases, symbols or designs) that identifies and distinguishes the source of the goods or services of one person or company from those of others. Essentially, a trademark is someone's name or brand. Both a ™ and an ® designate a trademark. The difference between the two symbols? An ® means a trademark is registered with the U.S. Patent and Trademark Office, and a ™ means the goods or services provider claims trademark rights based on use in commerce, although the mark may not be registered with the U.S. Patent and Trademark Office.



## things to remember

**Meet Your Match™ needs to be used in its entirety, as provided to you.** It's not possible to use some parts of the program and discard others. For example, it's not permissible to use the cage cards or the colors associated with Meet Your Match™ if you don't have an approved aggression assessment tool in place or if you're not implementing all aspects of the program such as choosing the correct Canine-ality™.

**The templates provided to you need to be used without altering their content or appearance.** This includes guest passes, cage cards, and any other materials.

**You cannot delete our name from the materials and replace it with your shelter's name.** Proper credit must be given to the ASPCA® to protect its legal rights.

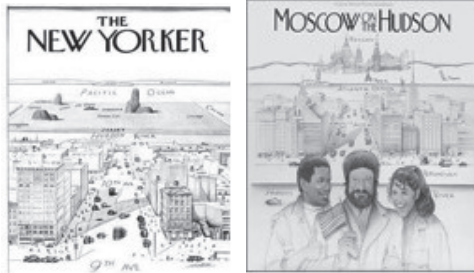
**Use the program's name consistently** (e.g. Meet Your Match™ instead of MEET YOUR MATCH™ or MYM) and use the appropriate trademark and copyright notice.

## examples of copyright infringement

Here are some visual examples of trademark logos for Disney®, Coca-Cola® and Nike®.



Here are some examples of copyright infringement – which occurs when a person or an entity violates the exclusive rights of the copyright holder. This might be using a magazine’s “look and feel” but changing the content, as an ad for a movie does in this case:



Or, copyright infringement might be changing the logo of a well-known search engine to advertise for a product.



## Meet Your Match™ trademarks

So what does any of this have to do with Meet Your Match™? Meet Your Match™ is a trademarked program with materials that need to be presented correctly with the correct credit given to the creators and sponsors.

Users of the program have permission to reprint the elements as they are presented in this guide, solely for the purpose of implementing the Meet Your Match™ Canine-ality™ or Puppy-ality™ Adoption Programs in their entirety. The program was designed to be used in its entirety and so it is only effective when used as such. You cannot simply use a portion of the program, nor can you change any of its elements (i.e. the name of the program, cage cards, color assignments and specifications, Canine-ality™ and Puppy-ality™ Assessments, or the Adopter Survey).

*Please note that Pillsbury® did not produce this logo – it was found during an Internet search for examples of copyright infringements.*

## examples of what not to do

### example 1 information on website

#### what's wrong?

Did not acknowledge the origin of this program (ASPCA®) or its sponsor (Iams®) and did not use their logos

Uses photos of dogs that are not from Meet Your Match™ materials



## example 2

### downloadable adopter survey

#### what's wrong?

Has no Meet Your Match™ information on its site. The only reference to the program comes when clicking on “Animals for Adoption” – which leads to a downloadable Adopter Survey – with no further explanation about the program or how the Survey fits in.

Does not include any Meet Your Match™ branding (name of program, colors, etc.)

Does not acknowledge the origin of the program (ASPCA®) or its sponsor (Iams®)

**Adoption Application**

This application is valid for 30 days and only for the animal(s) listed.  
There are two ways to complete this form:

1. Print it out to complete it manually; or
2. Complete it using Microsoft Word. Use the mouse, tab key, or arrow key(s) to move from field to field. Use the mouse to “X” your answer. To delete an “X” click on it. Remember to save the form once you have completed it. Then email it to us at [info@fchs.org](mailto:info@fchs.org).

Do \_\_\_\_\_  
Pet's Name: \_\_\_\_\_ Cat: \_\_\_\_\_ Dog: \_\_\_\_\_  
Your Name \_\_\_\_\_ Phone \_\_\_\_\_ Work phone \_\_\_\_\_  
Street address \_\_\_\_\_ Apt no. \_\_\_\_\_  
City \_\_\_\_\_ State \_\_\_\_\_ Zip Code \_\_\_\_\_  
Email address (optional) \_\_\_\_\_  
How long have you been at this address? \_\_\_\_\_ years \_\_\_\_\_ months Do you \_\_\_\_\_ own or \_\_\_\_\_ rent?  
Do you live in a (check one) \_\_\_\_\_ house \_\_\_\_\_ townhouse \_\_\_\_\_ condo \_\_\_\_\_ apartment \_\_\_\_\_ trailer or \_\_\_\_\_ other?  
Landlord's name and phone number \_\_\_\_\_  
How many people live in your home? \_\_\_\_\_ Please list the ages of children in home under 18 \_\_\_\_\_  
Has everyone in the household visited the pet? (Leave blank if you have not met the pet): \_\_\_\_\_  
Does anyone in your home have allergies? Yes \_\_\_\_\_ No \_\_\_\_\_ If Yes, please explain \_\_\_\_\_

How many pets do you have now? \_\_\_\_\_ Please list them below:

Dog	Cat	Other	Age	Breed	M/F	Lives	Spayed/Neutered?
_____	_____	_____	_____	_____	_____	in _____ out _____	yes _____ no _____
_____	_____	_____	_____	_____	_____	in _____ out _____	yes _____ no _____
_____	_____	_____	_____	_____	_____	in _____ out _____	yes _____ no _____

Please list your last three previous pets and reason why you no longer have them:

Dog	Cat	Other	Age	Breed	M/F	Reason you no longer have them
_____	_____	_____	_____	_____	_____	_____
_____	_____	_____	_____	_____	_____	_____
_____	_____	_____	_____	_____	_____	_____

Have you adopted from the FCHS before? yes \_\_\_\_\_ no \_\_\_\_\_  
If yes, do you still have the animal you adopted? yes \_\_\_\_\_ no \_\_\_\_\_



# examples of what to do


## example 1 information on website

### what's right?

Great use of MYM colors throughout the Website.  
Identifies ASPCA® and Iams® as sponsors of the program.  
Uses correct trademark symbols when identifying program.

search: | donate | become a member | contact us | home

## Marquette County Humane Society



### Meet Your Match™ Adoption Program

The Marquette County Humane Society would like to introduce you to "Meet Your Match"! This exciting program offers an innovative approach to the pet adoption process. The program was developed and tested by Animal Behaviorist Dr. Emily Weiss for the Kansas Humane Society and includes observation of each dog's behavior through a "Canine-ality" Assessment. This gives shelter staff information about each dog's personality that can be shared with adopters.

As part of the Meet Your Match program, MCHS staff and volunteers hosted an intensive training session with representatives from the ASPCA. We found that the canine assessment shows us current characteristics of each dog, including activity level, playfulness, and ability to be left alone, and so on. Staff members did the adopter survey, too. It was quick and fun, and helped us see which of the adoptable dogs fit our expectations best and revealed challenges we would need to address in selecting a dog that didn't quite fit our lifestyle.

The Meet Your Match™ Canine-ality Adoption Program is designed to increase the likelihood that dogs aged six months and older adopted from our shelter will be accepted into their new homes as welcome members of the family.

Meet Your Match™ helps form lasting bonds by matching your expectations of pet ownership to a dog's behavior. Matching the "canine-ality" of the dogs in the shelter with the type of dog you're looking for lays the foundation for the human-canine bond to develop, increasing the potential for a successful, permanent placement.

#### Each Dog has its own Canine-ality!

The Meet Your Match™ Canine-ality Adoption Program is comprised of two parts. The first part, the Canine-ality Assessment, helps us determine the individual needs of each dog. Five tests help us determine their general canine-ality including friendliness, playfulness, energy level, motivation and drive. Each dog is then categorized into a personality color according to their scores. These categories are color-coded purple, orange and green, respectively.

Three descriptions within each color category represent different motivation types: socially motivated, internally motivated, or externally motivated.

The **socially motivated dog** is motivated by human contact and attention. This type of dog values human attention and will work for it. Descriptions for socially motivated dogs in each color category are Life of the Party (green), Goofball (orange), and Constant Companion (purple).

The **internally motivated dog** is often motivated by stimuli that are difficult or impossible to control. This type of dog is often independent, and is not necessarily motivated by social contact, tennis balls or even food. Descriptions for internally motivated dogs in each color category are Free Spirit (green), Wallflower (orange), and Couch Potato (purple).

The **externally motivated dog** is motivated by a variety of stimuli including human contact, food, and toys. Descriptions for externally motivated dogs are Go-Getter (green), Busy Bee (orange) and Teacher's Pet (purple).

Meet Your Match™ also has a Puppy-ality program that MCHS is part of too. As with the Canine-ality assessment, Puppy-ality also includes nine color descriptions representing socially, internally and externally motivated puppies in each maintenance category.

#### What Color Dog are You Looking for?

The second part of the program, the Dog Adopter Survey, helps us envision how your new dog will fit into your home and family. Adopters fill out a brief survey about their expectations for a new pet which results in a color-coded matchmaking system that indicates compatible people and pets. Based on the results of the survey, you'll receive a color-coded Guest Pass to help guide you to dogs that best meet your expectations and lifestyle. For example, if your pass is orange, look for dogs with an orange kennel card.

The Meet Your Match™ Canine-ality and Puppy-ality Adoption Program helps you find the dog that's right for you. The program makes adopting fun and gives the pet owner lots of information about their new friend.

#### More Matchmaking to come...

We're looking forward to later in 2006/07 when the ASPCA, Iams and Meet Your Match™ will present their "Feline-ality" adoption program for cats.

So if you, or anyone you know, are looking for a new pal... stop by the Marquette County Humane Society and "Meet Your Match"!

#### Here's a look at the color-coded categories of Meet Your Match™

##### COUCH POTATO

Like the easy life? Then I'm the perfect match for you. I'm a relaxed, laid back kind of dog who enjoys long naps, watching movies, curling up on laps, and walking very short distances from the couch to the food bowl and back.

##### CONSTANT COMPANION

Looking for an emotionally secure, mutually satisfying, low maintenance relationship? I am all you need. Let me sit at your feet, walk by your side, and I'll be your devoted companion forever.

##### TEACHER'S PET

I've got the whole package — smart, fuzzy, four legs, love to learn and live to please. Go ahead, teach me anything. Sit, stay, balance your checkbook, I can do it all. Keep me entertained and I will be yours forever.

##### WALLFLOWER

Shy yet charming canine searching for patient owner with relaxed lifestyle. Looking for gentle guidance to help me come out of my shell. Treat me sweet and kind and I'll blossom.

##### BUSY BEE

I'm a naturally playful, curious and trusting canine. Take me for a big walk every day; give me something to do. After my job's done, I'll curl up in with you in the evenings. I'm a dog on a mission to please you and myself.

##### GOOFBALL

I'm a fun-loving, happy-all-the-time, glass-is-half-full kind of dog looking for someone who loves to laugh and play around. Must have a great sense of humor and a bunch of tennis balls.

##### LIFE OF THE PARTY

I think everything is fun, interesting and meant for play, especially you. Anything you do, I'll want to do too. With my own brand of surprise, life with me will keep you constantly on your toes, and the fun is guaranteed.

##### GO-GETTER

Want to get more exercise? Action is my middle name. My "Let's GO!" lifestyle will keep you motivated to get outside and move. I've got tons of energy; and just like the sun, I'm burning and working 24 hours a day, seven days a week. I'll run for miles, chase a ball for hours, and still want to play at the end of the day.

##### FREE SPIRIT

Intelligent, independent, confident and clever; I prefer making my own decisions but will listen to you if you make a good case. We're partners in this adventure. Treat me like one and we'll both live happily ever after.

#### Puppy-ality Color Descriptions

##### Thrill Seeker

WOO-HOO! This is so cool! Have you tried this ride called LIFE yet? It's got all these great twists and turns and so many neat things to play with like balls, fleece toys, rawhides, socks, pant legs, fingers—and so many neat people to meet—you, your friends, your friends' friends, and the friends of your friends' friends. Jump on board and we'll have a blast together!

##### King of the Mountain

I'm self-educated with a splash of ambition. As canine royalty, I like to set the rules. Explain a better way though, and I'll give you due consideration. I'm really looking to share my throne with a hard-working, confident, and full-of-pep human.

##### Super Hero

I'm an all-purpose pup ready to commit 110%. When there's a crumb dropped, I'll be there to pick it up for you. When there's a hole that needs to be dug, I'll be there with all four feet. When someone needs a buddy to run miles with, I'll be there with leash in tow. Commit 110% to me, and I'll be yours forever.

##### Backflip Thwirl

So this is my first time on my own, and Jeez, did you know the world is a really big and kind of scary place (especially when you don't speak the language)? With the right translator, I know I can learn my way around. Until I get familiar with the place, let me stay right by your side... or maybe just a little behind you.

##### Class Clown

Class clown seeks good-humored soulmate ready to let the good times roll. My playful jokes, love of all things chewable and slapstick comedy will keep you and your friends doubled over laughing for hours. When I hog the spotlight, just let me know the joke's over and I'll settle down.

##### The Bookie

Young self-starter looking for an inspirational coach to take us to the top. I've got the whole package—brains, good looks, and loads of raw talent—and I'm ready to use them. Teach me, praise me and I guarantee I'll make you proud at home, on walks, or competing in the field.

##### Day Dreamer

Easy-going, relaxed pup seeks laid-back human for mutually low stress relationship. Must see the bowl as half-full, enjoy leisurely games of fetch followed by a quick snack and two-hour nap, and be willing to explore the joys of relaxing together.

##### The Detective

It's elementary, my dear assistant... let's unravel the mysteries of the world together. I simply use my trusty nose and my natural taste for details. You simply offer any leads you might have. Together we'll solve every mystery that comes our way.

##### Kindergarten

It's the first day of school and, boy oh boy, am I nervous! I'm not sure where to sit, when we eat or even where the bathroom is. All I need is a person I can trust to show me the ropes. Will you be my mentor and show me around?



#### Available for Adoption

**Dogs & Puppies**  
Cats & Kittens  
Rabbits, Birds, Guinea Pigs, Snakes, Fish, Etc.

#### The Animals

**Adoption Information**  
**Responsible Ownership**  
**Cruelty Cases**  
**Lost & Found**  
**Wildlife Information**  
**Happy Tails**  
**Pet Portraits**

#### The Shelter

**What's Happening?**  
**Donations**  
**Deb's Dog of the Month**  
**Events/Meetings/News**  
**Volunteer Opportunities**  
**New Shelter Van**  
**Strut Your Mutt**  
**Links**  
**MCHS Wish List**  
**Become A Member!**  
**MCHS Newsletter**  
**Employment**  
**Contact the MCHS**  
**Contact the MCHS**

800.888.8888

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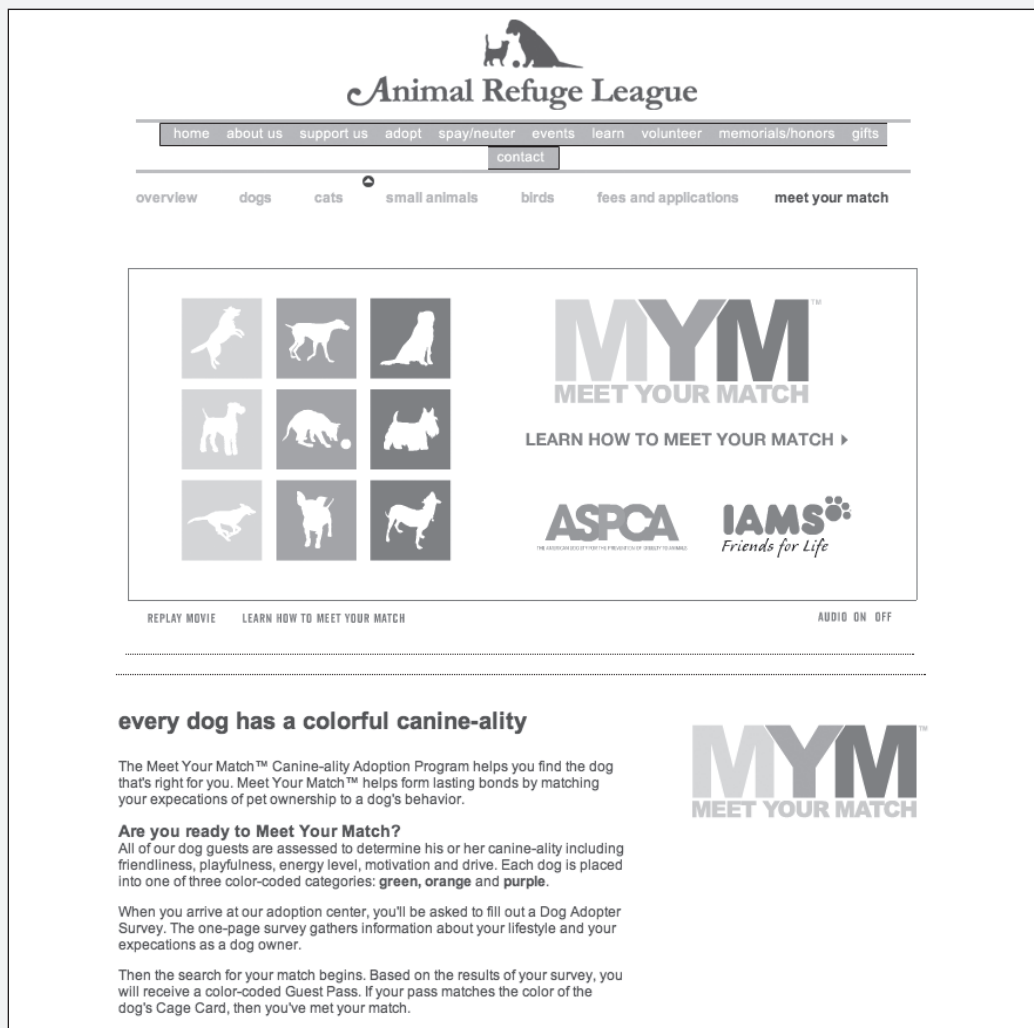
## example 2

### information on website

#### what's right?

Use of ASPCA® and Iams® logos highlights sponsors' role in Meet Your Match™. Use of bright, cheerful Meet Your Match™ colors helps to draw attention to the program and the shelter.

Website generates excitement by giving visitors the opportunity to view Flash movie to learn more about Meet Your Match™!



If you have any questions or would like more information, please contact us at [outreach@aspca.org](mailto:outreach@aspca.org). If you'd like to run something by us to see if it's okay, please send us what you have so we can take a look at it and give you an informed answer.

# chapter fourteen

# reproducible forms and templates

The following documents and forms have been provided to you for reproduction. As discussed in Chapter 13, the ASPCA®'s Meet Your Match™ Canine-ality™ and Puppy-ality™ Adoption Program is protected by copyright.

The program must be used in its entirety. You cannot use a portion of, or change any elements of the program (including the ASPCA® and Iams® logos, name of the program, cage cards, color assignments and specifications, Canine-ality™ Assessment, and Adopter Survey). The document may not be reprinted in whole or in part without the express written consent of the ASPCA®; however, you have permission to reprint the elements of the program as they are presented in this Guide solely for the purpose of implementing Meet Your Match™ in its entirety. You may add your logo to any of the documents listed when you implement the program in its entirety.

One set of templates has been provided for you. In the event your templates become lost, damaged or destroyed, or if you would like an electronic version (PDF) of the templates, you can contact the ASPCA® at **[outreach@aspca.org](mailto:outreach@aspca.org)**.

[illegible]

## canine-ality assessment

Use an Assessment form  
for each dog and keep it  
with the dog's paperwork.  
*6 pages*

[illegible]

## puppy-ality assessment


Use an Assessment form for each pup and keep it with the dog's paperwork.  
6 pages

dog adopter survey		MYM	
sex	breed	age	
male	border collie	12	
female	border collie	12	
1. I have owned a dog before.	YES	NO	Comments: none
2. The first time I got my dog...	3401 years ago	10 years or +	Comments: for welfare of the dog
3. My dog needs to spend all his other days...	Yes, but training, games and treats		YES
4. I would like to go out with my dog...	Children and family	Children and family	Comments: none
5. My dog will go to the zoo...	Don't know	Don't know	Comments: none
6. My dog needs to go to the zoo...	Don't know	Don't know	Comments: none
7. I would like to go to the zoo...	Don't know	Don't know	Comments: none
8. I would like to go to the zoo...	Don't know	Don't know	Comments: none
9. I would like to go to the zoo...	Don't know	Don't know	Comments: none
10. I would like to go to the zoo...	Don't know	Don't know	Comments: none
11. I would like to go to the zoo...	Don't know	Don't know	Comments: none
12. I would like to go to the zoo...	Don't know	Don't know	Comments: none
13. I would like to go to the zoo...	Don't know	Don't know	Comments: none
14. I would like to go to the zoo...	Don't know	Don't know	Comments: none
15. I would like to go to the zoo...	Don't know	Don't know	Comments: none
16. I would like to go to the zoo...	Don't know	Don't know	Comments: none
17. I would like to go to the zoo...	Don't know	Don't know	Comments: none
18. I would like to go to the zoo...	Don't know	Don't know	Comments: none
19. I would like to go to the zoo...	Don't know	Don't know	Comments: none
20. I would like to go to the zoo...	Don't know	Don't know	Comments: none
21. I would like to go to the zoo...	Don't know	Don't know	Comments: none
22. I would like to go to the zoo...	Don't know	Don't know	Comments: none
23. I would like to go to the zoo...	Don't know	Don't know	Comments: none
24. I would like to go to the zoo...	Don't know	Don't know	Comments: none
25. I would like to go to the zoo...	Don't know	Don't know	Comments: none
26. I would like to go to the zoo...	Don't know	Don't know	Comments: none
27. I would like to go to the zoo...	Don't know	Don't know	Comments: none
28. I would like to go to the zoo...	Don't know	Don't know	Comments: none
29. I would like to go to the zoo...	Don't know	Don't know	Comments: none
30. I would like to go to the zoo...	Don't know	Don't know	Comments: none
31. I would like to go to the zoo...	Don't know	Don't know	Comments: none
32. I would like to go to the zoo...	Don't know	Don't know	Comments: none
33. I would like to go to the zoo...	Don't know	Don't know	Comments: none
34. I would like to go to the zoo...	Don't know	Don't know	Comments: none
35. I would like to go to the zoo...	Don't know	Don't know	Comments: none
36. I would like to go to the zoo...	Don't know	Don't know	Comments: none
37. I would like to go to the zoo...	Don't know	Don't know	Comments: none
38. I would like to go to the zoo...	Don't know	Don't know	Comments: none
39. I would like to go to the zoo...	Don't know	Don't know	Comments: none
40. I would like to go to the zoo...	Don't know	Don't know	Comments: none
41. I would like to go to the zoo...	Don't know	Don't know	Comments: none
42. I would like to go to the zoo...	Don't know	Don't know	Comments: none
43. I would like to go to the zoo...	Don't know	Don't know	Comments: none
44. I would like to go to the zoo...	Don't know	Don't know	Comments: none
45. I would like to go to the zoo...	Don't know	Don't know	Comments: none
46. I would like to go to the zoo...	Don't know	Don't know	Comments: none
47. I would like to go to the zoo...	Don't know	Don't know	Comments: none
48. I would like to go to the zoo...	Don't know	Don't know	Comments: none
49. I would like to go to the zoo...	Don't know	Don't know	Comments: none
50. I would like to go to the zoo...	Don't know	Don't know	Comments: none

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## dog adopter survey

One page. Use the reverse side to add any other questions, if you wish.  
1 page


  
**MYM**  
**MEET YOUR MATCH**  
**ASPCA IAMS®**

# behavior log

---

**DATE**  **NUMBER OF RESIDING TOYS**

**YOUR NAME**

**TOYS NAME**  **LABR/LA**

**REASON FOR INTERVENTION**

**PREVIOUS REINFORCER USED (FOOD, TOY/CAT, ETC.)**

**ECONOMY REINFORCER USED (CLAMOR, VIB, ETC.)**

**THE DOGS BEHAVIOR (ONCE THE LAST TRAINING SESSION HAS**  
**IMPROVED    STAYED THE SAME    DECLINED**

**LENGTH OF SESSION**

**WHICH REINFORCER WAS REINFORCED AT END OF SESSION?**

**WHICH REINFORCER WAS REINFORCED AT END OF SESSION?**

**BASED ON YOUR ANSWERS TO THE TWO QUESTIONS ABOVE, HOW MUCH IMPROVEMENT SHOULD THE NEXT SESSION HAVE?**

**DESCRIBE HOW MOTIVATED THE DOGS HAVE BEEN THROUGH TODAY**

**USING A SCALE OF 1 TO 10 (10 BEING MOST MOTIVATED, 1 BEING MOST MOTIVATED), RATE THE DOGS RESPONSE TO TRAINING COMPARED TO THE TIME YOU WROTE INITIALS. PUT AN "X" IN YOUR BEST GUESS IN THE BOXES.**

1    2    3    4    5    6    7    8    9    10    NA

**COMMENTS**

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[illegible][illegible]

## behavior log

Use this form to keep track of each dog's progress when implementing Behavior Modification Protocols.

*1 page*

## tips to decrease separation anxiety

Review this handout with adopters who choose a dog who exhibited potential separation anxiety during the Left Alone Item.

*2 pages*

## food guarding program

Review this handout with adopters who choose a puppy who exhibited food-guarding tendencies during the Food Bowl Item.

*1 page*

# I'm a Constant Companion.

Hi! My name is \_\_\_\_\_.

Looking for an emotionally secure, mutually satisfying, low-maintenance relationship? I am all you need. Let me sit at your feet, walk by your side, and I'll be your devoted companion forever.


ID #

age

M F

breed

ASPCA



IAMS®

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 PHOTOGRAPH COURTESY OF THE ASPCA.

---

# I'm a Constant Companion.

Hi! My name is \_\_\_\_\_.

Looking for an emotionally secure, mutually satisfying, low-maintenance relationship? I am all you need. Let me sit at your feet, walk by your side, and I'll be your devoted companion forever.


ID #

age

M F

breed

ASPCA



IAMS®

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 PHOTOGRAPH COURTESY OF THE ASPCA.

## cage cards

Photocopy the cage cards onto the appropriate colored paper (as noted on each card). If you would like to add additional information about the dog, create a template for the back side of the cage card.

Laminating the cards allows you to use them more than once. Use a black or dark blue dry-erase, white board or china marker to write in the dog's name and identification number.  
**18 cards total: 9 for Puppy-ality™, 9 for Canine-ality™**

## guest passes

Photocopy onto colored paper, using all three colors.  
The reverse side has been left blank for you to add your  
logo, hours of operation, or other information you would  
like to provide.

**MYM**  
MEET YOUR MATCH™  
GUEST PASS

**ASPCA** AMERICAN SOCIETY FOR THE PREVENTION OF CRUELTY TO ANIMALS

**IAMS** DOG & CAT NUTRITION

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# dog adopter survey



first name	last name		date	
address	city		state	zip
home phone ( ) -	work phone ( ) -	email		

1	I have owned a dog before.	YES	NO		Currently own dog(s)
2	The last time I had a dog was...	2-10 years ago	10 years +		Not currently, but within the past year
3	My dog needs to get along with other dogs.	NO			YES
		If yes, list names, ages, genders and breeds: _____			
4	My dog needs to be good with: (circle all that apply)	Children over 8 years old	Children under 8 years old		Cats
			Elderly People		Animals other than dogs and cats
5	My dog will primarily be an....	Inside dog			Outside dog
6	How many hours will your dog spend outside per day? _____ hours				
7	My dog needs to be able to be alone (per day)...	4 hours or less	8-10 hours		2 hours or less
			4-8 hours		12 hours
8	When I'm at home, I want my dog to be by my side....		All of the time	Some of the time	Little of the time
9	When I'm not at home, my dog will spend her time...	In the garage			Loose in the house
		In a crate in the house	In the yard		Confined to one room in the house
10	I want a guard dog.	NO			YES
11	I want my dog to hunt or herd with me.	NO			YES
12	I want my dog to be the type that is very enthusiastic in the way she shows she loves people.		Not at all	Somewhat	Very
13	I want my dog to be playful.		Not at all	Somewhat	Very
14	I want my dog to be laid back.		Very	Somewhat	Not at all
15	I am comfortable doing some training with my dog to improve manners such as jumping, stealing food, and pulling on the leash.		No training	Some training	A lot of training
16	I (or my children) want to participate in Agility, Flyball or Obedience with our dog.		NO		YES
17	I am interested in a dog with "special needs" (medical or behavioral)		NO		YES
18	It's most important to me that my dog _____				
FOR OFFICE USE ONLY					



# canine-ality™ assessment

**MYM**  
MEET YOUR MATCH™

## about the dog

<input type="text"/>		<input type="text"/>	
shelter		evaluator	
date	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/>	time	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="checkbox"/> a.m. <input type="checkbox"/> p.m.
		sex	<input type="radio"/> M <input type="radio"/> MX <input type="radio"/> F <input type="radio"/> FX
<input type="text"/>		<input type="text"/>	
dog's name		age	
<input type="text"/>	<input type="text"/>	<input type="text"/>	
ID #	breed	canine-ality™ color	
<input type="text"/>	<input type="text"/>		
total points	canine-ality™ description		

## before you begin

The Canine-ality™ Assessment consists of six Items administered to shelter dogs — **after** an MYM SAFER™ aggression assessment and **before** they've been made available for adoption. Both the MYM SAFER™ aggression assessment and the Canine-ality™ Assessment should be done within three to four days of the dog's arrival at your shelter. A minimum of four hours should separate the two assessments.\* The dog receives a numeric score for each Item, and the total score is tallied to determine the dog's Canine-ality™. When a dog receives a score leading to a "Supervisor Alert", refer to Chapter 11 of the Canine-ality™ Guide for information on behavior modification and other resources for these dogs.

One of the Items, the Crate Item, is optional and is designed to gather information about the dog's acceptance of and tolerance for crating. This is for information-gathering purposes only and does not affect the dog's Canine-ality™ score. However, if you recommend crating to your adopters, the ASPCA® strongly recommends conducting this optional Item.

\* For more information about how soon to conduct the MYM SAFER™ aggression assessment after a dog arrives at your shelter, please refer to the MYM SAFER™ Guide.

## equipment

- **TV/audio monitor**  
We recommend the X10 security camera system, which has a built-in wireless transmitter that sends video up to 100 feet through walls and floors to any television. Approximately \$80 and is available at [www.x10.com](http://www.x10.com).
- **High-value dog treats (hot dogs, soft chewy treats)**
- **Six-foot leash with clasp**  
(kennel ropes and slip leads are not appropriate for any parts of the Assessment)
- **Watch, stopwatch, or clock with a second hand**

## props for get-acquainted room

- **Comfortable but easy to clean chair**
- **Trash can**
- **Dog toy**
- **Dog bed or blanket**
- **Large dog crate**

## item #1: left alone

Bring a leash (and collar if the dog is not already wearing one) to retrieve the dog from his kennel. **Do not greet or interact with the dog.** Simply take him outside to give him an opportunity to relieve himself and record whether or not he urinated or defecated outside. Bring the dog into a get-acquainted room furnished with a trashcan, blanket or dog bed, chair, large dog crate with the door closed, and table or counter. Leave the dog alone in the room and observe the dog's behavior on the TV/audio monitor for four minutes.

To keep track of the amount of time the dog spends sitting or lying down in the room, you will use the second stopwatch. The moment the dog sits or lies down, start the stopwatch. When he gets up, stop it. Click the stopwatch on any time the dog sits or lies down. This will allow you to keep a running total of sitting and lying during the four minutes.

**1A ) Duration - The dog moves about the room (choose one of the following responses):**

	One minute or less.	0 pts	
	Between 1 and 2 minutes.	add 1 pt	
	Between 2 and 3 minutes.	add 2 pts	
	Remains active for more than 3 minutes.	add 3 pts	
total points for item #1A			

**1B ) Behavior - The dog does the following (check all that apply):**

- |  |   |
|--|---|
| <input type="checkbox"/> Dog jumps on chair.   | <input type="checkbox"/> Dog stands on hind legs to jump on wall.     |
| <input type="checkbox"/> Dog stands on hind legs to reach counter or table.  | <input type="checkbox"/> Dog scratches door.                          |
| <input type="checkbox"/> Dog urinates or defecates.  | <input type="checkbox"/> Dog sniffs or tries to tip over garbage can. |
| <input type="checkbox"/> Dog exhibits behaviors that either jeopardize his/her safety or is destructive to items/equipment in the left alone room. |   |

Please describe: \_\_\_\_\_

Dogs that spend the vast majority of the assessment within two feet of the door, panting, whining, scratching on the door or jumping on the door have a higher likelihood of separation anxiety than dogs that do not display these behaviors.

- ☐ Dog focuses on door, whining, scratching door, barking until you return.

**ALERT SUPERVISOR!**

**Possible separation anxiety. Behavior modification strongly recommended prior to and after adoption.**

**Be sure to perform the optional Crate Test.**

	None of the above behaviors checked. (Dog <b>only</b> sniffs about the room)	0 pts	
	Only one of the above behaviors checked.	add 2 pts	
	Two or more of the above behaviors checked.	add 3 pts	
total points for item #1B			
total points (add points from item #1A and item #1B)			

- ☐ The dog freezes, hides under furniture or in a corner.

**ALERT SUPERVISOR!**

**This dog may need behavior modification and will need socialization before being placed for adoption.**

**notes:**

## item #2: greeting

After the Left-Alone Item, enter the get-acquainted room and shut the door behind you. Greet the dog with patting and a high-pitched, happy voice while standing as straight as possible. (This Item is done off-leash.) Continue for 20 seconds and choose one of the following responses:

	The dog gleefully jumps and pounces <b>on</b> you.	add 3 pts	
	The dog jumps on you but ceases quickly.	add 2 pts	
	The dog jumps and pounces <b>around</b> you, but does not place his paws on you.	add 2 pts	
	The dog keeps all four feet on the ground but is still exuberant.	add 1 pt	
	The dog gives a low tail wag, puts his ears back and seems to enjoy the greeting.	0 pts	
	The dog moves to the back of the room and avoids you. <b>ALERT SUPERVISOR!</b> This dog may need behavior modification and will need socialization before being placed for adoption.		
total points for item #2			
notes:			

## item #3: crate (optional)

The Crate Item does not affect the dog's Canine-ality™ score. However, if you recommend crating to your adopters, the ASPCA® strongly advises conducting this optional Item. The Crate Item is designed to assess the dog's tolerance for being crated and left alone. It is comprised of two parts: ease and acceptance.

After the Greeting Item, wait 30 seconds and proceed with 3A.

### 3A ) Ease

Open crate door and place the dog inside with a rawhide chewy or toy. If the dog does not enter willingly, attempt to guide the dog into the crate using the chewy or toy. If the dog will not enter the crate with guidance, gently attempt to put the dog in the crate, close the crate door and proceed to Item 3B. However, if the dog struggles or panics and will not go into the crate, stop and choose one of the following responses, and then move to Item #4.

	Dog enters willingly.
	Dog enters with guidance.
	Dog has to be placed inside.
	Dog panics, struggles, and is very difficult to get inside.
	Cannot get dog inside crate.

### 3B ) Acceptance

Leave the dog alone in the crate and exit the room. Using your TV/audio monitor, observe the dog for three minutes. Choose one of the following responses:

	Dog circles, investigates crate, then sits or lies down.
	Dog barks, whines, circles, may paw at crate but eventually settles.
	Dog barks, whines, continues to circle or paw at crate and does NOT settle.
	Dog panics, barks, whines, bites at crate, drools, and pants heavily.
	Other:

4

Enter the room, leash the dog, and take the dog to your play area.



## item #4: play

You'll need to have three size-appropriate toys of varying textures and shapes. A tennis ball, tug toy, and plush squeaky toy provide good variety. Once you have the dog inside the play area, remove the leash and give the dog up to 90 seconds to investigate the play area. If he comes to you, give him a smile and a small pat, but otherwise ignore him. If the dog is actively soliciting you to play, then begin play and do not wait the full 90 seconds.

If the dog does not solicit play after 90 seconds, attempt to engage him with a high-pitched voice, play body language, and a fun toy. Make sure you are active and move around the play area. Take the tennis ball and throw it several times to see if the dog plays fetch. Next take the tug toy and see if the dog plays tug. Lastly, take the plush squeaky and see how he responds to it.

Choose one of the following responses:

	Dog engages in the game with enthusiasm and continues to play for at least two minutes.	add 2 pts	
	Dog engages in the game with enthusiasm but then changes the game to something else such as keep-away, tug, chase, etc.	add 2 pts	
	Dog engages in the game but quickly loses interest in toy. Dog then chooses to play nicely with evaluator instead of toy.	add 2 pts	
	Dog immediately engages in the game but quickly loses interest. Dog chooses to sniff the ground or engage in some other activity not related to the toy or the evaluator.	add 1 pt	
	Dog wags his tail and is interactive with the evaluator, but does not engage in play at all.	0 pts	
	Dog is fearful. If dog does not recover, <b>ALERT SUPERVISOR!</b> This dog may need behavior modification and will need socialization before being placed for adoption.		
total points for item #4			

### Toy Preference:

	Tennis Ball
	Tug Toy
	Plush Squeaky Toy
	None
	Other:

**notes: Use this section to record any other behaviors observed.**

## item #5: food motivation

Place the dog on a six-foot leash. Holding a highly desirable food lure between your thumb and fingers, place your hand in front of the dog's nose and then move your hand six inches to the left. If the dog follows, release the food into the dog's mouth and then repeat to the right and again to the left. Now you're ready to determine if, and how hard, the dog will work for the food reward. You can attempt to turn him in a circle.

Choose one of the following responses:

<input type="checkbox"/>	Dog follows the food lure and after a few repetitions learns the behavior. The dog is focused and responsive.	add 3 pts	<input type="checkbox"/>
<input type="checkbox"/>	Dog follows the food lure and is enthusiastic, but gets distracted and needs to be redirected several times.	add 2 pts	<input type="checkbox"/>
<input type="checkbox"/>	Dog follows the food lure once or twice but then quickly "zones out".	add 1 pt	<input type="checkbox"/>
<input type="checkbox"/>	Dog does not follow food lure but stays near you and wants to interact.	0 pts	<input type="checkbox"/>
<input type="checkbox"/>	Dog does not follow food lure, nor does he stay near you.	0 pts	<input type="checkbox"/>
total points for item #5			<input type="checkbox"/>

Now, **without** using any food lures, determine if the dog already knows any of the following verbal cues. Check the ones the dog seems to already know. This dog appears to know the following behaviors:

<input type="checkbox"/>	SIT
<input type="checkbox"/>	STAY
<input type="checkbox"/>	DOWN
<input type="checkbox"/>	COME

**notes: Use this section to record any other behaviors observed.**

## item #6: manners

The Manners Item is designed to determine the dog's overall behavior and awareness of desirable behavior when interacting with people. The evaluator makes this assessment based on the dog's overall behavior throughout the previous five Items.










During assessment, the dog (**Check all that apply**):

<input type="checkbox"/>	Jumped on me at times <b>other</b> than during the Greeting Item.	add 2 pts	<input type="checkbox"/>
<input type="checkbox"/>	Pulled on the leash a lot.	add 2 pts	<input type="checkbox"/>
<input type="checkbox"/>	Was rough and a bit difficult to handle, including mouthing using pressure; grabbing at clothing; body slamming; using forelegs to hit, scratch or hug; or other similar behaviors.	add 3 pts	<input type="checkbox"/>
<input type="checkbox"/>	Was calm and well-mannered. (check here <i>only</i> if you have no other items checked in this manners section)	0 pts	<input type="checkbox"/>
<input type="checkbox"/>	Had lots of energy yet was well-mannered. (check here <i>only</i> if you have no other items checked in this manners section)	add 1 pt	<input type="checkbox"/>
total points for item #6			<input type="checkbox"/>

**notes: Use this section to record any other behaviors observed.**

# scoring

overall score	
item #1 (a + b)	
item #2	
item #3	
item #4	
item #5	
item #6	
total score	

21	20	19	18	17	16	15	14	13	12	11	10	9	8	7	6	5	4	3	2	1	0
green							orange							purple							
																					
life of the party							goofball							constant companion							
																					
free spirit							wallflower							couch potato							
																					
go-getter							busy bee							teacher's pet							



In the event a dog's response to a particular Item indicates he needs behavior modification or socialization, he receives no points for that Item and should be withdrawn from the Meet Your Match™ Adoption Program until his behavioral issues have been resolved. All five Canine-ality™ Assessment Items should be conducted in order to obtain as much information about the dog as possible. If you recommend crating to your adopters, an optional sixth Item (referred to in the Canine-ality™ Assessment as Item #3: Crating) should be conducted as well. See Chapter 11 on Enrichment, Management, and Behavior Modification.

# I'm a Constant Companion.

Hi! My name is \_\_\_\_\_.

Looking for an emotionally secure, mutually satisfying, low-maintenance relationship? I am all you need. Let me sit at your feet, walk by your side, and I'll be your devoted companion forever.

ID #

age

M F

breed

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PHOTOCOPY ON BRIGHT PURPLE/LAVENDER PAPER OR CARD STOCK

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age

M F

breed

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# I'm a Couch Potato.

Hi! My name is \_\_\_\_\_.

Like the easy life? Then I'm the perfect match for you. I'm a relaxed, laid back kind of dog who enjoys long naps, watching movies, curling up on laps, and walking very short distances from the couch to the food bowl and back.

ID #

age

M F

breed

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breed

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# I'm a Teacher's Pet.

Hi! My name is \_\_\_\_\_.

I've got the whole package — smart, fuzzy, four legs, love to learn and live to please. Go ahead, teach me anything. Sit, stay, balance your checkbook, I can do it all. Keep me entertained and I'll be yours forever.

ID #

age

M F

breed

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# I'm a Busy Bee.

Hi! My name is \_\_\_\_\_.

I'm a naturally playful, curious and trusting canine.  
Take me for a big walk every day; give me something  
to do. After my job's done, I'll curl up in front of the  
fire with you in the evenings.

ID #	age	M F	breed
------	-----	-----	-------



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✂ — — — — — PHOTOCOPY ON NEON/BRIGHT ORANGE PAPER OR CARD STOCK — — — — —

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ID #	age	M F	breed
------	-----	-----	-------



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# I'm a Wallflower.

Hi! My name is \_\_\_\_\_.

Shy yet charming canine searching for patient owner with relaxed lifestyle. Looking for gentle guidance to help me come out of my shell. Treat me sweet and kind and I'll blossom.

ID #

age

M F

breed

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# I'm a Goofball.

Hi! My name is \_\_\_\_\_.

I'm a fun-loving, happy-all-the-time, glass-is-half-full kind of dog looking for someone who loves to laugh and play around. Must have a great sense of humor and some time to spend with me. I'm on a mission to please you.

ID #

age

M F

breed

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PHOTOCOPY ON NEON/BRIGHT ORANGE PAPER OR CARD STOCK

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age

M F

breed

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# I'm a Free Spirit.

Hi! My name is \_\_\_\_\_.

Intelligent, independent, confident and clever, I prefer making my own decisions but will listen to you if you make a good case. We're partners in this adventure. Treat me like one and we'll both live happily ever after.

ID #

age

M F

breed

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✂ — — — — — PHOTOCOPY ON BRIGHT GREEN PAPER OR CARD STOCK — — — — —

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# I'm a Go-Getter.

Hi! My name is \_\_\_\_\_.

Want to get more exercise? Action is my middle name. My "LET'S GO!" lifestyle will keep you motivated to get outside and move. I've got tons of energy, and just like the sun, I'm burning and working 24 hours a day, seven days a week. I'll run for miles, chase a ball for hours, and still want to play at the end of the day.

ID #	age	M F	breed
------	-----	-----	-------



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8 < — — — — — PHOTOCOPY ON BRIGHT GREEN PAPER OR CARD STOCK — — — — —

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ID #	age	M F	breed
------	-----	-----	-------



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# I'm the Life of the Party.

Hi! My name is \_\_\_\_\_.

I think everything is fun, interesting and meant for play,  
especially you. Anything you do, I'll want to do, too.  
With my own brand of surprises, life with me will keep  
you constantly on your toes, and the fun is guaranteed.

ID #

age

M F

breed

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8 < — — — — — PHOTOCOPY ON BRIGHT GREEN PAPER OR CARD STOCK — — — — —

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**MYM**  
MEET YOUR MATCH™  
GUEST PASS

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GUEST PASS

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# behavior log



DATE

NUMBER OF SESSIONS TO DATE

YOUR NAME

DOG'S NAME

ANIMAL #

BEHAVIOR FOR MODIFICATION

PRIMARY REINFORCER USED (FOOD, TOUCH, ETC.)

SECONDARY REINFORCER USED (CLICKER, "YES", ETC.)

THE DOG'S BEHAVIOR SINCE THE LAST TRAINING SESSION HAS:

**IMPROVED**

**STAYED THE SAME**

**DECLINED**

LENGTH OF SESSION

WHICH BEHAVIOR WAS REINFORCED AT BEGINNING OF SESSION?

WHICH BEHAVIOR WAS REINFORCED AT END OF SESSION?

BASED ON YOUR ANSWERS TO THE TWO QUESTIONS ABOVE,  
WHICH BEHAVIOR SHOULD THE NEXT SESSION BEGIN WITH?

DESCRIBE HOW MOTIVATED THE DOG WAS WHEN TRAINING TODAY

USING A SCALE OF 1 TO 10 (1 BEING LEAST MOTIVATED, 10 BEING MOST MOTIVATED),  
RATE THIS DOG'S RESPONSE TO TODAY'S TRAINING COMPARED TO THE TIME YOU WORKED WITH HIM.  
IF TODAY IS YOUR FIRST DAY WITH HIM, MARK N/A.

1 2 3 4 5 6 7 8 9 10 N/A

COMMENTS

# separation anxiety

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## tips for decreasing separation anxiety

### Interaction should be initiated by you

This technique is often referred to as “independence training”. The basic premise is not to reward attention-seeking behavior. Instead, wait for your dog to be calm, and preferably at some distance from you (even two feet), then you can reward him with attention or treats. Pay attention to your dog’s behavior, and only reward him if he is not showing signs of anxiety (panting, whining, barking) even when at a distance.

### Downplay arrivals and departures

When you are preparing to leave, do not engage your dog in any way for at least 15 minutes before leaving the house. When you do leave, go calmly without undue commotion surrounding your departure.

When you arrive home, do not immediately engage your dog in greeting – no matter how much you missed him! If your dog has destroyed something while you have been away, punishment will not remedy the situation. Instead, punishment creates a dramatic time that your dog will learn to negatively anticipate. This will increase his stress, and in turn it may increase his destructive behavior. Once you’ve returned home, ignore your dog for the first five to 10 minutes. If he barks, whines, or jumps on you, simply turn your back – saying “quiet” or “down” only gives your dog the attention he seeks. When you see that your dog is calm and not seeking attention, call him to you and ask him to sit before being petted. A calm dog is not barking, whining, panting (unless after physical exercise), pacing or jumping.

### Catch your dog doing things right

While at the home, keep treats near you, or even in your pocket, and reward your dog with treats and/or attention when you see him doing something you like – sitting calmly, chewing a toy by himself, lying quietly on his bed (be careful not to disturb him while he is asleep), etc. This will help build your dog’s confidence because he will understand your expectations and which behaviors you like, as well as keep your relationship positive and rewarding for both of you.



### Give your dog his own space

Provide your dog with a crate or bed. This gives him a place of his own to relax undisturbed. Do not use the crate as punishment. The crate and/or bed should be a relaxing and calm place with a positive association. Provide your dog with a KONG® or other fun chew toys in his crate or bed, not just when you are leaving. For a longer-lasting treat, try freezing applesauce, canned food, or cheese spread in the KONG®.

### Provide your dog with structure, a predictable routine, and an enriched environment

Feed your dog at the same time every day. To decrease food-related tension, feeding your dog twice a day is recommended.

Try feeding your dog out of a food-dispensing enrichment device, such as a Buster® Cube or Tricky Treat™ Ball. These devices will help to engage your dog in a rewarding activity that does not involve being engaged with you!

Exercise your dog regularly. Exercise before leaving your dog home alone is helpful in decreasing the amount of energy he has. However, exercising your dog **only** before you leave will teach him to anticipate your departure after exercise, which will cause him stress. So be sure to exercise your dog more often than just before you leave, and vary the types of exercise your dog receives at each outing.



## Set aside time for obedience training

Obedience training provides a valuable opportunity for building a positive relationship with your dog and increasing his confidence. It is important to always use **positive reinforcement** techniques. Attending a formal obedience class is often helpful in learning and mastering these techniques. Punishment should never be used, especially with an anxious dog. It will undermine his confidence and create an environment he perceives as potentially hostile, thereby contributing to his anxiety.

## Eliminate the signals

Many dogs learn to anticipate their guardian's departure. The guardian gets their coat, gets their keys, crates the dog, and heads for the door. For dogs with separation anxiety, this can be the signal to become anxious because they know the guardian is leaving. Decoupling departure cues, or breaking the association between these actions and your departure, should be done carefully. It is important that you don't reward your dog when he's acting anxious. Doing so can actually increase his anxious behavior, making the problem worse. The key is to be consistent and to progress **slowly**. Pay careful attention to your dog's behavior to ensure that he is truly relaxed during this exercise, particularly when he's being rewarded. It's essential that you move at a pace your dog is comfortable with as opposed to the pace you wish to see.

Begin by simply putting on your coat, grabbing your keys, and walking toward the door (or any behavior you usually perform before leaving), but do not leave. Return everything to its place and remain in the home. The idea is to create all the same signals without any follow-through so your dog cannot anticipate your departure – and eventually learns to

remain calm when he sees you prepare to leave. You can perform this exercise several times a day, but be careful to only repeat the exercise when your dog's normal, calm behavior has resumed. Be sure to allow your dog periods of calm, or he will learn that as soon as he settles down, you'll be up and pretending to leave again. This exercise may take several days or longer to achieve relaxation from your dog depending on the severity of your dog's anxiety. Do not proceed further until this is accomplished consistently.

When your dog is comfortable with your normal departure routine and does not show any signs of anxiety, repeat the exercise and actually exit the house **for a few seconds**. Remember that when you return you should not engage your dog in a greeting but rather ignore him until he is calm, and then you can initiate interaction as his reward.

Gradually increase the amount of time you are leaving by a few seconds, repeating each time length several times and ensuring your dog shows no signs of anxiety during the process. As you increase time, revisit shorter times and vary the amount of time you are gone so it is not predictable (one, five, three, seven minutes). In this way, you can work up to longer periods of time, but remember to let your dog set the pace of your progression.

For normal departures to work or school during this time, it is recommended that you leave your dog with a friend, confine him to a damage-proof area, or take him to doggie daycare. Crating anxious dogs can be detrimental to them and potentially make the problem worse. If crating is a must, focus your attention on crate training and making it a positive experience before moving on to other parts of the separation anxiety behavior modification.

*Not all of the above tips will be useful in every case. While many of them will take several days of consistent implementation, if you feel a suggestion is not working for you, leave it for another, simpler tip that may work, and consider adding the previous suggestion back at a later time.*





# food guarding program

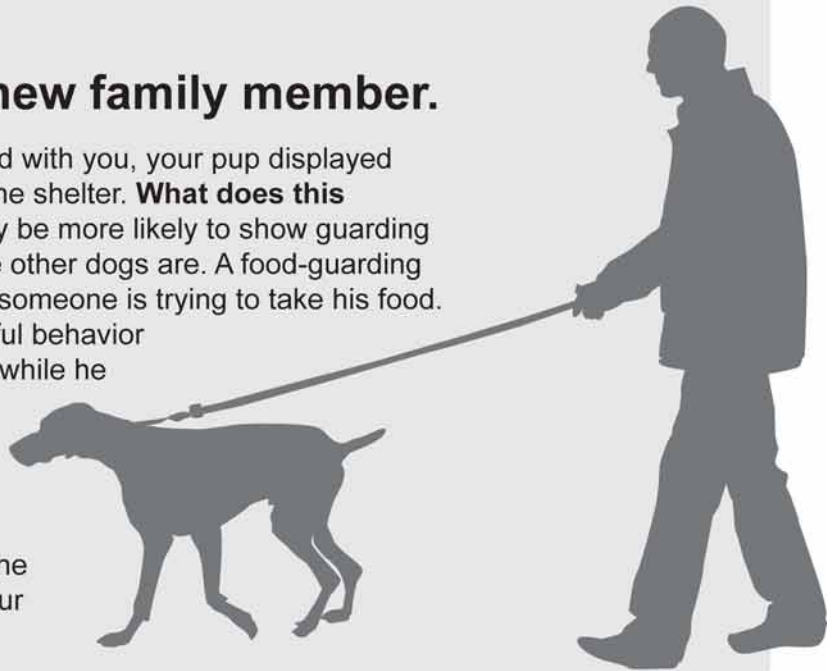
a guide for adopters

**MYM**  
MEET YOUR MATCH™

## Congratulations! You have adopted a new family member.

As your adoption counselor discussed with you, your pup displayed some food guarding issues while in the shelter. **What does this mean?** It means that your puppy may be more likely to show guarding behaviors around his food than some other dogs are. A food-guarding dog can bite when he perceives that someone is trying to take his food. While we have conducted a successful behavior modification program with the puppy while he was with us, we suggest that you continue to do some work with the puppy when you take him home.

Food guarding is both treatable and controllable. We suggest you follow the plan below beginning the moment your dog comes into your home.



- **Food time should never be made into an event.** Do not get your dog riled up for dinner.
- **Be sure your dog sits and waits for the food bowl.** For the first few days, you might want to keep the leash on your dog for this exercise. Once he sits, bend toward your dog with the bowl. If your dog gets up, stand up and have him sit again.
- **Put small amounts of food in the bowl.** As your dog finishes the first bites, place more food in the bowl. Feed the normal amount of food, but do so in these small amounts.
- **Feed one half of his food out of a Buster® Cube or similar food-dispensing device.** This will not only help with food issues, but it will also help keep your dog busy and occupied.
- **Teach him that when he leaves the bowl or cube to look at you, he will get something even better!** When your dog is interacting with the Buster® Cube, or eating food from the bowl, you can teach him that when he leaves the bowl or cube to look at you, he will get something even better! This is a very important exercise – and a fun one! Begin by placing dry kibble in the bowl or buster cube. Let your dog eat for a moment, then walk over with a tasty piece of cheese, or other highly-desirable food item. Say your dog's name, and if he lifts his head, praise and give the food item to him.
- **Trade.** This game is similar to previous exercise, but here you're not only asking your dog to lift his head, but to let you have one object for another (more desirable) one that you hold. Place a treat your dog loves in your pocket, and begin by giving him a boring (yes, boring) toy — something he finds only marginally interesting. You want your dog to quickly understand the game — as well as to avoid any aggression, so you need to begin by giving your dog something that is not highly desirable. Once your dog has it for a moment, get the tasty treat out of your pocket and calmly say "trade", draw your dog toward you with the treat and let him nibble the treat while you pick up the boring toy. When he is done with the treat, have him sit, and give back the toy. You want your dog to learn that you always have something better — and that he can trust you.

# puppy-ality™ assessment

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MEET YOUR MATCH™

## about the pup

<input type="text"/>		<input type="text"/>	
shelter		evaluator	
date	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/>	time	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="checkbox"/> a.m. <input type="checkbox"/> p.m.
		sex	<input type="radio"/> M <input type="radio"/> MX <input type="radio"/> F <input type="radio"/> FX
<input type="text"/>		<input type="text"/>	
puppy's name		age	
<input type="text"/>	<input type="text"/>	<input type="text"/>	
ID #	breed	puppy-ality™ color	
<input type="text"/>	<input type="text"/>		
total points	puppy-ality™ description		

## before you begin

The window of predictive value for the Puppy-ality™ Assessment is much shorter, given that behavior in dogs less than six months of age is difficult to predict. The Puppy-ality™ Assessment is not meant to predict behavior for more than seven to ten days. Rather, it's designed to take an accurate "snapshot" of the puppy's current behavior.

A puppy's behavior changes very quickly. Consequently, shelters should ideally re-assess puppies at least once a week, and no longer than every ten days. If a puppy is not assessed frequently, the reliability of his Assessment greatly decreases as a means of matching the pup with the right guardian. Each Item is simple to perform by one staff member.

## equipment

Get-Acquainted room — "puppy proofed," and large enough for a desk or counter, chair, and room to play

Buckle collar and six-foot leash with clasp

Stopwatch, watch, or clock with second hand

Assess-a-Hand™

Rope or other tug toy

Hot dogs

Bowl of dry kibble mixed with canned food

## item #1: explore

First, if the puppy has been vaccinated and there is little risk of exposure to contagions, place a collar and leash on the puppy and take him outside for an opportunity to urinate and defecate.

Bring the puppy to a “puppy-proofed” Get-Acquainted Room or other room that is large enough for him to play and move around freely, and that is equipped with a desk or countertop, chair, and toys and blankets on the floor. Sit quietly in a chair and do not interact with the pup. If the pup approaches you, quietly give one pat. Carefully observe his behavior in the room for three minutes.

Choose from the following responses:

	Puppy stays still and does not move for 90 seconds. <b>SUPERVISOR ALERT!</b> If the pup is frozen in place, socialization should be considered.		
	Puppy stays still at first, and then slowly begins to investigate the room in a crouched posture.	add 1 pt	
	Puppy begins to move about the room, body soft and low.	add 1.5 pts	
	Puppy begins to investigate room, body posture flashing from low to tall.	add 2 pts	
	Puppy immediately begins to investigate room, body tall, tail high.	add 3 pts	
total points for item #1			
other behaviors observed:			

## item #2: greeting

At the end of the three-minute Explore Test, leave the room. Wait two minutes and then re-enter the room. Crouch or kneel down and greet the puppy using a happy, animated tone of voice. Continue greeting for 20 seconds and choose from the following responses:

	Puppy runs to back of room in fearful posture. <b>SUPERVISOR ALERT!</b> This puppy is going to need some socialization work prior to adoption.		
	Puppy approaches in a timid manner, with tail between legs and wagging. Pup slowly warms during greeting.	0 pts	
	Puppy lumbers over and greets quietly.	add 1 pt	
	Puppy approaches exuberantly, tail at or below spine level.	add 2 pts	
	Puppy approaches exuberantly, tail above spine level, body communication flashing between confident and submissive.	add 2.5 pts	
	Puppy approaches exuberantly, tail above spine level, body communication confident.	add 2.5 pts	
total points for item #2			
other behaviors observed:			

## item #3: wrap

Begin by squatting or kneeling on the floor and interacting calmly with the puppy for a few seconds. Pat and scratch the puppy around the head and shoulders. Next, turn the puppy so he is between your knees, facing away from you. Then wrap your hands around the puppy's chest and gently lift the puppy up so that his front legs are about two inches off the floor. The puppy's back legs should remain on the floor. The puppy's head should be facing away from your body, and the puppy's back end should NOT be resting on you. Hold the puppy in this elevated position for up to two minutes, or until the pup relaxes, whichever occurs first.

Choose from the following responses:

	Puppy remains calm and rests loosely in your hands.	0 pts	
	Puppy struggles occasionally, but for the majority of the test, settles in your hands.	add 1 pt	
	Puppy is stiff and fearful, but struggles little or not at all.	0 pts	
	Puppy struggles for at least half of the Item.	add 2 pts	
	Puppy struggles almost constantly, may vocalize, and is difficult, if not impossible, to hold.	add 3 pts	
total points for item #3			

**other behaviors observed:**

## item #4: paw hold

Begin by kneeling or squatting on the floor with the puppy slightly to the side and to the front of you. Lift the puppy's paw in the palm of your hand and gently wrap your fingers around the paw. Hold for one second and release. Do NOT apply any pressure. If the puppy struggles, count to one then release. Repeat three times.

Choose from the following responses:

	Puppy calmly allows paw to be held.	0 pts	
	Puppy puts his ears back, may squint eyes, and tries to pull back paw.	0 pts	
	Puppy lightly mouths and pulls back paw.	add 1 pt	
	Puppy struggles to get away from evaluator, but does not put ears back, squint eyes, or use his mouth.	add 1.5 pts	
	Puppy puts mouth on handler the first time, then increases pressure when paw is picked up again.	add 2 pts	
	Puppy allows handler to pick up his paw the first time, but then struggles and strongly mouths the other times. The puppy's tail is above spine level and he is very animated.	add 3 pts	
total points for item #4			

**other behaviors observed:**

## item #5: up-down

Using a rope toy, try to engage the pup in a game of tug. If the puppy will not play tug, attempt to arouse him with another game such as chase the toy in a circle, or a bit of rough and tumble play with a stuffed animal. If the pup does not arouse within 60 seconds, cease the game. The idea here is to see how quickly the pup arouses (up), and more importantly how quickly he settles (down).

When the puppy is aroused, end the game by looking directly at the pup, remaining quiet, and ceasing to pull back on the toy. Continue holding the toy, and move with it if the puppy continues to pull.

Choose from the following responses:

	Puppy will not engage in tug, chase, or tumble games.	0 pts	
	Puppy tugs back lightly, but repeatedly lets go of the toy when evaluator tugs back. Or, puppy follows toy or otherwise engages in the chase game with moderate effort, ceasing on his own before the evaluator ends the game.	add 1 pt	
	Puppy eagerly engages in tug game, but ceases as soon as evaluator ends the game.	add 1.5 pts	
	Puppy engages eagerly in tug game and continues to engage even when evaluator ceases.	add 3 pts	
	Puppy does not engage in tug, but chases with zeal, is aroused, and may be vocal. Pup ceases when evaluator stops.	add 2 pts	
	Puppy does not tug toy, but chases with zeal and continues to try to engage in play even when evaluator stops.	add 3 pts	
total points for item #5			

**other behaviors observed:**



## item #6: food motivation

Using a high-value food lure such as a piece of hot dog or balls of canned food, first attempt to teach the pup the rules of the game. Next attempt to rock the pup back in a sit position (or, if the puppy knows sit, try down, or spin in a circle). It is not important for the puppy to learn the cue. Rather, the purpose of the test is to observe how persistent the puppy is once he learns the rules of the game (i.e., follow the food = get the food).

Choose from the following responses:

	Puppy follows the food lure and after a few repetitions learns the behavior. The dog is very focused and responsive.	add 3 pts	
	Puppy follows the food lure and is enthusiastic, but needs to be redirected several times. Redirection includes calling the puppy's name, having to lure back into position with food lure, or making noises to get pup's attention.	add 2 pts	
	Puppy follows the food lure once or twice but then quickly "zones out" as the challenge increases.	add 1 pt	
	Puppy does not follow food but stays near you and wants to interact.	0 pts	
	Puppy does not follow food nor does he stay near you.	0 pts	
total points for item #6			

This puppy appears to know the following behaviors:

	SIT
	STAY
	DOWN
	COME

other behaviors observed:

## item #7: food guarding

To conduct this test, use an Assess-a-Hand™ (available at [www.suesternberg.com](http://www.suesternberg.com)), and a bowl of food containing dry kibble mixed with canned food. With the puppy on a loose leash, place the bowl on the floor, keeping the Assess-a-Hand™ tucked under your arm or behind your back. Allow the puppy to begin eating. Give the puppy a few seconds to become invested in the food. Using the Assess-a-Hand™, begin by stroking the puppy's face. Then place the Hand in the food bowl. Pull the bowl toward you. Next, using the Hand, move the puppy's head away from the food bowl. Observe the puppy's reaction and choose from the following:

	Pup lifts head and ceases eating.
	Pup calmly allows the food to be moved, follows the dish, but does not interfere with the dish's movement. The puppy's tail is low and wagging.
	Pup follows the dish with his ears back, tail down but not tucked between his legs.
	Pup follows the dish, ears forward, and his tail between his legs.
	Pup growls.*
	Pup is stiff with hard eyes.*
	Pup tries to bite.*

**\* If any of these three behaviors are exhibited, behavior modification is recommended.**

other behaviors observed:

# scoring

overall score	
item #1	
item #2 (a + b)	
item #3	
item #4	
item #5	
item #6	
total score	

0 - 6.5	7 - 12.5	13 - 17.5
mild/purple	moderate/orange	high/green
<b>Day Dreamer</b> <b>The Detective</b> <b>Kindergartner</b>	<b>Bashful Tourist</b> <b>Class Clown</b> <b>The Rookie</b>	<b>King of the Mountain</b> <b>Superhero</b> <b>Thrill-Seeker</b>



# I'm a Day Dreamer.

Hi! My name is \_\_\_\_\_.

Easy-going relaxed pup seeks laid-back human for mutually low-stress relationship. Must see the bowl as half-full, enjoy leisurely games of fetch followed by a quick snack and two-hour nap, and be willing to explore the joys of relaxing together.

ID #

age

M F

breed

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PHOTOCOPY ON BRIGHT PURPLE/LAVENDER PAPER OR CARD STOCK

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# I'm a Detective.

Hi! My name is \_\_\_\_\_.

It's elementary, my dear assistant...let's unravel the mysteries of the world together. I simply use my trusty nose and my natural taste for details. You simply offer any leads you might have. Together we'll solve every mystery that comes our way.

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# I'm a Kindergartner.

Hi! My name is \_\_\_\_\_.

It's the first day of school and, boy oh boy, am I nervous!  
I'm not sure where to sit, when we eat or even where the  
bathroom is. All I need is a person I can trust to show me  
the ropes. Will you be my mentor and show me around?

ID #

age

M F

breed

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✂ — — — — — PHOTOCOPY ON BRIGHT PURPLE/LAVENDER PAPER OR CARD STOCK — — — — —

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# I'm a Bashful Tourist.

Hi! My name is \_\_\_\_\_.

So this is my first time on my own and jeez, did you know the world is a really big and kind of scary place (especially when you don't speak the language)? With the right translator, I know I can learn my way around. Until I get familiar with the place, let me stay right by your side, or maybe just a little behind you.

ID #

age

M F

breed

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# I'm the Class Clown.

Hi! My name is \_\_\_\_\_.

Class clown seeks good-humored soulmate ready to let the good times roll. My playful jokes, love of all things chewable and slapstick comedy will keep you and your friends doubled over laughing for hours. When I hog the spotlight, just let me know the joke's over and I'll settle down.

ID #

age

M F

breed

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# I'm the Rookie.

Hi! My name is \_\_\_\_\_.

Young self-starter looking for an inspirational coach to take us to the top. I've got the whole package — brains, good looks, and loads of raw talent — and I'm ready to use them. Teach me, praise me, and I guarantee I'll make you proud at home, on walks, or competing in the field.

ID #

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# I'm the King of the Mountain.

Hi! My name is \_\_\_\_\_.

I'm self-educated with a splash of ambition. As canine royalty, I like to set the rules. Explain a better way though, and I'll give you due consideration. I'm really looking to share my throne with a hard-working, confident, and full-of pep human.

ID #

age

M F

breed

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✂ — — — — — PHOTOCOPY ON BRIGHT GREEN PAPER OR CARD STOCK — — — — —

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# I'm a Superhero.

Hi! My name is \_\_\_\_\_.

I'm an all-purpose pup ready to commit 110%. When there's a crumb dropped, I'll be there to pick it up for you. When there's a hole that needs to be dug, I'll be there with all four feet. When someone needs a buddy to run miles with, I'll be there with leash in tow. Commit 100% to me, and I'll be yours forever.

ID #

age

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breed

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8 < — — — — — PHOTOCOPY ON BRIGHT GREEN PAPER OR CARD STOCK — — — — —

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# I'm a Thrill-Seeker.

Hi! My name is \_\_\_\_\_.

WOO-HOO! This is so cool. Have you tried this ride called LIFE yet? It's got all these great twists and turns and so many neat things to play with like balls, fleece toys, rawhides, socks, pant legs, fingers — and so many neat people to meet — you, your friends, your friends' friends, and the friends of your friends' friends. Jump on board and we'll have a blast together!

ID #	age	M F	breed
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8 < — — — — — PHOTOCOPY ON BRIGHT GREEN PAPER OR CARD STOCK — — — — —

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