



Off-Leash Dog Park Ambassador / Orientation Outline January 2022

DFL Off-Leash Dog Park History

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 - Breed Differences
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 - Breathing: Artificial Respiration
 - Choking & CPR – A Choking Pet
 - Emergency Care - First Aid Kit & Bolt Cutters outside restroom

“Meet & Greet”

- Assessing dog behaviors in the park: Body Postures, Vocalization, Ears, Eyes, Mouth, Tail
- Teaching the Come Command - If no verbal control, owners must physically control their dog if conflict

What's Next?

- Observe & Attend Bi-Weekly Meet & Greets
- Ambassadors introduce new members to others in the park – Answer questions help acclimate to the park
- Observe dog behaviors and report questionable actions to the DFL Office
- Check Park Grounds for Safety / Gates are working and closing properly / Outer Gates Locked
- Clean up litter – Throw tree branches over the fence toward the parking lot
- Participating in Scheduled Play Groups



Application Approval

I have read, signed and understand the Off-Leash Dog Park application.

- I understand that all dogs can bite. I realize I am responsible for my dog's safety and assume all risks for myself and my dog for injury, loss or theft.
- I have attended the Canine Behavior Workshop. I understand there may be situations where my dog is not compatible with other dogs in the dog park.
- The dog described in this application has attended the required temperament evaluation.
- I agree to remove my dog from the park if, at any time, it is found to be incompatible with a dog or person already in the park upon my arrival.
- My dog is currently vaccinated. I will provide current proof of vaccinations, and I understand proof of vaccinations is required annually.

Owner's Initials

Date

Evaluator's Signature

Date

Your donation is tax deductible as a charitable contribution for Federal income tax purposes under section 501(c)(3) of the Internal Revenue code, Registration # CH15831.

Dogs For Life, Inc. is a non-profit, tax-exempt organization as described under the Internal Revenue Code 501(c)(3). Federal ID# 31-1800397.

The DFL off-leash dog park is open to the public for membership, however members are not necessarily service dog trainers nor do the park members dogs necessarily qualify as service dogs.

3-2022

Dogs For Life Mission

DFL is a non-profit organization devoted to improving the quality of life for veterans and other individuals with disabilities through training hearing and service dogs, and owning and operating an off-leash dog park.

Service Dog Training Center

Dogs For Life owns a 2,400 square foot air-conditioned Service Dog Training Center.

Service Dogs

Dogs are task-trained to assist their owners with mobility challenges and psychological support. Our dogs can help provide the emotional stability that veterans and first responders suffering from post-traumatic stress need to restore peace in their everyday lives. Service and hearing dogs instill the confidence necessary for their owners to leave the house or enter a confined space like an elevator.

Hearing Dogs

Dogs are task trained to alert their owners to a knock at the door, a telephone ring, a smoke alarm, or an alarm clock. Many other sounds can be added to meet a client's individual needs.

Puppy & Foster Training

DFL has an in-home environment to house and train dogs year-round. Volunteers are trained to foster dogs and begin their training before the dogs are placed with a client. This helps DFL to expand and increase the reach of our program.



Off-Leash Dog Park



- 4 acres - safe, clean, fenced, with lights
- Restrooms, chairs and benches
- Shade and watering stations
- Large and small dog areas
- Separate training area
- Walking trails

Open
365 days
a year!

1230 16th Avenue
Vero Beach, FL 32960
(772) 567-8969
office@dogsforlifevb.org
www.dogsforlifevb.org



Safety for the Park

Rules are for everyone's safety and promote good etiquette. The disregard of any rule may result in a grievance being filed against any person or dog. Grievances will be reviewed by the Dogs For Life, Inc. Board of Directors and may result in loss of park privileges.

Rules and Regulations

1. Only pre-approved dogs may enter the park. Dogs must wear a buckle collar when in the park (no choker, spike or electronic collars or harnesses).
2. Dogs must be leashed when entering and exiting the park. No exceptions.
3. Dogs are not allowed to chase people.
4. Dog park members assume liability for any non-member invited to the park.
5. Dogs are not allowed to dig. If dogs do dig, owners must immediately fill holes.
6. Owners must clean up after their dogs and must deposit waste in receptacles.
7. Dogs over 6 months old must be spayed/neutered and no puppies less than 5 months of age are allowed.
8. If your dog acts aggressively, you must leash your dog and immediately leave the park.
9. No dog can be in the park without an adult in attendance. No more than 2 dogs may be brought into the park by any individual.
10. Park gates must not be left open. Owners are responsible for ensuring that their dogs do not escape from fenced areas.
11. No bicycles, skateboards, skaters, scooters or motorized devices, except wheelchairs, are allowed.
12. No food, dog treats, alcohol, firearms, smoking, glass containers or sticks are allowed in the park.
13. Children under 8 years of age are not permitted in the park. At no time should anyone run or chase dogs.
14. Official park hours are 8 am to 8 pm.
15. Dog owners must treat each other and dogs with respect at all times. Threatening, rude or abusive behavior is not allowed or tolerated.
16. No toys are allowed in the park, except when you are alone with your dog in a section.

Application

Name _____

Address _____

City _____ Zip _____

Phone _____

Email _____

Dog's Name _____

Dog's Breed _____

Age _____ Birthday _____

Male Female Neutered Spayed

Vet Clinic _____

Preferred method of communication: Email US Mail

How did you hear about us?

Member Friend Ad Dog Park Sign Event

Other _____

I, the undersigned, in consideration of park privileges in the Off-Leash Dog Park, hereby release from liability Dogs For Life, Inc., its Board of Directors, employees, agents and volunteers and waive any right that I may have in the law to recover medical, property or bodily injury damages, regardless of cost, as a result of any injury I may sustain from my dog or any other dog, while on the property of the Dogs For Life, Inc., Off-Leash Dog Park.

I further agree and assume the risk for participating in programs at the Off-Leash Dog Park where there are dogs whose temperament may be unpredictable. I also assume full responsibility for any injury that may occur to me, to my dog(s) or my property. I waive any right that I may have to institute legal proceedings to recover costs of any kind.

Photo/Video Release: I will permit free use of my name, video and pictures of myself and/or my dog for DFL brochures, newsletters or promotional material, including social media.

I have read this entire application and am fully aware that this constitutes a waiver and release. I hereby certify that I am over 18 years of age and of sound state of mind.

Owner's Signature _____ Date _____

DFL Representative _____

Off-Leash Dog Park Information

All persons applying for use privileges at the Off-Leash Dog Park must abide by all park rules and regulations.

Cost: \$100 per year.

Membership fee is non-refundable. In honor of DFL's Service Dogs for Veterans Training Program, there is no cost for military veterans or first responders to use the park.

Payment method: Cash, Check or Credit/Debit Card.

Application process: All dogs must be inoculated, neutered and social. All applicants must attend a dog park orientation and canine behavior workshop prior to membership.

Dog temperament evaluation: Owners verify their dog is social with other dogs. During orientation the dog's temperament is reviewed and sociability with dogs and people is confirmed.

Canine behavior workshop: Orientation includes a canine behavior workshop where dog behavior, body postures, communication and canine pack structures are explained.

Donations are needed, appreciated and fully tax deductible.





Dogs for Life, Inc. Liability Issues

1. Dogs for Life, Inc. holds a liability policy on our leased property. This policy does not cover any damages incurred by dogs. Each member is required to sign a waiver indicating that they agree to waive any right to recover medical, property or bodily injury damages incurred while in the dog park. We have agreed to assume the risk for participating in programs with dogs that temperament may be unpredictable. We assume full responsibility for any injury that may occur to us or dog or our property.

With this in mind - we should all be aware of the Florida State Statute regarding dogs that bite.

In the State of Florida, if a dog bites someone or causes damages the owner is responsible for the damages.

You are responsible for your dog's behavior.

Florida State Statute 767.04 provides that: "The owner of any dog that bites any person while such person is on or in a public place, including the property of the owner of the dog, is liable for damages suffered by the person bitten, regardless of the former viciousness of the dog or the owners' knowledge of such viciousness." If the owner does have knowledge that their dog has bitten or attempted to bite someone the damages may be greater.

2. Dogs are social animals so interacting with other dogs is natural. Some dogs have better social skills than others. We can encourage positive interaction between dogs.
3. The best way to prepare for Dog Park usage is to: Teach your dog to come when called.
4. Please make sure plenty of fresh water is available at all times. If a dog overheats, the dog must be cooled off immediately. A bright red tongue indicates overheating.
5. Most dogs are less aggressive off leash. Because of this social "pack" structure, some dogs are more dominate, some dogs are more submissive. Body postures and communication or "calming" signals will be displayed by our dogs. These are all normal.

Sometimes a quick skirmish or conflict will arise between dogs. These normally don't last long and there are no injuries.

If your dog is possessive, then don't pet dogs in your dog's presence. If your dog is possessive, don't bring toys into the park. If there are other possessive dogs in the park, don't play with toys.

6. If your dog bites or breaks the skin of a dog or person you should immediately leave the park and contact Director Shelly Ferger.

TABLE 3-2 SIGNALING CATEGORIES

Signal	Circumstance Information	Signal	Circumstance Information
Barking	Alerting/warning Attention-seeking	Tail wag	Willingness to interact
Growling	Warning	Tail tip wag; stiff	Confident Assertive Offensively interactive
Crying	Distance-increasing	Neck erect or arched	Confident Challenging
Whimpering	Et-epimeletic	Ears erect	Alert Confident
Whining	Elicit social contact	Ears back	Fear
Howling	Anxiety situations (social contact = reassurance)	Ears vertically dropped	Deference Submission
Moans	Pleasure, contentment		Low rank Anxiety
Tail and ears up; forefoot in front of other	Alert, ready to participate		
Direct gaze	Challenge Confidence Absence of threat Distance-increasing	Snarl/growl with only incisors and canines apparent	Confidence Offensively aggressive Distance-increasing
Averted gaze	Fear Cowardice Deference Absence of challenge (not the same as deference for confident, high-ranking dogs)	Snarl/growl with all teeth and back of throat apparent	Defensively aggressive Fearful Distance-increasing
	Distance-decreasing signal	Body lowered	Defensive Distance-decreasing Fear Deference Relaxed
Belly presented	Deference Relaxation	Licking lips, flicking tongue	Appeasement Et-epimeletic Distance-decreasing
Tail tucked when belly presented	Fear/submission		Anxious (and solicitation of reassurance; derived from et-epimeletic)
Tail tucked when belly presented with urination	Profound fear/submission	Raising forepaw	Distance-decreasing Solicitation of attention
Grin	Deference Distance-decreasing signal	Paws out, front end down, rump up, tail wagging	Deference (off balance) Body bow, invitation to play
Piloerection	Arousal associated with anxiety, fear, aggression	Perpendicular posture	Challenge Confidence Challenge
Piloerection restricted to neck or tail region	Distance-increasing Confident dog	Mounting or pressing on back or shoulders of another dog	Challenge
Rigid stance, stiff torso musculature	Confidence and intent to interact (may not be aggressive)	Licking at corner of another dog's (or person's) mouth	Et-epimeletic Deference Solicitation
Tail above horizon	Distance-increasing Confident High status	Blowing out lips/cheeks	Anticipation (positive or negative) Anxiety (if very fast)
Tail below horizon	Less confident Lower status Deference Fear Caution for sighthounds for whom a lowered tail is normal carriage	Popping or snapping of upper and lower jaws ("bill" pops)	Capitulation, intention to comply as a last resort

Herding Dogs

Early Guard Dogs and Shepherds
Since the Neolithic Era, people have recognized the importance of dogs in helping them to survive in a difficult and hostile world. Unquestionably, people's primary interest at first was in the dog's value as a **hunter, a guardian, and a shepherd**. Only secondarily did the dog serve as a companion.

In earlier days, herding was performed by a variety of dogs all referred to as herding dogs. With the assistance of four or five herders, a farmer or rancher could control a large number of sheep, cattle, or other livestock. The physical appearance of these dogs was unimportant; their value was instead measured according to their utility-- their ability to survive long, hard days in every kind of weather and to sustain constant running at a full trot. As forming tasks became more specialized, so did the varieties of herding dogs, through selective breeding. Over time, the breeds evolved into those we have today. The American Kennel Club recognizes fourteen herding breeds. One of these-- the Collie—is also recognized by the United Kennel Club under the name Scotch Collie.

Types of Herding Dogs

Herding dogs tend their flocks in two different ways, each related to the size of the dog. The larger breeds-- Belgian Malinois, Belgian Sheepdog, Belgian Tervuren, Bouvier des Flandres, Briard, Collie, German Shepherd, and Old English Sheepdog-- bark loudly and slowly circle the herd, keeping strays in line by virtue of their size and strength.

They can direct an entire herd to a new location when necessary. These dogs move more slowly than their smaller counterparts. Long ago, when wolves roamed the European countryside, such large breeds protected the livestock from predators; dogs engaged in battle to the

death to save the herd.

The smaller breeds-- Australian Cattle Dog, Bearded Collie, Puli, Shetland Sheepdog, Cardigan Welsh Corgi, and Pembroke Welsh Corgi--work quickly. They dart in and out of the herd, nipping at the heels of the livestock, dodging their kicks, raising a ruckus with their barking, and, in this different manner, accomplishing the same task the larger dogs do. Unlike the other breeds, the Puli can also jump over the backs of animals to control them.

Modern Uses of Herding Dogs

On farms throughout the world, herding dogs are still used in the fields, but modern ranching methods have greatly reduced the need for them. Some herding dogs **protect** flocks that are preyed upon by wild animals.

Other breeds, such as the Bouvier des Flandres and the German Shepherd, serve as guide dogs for the blind, a function to which they have adapted readily. And the German Shepherd's work with police is legendary. Many herding breeds primarily function as companions and **guardians** of the home.

Care of Herding Dogs

In order to become useful home companions, herding dogs need to be around people from the time they are puppies. As soon as possible, they need to be introduced to outside noises and situations in order to allow them to overcome any timidity, which can turn into viciousness if the dogs are kept isolated. Herding dogs should be patiently trained with love, not fearful punishment, if they are to learn to take their places as family members. Because these breeds are naturally active, they must be exercised routinely, as well as bathed, brushed, and generally kept happy and healthy. If you cannot devote time to a dog, a herding breed is not the right companion for you.

Hounds

An Ancient Heritage

Hounds may be the oldest purebred dogs. The Saluki dates back seven or eight thousand years to Sumeria, and the Greyhound, the Ibizan Hound, and the Pharaoh Hound were all favored **hunting dogs** in ancient Egypt. The Ibizan Hound and the Pharaoh Hound closely resemble Anubis, an Egyptian god with the head of a jackal. The Afghan Hound is nearly as old. And the Bloodhound- probably the forerunner of all modern scent hounds-- can be traced to Rome in the period before Christ; this ancestor was most likely quite similar to the dogs we now know.

Today the hound group consists of twenty-one breeds recognized by the American Kennel Club as well as five others recognized by the United Kennel Club (see page: 253).

Types of Hounds

Hounds can be divided into three main AKC categories. Dogs that hunt using only their eyesight are, appropriately Enough, called sight or gaze hounds; there are nine breeds in this category: the Afghan Hound, Borzoi, Greyhound, Ibizan Hound, Irish Wolfhound, Pharaoh Hound, Saluki, Scottish Deerhound, and Whippet. There are seven scent hounds, which hunt by scent without depending on eyesight: Basset Hound, Beagle, Black and Tan Coonhound, Bloodhound, American Foxhound, English Foxhound, and Herrier. Five breeds use a combination of sight and scent: Basenji, Dachshund, Norwegian Elkhound, Otter Hound, and Rhodesian Ridgeback. Perhaps the Basenji, the Norwegian Elkhound, and the Rhodesian Ridgeback Do not belong in the hound group at all. Although no one knows where in Africa the Basenji originated, the dog was brought to the Egyptian court thousands of years ago and today is rarely used for hunting. The Norwegian Elkhound and

the Northern Spitz are the same breed: both are related to the sled dogs in the working group and the Keeshond in the non-sporting group. There is almost certainly some hound in the Rhodesian Ridgeback, but other strains exist as well. Many people also question the Dachshund's inclusion, because its size has been greatly reduced since it was used as a hunting breed in Germany; the breed is really a companion dog today. The five additional UKC hounds include the Bluetick Coonhound, the English Coonhound, the Plott Hound, the Redbone Coonhound, and the Treeing Walker Coonhound. This club also registers the greatest number of Black and Tan Coonhounds.

Diverse Uses of Hounds

Originally the hounds were hunting dogs, although they are clearly distinct from these breeds in today's sporting group. A number of the scent hounds-- the Beagle, the American and English foxhounds, and the Black and Tan Coonhound-- are still field dogs. The Greyhound and the Whippet are racing animals, and a limited number of people use the Borzoi and the Irish Foxhound to course coyotes. Although the Bloodhound is still very prevalent in police work, most dogs of this breed are kept purely for companionship.

Miniature to Giant Companions

Hounds typically have gentle personalities. Unless raised as kennel dogs or in packs for field use, most of them make fine pets. The tallest dogs in the world-- Irish Wolfhound, Scottish Deerhound, and Borzoi-- belong to this group, and their homes must be quite large. These giants are balanced by the smaller of the two Beagle varieties, as well as by the miniature version of the Dachshund. There is, in short, a hound for almost every taste and lifestyle.

Non-Sporting Dogs

An Unusual Variety

Unquestionably the most diverse group, the catchall non-sporting-dog category includes twelve breeds. Its members are from all over the globe-- China, Tibet, Europe, and America-- and vary greatly in size, shape, color, and personality.

The term "non-sporting dogs" was adopted to describe breeds that were not developed for a specific purpose, as well as those that are no longer used in the same way they originally were. For example, the Poodle and the Dalmatian, once hard-working hunting dogs, are now bred more for appearance than for their usefulness in the field. Similarly, the Bulldog developed as a fierce fighting animal, but today is a friendly and gentle pet. Other members of the non-sporting-dog group, such as the Lhasa Apso and the Bichon Frise, seem to have always served as companions, appreciated for their stylish looks. Some breeds in this group are considered symbols of their presumed nations of origin. The Bulldog, the Poodle, the Boston Terrier, the Chow Chow, and the Tibetan Terrier are typically identified with England, France, the United States, China, and Tibet, respectively.

Many Choices

The non-sporting-dog group offers a future dog owner an unusual variety of breeds from which to choose. Large or small, long or short hair, almost any shape or color--all are represented here. There are city dogs and country dogs; breeds requiring minimal coat care, and some that need substantial professional grooming.

The characteristic that seems to link these twelve breeds is the inability to fit them into any other group. But however catchall the category may be, it includes some of the most popular breeds in the United States, such as the standard and miniature Poodles, and the Boston Terrier.

Sporting Dogs

Specialized Hunters

The twenty-four breeds included in the sporting dog group are all gundogs used by hunters to locate game and then collect it once it has been shot down.

These dogs are specialists, each devoted to a clearly defined task.

Forerunners

The pointers and the setters locate game by working ahead of the gun. Long before a hunter is able to see the quarry, these dogs find it and silently show the hunter its location. A pointer comes "to the point" by standing rigidly with one foot in mid-stride. Its tail stands out in a straight line, enabling the hunter to use the dog's body like the sight of a gun.

Pointers often work in pairs, moving far apart in the same field. They act as coordinates, indicating the direction and distance to the game. Setters perform similarly, but sink down to the ground, or "set," after locating the target. Both pointers and setters remain still until given the command to retrieve.

Flushing Dogs

The spaniels are the flushing dogs. Their task is to move the game toward the hunter, working back and forth so that they do not drive it out of range. These dogs hunt a variety of quarries, including birds and ground game such as rabbits, hares, and woodchucks.

Spaniels come in several sizes and abilities, and are chosen to match the circumstances under which they will be expected to work. The Cocker Spaniel is a specialist in hunting the snipelike woodcock; the Springer Spaniel "springs" on game; and the Brittany,

really a cross between a spaniel and a pointer, both points and flushes out game.

Retrievers

The retrievers are large, strong dogs with great noses and keen eyesight. They stay next to the hunter, marking the fall of the bird after it has been shot, and then fetch it either on land or from the water. They are generally used as bird dogs, but will in fact retrieve just about anything, including newspapers and slippers.

All-Purpose Breeds

Some breeds perform two tasks well, while others are truly all-purpose dogs. Many are experts in the water, where they are undeterred by cold or icy conditions. Some breeds work only for their masters, while others thrive on kennel life and perform well for anyone. Intelligent, hardworking, and companionable, many sporting dogs make fine household pets. The most popular sporting breed in the United States, the Cocker Spaniel, is rarely used in the field and is kept almost exclusively as a companion. However, the larger and more active sporting breeds do require plenty of exercise. These dogs need to interact with people, and they also need to work, since they have been bred for that purpose for many centuries.

Terriers

British Origins

These courageous, energetic dogs were originally bred to help control vermin and hunt small game. Distinguished by bravery far beyond their size, terriers were expected to face formidable opponents above and below ground-- ranging from foxes to otters, weasels, and rats. The word "terrier" comes from the Latin *terra*, or earth, and designates how and where these dogs pursued their game. Even today terriers are diggers, and many dogs will "go to ground" without training or urging. Almost all terriers have deep roots in Great Britain. Although this group is not as old as some others, sources dating to the 14th and 16th centuries specifically mention "earthe dogges" of various types, and these dogs probably existed even earlier. Terriers were originally the dogs of gamekeepers and ratcatchers. People of the lower social classes were more likely to keep terriers than were privileged aristocrats. The differences among the various breeds arose in response to local conditions and the type of game hunted. Today the American Kennel Club recognizes twenty-four terrier breeds; one of these-- the American Staffordshire Terrier-- is also recognized by the United Kennel Club as the American Pit Bull Terrier.

A Varied Family

Early writings divide the terrier family into two groups: a long-legged, smooth-haired, English type, and a short-legged, long-haired variety from Scotland. In time, breeds and varieties became more sharply defined, leading eventually to the terriers we now know. The two main branches of the family are still the long-legged terriers-- tall dogs with rectangular heads, button ears, and erectly carried, docked tails-- and the short-legged terriers-- which are low-slung dogs with a better-than-average sense of smell and incredible tenacity.

Both of these types were originally developed as hunters. The Airedale and the Wire Fox Terrier are typical of the former group, while the Cairn Terrier is an example of a short-legged breed. The Bull Terrier, the American Staffordshire Terrier, and the Staffordshire Bull Terrier belong to a third group, which was originally bred more for fighting than for chasing vermin. Other terriers, such as the Bedlington, Manchester, and Border terriers, do not fall neatly into a category, although all were used either for sport or as ratters on farms.

Grooming Requirements

Except for the few smooth-haired breeds, terriers require a fair amount of trimming to appear presentable. Some call for considerable artistry, particularly for the show ring. Stripping and plucking involve pulling out and shaping the hair to enhance the color and texture of the new coat, and for a few breeds-- such as the Bedlington, Kerry Blue, and Soft-Coated Wheaten terriers-- skillful scissoring is necessary to put them in top form. Pet terriers are usually trimmed with clippers, which is easier and more economical for the owner, but the finished result is not as elegant.

Active Companions

Terriers are more closely related than members of other AKC groups and, as a result, generally have similar temperaments. Fun-loving and independent, they are ideal companions. Terriers characteristically throw themselves with vigor into everything they do and are always ready for adventure at a moment's notice. Their well-known love of life makes them perfectly suited to the rough play of older children, long hikes, or any vigorous activity that brings dog and owner together.

Toys

A Royal Tradition

Although many of the toys are rather modern in origin in comparison with other breeds, some do have a long history. The Pekingese probably traces back to the eighth century, when it was the favorite of the Chinese imperial court. The Maltese is even older-- Publius, the Roman governor of Malta during the time of the Apostle Paul, had a Maltese whose gentle, frolicsome nature was immortalized in an epigram by the great poet Martial. The Italian Greyhound, the smallest of the gaze hounds-- and a favorite of Queen Victoria, Catherine the Great of Russia, and Frederick the Great of Prussia, among others-- is believed to have originated over 2000 years ago. The Pug, one of the oldest of all toys, has been known since before 400 B.C. Throughout history these little dogs have captured the hearts of artists, poets, royalty, and just plain folk. Today the toy group comprises seventeen breeds of the AKC smallest dogs.

Types of Toys

Since toys are basically small dogs, and many are quite low to the ground, the different breeds in this group are best distinguished from each other by two characteristics other than height: the length of their muzzle, or foreface, and their coat type. In five breeds, the muzzle is approximately the same length as the skull: Italian Greyhound, Toy Manchester Terrier, Miniature Pinscher, Toy Poodle, and Silky Terrier. Most toys, however, have a short foreface. In the Chihuahua, the Maltese, the Papillon, the Pomeranian, and the Yorkshire Terrier, the foreface is somewhat shortened. But it is extremely short or blunt-- to the point of looking pushed in-- in the Affenpinscher, the Brussels Griffon, the English Toy Spaniel, the Japanese Chin, the Pekingese, the Pug, and the Shih Tzu.

Most of the toy breeds have long coats, some of which even trail to the ground or are tied in elaborate topknots on the head. The eleven toys with long coats are the longhaired Chihuahua, the English Toy Spaniel, the Japanese Chin, the Maltese, the Papillon, the Pekingese, the Pomeranian, the Toy Poodle, the Shih Tzu, the Silky Terrier, and the Yorkshire Terrier. Because of their luxurious locks, these toys usually require a lot of grooming. In contrast, the smooth haired toys need little time spent on their coats; these breeds include the smooth-haired Brussels Griffon, the smooth-haired Chihuahua, the Italian Greyhound, the Toy Manchester Terrier, the Miniature Pinscher, and the Pug.

Additionally, there are two wirehaired breeds: the Affenpinscher, sometimes called the monkey dog because of its amusing expression; and its descendant, the rough-haired Brussels Griffon.

Bred for Companionship

Unlike most dog breeds developed for a specific working purpose-- hunting, herding, or guarding the home-- many toy breeds were deliberately bred to be tiny companions without any other use than friendship.

The ladies and gentlemen of royalty, and even those of lesser social degree, were often reluctant to keep larger dogs in their palaces and homes, but instead wanted a tiny pet that could easily be held in the lap or carried about. Toys from the Orient were held in such high esteem by the nobility that they were given to distinguished visitors as gifts. Today toys are as popular as ever, especially among city-dwellers and the elderly. Small in stature, toys are bright, alert, and hardy. They are able to adjust to any climate and require little space.

A Pet's Body Language and What it Means



NEUTRAL / RELAXED



AROUSAL



AGGRESSIVE ATTACK



ACTIVE SUBMISSION



PASSIVE SUBMISSION



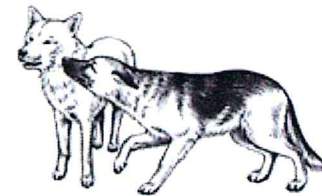
DEFENSIVE AGGRESSION



MATERNAL CORRECTION



PLAY SOLICITATION



GREETING BEHAVIOR



GREETING POSTURE

Dog-to-Dog Communication



When dog meets dog, they signal their status in relation to each other. Actions like raising a forepaw, looking away, licking or nudging at the other's muzzle or bowing with the forelegs are submissive gestures. Mounting, raising up stiffly on one's toes, or placing one's head over another's withers (the place where the neck meets the back) indicate the more dominant individual of that interaction.

mother quickly snarls and places mouth around muzzle or head of puppy

puppy submits by flattening to the ground and whimpering

tail tucked

paw raised

MATERNAL CORRECTION

A mother dog will discipline a pup with a quick muzzle grasp. The pup learns to offer submissive body postures.

tail up, loosely wagging

ears up

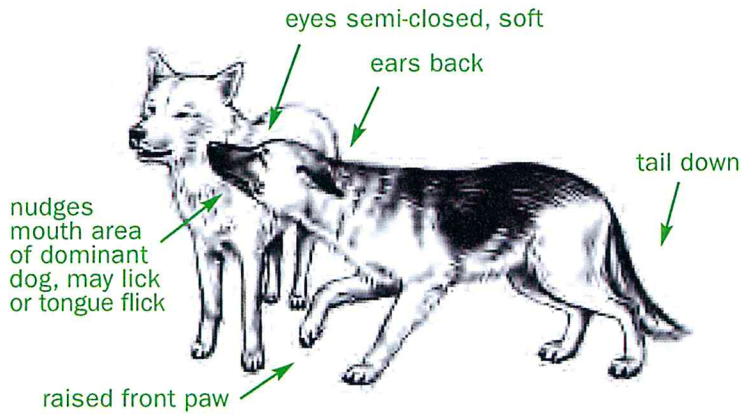
eyes soft

mouth open and relaxed, tongue exposed

front end lowered, ready to leap forward

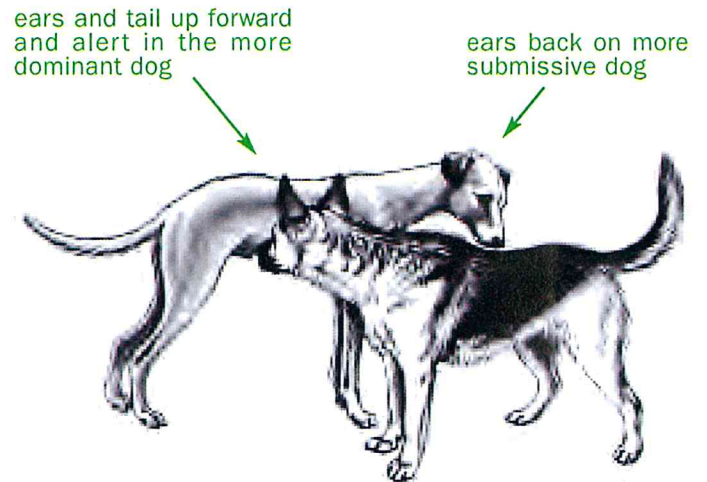
PLAY SOLICITATION

The play bow is a combination of dominant and submissive gestures. It is offered to invite another to play or as part of courtship behavior.



GREETING BEHAVIOR

A submissive dog may greet a more dominant dog with a muzzle nudge as an appeasement (pacifying) gesture.



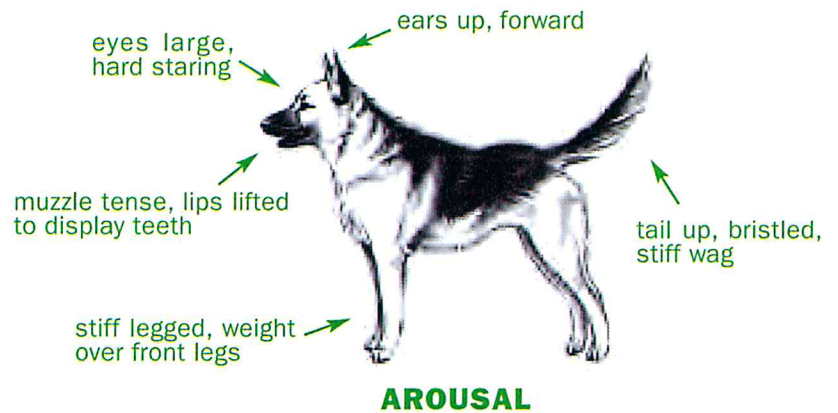
GREETING POSTURE

Dogs sniff each other's genital region when greeting to gather information on sexual status.

Reading Canine Body Postures

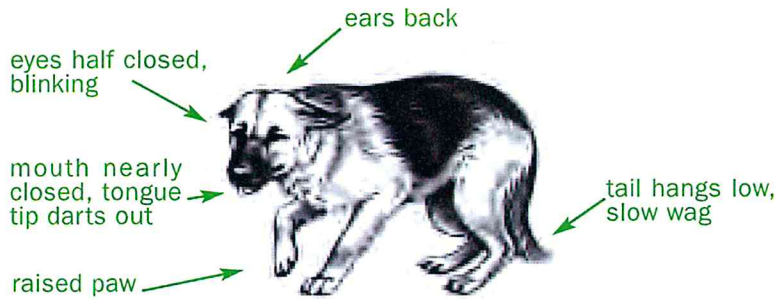


While dogs cannot speak, they do display their state of mind via their body language. By taking careful note of ear position, pupil dilation, facial tension (particularly around the muzzle and forehead), tail carriage and body weight distribution, an observer can detect whether a dog is relaxed or fearful, or acting in a submissive or dominant manner toward the observer.



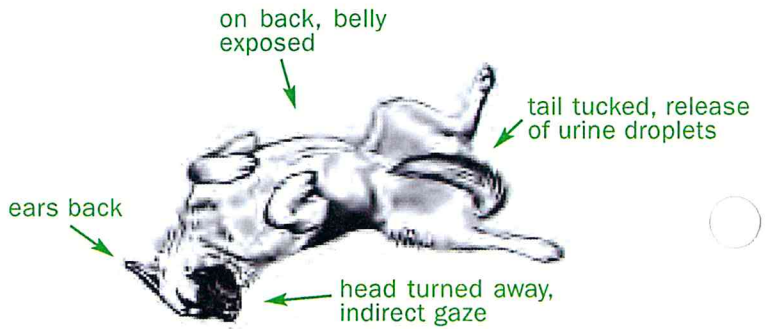
This threatening posture is used to chase another away or, if need be, to attack in order to protect possessions, pack or self.

The dog has been stimulated by something in his environment. When the dog is excited by something pleasurable, the hackles will be down and the tail will be carried a little lower and will loosely wag. The muzzle will be relaxed and the tongue may be seen. This posture may be displayed to subordinates in order to express higher ranking pack position.



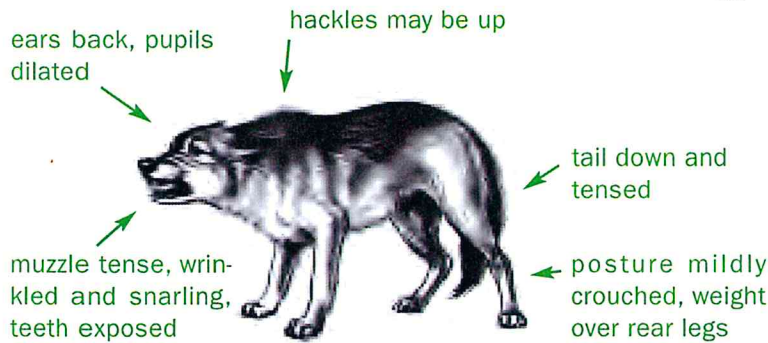
ACTIVE SUBMISSION

This pacifying posture is used when a dog acknowledges another dog or human's higher social ranking, or to inhibit another's aggression.



PASSIVE SUBMISSION

Bellying up indicates surrender, a pacifying gesture offered to a more dominant or aggressive individual.



DEFENSIVE AGGRESSION

When fearful, a dog will give warning signals to indicate he does not wish to be approached. If, unheeded, he will bite to protect himself.



How to Communicate with Dogs

There are many simple things you can do to communicate with dogs. Learning about calming signals and signs of stress can help you better understand your dog.

Typical Calming Signals Dogs use..... You can use them too!

Looking away	Dog's head or eyes look away from the person or dog who needs to be calmed
Turning away	Dog turns its back or side to whomever needs to be calmed
Walking slowly	Dog moves sluggishly in response to an excitable or angry person or dog
Suddenly standing, sitting or lying down	Dog changes its position to calm the situation
Stretching	Dog's front legs bend down and rear end goes up (play bow), emphasizing it means no harm
Yawning	Used to calm itself or others in stressful situations
Sniffing the ground	Dog's nose suddenly goes to ground to signify it means no harm
Arcing approaches	Dog slowly approaches another in an arcing pattern, signaling it means no harm
Going between	Dog walks or sits between two dogs (or people) when a conflict seems imminent (Translation: "Hey, let's keep things cool.")
Partially closed or blinking eyes	Dog conveys a soft, less threatening look
Lip licking	This technique is seen more frequently in dark colored dogs, perhaps accentuating their muzzle to clarify the expression they are conveying

Signs of Stress

Shaking off	Elimination	Dilated pupils
Panting and salivating	Turning away	Loss of appetite
Excessive blinking	Avoiding eye contact	Whining or excessive vocalizing
Increased activity or pacing	Diarrhea	Scratching/sneezing
Sniffing the ground	Yawning	Sweating (through pads of feet)
Restlessness, distraction, agitation	Licking lips	Excessive shedding
	Hiding behind something	

Some Causes of Stress

Unusual noises or smells	Confusing, rough or inconsistent training or handling
Strange/new places	People or animals exhibiting inappropriate behaviors
Extreme temperatures	Unusual emotional reactions of the handler
Crowding (by people or animals)	

***** You should note that some canine calming signals are also signs of stress. It is up to you as the human component to learn to read your dog and interpret the behavior...from a canine point of view.**

Dominance & Aggression in Dogs

It is necessary to distinguish between dominant/aggressive dogs and dogs that display dominant behaviors (or bite) for other reasons. If your dog's aggression problem has developed "out of the blue", have your dog examined by a licensed veterinarian to rule out physical causes of aggression. Dogs in pain will bite.

Signs of Dominance / Aggression

The first signs of dominance or aggression are often subtle, however, the cumulative effect of these signs can be devastating. Aggression is a normal form of communication for dogs. What is acceptable in the canine world may not be acceptable behavior with people. Be *aware* of your dog's behavior, do not make *excuses*; change your attitude and behavior towards your dog. Most dogs find security in a confident leader (you), insecurity can develop if you allow your dog to be "pack leader."

Signs of Dominant Dog Behavior

How to Respond

Signs of Dominant Dog Behavior	How to Respond
Ignoring known commands, especially DOWN	Enforce basic obedience often
'Talk back' barking when given a simple command	When possible, ignore and wait
Biting at the leash, refusing to walk on the leash	Use positive reinforcement when leash training
Refusing to get off the furniture when told to get off	Never allow a dominant dog on furniture or your bed
Blocking the main throughways of your home	Make your dog move if he's blocking your path
Growling and direct stares could be a warning	Never provoke an attack with corrections
Demanding your attention – pushing at your hands	Make a dominant dog sit before giving treats
Bolting through doorways ahead of you	Make your dog sit before entering or exiting the house
Running and hiding under furniture when called	Restrict your dog's freedom in the house
Jumping on visitors at the front door	Keep a leash at the door when you anticipate visitors
Pulling on the leash when walking	Make the dog walk beside you by changing direction
Jumping up on people	Train your dog to sit to be petted
Stealing food or other items	Restrict your dog's freedom – it's your house, not his
Growls around his food bowl	Put food down for 5 minutes, then pick it up

Not all dogs displaying these behaviors would automatically be considered dominant or aggressive. It depends on if your dog is coming when called, if he will get off furniture when told, if he is jumping or mouthing on people or clothing...

- Never hit your dog – pain may cause aggression
- Never play tug of war with a dominant dog
- Always supervise interaction with children and other dogs; never have food around in these instances
- Do not allow your dog to mouth your hands or clothing; biting starts with mouthing, then escalates
- Adopt a matter of fact tone of voice with a dominant dog, don't baby talk or whine
- Reinforce a subordinate posture when possible, training up to a 30 min down/stay (starting with small increments and low level distractions.) Your dog will stay an hour if you train him to stay 30 minutes.



Behavior Check List

Ambassador's Name: _____

Date: _____

Behavior Witnessed	Anxiety	Assertive	Fear	Play	Submission	Warning	Calming
Body Postures							
Anal sniff							
Body shake							
Chasing tail							
Freezing							
Hackles raised							
Mounting							
Moving in an arc							
Moving slowly							
Neck arched							
Paws out, front down, tail wagging							
Pressing on back of other dogs							
Raising forepaw							
Rolling on the ground							
Scratching							
Separating dogs / People							
Sitting							
Sniffing the ground							
Stretching							
Suddenly standing							
Turning away							
Urination - High							
Urination - Low							
Wagging slowly							
Wagging straight line							
Vocalization							
Barking							
Growling							
Growl showing canines							
Growl showing all teeth							
Howling							
Whining							
Ears							
Ears back							
Ears erect							
Ears vertical							
Eyes							
Blinking							
Hard stare							
Looking away							
Soft							
Mouth							
Grin							
Jaw popping							
Licking at corners of another dog's mouth							
Lip licking							
Tongue Flicking							
Yawning							
Tail							
Above horizon							
At horizon fast wag							
Below horizon							
Below horizon slow wag							
Tail tucked							
Nice steady tail speed							

Dog Parks:

The Good, the Bad, and the Ugly

By Trish King, CPDT, CDBC with Terry Long, CPDT

They're called dog parks or dog runs. Sometimes they're official, sometimes they're formed by a group of people who want their dogs to play together. Some dog parks are large – acres or miles of paths – but most are less than an acre in size, and some are tiny. Some are flat gravel or dirt, while other have picnic tables, trees, and other objects.

What all dog parks have in common is the reason for their existence. Dogs (and their owners) need a place where they can run free, sans leashes, and do “doggie” things. Many of their owners have no yard and the dogs would otherwise spend their entire outdoor lives on leash.

The fact that we even need dog parks is a reflection on American society, which is fragmented with many people living solitary lives. Dogs and other pets are sometimes the only family an owner has. At the same time, municipal laws have been inexorably pushing dogs further and further away from acceptance in our culture. Thus, they're seen as nuisances by half the population, and as family by the other.

In a perfect world, dog parks would not have to exist. Well-behaved dogs would have their privilege of being off leash (and well mannered!) in many different areas. However, the world is not perfect, and so we must make the best of what we have.

Advantages of Dog Parks

The advantages are simple and powerful. Dog parks provide a safe space in which people can exercise their dogs, and watch them play (something I love to do!) Our culture is becoming less and less tolerant of our canine companions, and often they are not welcome elsewhere.

At their best, dog parks can facilitate socialization with a variety of breeds and breed types. They can be a wonderful resource for adolescent dogs that have too much energy and no place to put it. Many also function as a social center – a place where people gather to chat, to exchange news, and to commiserate with one another's problems. For many, it replaces family conversation and for some, it is their only contact with fellow human beings. This is probably why, when I recommend that a client not visit dog parks, some cannot bring themselves to do it. They miss the camaraderie too much.

“A dog park is like a cocktail party, where you don't know anyone and everyone is drunk. You could have fun, but it could be a disaster.”

Disadvantages of Dog Parks

The disadvantages are not so simple, but can be even more powerful, depending on the dog and its owner. Some of these are exacerbated by the layout of the parks (see “keys to Successful Dog Park Design”). The real problems, both short and long-term, are behavioral. And often, owners unwittingly contribute to these problems because they don’t recognize – or don’t interpret correctly – what their dogs are actually doing and learning. Some of the problems cause difficulties only when dogs are meeting and interacting with other dogs. Other can cause future behavior to deteriorate. And still others directly impact dog/owner relationships.

Defensive Aggression

Dogs are social animals but they – like us – tend to like familiar faces. Just as we do not routinely meet and chat with everyone we meet on the street, dogs do not need to meet with all other dogs. It often takes some time for one dog to feel comfortable with another; and they need that time to decide how they should react. As we know, time is not always available in a dog park situation. Thus, even friendly dogs that feel uncomfortable can give people the impression that they are “aggressive,” especially when they meet a dog for the first time. If an overly exuberant Labrador Retriever, for instance, approaches a herding mix, the latter dog may snarl or air bite to make the Labrador retreat. After that, as far as the herding dog is concerned, they can meet nicely. However, people are likely to label the herding dog “aggressive,” and punish her (or at least ostracize the owner!). This is a bad learning experience all around. The Labrador hasn’t learned to inhibit his greeting style – which he would have if he hadn’t been interrupted by overreacting humans – and the herding dog has learned that a) normal warnings don’t work; and b) her owner won’t back her up.

Learned disobedience

When owners are not careful, dog park play quickly teaches a dog that the owner has no control over him. I’m sure we’ve all seen an owner following her dog, calling vainly as the animal stays just out of range, looks at her from afar, or just totally ignores her. And this is after the dog has learned to bark hysterically in the car all the way to the dog park, followed by pulling the owner through the parking lot, and then bolting away from her as soon as the leash is off.

Owner Helplessness

Dogs learn that their owners cannot keep them safe from harm when owners stand by and allow other dogs to play overly roughly, and to body slam and roll them over. When discussing this point, it’s important to understand that the dog’s perception of safety matters even more than the human’s. This can be difficult for owner, who may dismiss their dog’s obvious fear as unwarranted, since they “know” the other dog(s) mean no harm. A dog that is

chased or bullied by another dog is not only learning to avoid other dogs, he is also learning that his owner is completely ineffective.

Problematic Play Styles

Dog play styles can be radically different, and sometimes they are not compatible with each other's. This can cause misunderstandings, or even fights, and it can also exacerbate certain play styles. Dogs that tend to be very physical in play often overwhelm other dogs. No one is inhibiting their play style. In fact, owners often laugh at concerns with "don't worry, he's only playing." Playing he may be, but he is also learning, and what he's learning is not necessarily what we want to be teaching. When bully type dogs play with similar dogs, the only unwanted outcome is that they don't learn how to be polite with other dogs. If they bully weaker dogs – which often happen – they learn that they can overpower other dogs, and they tend to repeat the behavior. The weaker dogs learn that cut-off or appeasement signals do not work, and they learn to be afraid of other dogs...sometimes all other dogs, sometimes just dogs that look like the bullies.

Resource Guarding

Resource guarding can become very problematic in a park, where resources are often few and far between. Some dogs will guard their own toys, some will try to take items from other dogs. Some keep the items, others just want to taunt the dog who "owns" the toy. Squabbles over resources, including humans sitting at a picnic table or on a bench, can easily erupt into nasty fights.

Frustration Aggression

Interestingly enough, leash frustration – a canine temper tantrum – is sometimes an offshoot of dog park experiences. There are a couple of reasons for this. Leash frustration often begins when a dog is so excited at the prospect of playing that he pulls his owner all the way to the park, lunging and barking – sometimes for blocks. His agitated owner pulls back and yells at the dog, thus increasing the arousal. By the time the dog gets to the park, he's all fired up for something very physical – like a fight.

Leash frustration also occurs because dogs that frequent parks mistakenly believe that they can meet any other dog they see. Once again, when thwarted, they tend to pull on the leash, and the owner yanks back. As the frustration builds, the dog appears to be aggressive, thus causing other owners to pull their dogs back in fear. Eventually, leash frustration can lead to real aggression. Often, owners of these dogs will be very confused because their dogs are so good off leash, and holy terrors on leash.

Facilitated Aggression

Many dogs are very attached to their owners, and will hang around near them. Often these dogs are worried about, or afraid of, other dogs, and will growl or display their teeth when they're approached. The owners unwittingly "facilitate" this behavior by remaining next to their dog, who then counts on them to help if a fight ensues. If this behavior is repeated often enough – if they feel threatened by a variety of dogs – they may default to that behavior.

Another form of facilitated aggression occurs when two or more dogs in a family visit the dog park. The two may well gang up on a third, possibly frightening him or her – or worse.

Age

While many dogs enjoy playing with others throughout their life, a substantial number do not, once they have reached social maturity. These dogs will slowly lose interest in other dogs, and may signal them to go away. Some dogs become very reluctant to go into dog parks, which – as we have noted – can be out of control. Others will snarl or snap to indicate their displeasure.

Arousal

Dogs playing in parks sometimes are unable to calm down, and some can get into a state of sustained arousal that gets them into trouble. A dog that has been involved in an incident in which the excitement level is very high, might inappropriately and uncharacteristically start other incidents, often with unwanted outcomes.

Trauma

Finally, a traumatic experience can make an impact on a young dog that cannot be fully understood nor erased. A puppy or adolescent who is attacked may well show aggressive behaviors that begin after that incident. Sometimes a young dog can be traumatized by what the owners think are minor events. I liken that kind of trauma to that suffered by a child who is traumatized, perhaps by getting stuck in an elevator. After the first experience, all elevators are bad – even though she knows intellectually that all elevators are not bad. Pity the poor puppy, who doesn't have the reasoning to know that what occurred once does not always happen again.

The Power of Knowledge

Owners, of course, play an important role in dog parks, and often don't accept the responsibility they should. Many don't pay attention to their dog, and many have no idea what constitutes proper behavior, or what a dog may be signaling to another dog. Some defend their dogs when the animal exhibits poor or inappropriate behavior. Some overreact to a normal interaction, in which one dog discourages the attention of another. Occasionally, some owners use parks as babysitters, even leaving their dogs unattended while they shop. And most owners have far less control over their dogs than they believe!

Educating owners is a tough job. Many believe firmly that they are socializing their dogs in the proper way, and don't like suggestions that they limit dog park time or monitor their dog and others. Teaching them what good play looks like is a first step, and empowering them to actually interrupt poor interactions is a necessary second step. Often, people don't want to offend other dog owners, so they allow poor behavior to continue.

Trainers can help them learn by describing what appropriate interactions look like, possibly by narrating what the dogs are doing as two dogs play. I've found that owners really enjoy learning what good play manners are like – they appreciate the same kinds of descriptions that they hear from sports announcers during games. Finally, some dogs should not go to dog parks. They can be too shy, too bold, too defensive, or have tendencies to guard toys and balls. Often, when consulting with clients, I ask them to consider giving parks a pass and concentrating on walks or runs, either alone or maybe with some special friends. I'm occasionally surprised by the relief these people feel when they find out dog park play is not mandatory? They thought they had to do it.

Play is fun, but don't be fooled in thinking it's just goofy or frivolous. Play is powerful stuff, and it has a profound influence on your dog and your dog's relationship with others of the same species.

But mostly, we humans play by the rules; we learn as children, as do dogs as puppies, that we need to inhibit ourselves to keep the game going.

The next time you watch dogs play, pay attention to all the times that each dog self-handicaps. How many "bites" are delivered with a soft mouth? How many times does the bigger or stronger dog lie down and let the smaller one leap all over him? Once you start paying attention to the clues, it will be much easier to tell when the self-handicapping breaks down. Was that last "play bite" a bit too hard and too long in duration? Did the bigger dog's body slam the smaller one in such a way that it might have caused discomfort or injury? The fastest way to detect a lack of self-handicapping is to observe both dogs ("normal canine play" is usually between a pair of dogs, not three or four – doggie day cares take note) and notice whether the two continue to willingly engage with one another, or if one is trying to get away, hide behind a tree or in some way extract herself from the "game."

The ability to self-handicap requires a certain amount of emotional maturity. After all, part of what makes play fun is its combination of excitement and a tendency to abandon the rules of normal life. The excitement and freedom we feel during play can lead to an increased state of emotional arousal, and therein lies the danger. Remember the phrase "I went to a fight and a hockey game broke out"? Things get wild at sports events, both on and off the field, because both players and spectators can get carried away and lose the ability to inhibit themselves.

This is equally true of dogs. Many a good dog has ended up in a fight because she became overly aroused while playing with another dog. That's why canine professionals monitor play between dogs and watch for signs of over-arousal: Are the dogs' vocalizations changing – becoming more rapid, higher or lower? Are their actions becoming more intense, jerkier, with less self-handicapping? If so, then it's an appropriate moment to say "Let's go for a walk!" and give the dogs a time-out.

Dogs who "play well with others" consciously or unconsciously know how to control their own emotional arousal. Watch two dogs play together, especially two dogs who don't know each other well. You'll see (one hopes) lots of "play bows," that famously stereotyped signal from one dog to another that means "Everything I'm about to do is just a joke!" Play bows are called "meta-communication" by scientists, meaning that they are communications about communication. However, play bows do more than clarify the actions to come – they also act as time-outs. Watch dogs begin a play session and you'll often see lots of play bows interspersed with bouts of high-energy wrestling or chasing. If you watch and record the presence or absence of movement, your notes will look something like Move, Stop, Move, Stop, Move, Stop, with the intervals between pauses lasting only a few seconds as the dogs get to know each other, and then becoming longer as they become more comfortable.

Dogs pause in other ways, often stopping all movement and facing each other for a second or two until one ducks her head and leaps to one side, initiating yet another bout of chase or wrestle play. These pauses are critical to managing levels of emotional arousal, and I believe that the lack of them is often what gets people into trouble when they are playing with their own dogs. As adults, most of us are pretty good at managing our levels of emotional arousal, and so we don't think to stop and pause while we're playing with our dogs. But we can't expect animals with far less ability to temper emotion with rational thought to be as good at it as we are. Children also can have problems controlling their emotions, inadvertently ramping up their own and their dog's arousal levels to the boiling (or biting) point.

We need to use our understanding of how dogs play to inform the way we play with them, and that includes teaching ourselves to incorporate pauses. Doing that could avoid a tremendous amount of pain and suffering – any trainer or behaviorist could talk for hours about the sad cases they've seen in which an overly aroused dog bit someone during play. My wish is that all beginning family dog-training classes would incorporate a section on How to Play with Your Dog. Isn't that more important than teaching our dogs to sit straight or walk perfectly on heel?

As I write, old Lassie and young Willie are playing in the living room. When Will was a young pup, Lassie taught him to play tug. When Will had a toy in his mouth, Lassie would carefully take hold of the other end and pull just hard enough to keep Will interested. She inhibited her strength and power, and the few times that she pulled the toy out of Will's mouth, she immediately moved it back to him and then pulled again with less force once he took hold. That was when Willie weighed 10 pounds and she was a strong 12-year-old. Now Will is three, and Lassie is a deaf, partially blind 15-year-old. She hasn't lost her love of play but is weak in the hindquarters and a little slow out of the gate. They still play tug, my young male in his prime and my old girl in her dotage, but now it is Will who self-handicaps, rarely shaking his head as he does when he and I play tug together (with such strength that I can't always hold on), pulling straight back just hard enough to keep the game going. All Will is doing is playing by the rules (rules we would all be well-advised to keep in mind when evaluating canine play in any form) but it still makes me feel all warm and gooey to think about the tables turning, and how play binds us- human and dog, young and old –

Remember keep it “Fun for Everyone”

Sibling Rivalry Among Dogs

By Sherry Woodard

Sibling rivalry occurs when two or more dogs in the same household fight with each other. The beginning of these situations can often go unnoticed by the people in the house. Here are the signs to watch for: The dogs are giving each other looks and posturing; soon the dogs start to growl over space or other resources. If their behavior is ignored, they may seriously injure each other by fighting.



Fighting occurs in some dog groupings to establish a stable hierarchy. Among dogs, there is always a hierarchy in the pack (which includes other dogs and people in the household), with one dog dominant over the others. In the wild, having a hierarchy helps to keep order in the pack. Thankfully, in many homes, dominance is settled by one dog snarling a challenge and the other dog accepting a subordinate role.

If there is a dominance issue that hasn't been settled, people sometimes exacerbate the problem by trying to stop the dogs from establishing clear roles. Ignorant of the dogs' natural tendency to form a hierarchy, they support the perceived victim and verbally chastise the more dominant dog. Instead, they should be reinforcing the subordination of the one dog and the dominance of the other. Their well-meaning attempt to make the dogs equal is not helpful.

Here are some common situations when hierarchy may become an issue:

- When a new dog enters your family
- When one dog reaches social maturity
- When one dog becomes old in the eyes of the other
- When one dog's health is compromised

If your dogs start fighting, consult your veterinarian first – there may be a medical cause. Then, see a behavior specialist for help in learning to support the hierarchy between the dogs and for help in keeping the dogs and your human family safe. All dogs should have a healthy, respectful relationship with their human family. A firm voice command from you should be enough to stop a fight. If that's not the case, get professional help from an animal behaviorist or trainer.

Sherry Woodard is the dog training and care consultant at Best Friends. She develops resources and provides consulting services nationally to help achieve Best Friends' No More Homeless Pets mission.

Urine Marking in Dogs

By Sherry Woodard

Why do dogs engage in urine marking?

Among dogs, urine marking is territorial behavior. An intact (uncastrated) male dog will instinctively mark his territory with his urine. A well-trained dog may not mark indoors in familiar surroundings, but as soon as he is moved to a new place, the behavior will resurface. Some female dogs are highly territorial and they will also urine-mark.

Dogs may feel threatened and consequently feel the need to mark their territory because:

- A new pet moves into your home.
- A new human baby comes home.
- A new adult starts spending time at your house.
- You move to a new place that may or may not have smells from other dogs.



What can I do to eliminate urine marking?

The best way to prevent a male dog from urine marking is to have him neutered before he develops territorial behavior. If the dog is an adult and the behavior is already well established, then neutering may not help. If your dog does urine-mark in your home, it's important to neutralize the spot with an enzymatic cleaner to completely get rid of the odor. Otherwise, the smell is an invitation to the dog to mark the same spot again. The enzymes in the cleaner (Nature's Miracle and Simple Solution are two brands) digest the odor-causing protein in organic materials.

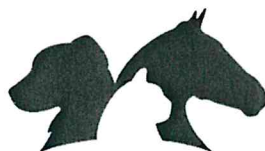
Spots where marking has happened can be covered with two-sided sticky tape or vinyl carpet runners turned upside down. If the dog simply moves to marking another spot, you may want to limit what areas the dog has access to while you attempt to change the marking behavior through counterconditioning.

You can counter-condition by using one spot that your dog has marked – now clean – as a site to place food treats. Many dogs will not mark a place where they eat. If your dog has marked in several spots, you might want to cover the other spots with upside-down carpet runner or furniture. Your dog will need supervision while he's in the house and regular trips outdoors to urinate. Remember to praise your dog every time she eliminates in an appropriate place.

If your neutered dog is still marking after you have tried the above suggestions, seek professional help from a behaviorist in your area.

Sherry Woodard is the dog training and care consultant at Best Friends. She develops resources and provides consulting services nationally to help achieve Best Friends' No More Homeless Pets mission.

See also: [House-Training Your Dog](#)



Dumb Friends League.
COMPASSION ALWAYS ♥

THE FEARFUL DOG

Dogs can be afraid of a lot of different things. A frightened dog might also do a lot of different things when it's afraid. Scared dogs might freeze, or try to run away, to calm down the scary thing, or to scare away the scary thing.

Scared dogs might do things like:

- Roll onto their backs
- Run away or hide
- Tuck their tails
- Pant
- Drool
- Tremble or shake
- Pace
- Lick their lips
- Widen their eyes to show the whites of their eyes
- Avoid eye contact or stare
- Urinate or defecate
- Freeze
- Bark or growl
- Bare their teeth, snap, and bite

This can be a bit confusing – why do some dogs stare while others avoid eye contact? Some dogs might even do one thing in one situation, and behave differently the next time. That's why it's important to familiarize yourself with dog body language.

Read on to learn more about the causes of fearful behavior in dogs and what to do about it.

Causes of Fearful Behavior

Dogs can be afraid of just about anything. Noises, sights, sounds, smells, or movement can all be scary for a dog. Figuring out why your dog is afraid isn't always necessary to fix the problem, but it often helps.

Often fear comes from **a lack of exposure**. Dogs are naturally afraid of new things, and dogs that grew up in a deprived environment might be jumpier around "normal" things like traffic cones or men in hats. Even dogs that had a normal upbringing are often afraid of new things that we humans know are harmless. This is why it's so important to expose your dog to lots of new things in a fun and safe way!

Other times, dogs might be afraid of things because of a **scary past experience**. A dog might have had a bad experience with a certain place, sound, type of person, or object. If the experience was scary enough, they'll probably be scared of it next time they see it.

Some dogs are also **genetically predisposed** to being more fearful. Certain breeds are known for being jumpy, suspicious, or timid. Poor genetics or just the luck of the draw can also be a factor. Getting to know your chosen breed as well as your individual animal is important. Talk to your veterinarian if you suspect that there's a genetic or medical condition related to your dog's fear.

What You Can Do

Expecting a scared dog to “just figure it out” or “get over it” rarely works. Left untreated, fearful behaviors often just get worse. **Even with treatment, it's important to realize that some dogs might never be cool and confident in all situations.**

We recommend taking the following steps to work through your dog's fearfulness:

- 1) Rule out medical issues. Talk to your veterinarian and research your dog's history if possible.
- 2) Determine your dog's “triggers.” Make a list of everything that your dog is scared of. This can include anything from “the sound of the fan” to “other dogs” to “bikes and baby strollers.”
- 3) Create a plan to reduce your dog's exposure to the things that scare him. While you're training him, it's important to not scare him more. Keep your dog and everyone else safe and happy by ensuring that contact with scary stuff is minimized. Keep your dog on leash or in a crate if you can't avoid the scary thing.
 - a. It's best to expect your management plan to fail. Make a plan for what to do if your dog's trigger appears unexpectedly. It's okay to make a U-turn in the middle of the walk or to cross the street to avoid something. Then give your dog a bunch of treats to reward him for choosing to move away from the scary thing!
- 4) Start pairing the triggers from your list with good things in controlled environments. If your dog is afraid of strollers, give your dog a treat whenever he looks at a stroller from two blocks away. When he's excited to see the stroller (because it means treats), you can decrease the distance between you and the stroller. If your dog gets scared at any point, take a break. Then start over at the last point where you succeeded and go slower this time.
 - a. See our handout on counter-conditioning and desensitization for more detailed information.
- 5) Teach your dog to do something specific when he sees the trigger. For example, teach your dog to look at you when he hears a siren or touch your hand when he sees another dog. This helps take your dog's mind off of the scary thing and gives him something to do instead.
- 6) Work with a trainer if your dog displays aggression when he's afraid. It's also a good idea to contact a trainer if your dog is afraid of a wide variety of things. See our handout on finding a good trainer for more information.

The goal is to help teach your dog that his triggers actually mean good things are coming. It's important to avoid scaring him more during this process. Be patient and consistent, and most fears will go away!

Clicker Training

Clicker training is a great way to train your dog with precision. You can do the steps above without a clicker. That said, with some skill and practice, clicker training will make learning faster. You can buy a clicker for just a few dollars online or at most pet stores.

- Sit in a quiet space with your dog. Start by clicking the clicker and then giving your dog a treat. Repeat this at least 15 times. Your dog should start to look for a treat when he hears the sound of the click.
- Pick an easy behavior to work on next. Choose something like looking at you or sitting down. Click and give your dog a treat every time he does this.
- Use the clicker to help with the plan above by clicking every time your dog notices his trigger. Then give him a treat. This will help the dog link the trigger with a click, which is linked to a treat.

You have to give your dog a treat every single time you click. Using a clicker is nice for this reason—it's a unique sound that always means a treat is coming. This makes it a precise way to speed up training.

When to Get Help

It's important to do the training correctly or problems might get worse. Since training can be pretty difficult, it's a good idea to consider hiring a trainer. Check out our handout on finding a trainer to see what we recommend. Ensure your trainer is using positive reinforcement-based methods with no shock, prong, or choke collars. Find a certified trainer with experience working with fearful dogs. If your dog displays any aggressive behavior, such as growling, snarling, snapping, or baring his teeth, stop all behavior modification procedures and seek professional help from an animal behavior specialist as soon as possible.

Consult With Your Veterinarian

Medication may be available that can help your dog feel less anxious for short time periods. Your veterinarian is the only person who is licensed and qualified to prescribe medication for your dog. Do not attempt to give your dog any over-the-counter or prescription medication without consulting with your veterinarian. Animals do not respond to drugs the same way people do, and a medication that may be safe for humans could be fatal to your dog. **Drug therapy alone will not reduce fears and phobias permanently, but medication can help make training more effective.**

Other Products

There are pheromone and other types of products available to help with anxiety and stress relief in dogs. None of these is an automatic cure for fear/anxiety, but should be used alongside training. Check with your veterinarian and do your research to ensure that these products are safe and a good fit for your needs. See our handout "Stress Relief for Your Pet" for more information.

What Not To Do

- Do not punish your dog for being afraid. Punishment will only make him more fearful. Animals do not understand punishment after the fact, even if it is only seconds later. Don't yell, swat, shock, or pull on the leash.
- Do not try to force your dog to experience the object or situation that is causing him to be afraid. For example, if he is afraid of bicycles and you force him to stand in place while bicycles whiz by, he will probably become more fearful, rather than less fearful of bicycles.

BODY

Language

How to interpret your dog's actions.

By Ian Dunbar, Ph.D., MRCUS

Even though few of us are fluent in the many dog languages, most of us can tell the difference between a friendly dog and an unfriendly one. The dog seems to get the message across with very little difficulty. It is as easy to sense the aura of a confident, relaxed and easygoing dog as it is to observe specific behaviors and body postures. Such dogs fairly exude warmth and friendliness — head held high with a big doggy laugh, gamboling gait and curved tail wagging the dog's rump.

Similarly, one can literally feel the tension emanating from a dog that is not friendly — head lowered, ears flattened, piercing stare, teeth bared and growling, pilo-erection along the back, stiff-legged, and tail held high, straight, stiff and usually vibrating.

It is hard to live with a dog for even a few days without learning a wide vocabulary of his body language. Most owners have a fairly firm grounding on how a dog acts when he is happy, confident, friendly, deferential, fearful, or aggressive. In fact, most dog owners have successfully compiled a comprehensive and descriptive doggy dictionary of body language covering much of the dog's behavior repertoire, with sound interpretations for each posture.

Doggy Feelings

Most people's interest in dog behavior and body language focuses on their desire to gain insight into the dog's emotions, feelings and preferences: To get a better idea of how the dog is feeling and what she would like to do. Most

owners care for their dogs and they care about how they are feeling. They want to know whether their dogs are contented, or if they are upset. It adds warmth to the soul to empathize with another individual and especially so with another species. Also, it is just plain fascinating and heart-warming to watch a dog attempt to communicate with her eyes, furrowed brow and maybe a few ear twitches — that for example, she would like to have dinner earlier on Sundays, that she would like to go outside to take a leak, that she has lost squeaky hedgehog under the bed, or perhaps that she would like to be asked to snuggle on the couch. These are the delights of sharing life with a dog.

But, "Beware of heartless them... given the scalpel they would dissect a kiss!" For some, learning about dog language has little if anything to do with interpreting the dog's feelings and emotions. Instead, the interest in body language is for predicting bad behavior and devising different means of punishment. Whether the dog is upset is of secondary significance; the prime concerns appear to be whether or not the dog will

bite and how to punish it in some ersatz wolfy way. As if this were not a sufficiently negative outlook with overtones of schadenfreude, ironically, the continued manhandling and bullying (abusive human body language) is the major reason why the dog was upset and felt like biting in the first place.

A rudimentary and utilitarian interest in body language to predict whether or not the dog will bite certainly makes sense for those professions who deal with numerous adult dogs of unknown disposition. However, the predictive value of body language is not as reliable as most think, largely because many body cues may have a variety of meanings and because fearful, rambunctious and uneducated dogs are more likely to bite than those that are aggressive. In fact, most growly dogs don't bite, whereas some dogs appear to bite without warning.

Ambiguous Behavior

It is not always true that a dog's actions necessarily mirror his intentions. Whereas we may easily observe and quantify a dog's behavior, we can only hazard a guess as to his feelings and intentions. This is not to say that dogs are intentionally deceitful, double-dealing or deceptive. Duplicity is after all a quintessential human foible. Rather, many dog body postures and vocalizations simply have a variety of meanings. For example, a growl may be a threat, or it may signify frustration, fear, lack of confidence, or learned helplessness. Alternatively, a growl may be an invitation to play, or it may be a learned communication that has very little to do with underlying emotions. Some dogs growl as a solicitation to play, some growl as a request to be petted and some will growl if you try to stop petting them. Obviously, the dog's growling quickly becomes a learned behavior because it has been invariably (albeit unintentionally) reinforced by the owner playing or petting the dog. Growling is one of the most misunderstood vocalizations in the doggy dictionary, especially in some breeds, which seem to growl, or "talk" about every conceivable topic including the weather.

On the other hand, characteristically friendly behaviors may have alternative unfriendly interpretations. A dog may bare her teeth as a submissive grin, or as a threat. A dog may paw you as a sign of friendly appeasement and deference in greeting, or she may pin you with straightened forearms as a threat. A dog may sidle up to you for company, or as a spatial ranking maneuver. A dog may bring you a present, or it may proffer a "gift" as a test — to see if you dare try to take it away. And all of us know a wagging tail signifies a happy friendly dog — right? Well certainly a high frequency, large amplitude wag augurs well for a happy social encounter, but there are several different types of tail wag. For instance, it is not uncommon for a dog to wag his tail furiously when barking and lunging at another dog. Similarly, a large amplitude, slow frequency cat-like tail swish means the dog reeeeeeally doesn't like you and a high frequency, small amplitude vibration at the tip of the dog's perpendicularly held tail, generally signals the animal is extremely tense and stressed and about to react.

Stressed?

Other signs of stress may also have alternative simpler explanations. For instance, whereas excessive scratching and urine marking are usually signs of low-level stress, itchiness might be caused by a flea and frequent urination may follow a good sniff and frolic with the female dog next door. When a dog yawns, he may be tired. More likely though, he is mildly stressed. Similarly, baulking, slumping down, and rolling-over may suggest the dog is tired, or it may reflect increasing levels of underlying stress in training, stemming from the dog's confusion and the owner pushing him too far too fast. The dog acts helpless and eventually the owner stops bugging him and leaves him in peace, thus reinforcing the dog's act of helplessness. The dog may now learn to act helpless as a ploy to stop training at other times. Some dogs even growl out of learned helplessness. The poor dog just wants the bullying to stop and usually growling does the job. Sometimes though, the growling is erroneously perceived as stubbornness and dominance and so, the

bullying increases until eventually and inevitably, the dog growls for real!

The interpretation of ambiguous cues can be difficult at times and often depends on context. Sometimes, quite subtle atmosphere cues help provide the answer. For example, a protruding tongue, a brief paw raise or even an obvious playbow would all signify the playful intentions of subsequent behaviors, such as growling and chasing.

If you miss the interpretive atmosphere cue, ask the dog "how he is feeling" by instructing him to come, sit, lie down, and rollover. If the dog does not come, if he freezes, balks, cowers, or runs away, usually you are in trouble. But if the dog comes quickly when requested, he is advertising that he is friendly and prosocial. And of course, rolling-over is the penultimate sign of doggy deference. What more could we ask for? Also, worthy of note, he is demonstrating compliance. In fact, he is being willingly and happily compliant. A prompt response by the dog is good evidence that the owner is in control.

When a dog promptly (and happily) comes, sits, lies down, and rolls over when requested, the dog is demonstrating compliance and the owner is in control. This is a simple but revealing test if ever you are confused concerning your dog's feelings or emotions. The above procedure also helps rebuild confidence in a dog that is upset. If the dog concentrates on responding promptly to all four requests, most likely he will stop growling before completion. Welcome to the wondrous magic of counter-conditioning.

With ambiguous cues, as with any doggy behavior, the important questions are: 1. Do you think your dog likes you? (Or, do you have an adversarial relationship?) And 2. Can you control the dog's behavior? For example, if a growly dog will shush and settle down on request, it is unlikely the dog is growling because he is aggressive.

Growly dogs

What if you have a lot of difficulty stopping the dog from growling? Are we dealing with a dreaded dominant dog? An aggressive cur? An alpha leader of the pack — planning to take over the family today and tomorrow, the world? Most likely not. Characteristically, growly and blustery dogs are middle-ranking males, who have limited experience and are insecure of their social standing and so, usually resort to bluff and protracted threats. (Not too dissimilar from people really.) Often the dog may growl incessantly to add major emphasis to a minor point. Most overtly aggressive dogs are all bark and no bite. "If you really have it, you don't need to flaunt it." Indeed, a true top dog is a rather cool and relaxed customer, who very rarely resorts to lengthy threats, let alone prolonged blustery bluffs — he doesn't need to. Instead the threat is subtle and the follow up is immediate, short, and sharp.

The Quiet Type

Basically, most dogs have two bona fide reasons to bite: 1. Because they are dogs and that's what dogs do and 2. Because by and large, people are not very nice to them.

When dogs are upset or frightened, they don't call a lawyer, or write a letter of complaint, they simply growl and bite. Ironically, in the rare instances when a (usually) fearful dog does follow through, he is often accused of unpredictably biting without provocation — without warning and without reason. In reality though, there were most certainly many good reasons for the dog to bite and he most certainly gave numerous warnings, even though the warnings may have been too subtle for most human observers.

Many dogs do, however, bite with little threat or warning, but this has very little to do with aggressiveness. On the contrary, the vast majority of dogs bite because they are fearful, frightened, unsocialized, and/or lack confidence. A bite might be expected if the dog were cringing, or snapping and lunging, but often the dog's

standoffish demeanor is the only overt warning. And of course an unsocialized sleeping dog may bite if disturbed or frightened. Other dogs bite due to uncontrolled rambunctiousness. The dog may be in a decidedly happy frame of mind and is only doing what he did as a puppy, because no one taught the puppydog that unsolicited playbiting was unacceptable. Now the adolescent dog's playfulness is out of control and he hurts people. Thus a dog may bite with nary a growl. Indeed, the biting dog may be playfully wagging his tail!

There is an additional, quite insidious reason for a dog to bite without warning. Originally the dog would growl whenever he was upset. Although people heard the growl, they did not listen to what the dog was saying. The dog was upset but no one paid heed. Instead they punished the dog for growling. The dog now had two reasons to be upset, the original reason and the fact his owner is angrily bullying him — and so, the dog growled more. Unfortunately, the level of punishment was increased until it effectively inhibited the dog from growling. The dog no longer growled, but he was still upset, in fact, very upset. Now we have the equivalent of a time bomb without the tick. The dog is doubly upset but no longer shows it, because the owner systematically punished him for trying to communicate his feelings. By all means instruct a growling dog to shush but ALWAYS investigate and attempt to resolve the underlying cause.

The Quest for The (Un)Natural Punishment

Some misguided folks' interest in dog body language is limited to their quest to devise so-called "natural" ways to punish a dog. For example, to employ stare downs, scruff shakes, and alpha rollovers in an attempt to punish a dog in the same manner a top dog might reprimand a lower-ranking individual, or a she-wolf might chastise a cub. This approach is really too silly for words and an insult to the dog's intelligence. Nonetheless, such tabloid, pseudo-science obvious appeals to some types, even though it may be a little thin on logic and scientific backing, and often, next to ineffective. And all of this rigmarole takes place under the

guise of training. If it were not so abusive, it would be laughable.

The very concept that one has to manhandle a dog to gain his respect is just plain wrong — and as potentially dangerous as it is ludicrous. What if a child tried to manhandle a large dog? Should the poor dog object, no doubt he would be punished, surrendered to a shelter and likely euthanized. Why assume such an adversarial and combative relationship with an animal? Why treat our best friend like our worst enemy?

Surely, any punishment is an indication the dog has not yet been trained effectively, otherwise the dog would no longer misbehave and therefore no longer require punishing. Any punishment should prompt the owner/trainer to go back to step one and retrain the dog, preferably using different methods (since the previous techniques obviously did not work that well). Repeated punishments, however, are a blatant advertisement of a trainer's incompetence. The punishment-oriented "training" method has obviously not worked at all because the dog continues to misbehave, (or rather, to act in a manner which it has not yet been taught is unacceptable). I think we are talking about a bad teacher here, not a bad dog.

And just what is it with these campy she-wolf impersonations? Some people are just itching to grab a pup by the scruff and roll her over and pin her to the ground. Under the guise of training? No. It's just an excuse to bully and frighten puppies and dogs under the misassumption that this is how dogs do it in the wild. This borders on full-blown lycanthropy, whereby the "trainer" feels he/she has been transformed into a wolf and so administers wolfy punishments. Soon these people will go the whole hog (or dog) and resort to dressing up in doggy suits (with moveable ears and waggy tails) to muzzle-bite puppies on gaudy television shows — Trainer Gladiator, Owners Gone Wild or Puppy Survivor. Or perhaps, they will even resort to urine marking in their futile quest for virtual-reality, olfactory communion. I am sure no dog in his right mind is even remotely duped into believing that his owner is a wolf, a

top dog, or a postpartum bitch. Too silly for words.

The vital flaw in this lycanthropic fiasco is that when trainers cite the supposed dominant behavior of alpha wolves, top dogs and bitches, they actually give an accurate description of insecure, middle-ranking males — the annoying blustering of little furry sacs of testosterone. They have utterly overlooked the true subtlety of dog behavior and body language and completely failed to notice how a true top dog can put down a lower-ranking transgressor at fifty paces with a mere glance. A true top dog uses mental control (not physical domination) to prompt respect and active appeasement in lower-ranking individuals. Perhaps we should learn from this.

Human Body Language

With all the abusive silliness in “training,” no wonder many dogs become upset. In fact, I am continually amazed by the unreserved patience and tolerance of most pet dogs. Of course the dog feels ill at ease with the incessant mindless, physical manhandling, bullying, and other grotesque human body language. All too often, the so-called “treatment” is the cause. In reality, we will never know for sure what a dog is thinking or how she feels, simply from observing her behavior. Instead, the interpretation of the dog's feelings has to transcend mere clinical and objective observation and instead, we have to feel how the dog feels.

And surely it shouldn't take the brains of Einstein to realize, frightening and bullying dogs probably doesn't make them feel very good. Why on earth don't we just respect a dog as a dog and train him as if we are both human and humane? Dog training is hardly rocket science. Training comprises teaching dogs ESL (English as a Second Language) — teaching dogs human words for doggy behaviors and actions, so that they understand how we would like them to act. Let's use our supposedly superior intellect to simply teach dogs what we would like them to do and then, to want to do what we would like them to do.

Training is all about communication, motivation, and building a good relationship. Training is really quite simple and a lot of fun. Most important, children must be taught how to gain a dog's respect, so let's make sure that we use training methods that are suitable for all family members — user-friendly and dog-friendly techniques to create people-friendly dogs.

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Keys to Successful Dog Park Design

- Entrance and/or exit: Double gates for safety; visually shielded from dogs that are already in the park to avoid. Two or three entrances are preferable. Dogs tend to gather at entrances and exits, arousal goes up, and incidents can easily occur.
- Size: As large as possible. At least an acre, preferably not a square piece of land, but one that is oddly shaped. Ponds or lakes are preferable (at least from the play point of view, if not from the owner's!)
- Contour/topography: Hillocks or trees to block dogs from racing towards each other and body slamming or muzzle bumping each other
- Structures; Tough obstacle equipment, hiding places for frightened dogs, other view-blocking structures if hills and trees aren't available.

Behavioral tips for Dog Park Attendees

Do

- Check out the entrance before entering to make sure dogs aren't congregating there.
- Pay close attention to their dog's play style, interrupting play if necessary to calm their dog down.
- Move around the park so that their dog needs to keep an eye on them.
- Remove their dog if the dog appears afraid.
- Remove their dog if it is bullying others.
- Respect their dog's wish to leave.
- Leave special toys at home to avoid resource guarding problems.

Don't

- Allow your dog to enter the park if there is a "gang" right next to the entrance.
- Believe that dogs can "work it out" if you just let them do so.
- Congregate at a picnic table or other area and chat with dog owners without watching their own dog.
- Let their frightened dog remain in the park and hope things get better.
- Listen to other attendees in the park, who may not understand their dog's needs.
- Assume a dog is aggressive when it is only trying to communicate its discomfort.

A QUESTION OF PUNISHMENT

During your dog's education there will be times when you either want to stop your dog doing something for a moment or stop a particular behaviour altogether. There are three ways commonly used to achieve this:

PUNISHMENT

Punishment is any unpleasant experience, however mild, that takes place after an event. It will not cure an unwanted behaviour because your dog will not connect what he was doing at the time with the punishment which followed later. It will make him suspicious or wary of you.

Example: A puppy wets on the floor in the owner's absence, the owner drags puppy to the wet spot and punishes it. This does not teach the puppy where he is supposed to go and so he will continue to wet in his owner's absence as nothing has happened at the time of wetting to deter him. What he may learn is to associate his owner's arrival with punishment.

CORRECTION

Correction is given at the time an unwanted behaviour occurs. It can be physical or verbal and is designed to interrupt or momentarily stop a behaviour on that occasion. Corrections tell your dog that what he is doing at the time is wrong, it probably will not eliminate the behaviour or teach an acceptable behaviour.

Example: A sharp NO! can stop the puppy in the act of wetting, it cannot of course, stop the puppy wetting altogether, or teach it where to wet. Harsh correction would teach the puppy to hide when it wanted to relieve itself. Note: Correction is used to gain control of a situation, correction alone will not prevent the behaviour from re-occurring.

NEGATIVE REINFORCEMENT

Negative reinforcement is a correction applied during or at the commencement of an unwanted behaviour which persuades your dog to adopt a previously taught correct behaviour. Negative reinforcement is in effect an instructive correction and can only be used if your dog has previously been taught what is correct for him to do.

Example: Catch the puppy whilst it is in the act of wetting and verbally chastise it. Then quickly take it to where it has previously been trained to go and immediately adopt a pleasant disposition.

POSITIVE REINFORCEMENT

Positive reinforcement teaches your dog HOW to do what he is told. It is the pleasurable experience that your dog will enjoy continuously throughout a desirable behaviour. Positive reinforcement ensures that your dog is in no doubt that what he is doing is correct.

Example: On seeing signs that a puppy needs to relieve himself, instead of reprimanding we simply take him outside to the appropriate spot and praise continuously throughout the act of relieving himself. Your puppy will quickly learn that this is a safe and acceptable place to use.

PUNISHMENT teaches your dog to fear you.

CORRECTION teaches your dog to stop what he is doing and listen to you.

NEGATIVE REINFORCEMENT teaches your dog to stop what he is doing and then do as he was told.

POSITIVE REINFORCEMENT teaches your dog how to do what he is told and to enjoy it.

BARRIERS TO EFFECTIVE COMMUNICATION

1. Lack of concentration - mind on some other matter
2. Preoccupation on one's internal stimuli - one's emotions
3. Appearance of the speaker or the listener
4. Focusing in on words that cause an emotion in the listener
5. Hostility - anger distorts messages
6. Concentration on the sender rather than the message
7. Anticipating a particular problem without knowing the specifics of the problem
8. Selective perception - hearing only what the listener wants to or is personally interested in
9. Grammatical errors on the part of the speaker
10. Stereotyping of the speaker
11. Mind-wandering - similar to preoccupation but the internal stimuli may focus on a topic for no more than a few seconds
12. Defensiveness - insecurity leads an individual to view questions as accusations and replies as justifications
13. Overemphasis on words rather than meaning
14. Overemphasis on non-verbals
15. Differences in perception of a situation - may see and interpret things differently from the way another person sees or interprets them
16. Lack of interest in the subject matter
17. Lack of fundamental knowledge or overwhelming with knowledge
18. Emotions of the speaker
19. Personality of the speaker - an obvious negative trait can hinder communication
20. Prejudice - such traits as sex and race can hinder listening and messages
21. Distractions - several people talking at once, typewriters, uncomfortable temperatures, noisy children
22. Poor organization and presentation of ideas
23. Preparing one's response while the speaker is talking
24. Communicating at a different level of language from the other person

Communicating Anger Constructively
Orlando Eastern US Veterinary Conference 1/91

Acts of Anger:

Feelings of frustration when something we want, a goal we may have is blocked.

Feelings of helplessness can cause anger when you feel powerless.

Anger gives feelings of power.

Anger is short lived not to be confused with hostility which seethes, causes you to ignore people or problem, causes quick responses, lateness, sarcastic wisecracking, selective forgetting, sabotaging, steeling, retaliation can occur when someone is angry.

Find which goal is being blocked, DEAL WITH PROBLEM NOT THE ANGER THAT COMES FROM IT.

It's OK to be angry. Give empathetic statement to angry person addressing their anger. Recipient of anger is not always the person we're angry at.

Change YOU statements to I statements:

I wish I need I feel We Us

(It's hard for me – What we have to do is --)

1. Don't attack person back that is angry at you
2. Express empathy.
3. Find a goal in the middle.

Say it the way it is, don't beat around the bush.

Don't attack someone's being.

Is your gripe legitimate?

Choose a time and place to express your anger. Never show your anger or express it to someone when someone else is present. Not when someone has had a bad day. (that's not fair).

*Try to change the behavior not the person. Help problem solve, why is there a problem?

Agree with person on one issue then set the stage for the problem.

Where did I go wrong, what did I do to contribute to problem?

Make sure you're understood. Acknowledge everyone's contribution to problem or problem solving. Criticize specific problem not behaviors stemming from problem.

Agree on future: Actions to be taken to avoid problems in future

If attacked AGREE

If enraged BACK OFF

If your goal is to win YOU LOSE

If your goal is to work it out YOU WILL

The answer is to HAVE MORE CONFLICTS.

Dealing with Difficult People

by Jane Fallander

Animal control officers are a special breed. Undaunted by feral cats, attack-trained akitas and rabid bats, there are few animal predicaments that can stump them.

Yet despite the officer's competence with difficult animals, there are some difficult people who can throw the best officer off guard. Armed with an arsenal of threats, insults and guilt-trips, these difficult people take aim at the officer's greatest vulnerability - his or her genuine concern for animals. It's as if some people sense that the most efficient way to harass animal control officers is by attacking their sense of obligation to animals.

Some will threaten to shoot a barking dog if the officer won't illegally remove the dog from its yard. Other people, if denied an adoption will snarl, "You'd rather kill it than give it to me - some humane society." Another tactic is blame the officer or shelter worker when an animal must be euthanized.

Luckily, most exchanges with the public aren't this negative - or this stressful. Still, when someone threatens to tum a dog out into heavy traffic it's hard not to hit the ceiling.

While it's tempting to fantasize about a special button on the phone that could instantly vaporize these difficult people, the unfortunate fact is that they're here to stay. Learning to effectively cope with them will help keep blood pressure down and public image up.

Coping with difficult people starts with seeing where they're coming from, says Dr. Shelley Chavoor, a psychologist. Chances are, they really aren't trying to make your day miserable - they just have poor coping skills and probably don't know any other way of handling their problems. If it's any consolation, their unpleasant behaviors probably do carry over into other areas

of their lives. In other words, don't take it personally.

It also helps to remember that something else may be going on in their lives. One animal control supervisor received a demand that he pick up a stray cat in the middle of a record snowstorm. Although the officer explained that he could not get his four-wheel-drive out of his driveway, the woman insisted that she would throw the cat out into the storm if the officer did not come immediately. The caller finally told the officer that her husband had cancer and had just come home from the hospital. They spent a while discussing her husband's need for rest, and the woman eventually agreed to let the cat stay until morning.

It's also possible that some difficult people are just looking for a fight, says Chavoor. However, it's up to the officer to give it or not.

The trick is getting through to them. You may or may not be able to calm them down. But remember that when someone is so emotional, they're not going to understand logic. "If the officer expects that people in such an emotional state will understand rational communication, he is in for a rude surprise and apt to feel incredulous and angry," Chavoor says.

If you can stop the situation from escalating, that's good, but if not, set clear limits. Let them know how much anger you are going to tolerate. You may have to give them options such as calming down, leaving, or continuing to rant and dealing with a police officer. Let them know that it's their decision.

Getting control of your own emotions is the other half of the job. Because officers may not be trained in helping skills, they are ripe for getting caught up in manipulative situations - getting emotionally "hooked" into feeling

guilty for being unable to do the impossible and responsible in situations where they have no control.

Officers and animal welfare professionals may find that their concern for animals becomes a liability when they allow the public to use this concern to harass or manipulate. "You're hooked when your emotions get in the way of effectively doing your job," Chavoor says. As soon as you become angry, you're likely to feel less helpful and the situation may escalate.

While it's good to care and feel concern for animals, recognizing your limitations may be the key to keeping difficult people from getting you down, Chavoor says. When a caller threatens to harm an animal, there's only so much you can do. Ultimately, the responsibility falls back on the caller.

"People in the helping professions often have an inflated sense of power," she says. "But you have to put yourself into perspective and realize your limitations. You can't save the world."

You can educate about a particular problem, but you can't change people's morals. Sometimes, despite everything you've done, a caller really will do something rash but it's not your fault.

Maintaining group support is another important element to keeping your stress level down when confronting difficult people. Don't gang up on the public, but do use your co-workers to discuss problems, vent, and make jokes about the galling people you deal with. Even the black humor heard frequently among animal welfare professionals is great for reducing stress, Chavoor says.

Maintaining your cool among threats, insults and guilt-trips is a challenging aspect of the animal welfare professions - but don't take yourself or your job so seriously that you let the crazies get you down.

How to Handle Complaints

by Roger E. Herman

The control and care of animals is a sensitive occupation. Your work is constantly under scrutiny by the general public, your superiors or board members, and special interest groups concerned with the proper treatment of animals in the community. No matter how good a job you try to do, there will always be complaints. How you handle those complaints will determine your success. Complaint handling is probably the most important aspect of your organization's public relations effort.

The most important ingredient of a good complaint handling program is attitude. The attitude displayed by you and others associated with your organization will greatly influence the reaction and response of the complainant. Your attitude should be positive, concerned, and helping. If you are defensive, abusive, negative, or abrasive in your response to the complaint, you can expect the situation to explode. Negativism sparks a similar attitude and both parties will quickly move toward a shouting match!

You can avoid shouting matches by responding to complaints in a quiet manner with an obvious "be of service" attitude. You are, after all, trying to provide an important service to your community. If a high-quality job has been done, then the complaint may be unfounded. If the best possible job has not been done, you should be willing to listen to suggestions about improving your service. Believe it or not, complaints can often be turned into opportunities to gain strong supporters.

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Complaint handling is an art, not a science. However, there are some steps you can follow and some things to consider. Learn these approaches and practice them. You'll discover that effective complaint handling can be easier and more productive than you ever imagined!

1 LISTEN

People who complain to public or quasi-public bodies, such as animal control agencies, often labor under a built-in bias. They really believe the worn-out phrase, "you can't fight city hall." These people begin with an expectation that you won't listen to them, that you won't be at all receptive to their complaint. As a result, they may come on like gangbusters, with all the power of the offensive line on a football team. From your standpoint, their behavior may be a perfect example of "overkill," but they don't know that.

Be polite and professional. Be receptive. Let the complainant sound off if necessary. Don't argue, just listen. Take some notes. Pay attention to the complainant. Ask questions to clarify anything that may not be clear. Get facts. While you're listening, observe the complainant's attitude. There's a difference between being mad because something did or did not happen and fighting the system. As your interview continues, and you gain an understanding of the complainant's perception, ask for constructive criticism. What does the complainant think should have been done? Try to turn the conversation around from a negative complaint to a suggestion for how to improve your performance. Most citizens will welcome the opportunity to tell you how to do your job better - and some of them will have some very good ideas. You won't know if you don't listen.



2 CARE

Complainants need to know you care. It is extremely important to their self-perception and status in coming to you with a complaint. It's very helpful to be personal in this kind of situation. Introduce yourself - by name and position. Learn your complainant's name, write it down and use it. Use "sir" or "ma'am" sparingly and with respect. The complainant probably regards you as a public servant. HIS or HER public servant. Recognize this perception, accept it, and respond to it. You'll find the reaction much more positive than if you used the name you might like to use when referring to loud-mouthed, bull-headed, self-important dolts who criticize instead of support important programs such as yours. Control yourself - it's much more professional.

Recognize that the complainant feels he or she has a legitimate complaint. No matter how small or unimportant the matter may be to you, please realize that it's important to your complainant who has taken the time and trouble to contact you and deserves your acceptance and a positive response. You must do something to answer the complaint, whether it's based on ignorance or a legitimate problem.

(please turn to page 24)

3 INFORM

You will discover that, regardless of how much you "spread the word," there will still be a lot of ignorant people out there. When confronted with something they don't understand, these people complain. In these cases, you can calmly respond to the ignorance with information. Carefully and helpfully explain your policies, rules and regulations, laws, or methods so that your complainant can appreciate the basis for the action - or inaction - that generated the complaint. Be polite, not patronizing. Offer to provide written copies of the material you are quoting. If there is still disagreement about the "what" and "why" of your policy, then explain the procedure for recommending changes in the ways things are done.

Most people will be satisfied, even apologetic, when they learn that there is a written policy or procedure that was properly followed. They will appreciate that your employees were doing their jobs the way they were supposed to.

Those few citizens who want to change things won't be satisfied if you simply react, "that's the way it is." Whether or not the complainant pursues the opportunity for change is not as important as your openness in explaining your "system." Your demonstration of appreciating the complainant's concern will be very effective in neutralizing any hostility.

When you have resolved a complaint generated out of ignorance of the way you operate, follow-up is important. Someone in a key position in your organization should write the complainant a brief letter right away. Be appreciative of the concern shown in contacting you and repeat what you understood the complaint to be. Repeat your response and enclose any documents (pamphlets, written statements, etc.) that might be helpful in understanding the matter. Encourage the concerned party to contact you again personally in the future - you appreciate such interest and support. A letter like that will gain you a friend, instead of a neutralized enemy.



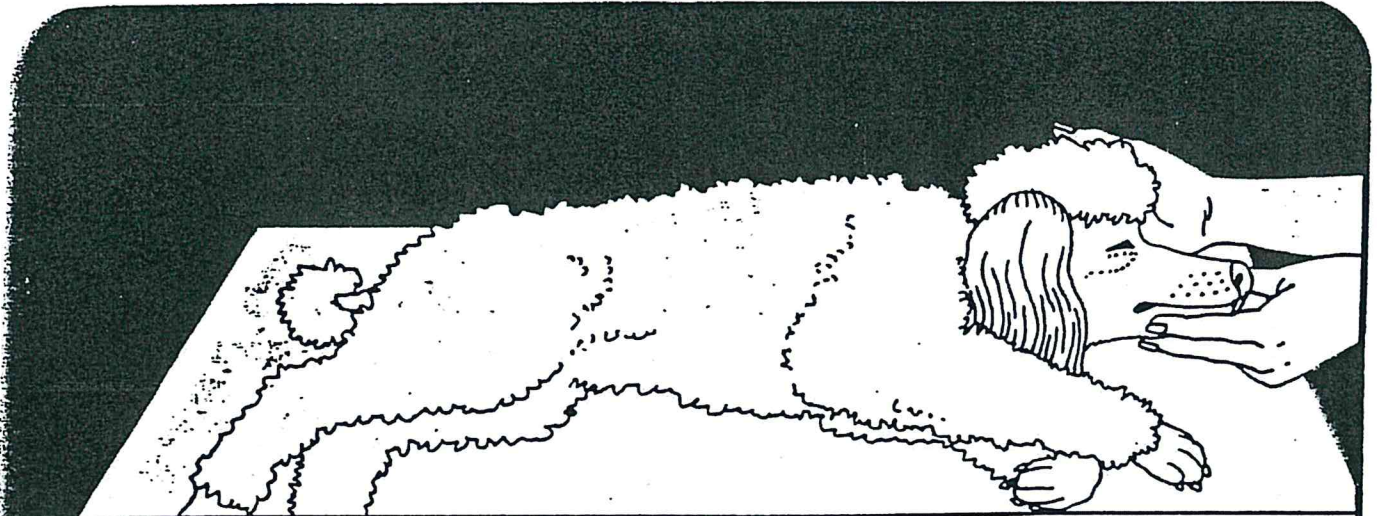
4 TAKE ACTION

If the complaint is based on an actual or apparent error on the part of someone in your organization, thank the complainant for telling you about it. Get all the facts you can to initiate your official response to the problem. Explain your normal procedure for handling such matters and that you do appreciate the seriousness and legitimacy of the -

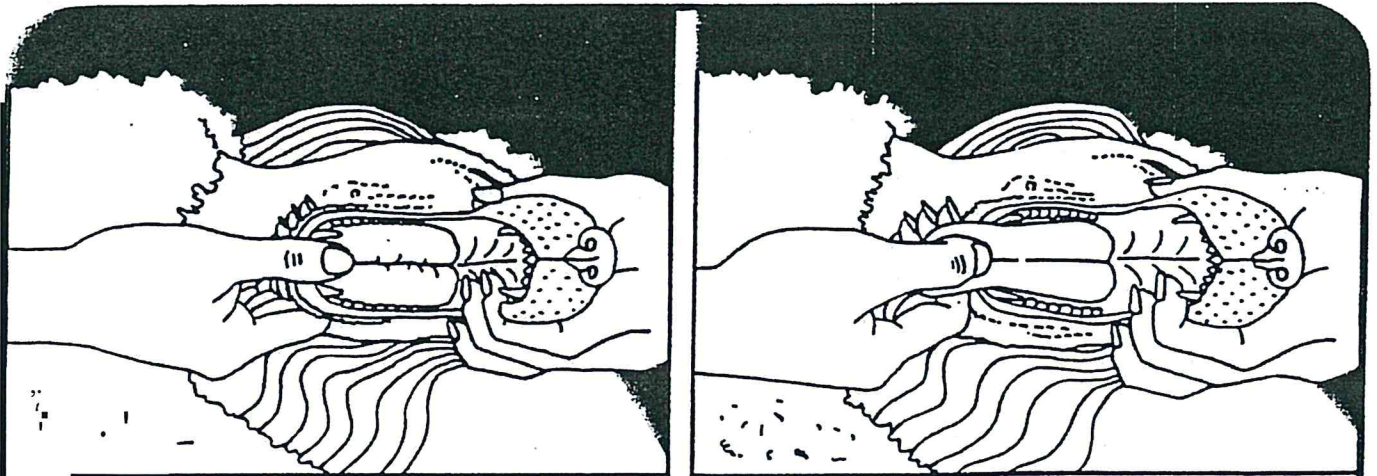
BREATHING: ARTIFICIAL RESPIRATION

IMPORTANT

- Consult your veterinarian as soon as possible.
- If the dog has drowned or inhaled vomit, liquid medication or other fluids, quickly suspend it by its rear feet for 15 seconds, giving 3 or 4 downward shakes to help drain the air passages. If the dog is too large to suspend, lift its pelvis and hind-quarters as high as possible and give 3 or 4 downward shakes.



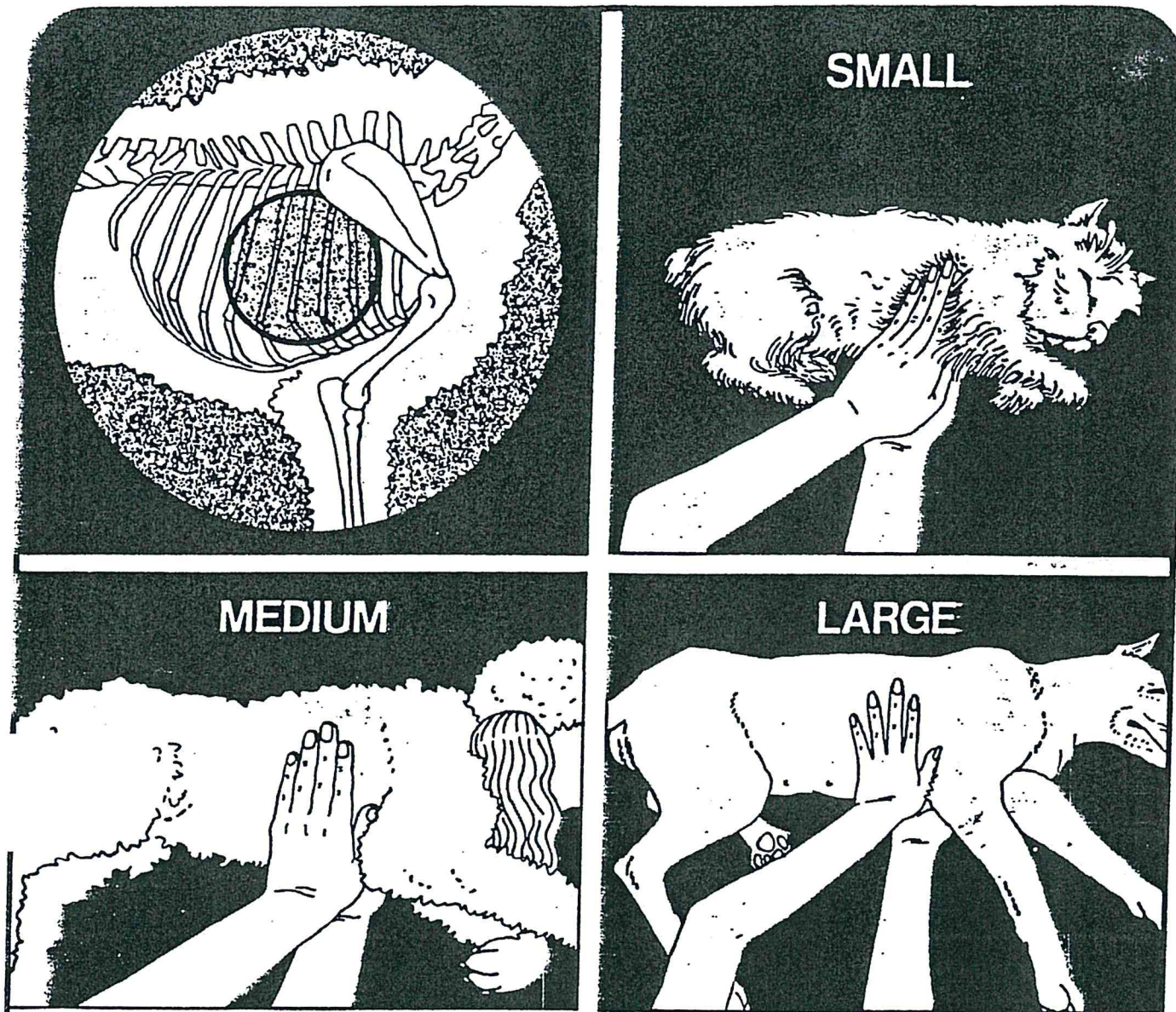
- 1 Place the dog on its side with its head extended. Remove its collar or harness.



- 2 Open its mouth and cautiously pull out its tongue with your fingers or a cloth. Hold the tongue to keep the airway open. If necessary, clear out its mouth with your fingers or a cloth.

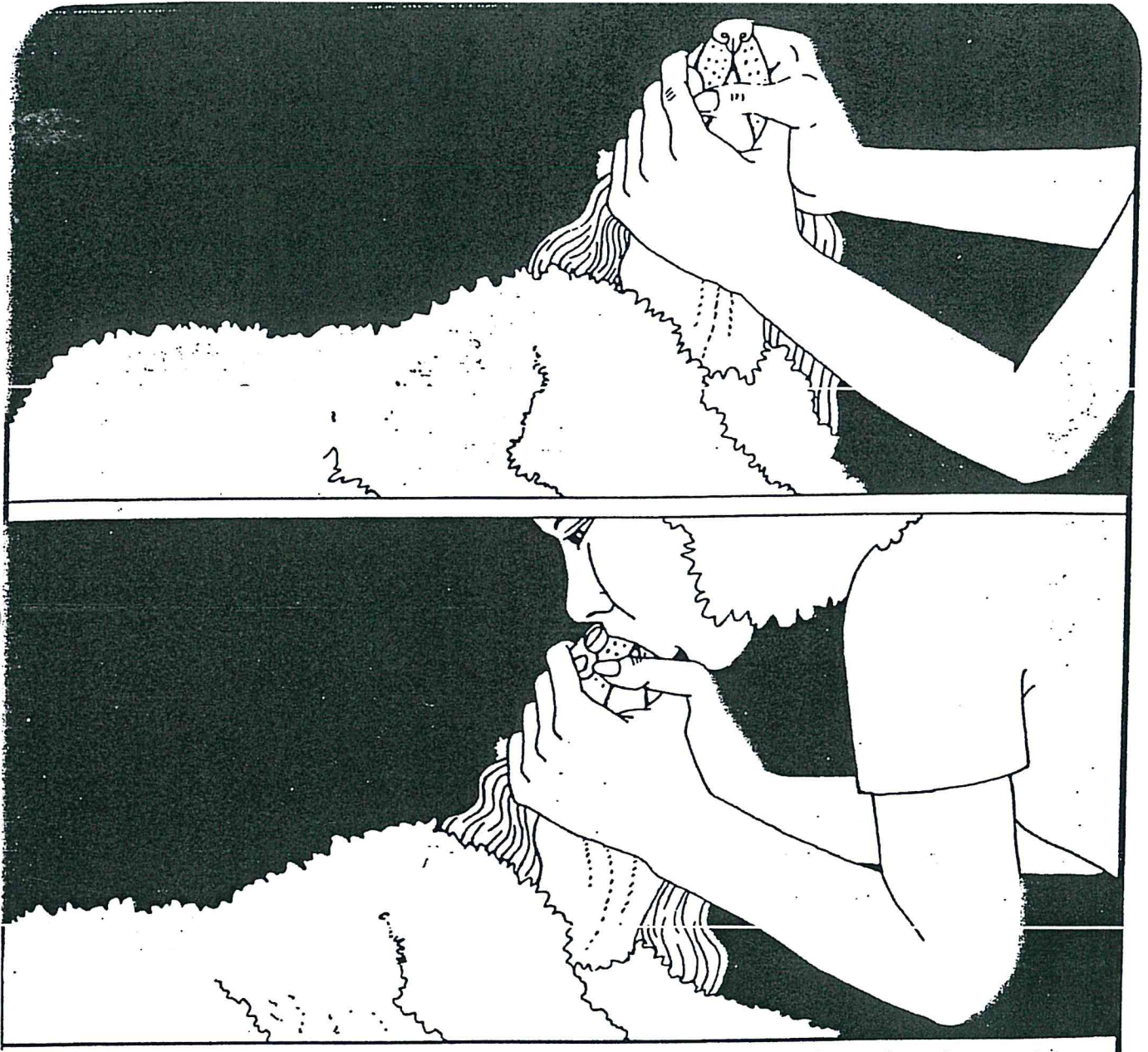
BREATHING: ARTIFICIAL RESPIRATION

CONTINUED



3 If breathing does not resume: Compress the rib cage sharply between the palms of your hands at the exact spot shown, then release immediately. Adjust the force to the dog's size (fingertips only for a small dog; fingers extended and closed for a medium dog; fingers extended and open for a large dog). Look and listen for the air leaving its lungs. If the entry or return of air seems blocked, see **CHOKING**, pages 171-172, then resume artificial respiration. Repeat compressions every 5 seconds for 1 minute, then recheck breathing.

BREATHING: ARTIFICIAL RESPIRATION

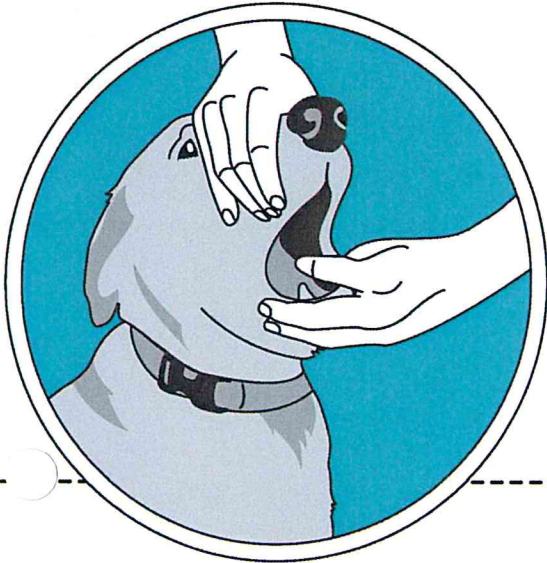


4 If breathing has not resumed: Grasp the dog's muzzle firmly and compress the lips and mouth shut. Place your mouth against the dog's nose and blow gently, watching for the chest to rise. If necessary, re-adjust your hand to seal air leaking from the mouth. Remove your mouth and look and listen for air leaving the dog's lungs. Repeat every 5 seconds for 1 minute, then recheck breathing. Repeat the process

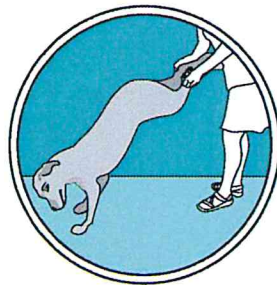
— CHOKING AND CPR —

A CHOKING PET

If your pet is choking, it is imperative you take immediate action to try and dislodge the object. You'll know your pet is choking because, like people, your pet will gag, retch, and cough to try and expel the object. If you suspect choking, you might not have time to make it to your veterinarian, so instead take action with these techniques.



First, open your pet's mouth and sweep from side to side to see if you can dislodge the object. Be careful not to get bitten or push the object further into the throat.



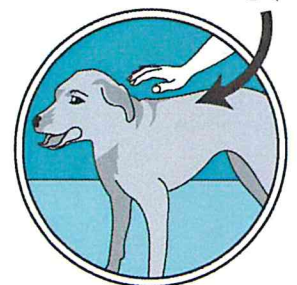
OPTION 1

To aid your pet's efforts of coughing up the object, first remove the collar. Try and lift your pet by the hind legs and hold him up vertically with the head facing down, like a wheelbarrow. This position may dislodge the object.



OPTION 2

Try the pet Heimlich maneuver. With your pet standing or lying down, place your arms around the waist. Close your fist and place it on the underside of the torso, where the ribs end just below the sternum. Compress the abdomen by pushing up with your fist 5 times, in rapid succession. Alternate with CPR if your pet is not breathing.



OPTION 3

As a final solution, try administering a "sharp blow" with the palm of your hand between your pet's shoulder blades. Then go back to repeating the abdominal compressions (Option 2).

Sweep the mouth again for the object. Once dislodged, seek veterinary help immediately.

CPR & CHEST COMPRESSIONS

Only perform CPR if your pet is not breathing! Do not attempt on a conscious animal. Always follow the ABC order (check **AIRWAY, BREATHING, CIRCULATION**) when performing CPR on your pet.

AIRWAY: Lay your pet on its side and open the airway by extending the head and neck, until the neck is straight.

BREATHING: Hold your pet's mouth shut and forcefully blow with your mouth over their nose – just enough to make your pet's chest rise.

Repeat four or five times, then check to see if your pet begins to breathe on their own.

If your pet is not breathing, or breathing is shallow, continue assisted breathing for a maximum

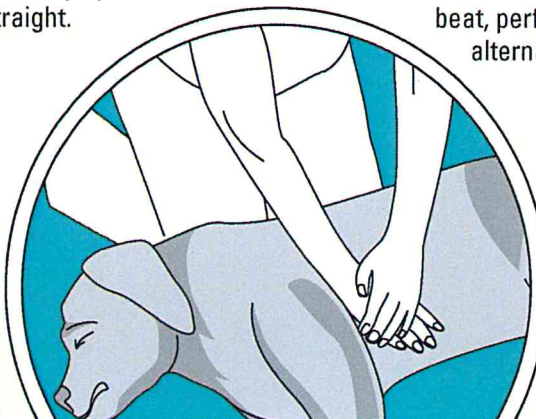


CIRCULATION: If there is no pulse or heart beat, perform chest compressions and alternate with breathing.

Stand or kneel behind your pet with your arms extended, and your hands cupped, and place your palms over the point on the chest behind the elbow.

Compress the chest 1-3", keeping the elbows locked and arms straight.

Do 3-5 compressions to one breath. Alternate chest compressions with breaths and check for a pulse after each minute.



DID YOU KNOW? 60% of animal hospital visits are an emergency, but 1 out of 4 pets could be saved if just a single pet first aid technique was applied prior to seeking veterinary treatment. ¹

Emergency Care

What to do for your dog before you get to the vet.

By Mary Warzecha

FIRST AID. What do you think of when you see those words in connection with dog care? Do you picture an amateur M*A*S*H unit where the flow from spurting arteries is stanchied, hearts are massaged and splints are dexterously applied? Or a white box with a red cross on it, filled with all sorts of arcane equipment and medications you haven't the foggiest idea how to use? Or a little pamphlet entitled "Canine Medical Emergencies" scrunched up in the back of a

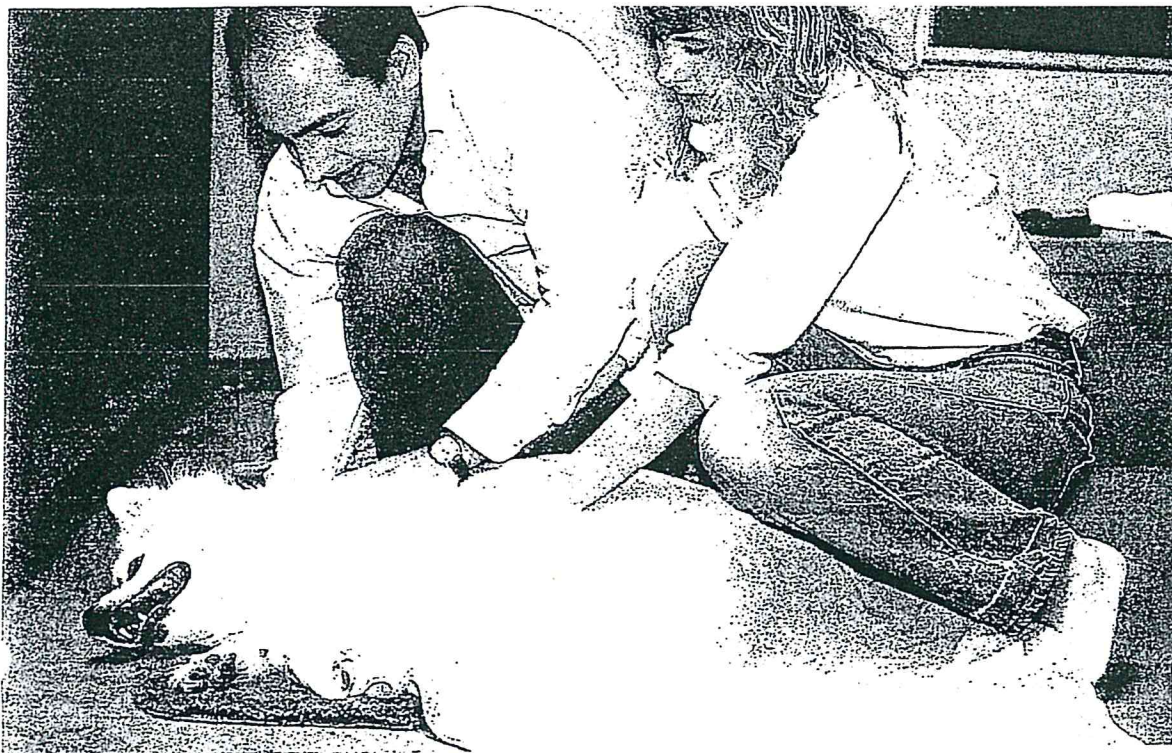
forgotten drawer?

If so, start adjusting your thinking. Begin by considering the real meaning of the term "first aid!" First aid is care given in a medical emergency before professional treatment can be rendered. It is not a substitute for veterinary care.

The first priority in any canine medical emergency is to get the dog to a vet as soon as possible. In the interim, nonprofessional care *may* be appropriate in certain circumstances. Ill-applied amateur treat-

ment, however, can do more harm than good. Even if the care given is not in itself harmful, the delays caused while the care is rendered can worsen the situation.

Your best defense if your dog becomes gravely ill or is severely injured is to be prepared. With proper preparation, you are much less likely to panic in a crisis. Panic is a deadly enemy in emergencies because it can result in dangerous delays and critical mistakes in judgment. Avoid panic by knowing how



JERRY TICHONTON

The care you give your dog before a vet can see it may save its life.



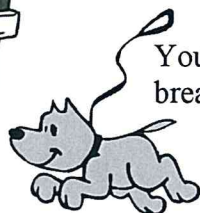
Shelly Ferger
AND
Dr. David Moon of the Animal Medical Clinic
PRESENT
First Aid Kit for Your Canine Companion

What should be in every dog owner's home? A First Aid Kit for your canine of course. And what should it include? Read on.

- Adhesive tape
- Benadryl (to be given internally for insect bites).
- Meat Tenderizer (to be administered externally for insect bites)
- Sterile gauze pads
- Sterile gauze rolls (can be used to muzzle dog) -- Can also use pantyhose, belt or necktie
- Muzzle (dogs might bite if in pain)
- Rectal thermometer (normal temperature of dogs 102 degrees) Scissors
- Needle-nose pliers or wire cutters
- Blanket (to use as a stretcher for transporting an injured dog or providing warmth)
- Dry ice pack (for cooling overheated dogs)
- Tweezers (for removing ticks and splinters)
- Thick magazine (for use as splint)
- Tongue depressor
- Antibiotic ointment
- Saline eyewash
- Eye dropper
- Q-tips
- Ace Bandage
- Hydrogen peroxide (for inducing vomiting)
- Activated charcoal tablets (absorbs poisons)
- Pet's vaccination records
- Photograph of your pet
- Extra leash



Always check the scene of an accident for safety and gather information. Call a veterinarian immediately. If pet is unconscious, check for heartbeat inside the thigh. Try to ascertain pet's name, it can be used to calm the injured animal. Avoid eye contact and move slowly when assisting an injured animal.



Your dog can not survive longer than seven minutes if not breathing.

SHOCK

SHOCK IS a life-threatening condition that often occurs in conjunction with severe physical and emotional trauma such as motor vehicle accidents. Other common causes of shock are dehydration, heat stroke, severe infections, poisoning and hemorrhage. Signs of this collapse of the cardiovascular system include weakness; rapid breathing; pale grayish lips, gums and tongue; and cold, clammy skin.

Steps to Take

1. Place the dog on its side with its head extended. Keep it warm with a blanket or jacket.
2. If the dog is unconscious, check to be sure its airway is open. Clear secretions from its mouth with your fingers and pull its tongue out of the way to keep the airway clear. Keep the head lower than the body.
3. Control any bleeding and rush the dog to the vet. Try to keep it as warm and calm as possible during the trip.



ILLUSTRATIONS BY BARBARA PIETUCHI

If your dog is in shock, keep it warm and quiet.



You can help bring down your dog's temperature by immersing it in a tub of cool water.

HEAT STROKE

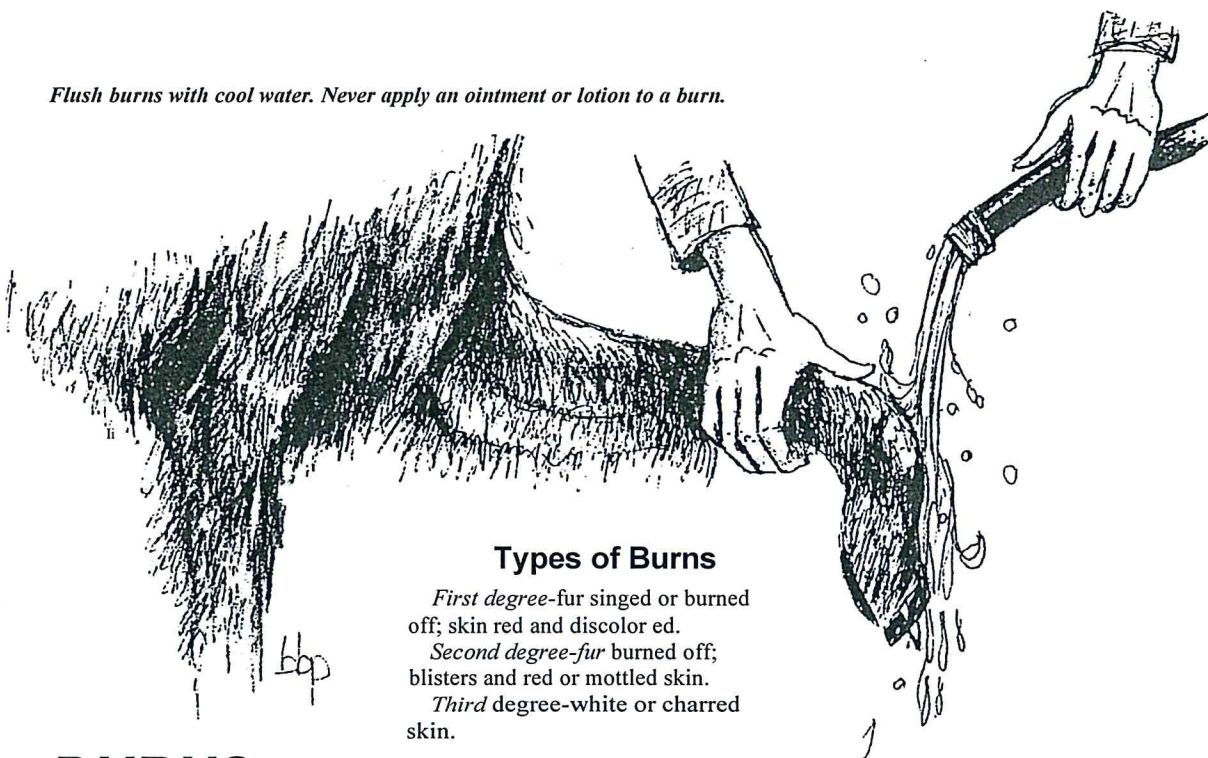
HEAT STROKE requires immediate recognition and prompt treatment. It usually occurs in dogs that have been left in cars in hot weather or that are

confined in an area with no shade and little water. Short-nosed breeds, such as Bulldogs and Pugs, are especially susceptible to heat stroke. Signs of heat stroke are rapid breathing, staring expression, high pulse rate and high body temperature. Body temperature above 107 degrees Fahrenheit for any length of time can lead to severe brain damage. If the dog is not treated quickly, it will collapse, go into a coma and die.

Steps to Take

1. Move the dog to cooler surroundings and take its temperature.
2. If the dog's temperature is higher than 104 degrees Fahrenheit, lower it by immersing the dog in cool water, wrapping it in wet towels or applying ice packs.
3. Take the dog's temperature with a rectal thermometer every 10 minutes. As soon as it drops to 103 degrees Fahrenheit, take it to the vet for further treatment.

Flush burns with cool water. Never apply an ointment or lotion to a burn.



Types of Burns

First degree-fur singed or burned off; skin red and discolored.

Second degree-fur burned off; blisters and red or mottled skin.

Third degree-white or charred skin.

BURNS

BURNS FALL into two categories: thermal (from contact with hot surfaces or liquids) and chemical (from contact with corrosive substances such as battery acid or lye). Signs of burns include redness and blistering. All chemical burns and any thermal burns involving blistering or that cover a large area should be treated by a vet as soon as possible.

Steps to Take

1. For first and second degree burns, immerse the dog in cool water for five minutes, or apply clean cold compresses that have been wrung out after being immersed in ice water. Chemical burns should be flushed with plain water pending veterinary treatment. Do not remove shreds of skin tissue or break blisters.
2. Gently blot dry with sterile gauze or a clean cloth. Do not use antiseptic

sprays, ointments or home remedies. Never apply grease or butter to a burn.

3. Cover loosely with a dry, clean dressing. Treat the dog for shock, if necessary, and take it to the veterinarian.

4. For third-degree burns, cover the burned area with a non-adhering dressing or a dry, clean cloth. Treat the dog for shock, if necessary, and take it to the veterinarian.

POISONING

HOUSEHOLD CHEMICALS, pesticides and medications all present risks of *poisoning* to dogs. Signs of poisoning are burns in and around the mouth, vomiting, profuse salivation and convulsive seizures. Poisons fall into five categories: corrosive, irritant, narcotic, hypnotic and sedative.

Steps to Take

1. Phone your vet immediately for advice as to whether or not to induce vomiting. The most effective way to induce vomiting in dogs is to administer hydrogen peroxide (1 to 3 teaspoons every 10 minutes, no more than three times) until vomiting occurs. Do not induce vomiting if your dog swallows an acid, alkali, solvent or heavy-duty cleaner; is severely depressed or comatose; swallows a petroleum product; swallows tranquilizers; swallows sharp objects; or if more than two hours have passed since the poison was swallowed.
2. If your vet is unavailable and you know what the dog has ingested, your local poison control hotline may be able to advise you. In any case, get your dog to a vet as quickly as possible, taking along a sample of the substance it has eaten if this is known, preferably in its original container. The container may help your vet determine appropriate treatment because it should provide information on chemical composition and possibly instructions on what to do in cases of poisoning.
3. If you see blisters around the dog's mouth, it has probably ingested a corrosive. Acid corrosives are found in car batteries and etching solutions. Acid poisoning should be treated by flooding the burned areas with water and then administering a dilute alkali solution of baking soda and water.

Alkali corrosives are found in ammonia and in sodium hydroxides used in preparations used to unclog drains. After flooding the area with water, treat with a dilute solution of water mixed with citric acid, vinegar or 5-percent acetic acid.

After administering a dilute solution to combat acid or alkali poisoning, try to get your dog to drink something. Milk, raw egg white or olive oil are effective demulcents that will soothe the inflamed tissues. Take the dog to your vet for further treatment.

First Aid

(CONTINUED)

To recognize real emergencies when they occur, by keeping important phone numbers prominently displayed near your phone, and by storing all first aid materials in a readily accessible place. First aid for the most common emergencies is highlighted in the boxes, but there are other potential emergencies you should also keep in mind.

What Can Happen

Electrocution usually occurs when a dog chews through a power cord. Before attempting to assist the animal, for your own safety, disconnect the power source. Then get the dog to a vet immediately, even if it appears to have suffered no apparent injuries. Electrocution often causes severe pulmonary edema (fluid in the lungs), which can be life-threatening if not treated quickly. Keep the dog calm and warm in the interim to forestall shock.

Venomous bites from insects or snakes can range in severity from inconsequential to life-threatening. One or two bee or wasp stings generally present no problem beyond minor swelling and discomfort. If your dog is attacked by a swarm of stinging insects, however, the toxic reaction may be much more severe and could be life-threatening.

A vet should be consulted in such cases. Poisonous snake bites demand immediate veterinary attention. If possible, carry the dog rather than let it walk to minimize venom circulation. While the dog is being transported to the vet, keep it as quiet as possible and apply ice directly to the bite area to slow venom circulation.

Collapse, muscle tremors, loss of bladder or bowel control, and full or partial unconsciousness can characterize seizures. If a seizure occurs, leave the dog alone and as quiet as possible until the seizure is over.

Dogs do not swallow their tongues during seizures. Any dog that has had a seizure should be evaluated by a vet, but immediate treatment is required only if the dog has multiple seizures.

Pain, swelling, difficulty in movement, deformities such as lumps or sharp edges under the skin of the injured area or a grating sound in the injured area can characterize fractures and dislocations. Tissues may be swollen and discolored from bleeding. These injuries often involve shock and internal bleeding.

Do not try to apply a splint. Place the dog on a rigid surface to transport it, keep it calm and warm to ward off shock, and get it to a vet as soon as possible.

All eye injuries should be seen by a vet soon as possible. Eye trauma as

can be deceptive in its severity, and your dog's sight could be threatened without your realizing it. In cases where the eyeball has come out of its socket, the eye can sometimes be saved. If available, an ophthalmic eye wash or ointment can be applied to the eyeball to keep it moist until you reach the vet. Otherwise, do nothing. Application of a substance that does not have the proper chemical characteristics can do more harm than leaving the eye dry.

Vomiting and diarrhea can be signs of problems of varying gravity—from simple indigestion to life-threatening infections. As a rule, a vet should be consulted about any gastrointestinal upsets in very young puppies. Pups become dehydrated rapidly, and they can lapse into a critical condition after only a short period of vomiting and diarrhea. In older dogs, vomiting or diarrhea lasting longer than 24 hours warrants the advice of a vet. Simple cases of vomiting and diarrhea can be treated at home by withholding food and water (let the thirsty dog lick ice cubes) and administering Pepto-Bismol or Kaopectate at the dosage recommended by your vet. Retching or attempting to vomit is also a sign of gastric dilatation/torsion complex, commonly called bloat. This condition can be fatal if not treated promptly. If your dog experiences nausea followed by dilatation of the abdomen, take it to the vet immediately.



Any eye injury may threaten your dog's sight, and prompt treatment is a must.



Even the friendliest dog may bite when it is injured. It's a good idea to keep a muzzle in your first aid kit.

Emergency Tips

If you are confronted with a seriously injured or gravely ill dog, including your own dog, approach it cautiously. Even the friendliest, best-natured dog may bite when extremely frightened or in severe pain. Walk up to the dog slowly, talk calmly, avoid rapid hand movements and try not to put your hands or face near its head.

If necessary, you can construct a makeshift muzzle for a potential biter from a gauze roll, a fabric leash or a soft cord. Loop the cord fairly loosely around the dog's muzzle, knot it under the chin, bring the ends behind the head and knot them at the back of the neck. Be sure the loop around the muzzle is not too tight: the dog must have sufficient room to open its mouth to breathe and pant. Dogs that are not ambulatory because of unconsciousness, extreme weakness or severely injured limbs present further problems. Depending on the size of the dog, anything from a cookie sheet to a folded card table can serve as a stretcher. An excellent makeshift stretcher that should suit the size of your dog perfectly is the metal pan from the bottom of its crate. Lacking a really rigid surface, two people holding a tautly stretched blanket will do.

When picking up an injured or ill dog, lift it from in front of its shoulders and behind its back legs to avoid putting any stress on its torso that might worsen internal or spinal injuries.

If any of these emergencies arise, be prepared by having the phone numbers of your vet, the nearest veterinary emergency clinic and the local poison control hot-line posted prominently near your phone. Better yet, if you have a phone that

holds numbers for automatic dialing, program these numbers into its memory. If there is an animal emergency clinic in your area, simply knowing how to contact it by phone is not enough. Know how to get there, too.

The first aid supplies that you will need to keep on hand should be stored together in an easily accessible place. Useful supplies include gauze pads; gauze rolls and adhesive tape for bandaging wounds; cotton swabs for cleaning small areas and applying medication; tweezers, which are helpful in removing ticks, burrs and bee stingers; blunt tipped scissors to cut dressings and trim away hair from around wounds; 3-percent hydrogen peroxide, used as a disinfectant and to induce vomiting; styptic pencil or powder to stop bleeding from minor cuts and over-zealously trimmed toenails; anti-bacterial ointment for superficial wounds; Pepto-Bismol or Kaopectate for diarrhea; and ophthalmic eye wash or ointment.

Medical emergencies often happen where we least expect them. The best help you can give your dog is to provide it with rapid access to professional care by recognizing emergencies when they occur, contacting a vet quickly and rendering only safe and necessary amateur treatment. Remember, you are not running a M*A*S*H unit. If you attempt to play Hawkeye Pierce or Hot-Lips Houlihan, you may find yourself instead in the role of that most inept of surgeons, Frank Burns-- a piece of casting that will do neither your dog nor you a bit of good.

Mary Warzecha became involved in informal dog activities 10 years ago when she and her husband began competing in obedience

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BLEEDING

ALL DEEP or gaping wounds should be seen by a vet whether bleeding is a problem or not. Minor surface cuts and abrasions that are handled at home should be checked daily for signs of infection (redness, swelling, pussiness). If any of these signs appear, contact your vet.

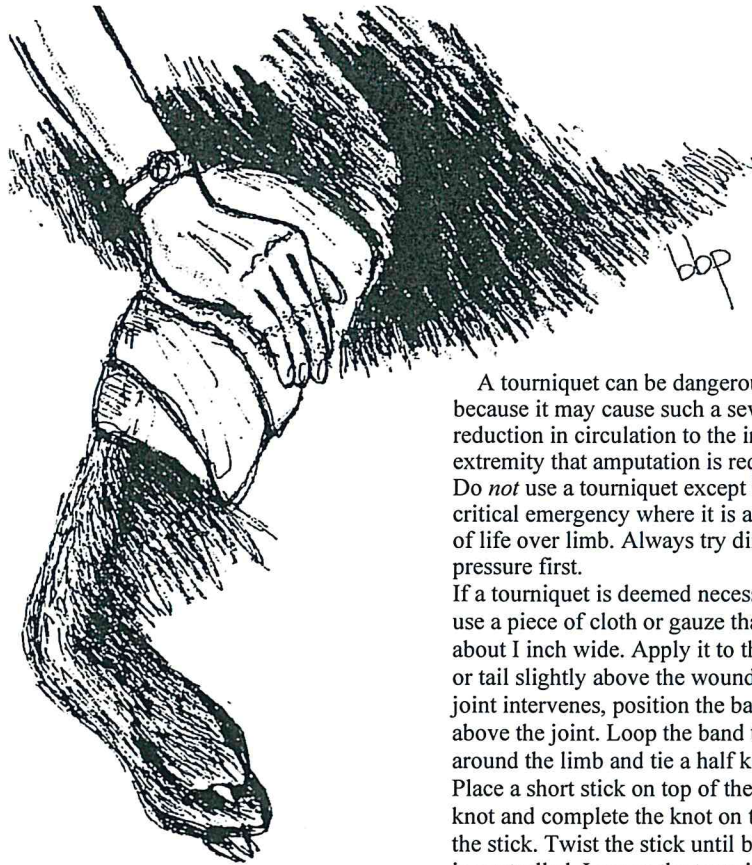
There are three types of bleeding: *arterial*, the spurting of bright red blood; *venous*, oozing of dark red blood; and *capillary*, oozing of blood with little force when the skin has been torn or abraded.

Steps to Take

1. Severe bleeding is best stopped by applying direct pressure to the wound with sterile gauze or a clean cloth. Bandage snugly.

2. If bleeding does not stop, increase the pressure by taping more tightly. If the limb below the pressure pack swells, circulation may be impaired, and you should loosen the bandage.

3. To stem arterial bleeding if direct pressure does not work, apply pressure to one of the three pressure points on the dog's body. These are places where you can press the artery against a bone and control the flow of blood to areas below that part. The *brachial* artery is on the inside of the foreleg, just above the elbow joint. The *femoral* artery is on the inside of the hind leg, near the point where the leg



Apply pressure with a clean cloth or bandage to decrease bleeding.

joins the body. The *coccygeal* artery runs along the underside of the tail. Apply pressure on the pressure point nearest the wound on the side between the heart and injured area.

A tourniquet can be dangerous because it may cause such a severe reduction in circulation to the injured extremity that amputation is required. Do *not* use a tourniquet except in a critical emergency where it is a matter of life over limb. Always try direct pressure first.

If a tourniquet is deemed necessary, use a piece of cloth or gauze that is about 1 inch wide. Apply it to the leg or tail slightly above the wound. If a joint intervenes, position the band above the joint. Loop the band twice around the limb and tie a half knot. Place a short stick on top of the half knot and complete the knot on top of the stick. Twist the stick until bleeding is controlled. Loosen the tourniquet every five to eight minutes to allow reoxygenation of the tissues below the wound. Then secure the stick again.

4. If any bleeding has not stopped after five minutes, take your dog to the vet.